



The Federal Protective Service
Secure Facilities, Safe Occupants

Occupant Emergency Plans

Development, Implementation, and
Maintenance

November 2007

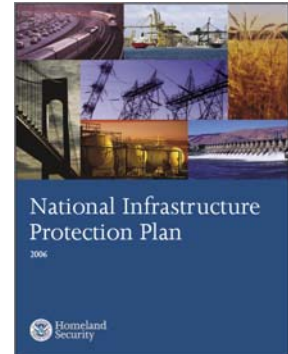


U.S. Immigration
and Customs
Enforcement

Preface

Security and emergency preparedness at work, at home, and in the community is everyone's responsibility. It requires coordinated prevention, protection, response, and recovery activities that span the preparedness spectrum. At the National level, preparedness is facilitated by the following two plans:

- The **National Infrastructure Protection Plan (NIPP)** establishes a steady state of preparedness across the Nation's critical infrastructure (CI) and key resources (KR). How the NIPP risk management framework is applied to government facilities is discussed in the Government Facilities Sector (GFS) Sector-Specific Plan (SSP)¹ NIPP Annex.
- The **National Response Plan (NRP)**, based on the **National Incident Management System (NIMS)** construct, provides for coordinated National response to, and recovery from, incidents of National significance.



Together, the NIPP and the NRP provide a comprehensive, integrated approach to addressing key elements of the Nation's homeland security mission to prevent terrorist attacks, reduce vulnerabilities, and respond to incidents in an all-hazards context. The NIPP and its associated SSPs establish the overall risk-based approach that defines the Nation's CI/KR steady-state protective posture, while the NRP and NIMS provide the overarching framework, mechanisms, and protocols required for effective and efficient domestic incident management.

In the workplace, whether in a stand-alone facility or facilities grouped as part of an installation or campus setting, occupants need to understand the nature of potential emergencies and what actions to take if emergencies do occur. Life safety, communication, efficiency, and roles and responsibilities are critical components to enhancing the security and preparedness of facility occupants.

A variety of plans are used to address preparedness, and these plans must be written, implemented, and maintained. Preparedness plans require coordination among facility management and occupants, as well as with external emergency response resources. Depending on the size and complexity of facility operations and applicable regulatory requirements, preparedness plans may include the following:

- **Continuity of Operations (COOP) Plans** – focus only on those essential functions that cannot be suspended for a 30-day period without adversely affecting operations. COOP plans are required for Federal departments and agencies by Homeland Security Presidential Directive – 20 National Continuity Policy.
- **Occupant Emergency Plans (OEPs) and Emergency Action Plans (EAPs)** – describe the actions that occupants should take to ensure their safety if a fire or other emergency situation occurs. These plans reduce the threat to personnel, property, and other assets within the facility in the event of an incident inside or immediately surrounding a facility by providing facility-specific response procedures for occupants to follow.
- **Disaster Recovery Plans** – help facility occupants recover from a major, usually catastrophic, event that may deny access to the normal facility for an extended period. These plans often cover recovery actions specific to information technology functions.

¹ An SSP is established for each of 17 critical infrastructure and key resources sectors.

Scope and Authority

The focus of this document is to provide guidance pertaining to the preparation, implementation, and maintenance of OEPs in line with National preparedness efforts of the NIPP, NRP, and NIMS. OEPs that are consistent in structure and content will enable better coordination of facility occupant emergency actions with outside authorities and first responders.

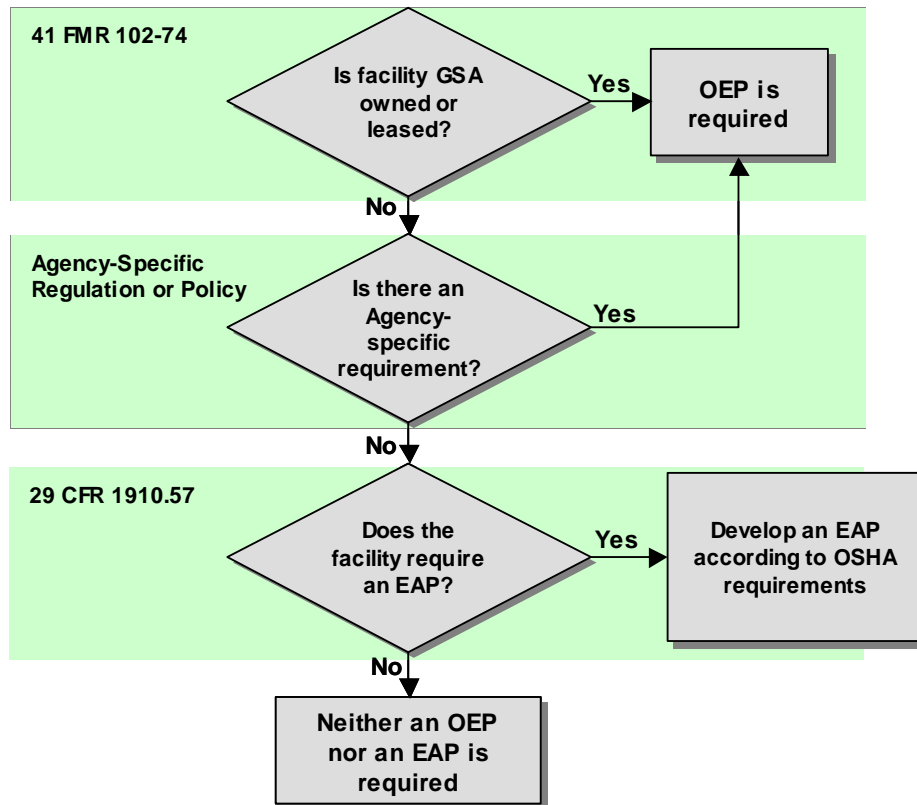
Either an OEP or an EAP is required for virtually all government facilities:

- **GSA Owned or Leased Federal Facilities.** 41 FMR 102-74 requires that all Federal departments and agencies comply with the occupational safety and health standards established in the Occupational Safety and Health Act of 1970 and develop and implement OEPs.
- **Other Federal Facilities.** Some departments and agencies have promulgated their own regulations or implemented policies requiring facilities to have an OEP, regardless of whether it is a GSA owned or leased facility.
- **All Facilities.** If fire extinguishers are required or provided in the facility, and if anyone will be evacuating during a fire or other emergency, then OSHA Standard 29 CFR 1910.157 requires a facility to have an EAP. The only exemption is for facilities that have an in-house fire brigade in which every employee is trained and equipped to fight fires and, consequently, no one evacuates.

In addition, 29 CFR 1960 provides Basic Program Elements for Federal Employee Occupational Safety and Health Matters and requirements for Reporting of Serious Accidents (29 CFR 1960.70).

Refer to Figure 1 for a decision flow that can be used to determine whether an OEP or EAP is required.

Figure 1: Decision Flow for OEPs and EAPs



To be most effective at protecting life and property, all OEPs will:

- Provide clear instruction on **roles and responsibilities** for all aspects of the preparedness spectrum, from prevention and protection to response and recovery.
- Use an approach that includes procedures to handle a **wide range of hazards and threats** – such as medical emergencies, bomb threats, suspicious packages, and natural disasters – that could affect a facility.
- Meet the **specific characteristics, needs, and criteria for each facility**.² For example, location-specific procedures are added to address unique threats or hazards such as hazardous materials spills or releases of radioactive materials from within or surrounding the facility.
- Involve **coordination with local emergency responders**.
- Consider safety codes and regulations when developing and implementing emergency planning, such as the International Fire Code and NFPA Life Safety Code.³
- Address multi-jurisdictional issues regarding mass care, sheltering, and evacuation.

How to Use This Guide



This *OEP Guide* is to be used as a reference tool providing a step-by-step approach to developing, implementing, and maintaining OEPs as follows:

Step 1 Organize Staff, Information, Capabilities, and Resources

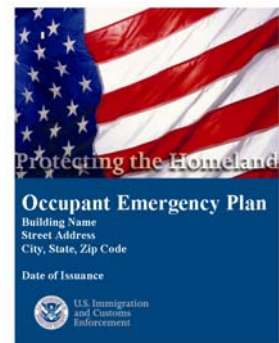
Provides assistance for individuals responsible for developing an OEP⁴ to establish an occupant emergency organization, identify possible emergency scenarios, and determine the facility's current level of preparedness. Supplement 1 to this guide provides additional information on preparing for (or preventing), responding to, and recovering from a number of emergency situations.

Step 2 Address Emergency Planning Considerations

Based on the current level of preparedness of the facility for the emergency scenarios identified, this step establishes needed emergency response processes and protocols, giving first priority to the health and safety of occupants during emergencies.

Step 3 Develop the OEP

The output of Steps 1 and 2 provide the information needed to write the facility-specific OEP in Step 3. Supplements 2 and 3 provide the *OEP Template* and instructions for completing the template to effect a common foundation from which an OEP directly addresses protection goals and



² For storefront and/or ground level small office space, GSA Form 3415, Occupant Emergency Plan (Abbreviated Form) may be used to capture relevant information.

³ It should be noted that codes and regulations change frequently, and may necessitate regular updates to OEPs. Codes of a specific edition that is not necessarily current may be adopted by local jurisdictions. It is important that the OEP remain generic enough to allow for flexibility for situations such as when codes are adopted by many different Authorities Having Jurisdiction (AHJs).

⁴ In 2003, the Federal Protective Service (FPS) was transferred from the General Services Administration (GSA) to the Immigration and Customs Enforcement component of the Department of Homeland Security. FPS is responsible for providing technical guidance and security input to assist the designated official of GSA owned or leased Federal facilities with the development of OEPs. For more information, please contact FPSinput@dhs.gov.

objectives.

Step 4 Distribute, Implement, Evaluate, and Maintain the OEP

Once the OEP is developed and completed, this step provides information on distribution and implementation of the OEP, including awareness, training, and drills. This process is iterative so that updates can be made in response to changing conditions.

Quick reference materials should be provided to occupants, based on the OEP, that are concise and easily usable in an emergency.

Effective Date

This *Occupant Emergency Plan Guide* is effective upon release. It replaces all previous versions of *OEP Guides* published. Existing OEPs will be updated consistent with this guidance during the next scheduled annual review, or according to the timeframes established through the NIMS Integration process, whichever is sooner.

Table of Contents

Preface	i
Step 1: Organize Staff, Information, Capabilities, and Resources	1
1.0 Establish the Occupant Emergency Organization	1
1.1 Command Section	2
1.2 Operations Section	3
1.3 Planning Section	4
1.4 Logistics Section	5
1.5 Finance/Administration Section	5
1.6 Intelligence/Investigations Function	6
2.0 Identify Possible Emergency Situations	6
3.0 Determine the Current Level of Preparedness	7
Step 2: Address Emergency Planning Considerations	10
1.0 Command, Communication, and Liaison	10
1.1 Command and Management	10
1.2 OEP Activation	11
1.3 Facility Alarms and Warnings	11
1.4 Crisis Communication and Liaison	12
1.5 Contingency for Alternate Means of Communication	13
2.0 Occupant Life Safety	13
2.1 Occupant Actions	13
2.2 Childcare Centers	14
2.3 Occupants Needing Special Accommodations or Assistance	15
3.0 Enhance Protection of the Facility and its Associated Elements	16
3.1 Facility Protection	17
3.2 Associated Facility Elements	17
3.3 Enhanced Protection	18
4.0 Recovery and Reconstitution	19
5.0 Administration and Logistics	20
Step 3: Develop the OEP	21
Step 4: Distribute, Implement, Evaluate, and Maintain the OEP	22
1.0 Finalize and Distribute the OEP	22
2.0 Implement and Evaluate	23
2.1 Training	23
2.2 Drills and Exercises	24
3.0 Maintain the OEP	24
List of Attachments	
1 Evacuation	26
2 Shelter-in-Place	32
3 Enhanced Protection by Alert Level	37
4 Emergency Supplies Kits	38
5 Reviewing Plans	43

List of Acronyms	47
List of Tables	
1 Emergency Situations Commonly Addressed in OEPs	8
2 Disabled Occupant Considerations	15
List of Figures	
1 Decision Flow for OEPs and EAPs	ii
OEP Supplements	
1 Emergency Situations	
2 Instructions for Completing the OEP Template	
3 OEP Template	

STEP 1: Organize Staff, Information, Capabilities, and Resources

- Who will be involved in the Occupant Emergency Organization?
 - What are possible emergency situations within or surrounding the facility?
 - What is the facility's current level of preparedness?
-

This section of the *OEP Guide* discusses steps to take to establish the Occupant Emergency Organization (OEO), gather and analyze information on hazards and capabilities, and assess the current level of preparedness.

1.0 Establish the Occupant Emergency Organization

While an OEP serves as a reference for facility emergency protocol, a cadre of people who are part of the OEO have responsibility for implementing and maintaining it.

Before writing an OEP, it is important to get organized by establishing a planning team to encourage participation and personal investment in the process, enhance the visibility and stature of the planning process, and provide for a broad perspective on related issues. The size of the planning team will depend on the facility's operations, requirements, and resources.

The responsibility for managing emergencies in a Federally owned or leased facility is with the Designated Official (DO), who is the highest-ranking official of the primary occupant department or agency, or a designee selected by mutual agreement of occupant department or agency officials. The DO must supervise the development of the OEP and the staffing and training of the OEO. The OEO coordinates all emergency procedures in each facility. The OEO should:

- Follow the incident command structure established in the NIMS.⁵
- Be limited in size through careful determination of how many positions are needed and defining their duties clearly.
- Consist of, and use, the existing hierarchy of the occupant departments and agencies. Officials heading agencies on a day-to-day basis should assume leadership positions during an emergency and have ultimate responsibility for the safety and well-being of their employees. Members should be accountable, active individuals that will carry out procedures, training, and associated duties for emergency preparedness.
- Consist of members selected by position, not by name. This process automatically allows for continuity since positions are typically filled when the incumbent is absent.
- Obtain input from various functional areas including:

⁵ This section of the *OEP Guide* provides an overview of the incident command structure required. Refer to the NIMS Integration Center for more detailed information.

- Other onsite management
 - Human resources
 - Facility engineering, and maintenance, and building services
 - Safety, health, and environmental affairs
 - Public information officer
 - Security
 - Community relations
 - Legal
 - Finance and purchasing
- Be provided with visual identifiers such as colored safety hats and/or armbands. Occupants should be familiar with these identifiers and their significance.

Leadership of each occupant department or agency should demonstrate their commitment to facility emergency preparedness and promote an atmosphere of cooperation by authorizing staff to participate in the planning group and the OEO, and through implementation of the OEP. This commitment and cooperation can be fostered through memoranda to staff, through establishment of department or agency policy, or through the development of a formal mission statement that defines the purpose of the OEP and indicates that it is mandatory.

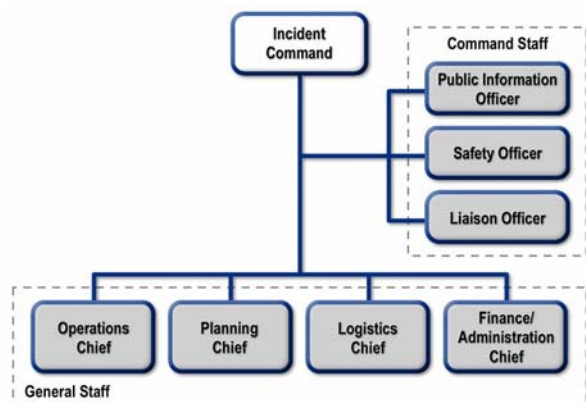
All managers who have employees assigned to the OEO will notify the incident command when any member is transferred, retires, or, because of extraordinary work and/or circumstances, can no longer perform their duties as an OEO member. Managers must then assign a replacement, providing the name and other pertinent information required to the Plan Coordinator. The managers of a disabled employee who requires assistance in evacuating the facility should also notify the appropriate monitor and the Plan Coordinator when that employee is not on the premises (i.e., when the employee is attending training, on vacation, sick, etc.).

As required under the NIMS, the OEO follows the Incident Command Structure and is comprised of five major functional areas: command, operations, planning, logistics, and finance/administration. A sixth area, intelligence, may be established if required. While each OEO section, its members, and their responsibilities are discussed in the following sections, note that the overall structure is designed to be flexible and scalable so that it may be tailored to the needs of the individual facility.

1.1 Command Section

The Command Section of the OEO directs all emergency operations from the facility's Incident Command Post. In a large facility, members of the Command Section would include:

- **Designated Official (DO)** – the highest-ranking official of the primary occupant department or agency; alternatively, a designee selected by mutual agreement. Responsible for activating the plan in all emergencies during normal duty hours.
- **Incident Command (IC)** – the official appointed by the DO who serves as the primary assistant to the DO to ensure the continued viability of the OEP and its organization. During emergencies, the IC operates the Incident Command Post.
- **Deputy Incident Command** – the IC may have one or more deputies who are fully qualified to assume the position and responsibilities of the IC.
- **Command Staff** positions are specifically designated, report directly to Incident Command,



and are assigned responsibility for key activities that are not a part of the ICS General Staff functional elements. These positions include:

- **Public Information Officer** – responsible for interfacing with the public and media and/or with other agencies with incident-related information requirements. Public information officers develop accurate, accessible, and timely information on the incident's cause, size, and current situation; resources committed; and other matters of general interest for both internal and external consumption. The IC must approve the release of all incident-related information.
- **Safety Officer** – monitors incident operations and advises the IC on all matters relating to operational safety and associated systems and procedures and has authority to stop and/or prevent unsafe acts during incident operations.
- **Liaison Officer** – the point of contact and coordination for assisting or cooperating agencies and organizations.

Additional command positions may be necessary, depending on the characteristics of the facility and specific requirements established by Incident Command. Examples include:

- **Medical Advisor** – an agency operational medical director or assigned physician who may be designated and assigned directly to the Command Staff to provide advice and recommendations to Incident Command in the context of incidents involving medical and mental health services, mass casualty, acute care, vector control, epidemiology, and/or mass prophylaxis considerations, particularly in the response to a bioterrorism incident.
- **Special Needs Advisor** – may be designated to provide expertise regarding communication, transportation, supervision, and essential services for diverse populations in the affected area.

Also included in the Command Section are the **General Staff** who are the chiefs of the functional aspects of the incident command structure, including Operations, Planning, Logistics, and Finance/Administration Sections, as discussed in the following sections.

1.2 Operations Section

This section is responsible for all activities focused on reducing the immediate hazard, saving lives and property, establishing situational control, and restoring normal operations.

The Operations Section Chief is responsible to the IC for the direct management of all incident-related operational activities.

- **Facility Evacuation Branch⁶**
 - **Floor Monitors** – supervisory personnel selected by the individual occupant department or agency. In agencies where the supervisory employee is frequently assigned outside the office, a responsible, conscientious, non-supervisory staff employee may be selected. If there is more than one shift, each shift should have its own emergency floor monitors. Floor monitors act in several different capacities, depending on the emergency. They should have a current list of all occupants with physical handicaps, including those persons who cannot use stairwells or fire escapes because of temporary illness or other impaired physical condition.
 - **Deputy Floor Monitors** – During a floor monitor's absence, a designated deputy should assume the floor monitor responsibility.
 - **Floor Searchers** – one is assigned for each major area of the floor to make sure that every person on a floor is aware of an emergency evacuation. They should be trained to

⁶ Refer to Attachment attachment 1 for more information on evacuation considerations.

check for visible presence of occupants rather than a voice response from a possible occupant who might not hear, be temporarily indisposed, or rendered unconscious. Other positions can be assigned with responsibility for monitoring stairwells, elevators, exits, restrooms, and childcare centers during an evacuation.

- **Assistance Monitors** – occupants appointed by the floor monitors to assist occupants with physical limitations during emergencies. Where possible, two monitors should be assigned to each person. In an emergency, monitors are responsible for remaining with the person throughout the emergency and assisting in that person’s evacuation, following the instructions of the command center and/or the floor monitor.
- **Assembly Area Coordinators** – individuals who are assigned responsibility for proceeding to the designated assembly area with a current roster of occupants and taking a head-count.
- **Utility Control Branch**

The facility manager provides information, guidance, and advice on establishing and maintaining the OEO; assists the DO in recruiting qualified personnel for technical services; and is responsible for designating and supervising the facility maintenance supervisor. The facility maintenance supervisor controls facility utilities during an emergency. Under the direction of the facility manager, the facility maintenance supervisor:

- Establishes a plan to attend to the facility’s mechanical devices; ventilation, water, gas and steam valves; power switches; elevators; and other facility equipment during an emergency.
- Provides training for emergency situations and coordinates bomb search training for facility mechanical personnel.
- Ensures that facility mechanical personnel know procedures for all emergency situations.

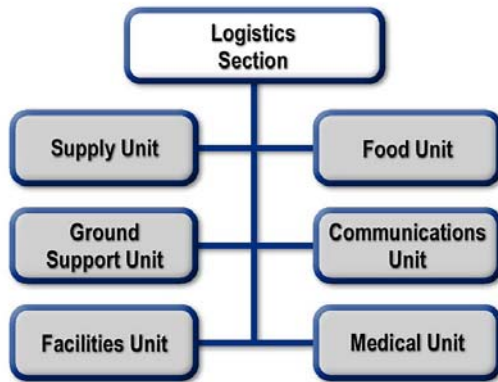
1.3 Planning Section



This section collects, evaluates, and disseminates incident situation information and intelligence to IC and incident management personnel, prepares status reports, displays situation information, maintains status of resources assigned to the incident, and prepares and documents the IAP, based on guidance from IC. It includes four primary units, as well as a number of technical specialists to assist in evaluating the situation, developing planning options, and forecasting requirements for additional resources. The Planning Section is normally responsible for gathering and disseminating information and intelligence critical to the incident, unless IC places this function elsewhere.

The Planning Section is also responsible for developing and documenting the IAP. The IAP includes the overall incident objectives and strategies established by IC. In the case of UC, the IAP must adequately address the mission and policy needs of each jurisdictional agency, as well as interaction between jurisdictions, functional agencies, and private organizations. The IAP also addresses tactical objectives and support activities required for one operational period, generally 12 to 24 hours.

1.4 Logistics Section



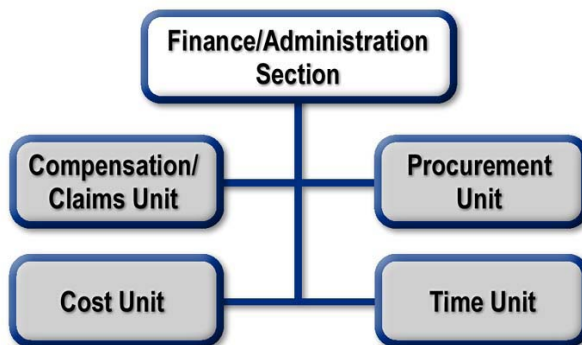
The Logistics Section is responsible for all support requirements needed to facilitate effective and efficient incident management, including ordering resources from locations outside the incident area. It also provides facilities, security (of the incident command facilities), transportation, supplies, equipment maintenance and fuel, food services, communications and information technology support, and emergency responder medical services, including inoculations, as required. Within the Logistic Section, six primary units fulfill the support requirements:

- The Supply Unit orders, receives, stores, and processes all incident-related

resources, personnel, and supplies.

- The Ground Support Unit provides all ground transportation during an incident. In conjunction with providing transportation, the unit is also responsible for maintaining and supplying vehicles, keeping records of usage, and developing incident traffic plans.
- The Facilities Unit sets up, maintains, and demobilizes all facilities used in support of incident operations. The unit also provides facility maintenance and security services required to support incident operations.
- The Food Unit determines food and water requirements, plans menus, orders food, provides cooking facilities, cooks, serves, maintains food service areas, and manages food security and safety concerns.
- The Communications Unit is primarily responsible for communications planning for the ICS, especially in the context of a multi-agency incident.
- The Medical Unit is responsible for the provision of medical services to incident personnel.

1.5 Finance/Administration Section



A Finance/Administration Section is established when the incident management activities require finance and other administrative support services. Some of the functions that fall within the scope of the section are: recording personnel time, maintaining vendor contracts, compensation and claims, and overall cost analysis for the incident. The situation may require only one specific function (e.g., cost analysis), and assigning a technical specialist in the Planning Section could be sufficient. If a separate Finance/Administration Section is

established, close coordination with the Planning Section and Logistics Section is essential so that operational records can be reconciled with financial documents. In large, complex incidents involving significant funding originating from multiple sources, the Finance/Administrative Section becomes an essential part of the ICS. In addition to monitoring multiple sources of funds, the

Section Chief must track and report to the IC the accrued cost as the incident progresses. With this information, the IC can forecast the need for additional funds before operations are affected negatively.

1.6 Intelligence/Investigations Function

The collection, analysis, and sharing of incident-related intelligence are important elements of ICS. The incident management organization must establish a system for using incident information to support operational decisions and investigative efforts. Normally, operational information and intelligence are management functions located in the Planning Section, with a focus on three incident intelligence areas: situation status, resource status, and anticipated incident status or escalation (e.g., weather forecasts, location of supplies, etc.). Information and intelligence are used for incident management decision-making. In addition, technical specialists in the Planning Section may be asked to provide specific information to support tactical decisions related to incident response.

The mission of the Intelligence/Investigations Function is to ensure that all investigative and intelligence operations, functions, and activities within the incident response are properly managed, coordinated, and directed. Regardless of how the Intelligence/Investigative Function is organized, a close liaison must be maintained and information must be transmitted to Command, Operations, and Planning.

2.0 Identify Possible Emergency Situations

Based on information gathered on the facility and its surroundings, a list of possible emergency situations can be developed. This list should include consideration of situations that:

- Have occurred inside or around the facility in the past.
- Arise based on the physical location of the facility and its proximity to other hazards.
- Involve failures of systems including power/utilities, telecommunications, emergency notification, heating/cooling, or computers.
- May result from poor training or maintenance, carelessness, misconduct, or fatigue.
- Are caused or exacerbated by the physical attributes of the facility including:

Physical construction

Hazardous processes or byproducts

Presence of combustible or flammable materials

Layout of equipment

Lighting

Evacuation routes and exits

Proximity of shelter areas

- Evolve or develop over time due to changes to the National, regional, or local threat environment that may require new or enhanced protection considerations.
- Are associated with facilities management such as:
 - Flooding from a ruptured supply or flow pipeline within a building.
 - Disruption of heating, ventilation, and air conditioning (HVAC) services during summer and winter months.
 - Release of airborne particulates such as dust, mold, asbestos, and fiberglass that may be

hazardous to building occupants.

Although the range of emergency situations will vary by facility, Table 1 includes a list of those situations that are commonly addressed in a facility's OEP. When examining types of emergencies applicable to the facility, it is important to consider the likelihood and severity in order to prioritize actions.

Emergency situations can occur within the facility, outside the facility, or both, and procedures should be adjusted accordingly.

The OEP Guide Supplement 1 provides additional information on how to protect against, prevent and/or prepare for, respond to, and recover from these emergency situations. This supplement can be used to develop facility-specific procedures.

Facility occupants and OEOs must be prepared to respond to multiple emergency situations. While suggested actions are provided for each of these emergency situations, emergencies can occur at the same time or one emergency can occur as a direct result of another. For example, natural disasters can result in:

- Fire, Explosion, or Heavy Smoke
- Medical Emergencies
- Utility Disruption

3.0 Determine the Current Level of Preparedness














Planners must become familiar with the facility and its surroundings to determine its current level of preparedness. This process includes identifying existing information as well as available internal and external response capabilities and resources. If a comprehensive risk assessment has been conducted for the facility, the level of risk will drive the actions necessary to enhance preparedness.

Begin by gathering and reviewing existing reports, plans, procedures, assessments, and other sources of information on the facility. Examples include:

Evacuation Plan	Employee Manuals	Life Safety Code
Fire Protection Plan	Hazardous Materials Plan	Occupational Safety and Health Regulations
Code Adam Activation Procedures	Process Safety Assessment	Environmental Regulations
Safety and Health Program	Risk Management Plan	Fire Codes
Environmental Policies	Risk and Vulnerability Assessments	Transportation Regulations
Security Procedures	Capital Improvement Program	Zoning Regulations
COOP Plan	Mutual Aid Agreements	Tenant Policies
Finance and Purchasing Procedures	Facility Closure Policy	Seismic Safety Codes

Because conditions change within and surrounding a facility, information should be reviewed, validated, and updated through this process.

Table 1. Emergency Situations Commonly Addressed in OEPs

Types of Emergencies		Internal	External
	Civil Disobedience or Disorder		X
	Computer or Cyber Security Incident	X	X
	Elevator Malfunction or Entrapment	X	
	Explosion or Fire	X	X
	Hazardous Material Incident – Chemical, Biological, or Radiological	X	X
	Hostage Situation	X	X
	Medical Emergency – General and Pandemic Influenza	X	
	Missing Child – Code Adam Alert	X	
	Natural Hazard or Disaster – including Earthquakes, Landslides or Debris Flows, Severe Weather: Flood, Hurricanes, Severe Thunder Storms, Tornadoes, Tsunamis, Winter Storms; Volcanic Eruptions, and Wildfires		X
	Power Disturbance	X	X
	Suspicious Object	X	X
	Threats – Bomb and Workplace Violence	X	
	Suspicious or Unlawful Activity	X	X

Resources and capabilities that may already be available in the facility and that could be used during an emergency include:

- **Skilled occupants** – occupants trained in first aid, CPR, and hazardous material response; security guards; emergency management group; evacuation team; public information officer; engineers; and those with fluency in foreign languages.
- **Equipment** – fire protection and suppression equipment, communications equipment, first aid supplies, emergency supplies, warning systems, emergency power equipment, decontamination equipment, and equipment to evacuate occupants with disabilities.

- **Facilities** – incident command center or location, media briefing area, shelter areas, first aid stations, decontamination areas, and sanitation facilities
- **Organizational capabilities** – training program, evacuation plan, and employee support system
- **Backup systems** – arrangements with other facilities are made as part of COOP planning to provide for:
 - Payroll
 - Communications
 - Emergency power
 - Shipping and receiving
 - Information systems support
 - Recovery support

Many external resources can also provide assistance to a facility in an emergency. Examples of external resources include:

Fire department

Local and state police

Emergency medical services

Hazardous materials response organization

Local emergency management office

Hospitals

Utility companies

Community service organizations

Public works department

National Guard and nearby military facilities

Mayor or community administrator's office

Public Transportation Department

Understanding how and when external resources can come to the aid of a facility is important in orchestrating an effective emergency response strategy.

To assess the impact of potential emergencies and to determine the need for backup systems, gather information related to the following areas:

- Functions and services that the facility provides, as well as the facilities and equipment needed for continuity
- Products and services provided by suppliers, especially sole source vendors
- Lifeline services such as electrical power, water, sewer, gas, telecommunications, and transportation
- Operations, equipment, and personnel vital to the continued functioning of the facility.

Conditions surrounding a facility can change and require enhanced measures.

Step 2: Address Emergency Planning Considerations

□ How will the facility address emergency-planning considerations?

Once all of the information on facility resources, capabilities, and vulnerabilities is gathered and analyzed, the following emergency planning considerations should be taken into account:

- **Command, communication, and liaison** including incident command locations, OEP activation, alarms, notification, and warning, coordination of response action, crisis communication and liaison, and contingency for alternate means of communication.
- **Occupant life safety** to ensure the security of all occupants, including those who are disabled or in childcare centers, through actions that include evacuation or shelter-in-place.
- **Enhancing protection of the facility and associated elements** including physical, cyber, human elements and their functions.
- **Recovery and Reconstitution** to restore operations and critical functions and services.
- **Administration and logistics** including considerations for before, during, and after an emergency situation.

Where gaps in resources are identified, establish an action plan to close gaps including procedures to address the facility's response to various types of emergencies.

1.0 Command, Communication, and Liaison

To support facility emergency management activities, effective communications are needed to report emergencies, warn occupants of danger and coordinate response actions to keep families and off-duty employees informed about the incident and its impact on the facility and its occupants.

1.1 Command and Management

Emergency operations in a facility are directed from an incident command center or location. The capabilities of the command center should be consistent with the level of risk to the facility. While some large facilities with complex missions may have a permanent operations center, other facilities may designate a conference room to be used in the event of an emergency. All command centers must meet the following recommended criteria:

- They must be centrally located and easily accessible for effective command and control
- They must contain good communications capability.

An alternate incident command center location should be designated in advance for use if the primary location is incapacitated or evacuated. Special consideration must be made for rapid transportation of team members from their work locations to the incident command center and for quick notification of team members of an emergency.

The types of information that should be maintained in the command center location(s) includes:

- Emergency call lists – all persons on and off site who would be involved in responding to an emergency, their responsibilities, and their 24-hour contact numbers. Wallet-sized emergency call lists should be distributed to the OEO.

- Floor plans and facility and site maps that include locations of the following:
 - Utility shutoffs
 - Water hydrants, main valves and lines
 - Gas main valves and lines
 - Electrical cutoffs and substations
 - Storm drains and sewer lines
 - Fire alarm system(s) and annunciator(s)
 - Security alarm system(s) and annunciator(s)
 - Emergency Voice/Alarm Communications system, public address system, and mass notification system
 - Fire extinguishers and suppression systems
 - Exits, stairways, designated escape routes, evacuation staging areas, and restricted areas
 - Exits available for use after normal working hours
 - Hazardous materials lists and locations (including cleaning supplies and chemicals)
 - High-value items
 - Fire command center and alternate command centers
 - Shelter-in-Place locations
 - Areas of refuge and alternate areas of refuge

Know in advance which Federal or local law enforcement agency or agencies have jurisdiction over the facility. Involve them early in the planning process. In some cases, mutual aid agreements may be necessary to define the facility's relationship, type of assistance, chain of command for activating the agreement, communications procedures, and protocols for turning control of a response over to outside departments and agencies. The OEP shall include a fire safety plan⁷. The plan shall be available to all occupants, and shall include the following:

1. The procedures for reporting a fire or other emergency.
2. The life safety strategy and procedures for notifying, relocating, or evacuating occupants.
3. Site plans indicating the following:
 - The occupancy assembly point.
 - The location of fire hydrants.
 - The normal routes of fire department vehicle access.
4. Floor Plans identifying the locations of the following:
 - Exits
 - Primary evacuation routes
 - Secondary evacuation routes
 - Accessible evacuation routes
 - Areas of refuge
 - Manual fire alarm pull stations
 - Portable fire extinguishers
 - Fire alarm annunciation and controls
5. A list of major fire hazards associated with the normal use and occupancy of the premises, including maintenance and housekeeping procedures.
6. Identification and assignment of personnel responsible for maintenance of systems and equipment installed to prevent or control fires.
7. Identification and assignment of personnel responsible for maintenance, housekeeping and controlling fuel hazard sources.

⁷ See OSHA Standard 29 CFR Part 1910.36 for details about all requirements.

1.2 OEP Activation

Establish OEP activation procedures and the primary and alternate means of communication that will be used. The decision to activate is based on the best available information, including an understanding of local tensions, the sensitivity of target department or agency(ies), and previous experience with similar situations.

The OEP should be activated when an emergency situation occurs and is brought to the attention of the DO or Security. Typically, the activation will include one of the following:

- Report of an emergency by calling 911.
- Report of an emergency to Security
- Security receiving a report of an emergency situation or threat from FPS or other official source.
- An announcement in the media of an emergency situation or threat that is likely to impact the facility if it has not done so already.

The fire alarm system is activated manually (by pulling a manual pull station) or automatically by activation of a smoke detector, a heat detector, or suppression system (sprinklers or wet chemical).

In the event of an emergency at night, over the weekend, or on a holiday when there may be sparse occupancy, the senior Federal official present (or, if none are present, the FPS Officer or responding law enforcement agency) should act as the DO and initiate appropriate action. This person will need to coordinate with the senior FPS Inspector, the contract guard on the premises, and/or the appropriate maintenance personnel.

Determine government agencies' notification requirements in advance. Notification must be made immediately to local government agencies when an emergency has the potential to affect public health and safety.

1.3 Facility Alarms and Warnings

All facility occupants must understand how to report actual or possible emergency situations and operate and respond to the alarm system to avoid confusion and delay in response. Examples of common facility alarms include elevator alarms, fire alarms, and evacuation alarms. An oral announcement may be used in some situations but is limited in its effectiveness for occupants with impaired hearing, or for those who do not understand the language. Evacuation plans for high rise buildings or other buildings with a voice alarm system require a description of the emergency voice/alarm communication system alert tone and preprogrammed voice messages, where provided.

Establish procedures for occupants to report an emergency. Post emergency telephone numbers near each telephone, on bulletin boards, and in other prominent locations.

Facility alarms and warning systems should:

- Be audible by, or within view of, all occupants in the facility;
- Have a distinct and recognizable signal so that occupants will be able to identify the appropriate response;
- Have an auxiliary power supply; and
- Be tested on a regular schedule to ensure that the equipment is working properly.

1.4 Crisis Communication and Liaison

A potential danger in any emergency situation is a discrepancy between employees' or the public's perception of what happened and what really happened. Misinformation received by employees or the public may be as damaging as the emergency. Employees will need to know when, if, and how to report to work following an incident, while senior department or agency officials will need information on the protection of occupants and facilities. When emergencies expand beyond the facility, the community will want to know the nature of the incident, whether the public's safety or health is in danger, what is being done to resolve the problem, and whether proper precautions were taken to prevent the situation from happening.

A plan for disseminating information to those who have a need to know must be in place. Determine the audiences that may be affected by an emergency and identify their information needs. Example audiences include:

- The public
- The media
- Employees and retirees
- Unions
- Contractors and suppliers
- Customers
- Shareholders
- Emergency response organizations
- Regulatory agencies
- Appointed and elected officials
- Special interest groups
- Neighbors

Clear protocols for notification and information sharing must be in place. Determine how to communicate important public information through the media in an emergency. The individual appointed to disseminate information must be kept fully apprised of the entire emergency plan and should attend as many planning sessions as possible. S/He should be advised of what can and cannot be released during an emergency, and should be notified of all occurrences and response actions taken so that proper and accurate information may be disseminated. The following guidelines will assist in planning a successful public affairs emergency response:

- Release only verified and cleared information
- Promptly alert the media of relief and recovery efforts
- Escort the media to ensure safety
- Keep accurate records and logs of all inquiries, news coverage, and information released
- Carefully coordinate planning and implementation
- Do not cover up events or purposely mislead the media
- Do not place blame for the emergency
- When appropriate, conduct press briefings and interviews. Give local and national media equal time
- Do not permit unauthorized personnel to release information.

1.5 Contingency for Alternate Means of Communication

Total reliance on the telephone, or other systems that do not have back-up or self-contained power sources, as the sole means of communication should be avoided during emergencies. Because the results of a serious emergency condition frequently include downed power and telephone lines, alternate communication systems should be devised. Possible alternate communications systems include radios using batteries or back-up power sources, beepers, cell phones, messengers, bull-horns, public address systems, and elevator address systems.

Whatever method of communication is used to initiate emergency action plans, the system should be validated quarterly. Consider the following:

- Plan for all possible contingencies from a temporary or short-term disruption to a total communications failure.
- Consider the everyday functions performed by the facility and the communications, both voice and data, used to support them.
- Prioritize all facility communications. Determine which should be restored first in an emergency.
- Establish procedures for restoring communications systems.
- Talk to communications vendors about their emergency response capabilities. Establish procedures for restoring services.
- Determine needs for backup communications for each business function. Options include messengers, telephones, portable microwave, amateur radios, point-to-point private lines, satellite, and high-frequency radio.

2.0 Occupant Life Safety

Protecting life safety of occupants in the facility is the first priority during an emergency. This process involves making sure that procedures, training, and equipment are available for safe evacuation or shelter-in-place, and that the needs of childcare centers and occupants with disabilities are considered in planning.

All occupant departments and agencies should be involved in all aspects of planning and staffing of the OEP. If non-government activities are conducted within in the facility, representatives of those organizations should be invited to participate.

2.1 Occupant Actions

For most situations, immediate occupant actions involve the following:



Recognize:

- Situations that could lead to, or become, an emergency; and
- Emergency situations.



React to ensure safety of occupants in the immediate area.



Report to proper authorities from a safe location.

One common means of protection is evacuation. In the case of fire, an immediate evacuation to a predetermined area away from the facility may be necessary. However, in some emergencies, the best means of protection is to take shelter either within the facility or away from the facility in a public building. Depending on the nature of the emergency and whether it is internal or external to

the facility, the OEO may direct occupants to:



Evacuate the affected area

Relocate to another floor (if in a high-rise facility)



Evacuate the facility and proceed to designated assembly areas



Relocate to the COOP site (if a member of the COOP team)



Proceed to designated **shelters** (including shelter in place, if appropriate)

Leave the facility for the day (due to facility or government closure)

Remain at their work locations

Attachments 1 and 2 provide guidance for facility evacuation and shelter in place, respectively.

2.2 Childcare Centers

If a childcare center is located in the facility, the director should be involved in developing and posting emergency response procedures.

Center staff should know whom to contact in the event of a medical emergency, how the center will be notified of a fire or other danger that may require evacuation, the location of the fire alarm boxes and fire extinguishers, the primary and secondary evacuation routes, and the locations of safe areas. Center staff should be reminded to select a meeting place that is clear of the facility and to provide this information to parents.

Each staff member should be assigned a specific group of children for whom he/she is to be responsible during an emergency. Attachment 1 provides guidance on evacuation for childcare centers.

2.3 Occupants Needing Special Accommodations or Assistance

Occupants needing special accommodations or assistance may require more detailed planning in the event of an emergency situation in the facility. Generally, those occupants are in the best position to determine their own needs. Do not assume that occupants with obvious disabilities will always need assistance during an evacuation. As such, they should be involved in planning to inform the OEO of what kind of assistance they require. Consider the questions in Table 2.

Table 2: Disabled Occupant Considerations

Evacuation	<ul style="list-style-type: none"> ▪ Do they need help to leave the workplace? If so, are there volunteer co-workers designated to assist them? ▪ Can they reach and activate an alarm? ▪ Will they be able to evacuate independently without relying on auditory cues? (One such cue might be noise from a machine near the stairs – these cues may be absent if the electricity is off or alarms are sounding) ▪ How will they continue to use equipment that runs on electricity, such as dialysis, electrical lifts, etc.? ▪ Do they have a safe back-up power supply and how long will it last? ▪ How will they cope with debris along their planned exit route following the emergency? ▪ Do they need a specially equipped vehicle or accessible transportation?
Exits	<ul style="list-style-type: none"> ▪ Are stairs provided with at least a 48-inch clear width between handrails (37 inches where egress is in the descending direction)? ▪ Are ramps available where elevators may not be working or cannot be used? ▪ Are areas of refuge provided on each floor in accordance with the <i>Life Safety Code</i> for the mobility impaired (e.g., areas separated by fire-rated construction with direct access to an exit, or areas enclosed with smoke-resistant construction in a building protected with sprinklers)? If so, are these areas identified in the Occupant Emergency Plan so mobility impaired individuals and those assigned to assist them are aware of these locations? ▪ Are emergency signs provided and printed in Braille for the visually impaired? ▪ Does the building have a fire alarm system with visual notification appliances (strobe lights)? Are special provisions in place for hearing impaired occupants who work in isolated locations so they are notified of an emergency?
Getting Help	<ul style="list-style-type: none"> ▪ How will they call or summon for the help they will need to leave the building? ▪ Do they know the locations of text telephones and phones that have amplification? ▪ Will their hearing aids work if they get wet from emergency sprinklers? ▪ Have they determined how to communicate with emergency personnel if they don't have an interpreter, in the event of hearing aid failure, or if they are without a word board or other augmentative communication device?
Mobility Aids/Ramp Access	<ul style="list-style-type: none"> ▪ What will they do if they cannot find your mobility aids? ▪ What will they do if their ramps are shaken loose or become separated from the building?
Service Animals/Pets	<ul style="list-style-type: none"> ▪ Will they be able to care for their animal (provide food, shelter, veterinary attention, etc.) during and after an emergency? ▪ Do they have another caregiver for their animal if they are unable to meet its needs? ▪ Do they have the appropriate licenses so they will be permitted to keep the animal with them in a shelter?

All occupants may be asked to voluntarily self-identify whether they have impairments that would make assistance necessary in the event of an emergency. For those who respond affirmatively, the OEO may ask what type of assistance they would need. Even if occupants do not voluntarily self-identify as needing assistance in an emergency, those with known disabilities may be asked whether and what type of assistance they may need in an emergency.

Identify the wide range of occupants who may need special accommodations or assistance. These individuals may include occupants with the following conditions or situations:

- Visually impaired – May be extremely reluctant to leave familiar surroundings when the request for evacuation comes from a stranger. A guide dog could become confused or disoriented in a disaster. People who are blind or partially sighted may have to depend on others to lead them, as well as their dog, to safety during a disaster.
- Hearing impaired – May need to make special arrangements to receive warnings.
- Mobility impaired – May need special assistance to evacuate or get to a shelter. Examples include individuals who are pregnant, elderly, obese, temporarily disabled (e.g., on crutches or in a cast), or have intermittent needs (e.g., flare-ups of arthritis).
- Single working parent – May need help to plan for disasters and emergencies.
- Cognitive or developmentally disabled – May need additional assistance in determining and articulating their needs.
- Non-English speaking persons – May need assistance planning for and responding to emergencies. Community and cultural groups may be able to help keep people informed.
- People without vehicles – May need to make arrangements for transportation.
- People with special dietary needs – Should take special precautions to have an adequate emergency food supply.
- People with medical conditions – Should know the location and availability of more than one facility if dependent on a dialysis machine or other life-sustaining equipment or treatment. Emergency oxygen and respiratory equipment may not be readily available for occupants with respiratory difficulties.
- People with developmental disabilities – May need help responding to emergencies and getting to a shelter.
- People with dementia – Should be registered in the Alzheimer's Association Safe Return Program.

Sometimes an emergency exacerbates existing impairments or creates new ones, affecting an individual's ability to evacuate. To prepare for those situations, consider the following when evaluating the facility's capacity to protect occupants during an emergency:

- Ensure that all occupants have access to the same information in a detailed and timely manner.
- Ensure that necessary procedures, equipment, signage, and supports are in place.
- Establish areas of refuge or areas of rescue assistance as required.
- Establish a support network of occupants who are willing to assist in an emergency.

Contact local emergency services for assistance in acquiring special evacuation equipment (such as evacuation chairs). Provide instruction on the use of evacuation chairs to affected occupants.

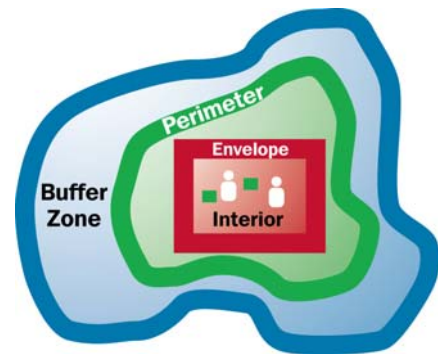
3.0 Enhance Protection of the Facility and Its Associated Elements

Protection of facilities and elements associated with and often contained, or housed, within the facility (e.g., physical facility elements, cyber infrastructure elements, human elements or positions, and essential functions), includes a combination of procedures, equipment, and personnel that spans the preparedness spectrum. Protective programs must not only cover baseline levels of protection, but they must also be scalable to enhance security in response to facility-specific risk or changes in the Homeland Security Advisory System (HSAS), as well as actions taken to support response and recovery following an incident.

3.1 Facility Protection

Many different protective measures are available for deployment in a layered approach at a government facility and in the areas surrounding it. Some are applicable to a wide range of facilities and against a number of different threats or hazards, while others are designed to meet the unique needs of a specific facility. In addition, some may be tactical in nature, while others may address long-term strategic goals.

Protective measures are often integrated in redundant layers to best mitigate threats, vulnerabilities, and consequences identified during a risk assessment. Taken together, these protective measures provide heightened countermeasures to possible damage, destruction, or incapacitation.



3.2 Associated Facility Elements

Elements associated with government facilities are broadly categorized as physical, cyber, human, and functions. While they contribute to the overall risk profile of the entire facility, some may require a separate assessment and specialized protective programs due to unique risk factors. Categories of associated facility elements include:

- **Physical** facility elements are those items or materials contained within, or associated with, a government facility that may require specialized protection due to their unique or specialized characteristics. They can include anything that – if lost, stolen, released, damaged, compromised, or exploited – could cause an adverse effect or would be difficult to replace. Examples include:
 - Equipment: Unique devices, parts, or pieces of equipment
 - Conveyances: Aircraft, spacecraft, or ground transportation vehicles housed within a government facility
 - Records: Documents in electronic or non-electronic media
 - Artifacts: Items of historic, iconic, or other significance
 - Materials: Raw materials, supplies, or finished products such as chemical, biological, or radiological materials, explosives and ammunition, currency, and precious metals.

- **Cyber** infrastructure elements include cyber assets (hardware and software components), systems (a set of cyber assets that interact to perform a particular function), and networks (interconnected assets and systems that store, process, or communicate information), as well as the information contained in them. Cyber infrastructure elements fall within three primary categories:
 - Access control: Allowing only authorized personnel and visitors physical access to defined areas of a facility
 - Control: Used to monitor and control sensitive processes and physical functions
 - Warning and alert: Used for alerting and notification purposes to pass critical information that triggers protection and response actions.
- **Human** elements or positions include positions staffed within government facilities that represent unique knowledge, skills, authorities, or roles, the absence of which could cause undesirable consequences. Layers of protection for government positions are integrated with physical protection layers, but government positions may require special countermeasures based on the risk determination and the location of the individual holding the position. The layered approach to protection also applies to cyber systems and networks.
- **Functions** that support the government's ability to continue providing vital services, exercise civil authority, maintain the safety of the general public, and sustain the industrial/economic base⁸.

The loss of associated elements can delay return to normal operations after an emergency situation. To reduce risk, consider the following actions:

- Raise computers above the flood level and move them away from large windows.
- Move heavy and fragile objects to low shelves.
- Establish procedures for protecting and accessing vital records.
- Regularly back up vital electronic files and store backup copies in a secure off-site location.
- Secure equipment that could move or fall during an earthquake.
- Determine the need for systems to detect abnormal situations, provide warning, and protect property. Examples include: fire protection systems, lightning protection systems, overflow detection devices, and emergency power generation systems.
- Consider ways to reduce the effects of emergencies and reduce the chances of emergencies from occurring, such as changing processes or materials through retrofitting or non-structural mitigation measures.
- Establish proper shutdown procedures.

3.3 Enhanced Protection

Recognizing that risk to a facility is dynamic and subject to constant changes, the protective measures implemented to reduce risk also should include the ability for further reinforcement when necessary. As such, OEPs should include facility-specific steps for increasing protection based on changes to threats that could potentially affect individual facilities. In an all-hazards environment, this process should involve a consideration of the threat categories and themes identified.

⁸ Homeland Security Presidential Directive 20 defines National Essential Functions.

For increases in protection associated with terrorist threats, Homeland Security Advisory System (HSAS) is a color-coded terrorism threat level system designed to target protective measures when information specific to an individual sector or geographic region is received. It combines threat information with vulnerability assessments and provides communications to public safety officials and the public. The scale consists of five color-coded threat levels to reflect the probability of a terrorist attack and its potential gravity. Each level triggers specific actions by Federal agencies and State and local governments and affects the level of security at government facilities.⁹

Typical actions in response to particular threat levels for a government facility are included in Attachment 3.



4.0 Recovery and Reconstitution

Facility recovery operations are intended to restore essential services and resume normal operations as quickly and safely as possible. Most large-scale facility recovery actions are addressed in other plans such as Continuity of Operations (COOP), Disaster Recovery, and Business Continuity.

The OEP should not duplicate those plans; instead, it should refer readers to them. If other recovery plans are not established, an OEP may be used for that purpose until such time as a formal COOP, or similar, plan is developed and implemented.

However, recovery from emergency situations that may not involve the entire facility – such as a localized hazardous material spill or a medical emergency – should be addressed in the Recovery and Restoration section of the OEP.

To facilitate post-emergency recovery, consider the following during planning:

- Identify long-term implication of interruption to normal services. Determine if any critical operations cannot be disrupted. Assess the impact of the event on business neighbors and the community and take appropriate action.
- Make contractual arrangements with vendors for such post-emergency services as records assessment and preservation, equipment repair, earthmoving, or engineering
- Determine critical operations, systems, and components and make plans for bringing those systems back online. The process may entail:
 - Conducting a redundancy analysis to ensure adequate backup
 - Repairing or replacing equipment
 - Relocating operations to an alternate location
 - Contracting operations on a temporary basis
 - Protecting undamaged property.
- Establish procedures for:
 - Ensuring the chain of command
 - Maintaining lines of succession for key personnel

⁹ In order to provide a coordinated response to escalating threat levels or actual emergencies, the Continuity of Government Readiness Conditions (COGCON) system establishes Federal executive branch continuity program readiness levels, focusing on possible threats to the National Capital Region.

- Moving to alternate headquarters (include these considerations in all exercise scenarios)
- Continuing to ensure the safety of personnel on the property
- Encouraging telework¹⁰ arrangements to slow the spread of disease and help departments and agencies retain functionality as infrastructure issues and other challenges make the main worksite difficult to access
- Notifying employees' families about the status of personnel on the property and off-duty personnel about work status.

Because employees are your most valuable asset, and they will rely on you for support after an emergency, consider the range of services that you could make available to employees, including:

- Cash advances or salary continuation
- Flexible or reduced work hours
- Crisis counseling
- Elder day care and child care
- Telework

5.0 Administration and Logistics

Maintain complete and accurate records at all times to ensure a more efficient emergency response and recovery. Emergency funding can be critical immediately following an emergency. Consider the need for pre-approved purchase requisitions and whether special funding authorities may be necessary. Attachment 4 includes a list of contents of various emergency supplies kits.

Administrative Actions	
Prior to an Emergency	During and After and Emergency
<ul style="list-style-type: none"> ▪ Establish a written emergency management plan ▪ Maintain training records ▪ Maintain all written communications ▪ Document drills and exercises and their critiques ▪ Involve community emergency response organizations in planning activities 	<ul style="list-style-type: none"> ▪ Maintain telephone logs ▪ Keep a detailed record of events ▪ Maintain a record of injuries and follow-up actions ▪ Account for personnel ▪ Coordinate notification of family members ▪ Issue press releases ▪ Maintain sampling records ▪ Manage finances ▪ Coordinate personnel services ▪ Document incident investigations and recovery operations
Logistics Actions	
Prior to an Emergency	During and After and Emergency
<ul style="list-style-type: none"> ▪ Acquire equipment ▪ Designate emergency facilities ▪ Establish training facilities ▪ Establish mutual aid agreements ▪ Prepare a resource and supply inventory 	<ul style="list-style-type: none"> ▪ Provide utility maps to emergency responders ▪ Provide material safety data sheets to employees ▪ Move backup equipment in place ▪ Repair parts ▪ Arrange for medical support, food and transportation ▪ Arrange for shelter facilities

¹⁰ The Office of Personnel Management defines telework as “work arrangements in which an employee regularly performs officially assigned duties at home or other worksites geographically convenient to the residence of the employee.”

	<ul style="list-style-type: none">▪ Provide for backup power▪ Provide for backup communications
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STEP 3: Develop the OEP

□ What is the structure of the OEP?

An effective OEP includes all anticipated emergencies but is simple to follow and implement. The *OEP Template* included in Supplement 2 was designed to eliminate confusion and provide an orderly procedure for the protection of personnel, documents, property, and facilities. The structure of an OEP is shown below. Supplement 3 provides step-by-step guidance for completing the *OEP Template*.

Responsible Officials' Sign-Off Sheet		
Preface		
Table of Contents		
Part 1:	PREPARE for an Emergency Situation	PREPARE
1.0	Emergency Management	
1.1	Occupant Emergency Organization	
1.2	Command, Communication, Liaison	
1.3	Occupant Life Safety	
1.4	Facility Protection	
1.5	Administration and Logistics	
2.0	Facility-Specific Information	
2.1	Facility Characteristics	
2.2	Occupant Information	
2.3	Incident Command Post Locations	
Part 2:	RESPOND to an Emergency Situation	RESPOND
1.0	Emergency Notification and Contact Information	
2.0	Emergency Actions	
2.1	Evacuation	
2.2	Shelter-in-Place	
2.3	Specific Emergency Situations	
2.3.1	Civil Disobedience or Disorder	
2.3.2	Computer or Cyber Security Incident	
2.3.3	Elevator Malfunction or Entrapment	
2.3.4	Explosion or Fire	
2.3.5	Hazardous Material Incident – Chemical, Biological, or Radiological	
2.3.6	Hostage Situation	
2.3.7	Medical Emergency – General and Pandemic	
2.3.8	Missing Child – Code Adam Alert	
2.3.9	Natural Hazard or Disaster	
2.3.10	Power Disturbance	
2.3.11	Suspicious Object	
2.3.12	Threat – Telephone, Mail, or in Person	
2.3.13	Suspicious or Unlawful Activity	
Part 3:	RECOVER from an Emergency Situation	RECOVER
	Recovery and Restoration	

STEP 4: Distribute, Implement, Evaluate, and Maintain the OEP

- What review and approval process will be used for the OEP?
 - Who should receive the OEP?
 - How will occupants learn and practice facility emergency procedures?
 - When will the OEP be reviewed and updated?
-

Implementation is more than simply distributing the OEP and having an evacuation drill. It means integrating the OEP into facility operations, training occupants, evaluating the plan through drills and exercises, and acting on recommendations from evaluations. Emergency planning must become a part of the facility's culture.

1.0 Finalize and Distribute the OEP

Before distributing the OEP, make sure that it is thoroughly reviewed and approved:

- Distribute the first draft to group members for review – revise as necessary
- During second review, conduct a tabletop exercise with management and personnel with key emergency management responsibilities. In a conference room setting, describe an emergency scenario and have participants discuss their responsibilities and how they would react to the situation. Based on this discussion, identify areas of confusion and overlap. Modify the plan accordingly.
- Arrange a briefing for the DO, chief executive officer, and senior management before obtaining written approval.

The complete OEP for a facility is considered to contain sensitive information. As such, it should be distributed only to members of the OEO and emergency responders who have the need to know. The OEP should not be posted on the Internet. It can, however, be posted on the intranet or other secure location where individuals who need to know have access.

The OEO is responsible for the controlled distribution and tracking of the complete bound versions of the OEP. Maintain an up-to-date listing of the authorized recipients so that amendments can be distributed appropriately between scheduled plan updates. Recipients of the complete OEP typically include:

- Members of the OEO
- Local law enforcement and emergency service agencies
- On-site security guard force as part of post orders.

The OEP is more information than occupants who are not involved in the OEO need to know. However, all occupants require information on the emergency plans for the facility. As such, an *OEP Quick Reference Guide*, or similar abbreviated version of the complete OEP, may be used for general distribution to occupants. The abbreviated guide should include facility-specific actions for occupants to take in emergency situations. Floor plans with evacuation routes and other information should also be posted. Other aids that can be produced and provided to occupants include:

- Wallet-sized emergency procedure cards
- Bomb threat or emergency contact cards
- Safety and security reminders.

2.0 Implement and Evaluate

Everyone who works in or visits the facility on a routine basis requires some form of training. Consider how to involve community responders in training, drills, and exercise activities, and conduct reviews after each training activity to identify areas for improvement and record best practices. Involve both occupants and community responders in the evaluation process.

A schedule for training, drills, and exercises should be distributed to the OEO for review and revised as needed.

2.1 Training

Consider the needs of employees, contractors, visitors, managers, and those with an emergency response role identified in the OEP. General training for all occupants should address:

- Individual roles and responsibilities
- Information on how to prepare for (or prevent), respond to, and recover from a series of emergency situations
- Notification, warning, and communications procedures
- Means for locating family members in an emergency
- Evacuation, shelter, and accountability procedures
- Location and use of common emergency equipment
- Emergency shutdown procedures
- The existence of an OEP
- Procedures for persons with disabilities
- Location and limitations of fire extinguishers.

Occupants and employees must receive training in evacuation, shelter, and other safety procedures. Conduct sessions at least annually or when:

- Employees are hired
- Evacuation wardens, shelter managers, and others with special assignments are designated
- New equipment, materials, or processes are introduced
- Procedures are updated or revised
- Exercises show that employee performance must be improved.

Contractors working within the building or on the grounds should be advised of the existence of the OEP, what to do in an emergency, assembly points, and general evacuation procedures. This information can be provided by the Contracting Officer's Technical Representative at the beginning of the contract or at the beginning of contractors' work within the building.

At the beginning of each conference or meeting, the person responsible for the meeting should inform the meeting attendees of the locations of the nearest emergency egress and the nearest assembly point.

OEO members must receive training in the specific skills necessary to perform their assigned functions. The OEC is responsible for determining the training requirements for the OEO and for bringing these training requirements to the attention of the appropriate officials.

2.2 Drills and Exercises

Assign responsibilities for developing a plan for training, drills, and exercises, including the following activities:

- *Tabletop exercises*: scenario-based discussions where members of the OEO meet in a conference room setting to discuss their responsibilities and how they would react to emergency situations to ensure that they know where to go, what to do, and have the opportunity to discuss “what if” scenarios.
- *Walk-through drills*: generally involve more people and are more thorough than tabletop exercises; in walk-through drills, members of the OEO actually perform their emergency response functions.
- *Functional drills*: specific functions such as medical response, emergency notifications, warning, and communications procedures and equipment may be performed singularly or collectively to evaluate the systems and procedures and identify problem areas.
- *Relocation drills*: occupants of multi-story buildings execute the OEP as if they are relocating to another floor due to an emergency on their floor.
- *Evacuation drills*¹¹: occupants walk the evacuation route to a pre-designated assembly area where procedures for accounting for all occupants are conducted and validated. Conditions of drills should be varied so that occupants are prepared to know how to respond to varying conditions (e.g., use of alternate exits because primary exits are blocked). In high rise buildings, relocation drills, where occupants walk to an alternate floor serving as an area of refuge may be conducted in lieu of evacuation drills.
- *Full-scale exercises*: A real-life emergency situation is simulated as closely as possible involving the facility OEO, all occupants, and community response organizations.

After training, drills, exercises, or actual emergencies, an analysis should be conducted to identify issues that require a modification to the OEP.

3.0 Maintain the OEP

Maintaining the OEP involves reviewing and updating procedures to maximize the efficiency of response through refined planning, prevention, and protection.

Conduct an evaluation of the entire OEP at least once a year. Also evaluate the OEP after a training drill, exercise, or actual emergency. OEP evaluations should include lessons learned that can be incorporated into OEP revisions. OEP review is also relevant when there are changes to:

- Personnel or responsibilities
- Physical layout of the facility
- Facility processes

¹¹ Participation in annual evacuation drills is required by 102-74.360.

- Photographs and other records of facility assets
- Hazards to the facility.
- Codes and regulations

Each modification requires that OEO members and occupants be briefed on the changes. Updates to personnel contact information must be documented and distributed to any individual who has been issued a copy of the OEP.

When conducting the OEP evaluation, ask the following questions:

- Does senior management support the responsibilities outlined in the OEP?
- Are emergency planning concepts fully incorporated into the facility's accounting, personnel, and financial procedures?
- Is emergency preparedness information distributed to occupants?
- Are there regular safety reminders provided to occupants?
- Are occupants aware of their responsibilities during an emergency?
- Are all levels of the OEO involved in evaluating and updating the OEP?
- Is the OEP in alignment with the most current codes and regulations?

Attachment 5 provides checklists that can be used to evaluate OEP procedures.

ATTACHMENT 1: EVACUATION



General Information

Deciding whether, and how, to evacuate depends on the type of threat, the circumstances of the threat, and where the danger is or is suspected to be. Evacuation of an entire facility or area may not always be prudent, especially if evacuation may lead to other risks by taking the occupants out of the physically secure environment of the facility and onto the streets.

In many cases, **partial evacuation** is sufficient, such as when an emergency situation is localized on one floor or wing of a facility. If an incident expands and threatens occupants in other parts of the facility, further or **full evacuation**, or de-occupation, may be required. Evacuation of all facilities in an area based on the direction of local authorities (i.e., **area-wide evacuation**) may consist of sending employees home by normal means or providing them with transportation to an off-site location.

Occupants may be directed to go to one of several assigned locations, depending on the type of evacuation being called for. These locations may be one of the following types:

- **Safe Haven** (e.g., area of refuge) – designated office space where occupants who need assistance report to in an evacuation. The safe haven must have a window, telephone, closable door and be adjacent to a stairwell. The designated office should be the same for each floor, provided that all floor layouts are similar.
- **Assembly Area** (e.g., rally or muster point) – designated area external to the facility where occupants go after a full evacuation. An assembly area may also be a designated area within the facility for partial evacuation.
- **Shelter or Relocation Site** – alternate facility that provides evacuees protection from the elements. If evacuees are to remain in the shelter location for an extended period of time, other considerations may involve arranging for medical support, food, and transportation.

To avoid conflict or confusion, ensure adequate coordination with, and approvals from, entities responsible for proposed locations and facilities when selecting assembly areas and shelter or relocation sites.

As emergency evacuations also need to consider the safety of facility occupants after reaching a Safe Haven or Assembly Area, emergency planning does not stop here. Though easily identifiable and consistent assigned locations are good for typical emergency situations, constantly changing assigned locations in any of the above scenarios will prevent individuals from targeting a list of locations of the largest concentration of building occupants.

Special circumstances that must be considered during evacuation planning include:

- **Occupants requiring special accommodations or assistance.**
- **Childcare centers** located in a facility. The objective of evacuation is to reduce the possibility of harm to the children, facility, and visitors to the Center in the event of an emergency.
- **High-rise facilities.** Buildings having occupied floors located more than 75 feet above the lowest level of fire department vehicle access. Because of differences in design, construction, fire-resistant qualities, height, floor layout, usage, and occupancy, each building presents unique problems in emergency evacuations.
- **Bomb threat evacuation.** Evacuation as a result of a bomb threat differs from normal evacuation depending on the circumstances of the threat. When ordered to evacuate due to a bomb threat, do not use cell phones or any type of wireless two-way communications device.

ATTACHMENT 1: EVACUATION



Whether to evacuate when a bomb threat is received is a decision that only the DO can make based on:

- Content of threat: whether the caller specified a location or time the bomb is to explode.
- Risk of injury: whether evacuation will put occupants in greater danger of injury than remaining in place.
- **Prisoners** – If the facility is a courthouse, the U.S. Marshal will be responsible for the evacuation of all prisoners in cells and on trial.
- **Employees who do not evacuate when required** – Once a decision to evacuate the building has been made, all occupants must evacuate immediately. Any delay unnecessarily exposes personnel to danger and could cause unnecessary injuries and/or fatalities to employees and firefighters. Appropriate administrative sanctions may be imposed on employees who do not promptly leave the building when the alarm sounds or the evacuation order is given. Tenant agencies are responsible for any administrative action concerning their employees.
- **Cooperation and understanding requested of employees** – Every effort should be taken by responsible OEP officials to determine the validity of each emergency situation and to protect employees who are affected. In case of a partial evacuation of the building, employees should refrain from calling other personnel in the building who are not being evacuated. If those employees are to be evacuated, the responsible official will notify them directly.

The following sections provide information on how to prepare before an evacuation is necessary, actions to take if one occurs, and suggestions on how to safely recover afterward. Actions are based on a compilation of recommendations from the following references:

Centers for Disease Control and Prevention

<http://www.bt.cdc.gov/radiation/evacuation.asp>

National Fire Prevention Association

<http://www.nfpa.org/index.asp>

Pandemic Flu

<http://www.pandemicflu.gov/>



Prepare – Before Evacuation Is Required

The larger the building, the more complicated the evacuation tends to be. The evacuation procedures should provide for the fastest route(s) out of the building for all occupants. Alternate routes should also be specified in the event that the primary route is inaccessible. The primary goal is to move individuals from the danger area as safely and rapidly as possible.

Successful and efficient evacuation depends on complete preplanning, organization, and supervision. Planning should ensure that the evacuation policy and procedures include:

- Evacuation priorities; conditions under which an evacuation would be necessary



ATTACHMENT 1: EVACUATION

- Designation of personnel with the authority to order an evacuation
- Detection, emergency warning systems, and reporting procedures
- Coordination of facility evacuation with floor teams to provide for the orderly movement of persons
- Establishing that primary and secondary evacuation routes and emergency exits are:
 - Clearly marked with appropriate signage
 - Well illuminated and provided with emergency lighting where required by the *Life Safety Code* or the applicable Fire Code. Wide enough to accommodate the number of evacuating personnel
 - Clear and unobstructed at all times
 - Not threatened by high hazard operations or hazardous materials in close proximity to exits
 - Evaluated by someone not in your organization
 - Designed to ensure that traffic flows easily out and away from the building at all exit terminal points
 - Identified in fire evacuation so that occupants know alternate evacuation routes to take when circumstances in the primary evacuation route (such as smoke, heat, and gasses) warrant the use of different exits.
- System for accounting for personnel. When a facility or area is evacuated, the occupants must know where to go. Obtaining an accurate accounting of occupants after evacuation requires planning and practice. The names and last known locations of personnel not accounted for should be determined and given to the authorities. Confusion in the assembly areas can lead to unnecessary and dangerous search and rescue operations. Consider employees' transportation needs for community-wide evacuations.
- Training and awareness program for all occupants through a combination of personal instruction and proper posting of instructions, placards, and evacuation diagrams at strategic locations on every floor.
- An evacuation drill program that includes periodic practice of movement of occupants to refuge areas. The Federal Management Regulations require at least one drill per year.
- Procedures for assisting persons with disabilities and those who do not speak English.
- Designated personnel to continue or shut down critical operations while an evacuation is underway. These individuals must be capable of recognizing when to abandon the operation and evacuate themselves.

Childcare Centers

Center workers should become familiar with the location of all stairways and exits as well as the nearest building fire alarm manual pull stations, duress alarms, and their operation. In each classroom, an evacuation diagram should be posted and show:

- Primary and secondary routes
- Locations of the assembly areas
- Fire alarm manual pull stations

ATTACHMENT 1: EVACUATION



- Fire extinguishers
- Fire detection and suppression devices.
- All Center workers should be trained on the proper fire protection and evacuation practices.
- Evacuation supplies for the Center should be located where they can be easily accessed.
- Fire drills should be conducted regularly, preferably monthly.

Fire prevention inspections shall be conducted monthly by a trained senior staff member. A copy of the latest inspection report shall be posted in a conspicuous place in the childcare center.

Staff shall conduct emergency egress and relocation drills every month the childcare center is in session. In climates where the weather is severe, the drills shall be permitted to be deferred. Not less than four drills shall be conducted before the drills are deferred.

Site administrators and staff shall conduct daily inspections of exit facilities to ensure:

- All exit doors are unlocked and accessible to Center occupants
- Exit discharge doors are not obstructed by snow or ice (where applicable)
- All emergency lighting is are working properly
- All exit access corridors leading to exits are clear
- No decorations hang from sprinkler heads or fire alarm devices
- Fire alarm devices and sprinkler heads are unobstructed

High-Rise Facilities

The fire and life safety systems installed in high-rise facilities, including automatic fire sprinkler protection, are designed to control a fire and therefore lessen the need to evacuate all occupants. High-rise facility fire alarm systems are required to have emergency voice communication capability. Automatic pre-recorded messages are generally provided to direct occupants to another floor of the building or to evacuate. In addition, emergency responders may also broadcast specific live messages to building occupants. Typically, immediate evacuation will be from the floor where an emergency occurs, the two floors immediately above the emergency floor, and the one or two floors immediately below the emergency floor. Occupants of these floors should be directed to a refuge area and given movement priority. Thereafter, movement and evacuation priorities should be determined on the basis of particular fire and smoke conditions reported by emergency evacuation floor control teams and fire department personnel.



Respond – During an Evacuation

Occupants should be instructed that if an alarm sounds in the building, they should remain calm and follow instructions provided by authorities. For only a partial evacuation of the building (e.g., a floor), the message may include instructions for proceeding to a safe haven on a designated floor. Following are examples of additional instructions occupants should follow in case of emergency:

- If time permits and there is no immediate threat to safety (e.g., visible smoke or fire):
 - Place exposed records in cabinets or desk drawers and classified documents in a safe or other secure location.

ATTACHMENT 1: EVACUATION



- Gather your wallet/purse, identification badge for re-entry, and coat if the weather is inclement. If you are visiting a lower floor than your work area when the alarm to evacuate is given, do not go back up to get your personal things. Uniformed personnel are not required to wear a cover during evacuations.
- Close all office doors but lock only those leading to a secure area (emergency personnel may have to re-enter offices that open onto common hallways).
- Walk quickly and calmly to the nearest marked exit and ask others to do the same. Know at least two ways out because some emergencies may prevent use of the stairwells normally used. Personnel with disabilities should either proceed to the stairwell to use the available evacuation chairs or proceed to the safe haven and await assistance.
- Do **NOT** use elevators unless instructed to do so by emergency personnel.
- For **partial** evacuation:
 - Proceed to the stairs.
 - Go up or down to the floor(s) with designated safe havens under the direction of the floor wardens and/or their alternates. Generally, evacuation will be from the floor on which the emergency has occurred and the two floors immediately below and above the emergency floor to a safe point below or above the critical area.
- For **complete** evacuation:
 - Proceed down the stairs to the ground floor lobby.
 - Stay to the right if emergency workers come up the stairs while you are evacuating.
 - Assist others who may need help.
 - Hold the handrail so that you don't fall.
 - If necessary, remove high-heeled shoes to effect a safe and rapid evacuation.
 - If you need to rest, move to a landing. Don't stop on the stairs.
 - If someone should fall but can be moved, relocate the individual to a landing until help arrives.
- Exit the building and move directly to your assembly area. Use caution when walking into the street because oncoming traffic may be unaware that the building is being evacuated.
- Once at the assembly area, report to your supervisor or site leader, remain quiet, and stay with your group.
- Continue if the alarm stops during the evacuation. Silencing of the fire alarm does not necessarily mean that it is safe to occupy the building.

Childcare Center

- Upon hearing the building alarm or being notified by Security Personnel or direction/instruction of the Child Care Director or designee immediately exit the facility.
- Each classroom should take an emergency bag with emergency information folder during an evacuation.
- The faculty should search their rooms in the Center, closing all doors before leaving.
- The director or other assigned personnel should search all areas within the Center and ensure that all occupants have been safely evacuated.

ATTACHMENT 1: EVACUATION



- During evacuation, refuse assistance from anyone not previously identified as a support person. This does not include Federal Protective Service Police or emergency personnel.
- At the assembly area, the faculty should immediately take a head count of each classroom group to ensure that everyone is present and accounted for. Head teachers should report the final head count to the director or designee. Names of any missing children or missing personnel must be given to the Command Center.
- Faculty should not attempt to secure or recover items of clothing or personal property after an alarm has sounded. The facility should not be reentered.



Recover - After an Evacuation

It is important to set up a means of communicating to occupants once they have been evacuated. For example, occupants need to know when it is safe to re-enter a facility or whether the facility will have to remain closed for the day. The method of recalling occupants will often depend on where they have assembled.

The “all clear” should be given after the emergency situation has ended, an assessment has been made of the damage, and a decision has been made as to the extent of re-occupancy. If complete re-occupancy is allowed, occupants should enter the facility by means of normal entrances and through existing access control procedures. However, additional clean-up and recovery of operations may be necessary before affected space can be re-occupied. In this case, specific instructions must be given through the program offices, the media, or by a general broadcast announcement.

The Childcare Center Director, in consultation with the Command Center, will determine if parents should be notified and/or asked to pick up children based on expected time out of the Center or the nature of the emergency. Parents should not be allowed to remove a child from the custody of the Center during the evacuation. Once all children have been accounted for, parents may be allowed to sign out their children.

The decision to resume operations in an area where personnel were relocated should be made by the affected program office management and the DO based on information from technical advisors and based on the organization’s COOP Plan.



General Information

Some emergency situations may make going outdoors dangerous. Leaving the area might take too long or put occupants in harm's way. In such a case, it may be safer for occupants to stay indoors than to go outside. Shelter-in-place (SIP) is a protective action taken inside the building, with doors and windows closed, to minimize occupants' chance of injury. SIP is a voluntary action for civilians, unless mandated by law enforcement or public health officials.

The DO may decide to implement SIP if it is determined that:

- It is safer to remain inside the facility because of:
 - Severe weather (tornado, hail, etc.)
 - Civil unrest
 - Gunman or sniper
 - Bomb threat outside building
 - presence of an airborne substance that has not yet been identified
 - Accidental accidental chemical release due to industrial/vehicle accident
- Releasing a large number of employees onto the roads and public transportation will only add to the confusion and panic
- Exposure to some hazard or harm is likely, and releasing employees will spread the hazard to others, including family members.

The following sections provide information on how to prepare before SIP is required, actions to take if it is called, and suggestions on how to safely recover afterward. Actions are based on a compilation of recommendations from the following references:

Centers for Disease Control and Prevention

<http://www.bt.cdc.gov/planning/shelteringfacts.asp>

<http://www.bt.cdc.gov/radiation/shelter.asp>

American Red Cross

http://www.redcross.org/preparedness/cdc_english/sip-1.asp



Prepare – Before Shelter-in-Place Is Required

Before an emergency situation occurs that requires shelter-in-place (SIP), the following are suggested actions to prepare:

- Develop the facility's proactive SIP plan with employees and other authorities to maximize the cooperation of occupants with the SIP plan. Considerations for the plan include:
 - Assigning occupants to SIP locations
 - Assigning floor monitors to assist occupant movement
 - Designating shelter managers and support staff
 - Identifying the individual responsible for maintaining on-site shelters

ATTACHMENT 2: SHELTER-IN-PLACE



- Determining if security-screening procedures are in place to prevent hazardous materials from being brought into the facility
- Determining when occupants can be released from shelter.
- Choose a room for the shelter. The best room to use for the shelter is a room with as few windows and doors as possible. A large room with a water supply is best. For most chemical events, this room should be as high in the structure as possible to avoid vapors (gases) that sink. This guideline is different from the shelter-in-place technique used in tornadoes and other severe weather and for nuclear or radiological events, when the shelter should be low in the home. In general, a SIP location should:
 - Be identified based on the features that make a facility vulnerable to the outside airborne contaminant releases. For example, SIP locations should not include bathrooms, kitchens, and other spaces with exhausted ducts to outside. Bathrooms are typically a bad choice because they often have an exhaust duct that leads directly outside. If the exhaust fan is turned off, then the duct can allow contaminants to enter the facility from outside. Additionally, the stack effect can draw air into the bathroom from within the facility, eventually contaminating the facility during an indoor release. If the exhaust fan is left on, then air will be drawn into the bathroom from other parts of the facility, which will eventually contaminate the bathroom.
 - Have the least air infiltration when the HVAC and other ventilation systems are shut off. Buildings constructed after 1970 tend to be more airtight than older facilities, due to increased energy conservation standards.
 - Have sufficient space for all facility occupants. In some situations, the SIP zone may consist of the entire facility or significant portions of the facility. If the safe zone is a number of designated room(s), then it is preferred that these rooms be located in the inner part of the facility (no windows to the outside). The rooms should have doors that are fairly effective at preventing airflow from the hallways; at least there should be no gap around the edges of the door, and preferably there should be a gasket to completely seal the room. Opening and closing a conventional door can pump significant amounts of air into the safe zone. Safe rooms are best located on middle floors and in interior rooms away from outside walls.
- Have a SIP kit and check it on a regular basis.
- Establish a key repository with all necessary keys and cards needed for the fire and hazardous materials team responders to gain access to your safe areas.
- Know fire or police department warning procedures that could include:
 - “All-Call” telephoning—an automated system for sending recorded messages, sometimes called “reverse 9-1-1”
 - Emergency Alert System (EAS) broadcasts on the radio or television
 - Outdoor warning sirens or horns
 - News media sources – radio, television and cable
 - NOAA Weather Radio alerts
 - Residential route alerting; messages announced to neighborhoods from vehicles equipped with public address systems.
- Include a communications plan that should suggest how to:

ATTACHMENT 2: SHELTER-IN-PLACE



- Receive timely information on the threat of airborne contaminant releases outside of the facility and effectively communicate the information to facility authorities.
- Activate the organization in response to a threat.
- Identify and mark safe SIP zones (locations and accountability for).
- Inform facility occupants of the nature of an emergency and what action to take.
- Continue to provide updates on the situation throughout the duration of the incident.
- Training and drills should satisfy the following objectives:
 - Develop an employee awareness of potential airborne hazards
 - Develop an understanding of the responses and what steps to take for each of the possible protective programs
 - Coordinate actions with local emergency responders including ensuring familiarization with where safe havens are, the number of people within them, and other safety measures in place.
- Distribution of the SIP plan:
 - Place the final plan in three-ring binders and number all copies and pages.
 - Each individual receiving a copy should be required to sign for it and be responsible for posting subsequent changes.
 - Determine which sections of the plan would be appropriate to share with other government agencies (some sections may refer to classified information or include private listings of names, telephone numbers, or radio frequencies) and emergency response agencies (appropriate sections).



Respond – During a Shelter-in-Place Event

Upon notification to SIP, assess the immediate area and identify any visitors. Visitors include anyone not regularly assigned to the facility, including other agency employees, dependents, contractors, and vendors. Once identified, visitors need to be directed to the appropriate SIP location for the area. If the visitor(s) insist on leaving the building, escort them to the Security desk and allow Security to help them.

During an SIP event, occupants should pay close attention to announcements made on the facility's public address system. Once notification has been received from local authorities, the following guidelines are recommended if SIP is required:

- Inform facility occupants of SIP conditions, direct them to SIP safe haven(s), and account for people.
- Notify the Building Security Committee (BSC) members, Federal Security Authorities, property management personnel, and all other occupants of the facility about the emergency and SIP requirements.
- Specific response actions will be determined by the event.
 - Severe weather, civil unrest, gunman, or bomb: Stay inside and if directed move away from windows to the inner corridors. Be sure to close all doors connecting exterior offices to the corridor.

ATTACHMENT 2: SHELTER-IN-PLACE

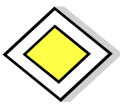


- Chemical, biological, or radiological incident: Stay inside and if next to a window move to an inner corridor or office. Be sure to close all doors connecting exterior offices to the corridor.
 - Minimize the rate of air exchange with the outside to keep indoor concentration as low as possible for as long as possible by closing all windows and doors to the outside and closing all necessary doors.
 - Shut off all HVAC fans and close all HVAC dampers, including exhaust dampers. Shut off other fans such as kitchen and bathroom exhausts. If shutting off these systems takes too much time due to the facility condition, then shutting off the whole electrical system should be evaluated during SIP proactive planning.
 - Do not use elevators – they create a piston effect and can pump air into or out of the facility.
 - Assist in placing plastic sheeting around doors, vents, and windows and shutting off fans, vents, and air conditioners while proceeding to your assigned SIP location.
- Establish communication with the outside through a TV, radio, cell phone, or other device and ensure that emergency responders know your location(s).
- Ensure there is a regular flow of information such as updated notifications, guidance, and direction throughout the emergency situation.

The children in the Child Development Center should be relocated to where parents will be able to remain with their child or moved elsewhere. Parents should be advised not to go to the Child Development Center and pick up their children because it will slow the relocation process.

Leaving the building without proper authorization should be prohibited. Appropriate administrative sanctions should be imposed on employees who evacuate without authorization. Tenant agencies should be responsible for any administrative action concerning their employees. FPS and law enforcement agencies can “detain” occupants within a police perimeter, and local health departments can quarantine and isolate occupants. Personnel who ask to leave the building before it has been determined safe to do so will be directed to the security office where they will be informed of any civil restrictions. If no restrictions are in place, personnel asking to leave will be escorted by Security to the authorized exit point.

SIP is anticipated to last only a few hours. However, while the danger may pass in a few hours, the effect on the transportation system may prevent occupants from leaving the immediate area for a longer period.



Recover – After a Shelter-in-Place Event

Once the threat has passed and the authority having jurisdiction gives an “all clear,” evacuate the facility and flush it with outdoor air. When leaving, be aware and cognizant of signs and symptoms of contamination in the event evacuees pass through a contamination pocket in the structure or outside.

Increase the indoor/outdoor air exchange rate as soon as hazardous plume has passed. Open all windows and doors and turn on all fans to ventilate the facility. Outside air enters more slowly, and once the external hazard has passed, the facility releases the contaminated air slowly as long as it remains closed. If there is a release close to the ground near a tall facility, and if the facility’s air intakes are on the roof or upper floors of the facility far from the release areas, operating the HVAC so as to pressurize the facility, with air taken-in through the HVAC system, will usually be better than shutting off the HVAC entirely. Such actions can only be taken if the

ATTACHMENT 2: SHELTER-IN-PLACE



release location and the dispersion of the contamination are known and under authority of the designated official. This decision should be made in consultation with local emergency responders, if available, because the weather; contaminant chemical, and physical properties can cause variable reactions with the contaminant's behavior.

ATTACHMENT 3: ENHANCED PROTECTION BY ALERT LEVEL

<p>Low Condition (Green): Low risk of terrorist attack. Security partners should consider the following general measures in addition to the facility-specific protective measures they develop and implement:</p>
Refine and exercise, as appropriate, preplanned protective measures.
Ensure that personnel receive proper training on the Homeland Security Advisory System and specific preplanned department or agency protective measures.
Institutionalize a process to ensure that all facilities and regulated sectors are regularly assessed for vulnerabilities to terrorist attacks and that all reasonable measures are taken to mitigate these vulnerabilities.
<p>Guarded Condition (Blue): General risk of terrorist attack. In addition to the protective measures taken in the previous threat condition, security partners should consider the following general measures in addition to the facility-specific protective measures they develop and implement:</p>
Check communications with designated emergency response or command locations.
Review and update emergency response procedures.
Provide the public with any information that would strengthen its ability to act appropriately.
<p>Elevated Condition (Yellow): Significant risk of terrorist attack. In addition to the protective measures taken in the previous threat condition, security partners should consider the following general measures in addition to the facility-specific protective measures they develop and implement:</p>
Increase surveillance of critical locations.
Coordinate emergency plans as appropriate with nearby jurisdictions.
Assess whether the precise characteristics of the threat require the further refinement of preplanned protective measures.
Implement, as appropriate, contingency and emergency response plans.
<p>High Condition (Orange): High risk of terrorist attack. In addition to the protective measures taken in the previous threat condition, security partners should consider the following general measures in addition to the facility-specific protective measures they develop and implement:</p>
Coordinate necessary security efforts with federal, state, and local law enforcement agencies or any National Guard or other appropriate armed forces organizations.
Take additional precautions at public events and possibly consider alternative venues or even cancellation.
Prepare to execute contingency procedures, such as moving to an alternate site or dispersing the facility's workforce.
Restrict threatened facility access to essential personnel only.
<p>Severe Condition (Red): Severe risk of terrorist attack. Under most circumstances, the protective measures for a Severe Condition are not intended to be sustained for substantial periods of time. In addition to the protective measures taken in the previous threat condition, security partners should consider the following general measures in addition to the facility-specific protective measures they develop and implement:</p>
Increase or redirect personnel to address critical emergency needs.
Assign emergency response personnel and prepositioning and mobilizing specially trained teams or resources.
Monitor, redirect or constrain transportation systems.
Close public and government facilities.

ATTACHMENT 4: EMERGENCY SUPPLIES KITS

Emergency supplies kits are used for a variety of emergency situations. They can be specific to a type of emergency (e.g., first aid kit), able to be carried (e.g., “go bag”), or provide sustenance for individuals during a shelter-in-place situation for a number of days. Because you do not know where you will be when an emergency occurs, prepare supplies for home, work, and vehicles. Following sections provide examples of kits and contents for a variety of situations. This information was compiled based on the following references:

<http://www.ready.gov/america/getakit/index.html>

http://www.redcross.org/general/0,1082,0_91_4440,00.html

http://www.nhc.noaa.gov/HAW2/english/prepare/supply_kit.shtml

http://www.fema.gov/areyouready/assemble_disaster_supplies_kit.shtml

Maintenance of Emergency Supplies

Just as important as putting your supplies together is maintaining them so that they are safe to use when needed. Here are some tips to keep your supplies ready and in good condition:

- Change stored food and water supplies every six months. Be sure to write the date you store it on all containers.
- Re-think your needs every year and update your kit, as your facility needs change.
- Keep items in airtight plastic bags and put your entire disaster supplies kit in one or two easy-to-carry containers.
- Store your kit in a designated location(s) known to all occupants.

Personal Go-Bag

Use a small tote bag, fanny pack, backpack, or other easy to carry container with an identification tag to hold the contents of your kit. Do not use plastic bags or cardboard boxes to hold your emergency supplies because these can break open if dropped. The following items are recommended as contents:

- Flashlight and light/glow stick (2) to pin to your clothes or carry in case you have to walk in the dark.
- Battery operated radio and clock
- Batteries – if possible, buy a radio and flashlight that use the same size batteries
- Whistle
- Dust mask
- Small knife or multi-tool – while you may not know how to use all the tools, it’s a good bet someone else will in an emergency
- Emergency cash in small denominations and quarters for phone calls
- Sturdy shoes, a change of clothes, and a warm hat (if a cold climate or season)
- Emergency rain poncho & Emergency blanket – also called a “space” blanket
- Local and area maps
- Permanent marker, paper, and tape
- Photos of family members and pets for re-identification purposes
- Food and supplies for pets
- A pen and small note/phone book with the phone numbers and e-mail addresses of your family, friends and neighbors. While many people carry cell phones and electronic note pads, a hard copy back up never hurts and can take a lot of abuse.
- List of allergies to any drug (especially antibiotics) or food

ATTACHMENT 4: EMERGENCY SUPPLIES KITS

- Copy of health insurance and identification cards
- Small first aid kit
- Extra prescription eye glasses, hearing aid, or other vital personal items
- Personal toiletries, including toothbrush, non-water hand cleaner, eye drops, etc.
- Extra keys to your house and vehicle
- Water – Prepackaged emergency water with 5-year shelf life or bottled water. One to two quarts should be sufficient because the anticipated event duration will be hours not days. However, since you have no idea how long your return trip home could be, this may not be enough during the summer months. Another thing to remember is not to throw away your empties on the way home. You may need to refill them. If you are considering prepackaged water in pouches or boxes, be sure to protect them. These packages can leak if not stored properly.
- Any special-needs items for children, seniors, or people with disabilities
- Three-day supply of medicines– While everything else on this list is based on the short term, a three-day supply of medications is recommended in case you cannot make it home and end up staying at a friend’s house or hotel.

Vehicle Emergency Kit

In case you are stranded, keep a kit of emergency supplies in your car. Supplies for your vehicle include:

- Flashlight, extra batteries, and maps
- First aid kit and manual
- White distress flag
- Tire repair kit, booster/jumper cables, pump, and flares
- Bottled water and non-perishable foods such as granola bars.
- Seasonal supplies: winter - blanket, hat, mittens, shovel, sand, tire chains, windshield scraper, fluorescent distress light

Disaster Supplies Kit

A disaster supplies kit is a collection of basic items needed to stay safe and be more comfortable during and after a disaster. Disaster supplies kit items should be stored in a portable container(s) as close as possible to the exit door. If possible, it should be a cool, dry, dark location. When preparing for a possible emergency situation, it’s best to think first about the basics of survival: fresh water, food, clean air, and warmth.

- **Water.** To prepare safest and most reliable emergency supply of water, it is recommended you purchase commercially bottled water. Keep bottled water in its original container and do not open it until you need to use it. Observe the expiration or “use by” date. Store at least one gallon of water per person per day. A normally active person needs at least one-half gallon of water daily just for drinking. However, consider the following in determining adequate quantities:
 - Individual needs vary, depending on age, physical condition, activity, diet, and climate.
 - Children, nursing mothers, and ill people need more water.
 - Very hot temperatures can double the amount of water needed.
 - A medical emergency might require additional water.
- **Food, Cooking Supplies, and Utensils.** Store at least a three-day supply of non-perishable food. Select foods that require no refrigeration, preparation, or cooking, and little or no water.

ATTACHMENT 4: EMERGENCY SUPPLIES KITS

If you must heat food, pack a can of sterno or use a camp stove (with adequate ventilation). Avoid foods that will make you thirsty. Suggestions include:

- Ready-to-eat canned meats, fruits, and vegetables with high liquid content
 - High-energy foods such as peanut butter, dried fruits, and nuts
 - Snack or high protein bars
 - Salt-free crackers and whole grain cereals
 - Consider special dietary needs.
 - Canned juices
 - Staples (salt, sugar, pepper, spices, etc.)
 - Vitamins
 - Food for infants
 - Comfort/stress foods
 - Aluminum foil, plastic storage containers and bags (to reduce the risk of rodent and insect intrusion.)
 - Manual can opener
 - Kitchen knife
 - Disposable cups, plates, and utensils because there may not be enough water to wash dishes and because community water sources may be contaminated.
- **First Aid Kit.** Assemble a first aid kit that includes:
 - A first aid manual
 - (20) adhesive bandages, various sizes
 - (1) 5" x 9" sterile dressing
 - (1) conforming rolled gauze bandage
 - (2) triangular bandages
 - (2) 3 x 3 sterile gauze pads
 - (2) 4 x 4 sterile gauze pads
 - (1) roll 3" cohesive bandage.
 - (2) germicidal hand wipes or waterless alcohol-based hand sanitizer
 - (6) antiseptic wipes
 - (2) pair large medical grade non-latex gloves
 - Adhesive tape, 2" width
 - Anti-bacterial ointment
 - Cold pack
 - Scissors (small, personal)
 - Tweezers
 - CPR breathing barrier, such as a face shield
 - Medicine dropper
 - **Prescription Medicines** – Have 2-3 days' dose of your current prescription medicines in a childproof bottle for your shelter medical kit; label with the name and expiration date of the medicine.
 - **Non-Prescription Drugs**
 - Aspirin or non-aspirin pain reliever
 - Anti-diarrhea medication
 - Antacid (for stomach upset)
 - Syrup of Ipecac (use to induce vomiting if advised by the Poison Control Center)
 - Laxative
 - Activated charcoal (use if advised by the Poison Control Center)

ATTACHMENT 4: EMERGENCY SUPPLIES KITS

▪ **Tools and Supplies**

- Emergency preparedness manual
- Cash or traveler's checks, change
- Disposable camera
- Fire extinguisher: small canister ABC type
- Tube tent
- Pliers
- Tape
- Compass
- Matches in a waterproof container
- Paper, pencil
- Needles, thread
- Safety pins
- Shut-off wrench, to turn off household gas and water
- Dust masks
- Work gloves
- Whistle
- Plastic sheeting, duct tape
- Add a pair of goggles and disposable breathing mask for each member of the family to your disaster supply kit
- Plastic for doors, windows, and vents for the room in which you will shelter-in-place. To save critical time during an emergency, pre-measure and cut the plastic sheeting for each opening
- Sunscreen lotion (SPF 15 or greater) and shade item (umbrella, wide brimmed hat, etc).
- Map of the area (for locating shelters)

▪ **Communications**

- Battery-operated radio and NOAA Weather Radio and batteries to receive emergency information.
- A telephone or cell phone – although cell phone or ground phone service may be interrupted, there is still a chance that you will be able to use a phone to call outside for information and advice from emergency services. Have a phone card and plenty of change if only pay telephones are available. Keep a small personal telephone list in an address book, especially if you rely on your cell phone for telephone numbers and the battery dies, Your disaster supplies kit should also include a cell phone charger for home and car.
- Visual signals – pocket strobe, flashlight, metal mirror, whistle (plastic only).

▪ **Lighting**

- Signal flare
- Flashlight – durable plastic with carrier or clip
- Spare flashlight/flare batteries and light bulbs
- Waterproof lantern – with spare lamp and batteries for home use.

▪ **Sanitation**

- Toilet paper, towelettes
- Soap, liquid detergent
- Feminine supplies
- Personal hygiene items including shampoo, deodorant, toothbrush, toothpaste, comb/brush

ATTACHMENT 4: EMERGENCY SUPPLIES KITS

- Plastic garbage bags, ties (for personal sanitation uses)
- Plastic bucket with tight lid
- Disinfectant
- Household chlorine bleach
- Folding shovel
- **Clothing and Bedding**
 - A change of clothes and shoes – check clothing every six months and remove clothes that no longer fit or are unsuitable for seasonal weather. Remember to include underwear, socks, sturdy shoes or work boots, and winter or summer clothes as needed. Examples will vary based on where you live but can include:
 - Sturdy shoes or work boots
 - Rain gear
 - Jacket or coat
 - Long-sleeved shirt
 - Long pants
 - Blankets or sleeping bags
 - Hat, gloves/mittens, and scarf
 - Thermal underwear
 - Sunglasses
 - Bedding – store sheets, blankets, towels, and cots for use during the time that you cannot leave your shelter.
- **Special Items**
 - Childcare Centers
 - Games, books, portable music device, and other entertainment
 - Formula, bottles, powdered milk, diapers, pacifiers, comfort toys, and medications
 - For Older Adults
 - Heart and high blood pressure medication, insulin, prescription drugs
 - Denture needs
 - Contact lenses and supplies, extra eye glasses
 - Hearing aid and extra batteries
 - For Service Animals
 - Proper identification
 - Immunization records, Medications
 - Ample supply of food and water
 - A carrier or cage, Muzzle and leash

ATTACHMENT 5: REVIEWING PLANS

OEP Review Checklist

- When was the OEP last updated?
- How is the up-to-date OEP made readily available?
 - Intranet
 - On request
 - Not available
 - Other (Please specify)
- Who receives a complete copy of the OEP?
- How are occupants made aware of their responsibilities under the OEP?
 - Briefings
 - Broadcast E-mails
 - Training (If yes, indicated date of last training)
 - Other (Please specify)
- Is quick reference information on what to do in an emergency situation available to occupants? (If yes, please describe)
- Has all incident command staff been trained on the OEP as well as their specific responsibilities (e.g. stairwell monitors, incident command, etc.)?
 - Yes, all staff has been trained
 - Some staff has been trained. (List any positions that have not received training)
 - No, no staff has been trained
- Does the OEP address the following emergency situations? (Yes or No)
 - Evacuation drill/event
 - Shelter-in-Place drill/event
 - Requirements during emergency of occupants and visitors with special needs
 - General medical emergencies, fires, and rescue situations
 - Bomb threats/incidents
 - Hazardous material situations, including biological/chemical threats
 - Natural disasters
 - Other emergency situations (including Code Adam, elevated national threat level, demonstrations and civil disturbances, workplace violence and active shooter attacks, and hostage situations)
- What mechanisms are in place to notify the **Designated Official** of an emergency situation?
 - Alarms
 - Personal Observation
 - Phone/Pager
 - Other (Please specify)

ATTACHMENT 5: REVIEWING PLANS

- What mechanisms are in place to **notify and instruct occupants** of an emergency situation?
 - PA System
 - Telephone Broadcasts
 - Broadcast E-mails
 - Megaphones
 - Alarm
 - Other (Please specify)
- Is there a backup means to notification should the primary source become unavailable?
- Does the notification mechanism provide for recurring or following up notifications throughout the duration of an event as a situation changes?
- How often are regular drills held to evaluate the OEP? If tabletop exercises are also used, please indicate how often
 - Monthly
 - Quarterly
 - Annually
 - Never
 - Other (Please specify)
- When was the last emergency evacuation drill/event held?
 - Was an evaluation of the evacuation performed (e.g. after-action report)?
 - Not applicable, an evacuation drill/event has not been conducted
 - No, after-action report was not completed
 - Yes (Include date after-action report was completed – mm/dd/yyyy)
 - Were recommendations acted upon?
 - Not applicable, an evacuation drill/event has not been conducted
 - Yes, and the issues have since been resolved
 - Yes; Some issues have since been resolved, but some issues still need to be addressed
 - Yes, and the issues still need to be addressed
 - No
- When was the last Shelter-in-Place drill/event?
 - Was an evaluation of the shelter-in-place event performed (e.g. after-action report)?
 - Not applicable, an SIP drill/event has not been conducted
 - No, after-action report was not completed
 - Yes (Include date after-action report was completed – mm/dd/yyyy)
 - Were recommendations acted upon?
 - Yes, and the issues have since been resolved

ATTACHMENT 5: REVIEWING PLANS

- Yes; Some of the issues have since been resolved, but some still need to be addressed
- Yes, and all the issues still need to be addressed
- No, no issues were identified

OSHA Emergency Action Plans¹²

General Issues

- Does the plan consider all potential natural or man-made emergencies that could disrupt your workplace?
- Does the plan consider all potential internal sources of emergencies that could disrupt your workplace?
- Does the plan consider the impact of these internal and external emergencies on the workplace's operations and is the response tailored to the workplace?
- Does the plan contain a list of key personnel with contact information as well as contact information for local emergency responders, agencies and contractors?
- Does the plan contain the names, titles, departments, and telephone numbers of individuals to contact for additional information or an explanation of duties and responsibilities under the plan?
- Does the plan address how rescue operations will be performed?
- Does the plan address how medical assistance will be provided?
- Does the plan identify how or where personal information on employees can be obtained in an emergency?

Evacuation Policy and Procedure

- Does the plan identify the conditions under which an evacuation would be necessary?
- Does the plan identify a clear chain of command and designate a person authorized to order an evacuation or shutdown of operations?
- Does the plan address the types of actions expected of different employees for the various types of potential emergencies?
- Does the plan designate who, if anyone, will stay to shut down critical operations during an evacuation?
- Does the plan outline specific evacuation routes and exits and are these posted in the workplace where they are easily accessible to all employees?
- Does the plan address procedures for assisting people during evacuations, particularly those with disabilities or who do not speak English?
- Does the plan identify one or more assembly areas (as necessary for different types of emergencies) where employees will gather and a method for accounting for all employees?
- Does the plan address how visitors will be assisted in evacuation and accounted for?

Reporting Emergencies and Alerting Employees in an Emergency

- Does the plan identify a preferred method for reporting fires and other emergencies?

¹² http://www.osha.gov/SLTC/etools/evacuation/docs/eap_checklist.pdf

ATTACHMENT 5: REVIEWING PLANS

- Does the plan describe the method to be used to alert employees, including disabled workers, to evacuate or take other action?

Employee Training and Drills

- Does the plan identify how and when employees will be trained so that they understand the types of emergencies that may occur, their responsibilities and actions as outlined in the plan?
- Does the plan address how and when retraining will be conducted?
- Does the plan address if and how often drills will be conducted?

Fire Safety Plan

- Is the fire safety plan available for employee review?
- Does the plan include housekeeping procedures for storage and cleanup of flammable materials and flammable waste?
- Does the plan address handling and packaging of flammable waste. (e.g. recycling of flammable waste such as paper is encouraged)?
- Does the plan cover procedures for controlling workplace ignition sources such as smoking, welding, and burning?
- Does the plan provide for proper cleaning and maintenance of heat producing equipment such as burners, heat exchangers, boilers, ovens, stoves, and fryers and require storage of flammables away from this equipment?
- Does the plan inform workers of the potential fire hazards of their jobs and plan procedures?
- Does the plan require review with all new employees and with all employees whenever the plan is changed?

LIST OF ACRONYMS

BSC	Building Security Committee
DO	Designated Official
EAP	Emergency Action Plan
FMR	Federal Management Regulations
FPS	Federal Protective Service
GSA	General Services Administration
HSAS	Homeland Security Advisory System
HVAC	Heating, Ventilation and Air Conditioning
IC	Incident Command
ICS	Incident Command System
MSDS	Material Safety Data Sheet
NIMS	National Incident Management System
NIPP	National Infrastructure Protection Plan
NRP	National Response Plan
OEC	Occupant Emergency Coordinator
OEO	Occupant Emergency Organization
OEP	Occupant Emergency Plan
OSHA	Occupational Safety and Health Administration
SIP	Shelter-In-Place
SSP	Sector-Specific Plan