

The top half of the cover features a close-up, slightly blurred image of the American flag, showing the stars and stripes in a dynamic, waving pattern. The colors are vibrant, with the red and white stripes and the blue field with white stars.

The Federal Protective Service
Secure Facilities, Safe Occupants

OEP Guide

Supplement 2: OEP Template Instructions

November 2007

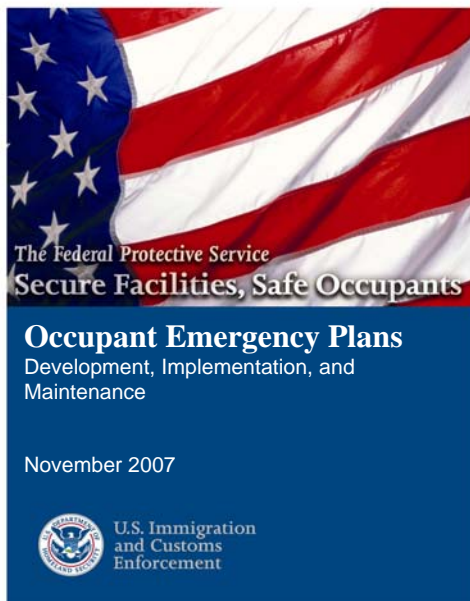


U.S. Immigration
and Customs
Enforcement

Preface

Occupant Emergency Plans (OEPs) in a consistent National framework will enable better coordination of facility occupant emergency actions with outside authorities and first responders. An effective OEP includes all anticipated emergencies but is simple to follow and implement. The *OEP*

Template was designed to eliminate confusion and provide an orderly procedure for the protection of personnel, documents, property, and facilities.



How to Use the OEP Guide and Supplements

This *OEP Guide* is to be used as a reference tool providing information on developing, implementing, and maintaining OEPs.

Supplement 1, *Emergency Situations*, provides a discussion of prevention, protection, response, and recovery actions for situations that may occur in a facility.

Supplement 2, *OEP Template Completion Instructions*, provides step-by-step guidance on completion of the *OEP Template*.

Supplement 3, the *OEP Template*, provides a common foundation from which an OEP directly addresses protection goals and objectives.

Begin by reviewing the *OEP Guide* and all supplements to identify any other information needed to complete the OEP. Each section of this Supplement corresponds to a section of the *OEP Template*, as follows:

OEP Cover Page

Responsible Officials' Sign-Off Sheet

Preface

Table of Contents

Part 1: PREPARE for an Emergency Situation

- 1.0 Command Structure and Posts
- 2.0 Facility Characteristics
- 3.0 Protection Systems and Security
- 4.0 Occupant Information

Part 2: RESPOND to an Emergency Situation

- 1.0 OEP Activation
- 2.0 Emergency Telephone Numbers
- 3.0 Occupant Actions
- 4.0 OEO Actions

Part 3: RECOVER from an Emergency Situation

OEP Cover Page

Each OEP is unique to a specific facility, and the cover must reflect facility information. Also, since information in OEPs must be updated regularly, the date of issuance ensures that the latest version of the OEP is in use.

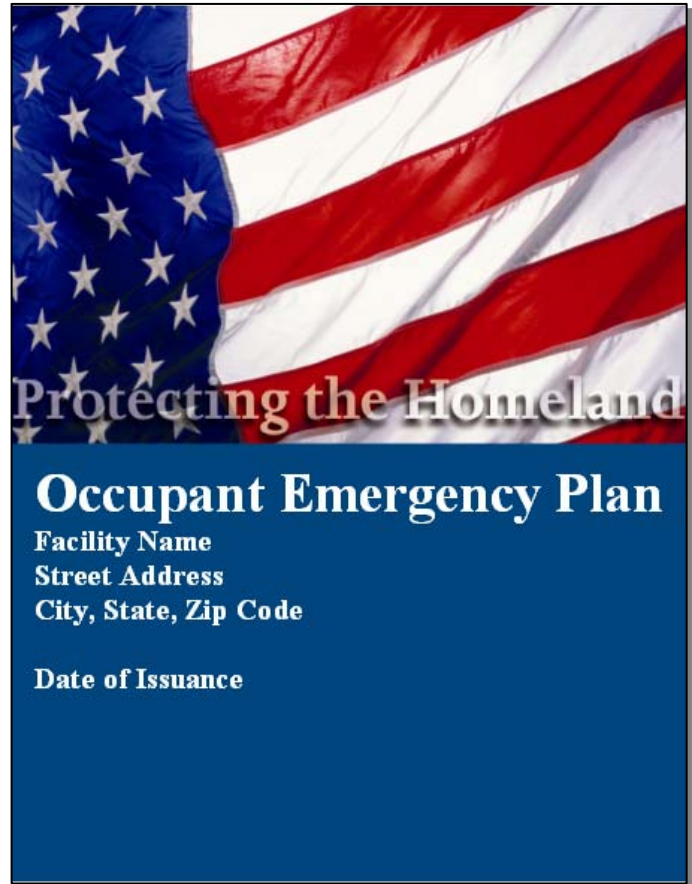
Replace generic text with the correct information for the facility:

Facility Name

Street Address

City, State, Zip Code

Date of Issuance



Responsible Officials' Sign-Off Sheet

Responsible officials for the facility must sign to certify their participation in the development of the OEP, verify their understanding of emergency procedures affecting the facility and the employees for whom they are responsible, and concur with the OEP as written.

Enter the following information for each appropriate responsible official:

Position
 Name
 Title
 Signature

Original signatures can be maintained in the Incident Command Post.

Additional officials may be added but should include the Designated Official, Incident Command, Property Manager, etc.

Occupant Emergency Plan

Responsible Officials' Sign-off Sheet

By their signatures below, the following officials certify that they have participated in the development of this Occupant Emergency Plan (OEP) and fully understand the procedures to be followed in an emergency affecting the facility and the employees for which they are responsible.

Position	Primary		Alternate	
	Name		Name	
	Title		Title	
	Signature	ORIGINAL SIGNED	Signature	ORIGINAL SIGNED
	Name		Name	
	Title		Title	
	Signature	ORIGINAL SIGNED	Signature	ORIGINAL SIGNED
	Name		Name	
	Title		Title	
	Signature	ORIGINAL SIGNED	Signature	ORIGINAL SIGNED

Preface

The preface gives management a brief overview of the purpose of the OEP, the facility's emergency management policy, authorities and responsibilities of key personnel, the types of emergencies that could occur, and where response operations will be managed

Replace highlighted text with facility specifics as follows:

Scope

Facility name

Brief description of number of stories and type of complex

Address

Effective Date

Effective date

Name of facility

Occupant Emergency Plan

Preface

The best way to protect against the potentially harmful effects of both manmade incidents and natural disasters is to ensure that all building occupants know how to respond in an emergency. This level of protection involves pre-planning, training, and rehearsal.

Pre-planning includes establishing the Occupant Emergency Organization (OEO) comprised of employees designated to undertake certain responsibilities to ensure that personnel are moved quickly to safety, that damage to property is minimized, and that proper authorities are notified in the event of a localized emergency, as outlined in this Occupant Emergency Plan (OEP).¹ Training is conducted to ensure that all tenants understand the contents of the OEP and their individual responsibilities. Rehearsals, or drills, provide an opportunity to practice emergency procedures to ensure efficient response in the event of a real emergency.

Participation in OEP activities includes all tenants regardless of employment status (e.g., managers, supervisors, OEP team members, volunteers, contracting officers, and hosts of visitors). Each individual must assume the responsibility for his or her own planning and safety in an emergency, as well as for working effectively with emergency planning officials.

Scope

This OEP applies to all employees, support contractors, and visitors occupying **[insert facility name]** and assumes a localized emergency in which the facility is impacted in part or in whole.

The facility is a **[insert brief description of number of stories and type of complex]** located at **[insert address]**.

Effective Date

The effective date of this OEP is **[insert effective date]**. This document supersedes all previously recognized OEPs for **[insert facility name]**. This OEP will be reviewed and updated on an annual basis.

¹ Federal Management Regulations (FMR), Subpart 102-74.230A requires Federal agencies that occupy Federal property to develop Occupant Emergency Plans with technical assistance provided by GSA for establishing and maintaining them.

Table of Contents

The table of contents should be consistent with the *OEP Template*. Variations may exist in subsections to reflect facility-specific team structures and emergency procedures.

<i>Occupant Emergency Plan</i>	
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the total number of basement levels and whether they are occupied.

- **Mezzanine** – a mezzanine is an intermediate floor in a facility, usually between the first and second floors. Insert the total number and the floor numbers above and below (e.g., 1 mezzanine between floors 1 and 2).
- **Penthouse** – a penthouse is a structure on the roof of the facility used to house service equipment such as elevator machinery, a water tank, etc. Indicate if there is a penthouse and the type of equipment it contains.
- **Elevators** – number, location, and designated use.
- **Stairwells** – number, location.

Control Systems

- **Elevator Capture and Recall** – indicate the primary elevator recall floor and the alternate recall floor, and whether power to the elevator will disconnect prior to activation of the sprinkler system.
- **Smoke Control System** – if a system exists, indicate the type of system, location of manual smoke control equipment and how the system operates.
- **Other Emergency Equipment**¹ – facilities may have emergency cabinets that contain equipment such as flashlights, first aid kits, bull horns, radios, extra batteries, etc., to be used by OEO members; note the locations of these storage areas and their contents (e.g., odd-numbered floors in file room). Examples of other emergency equipment include:
 - First Aid Kits
 - Oxygen and CPR Equipment
 - Automated External Defibrillator (AED)
 - Eyewash Stations and Bottles
 - Spill Kits
 - Emergency Blanket
 - Infection Control Kit
 - Shelter-in-Place Supplies
 - Evacuation Chairs – storage location for evacuation chairs (e.g., Northeast stairway at the fourth floor landing).

Law Enforcement and Security

- **Jurisdiction** – exclusive, concurrent, proprietary
- **Onsite Security Guards** – yes/no; if yes, number of guard posts, number of guards assigned per post, and number of guard hours per week.
- **Security Alarms** – indicate the general type of security alarm (e.g., perimeter system and for special security areas).

Utilities

- **Emergency Lighting** – indicate the type and location of emergency lighting (e.g., battery-powered lighting located in stairwells and corridors, mechanical rooms, computer and communications center).
- **Emergency Power Generators** – if provided, indicate the number of generators provided, their respective location, and what equipment they serve (e.g., one located on the roof serves the interior emergency lighting and telephone switch room)
- **Main/Auxiliary Water Valves** – indicate the location of shut-off valves (e.g., North side of the facility).

Add additional rows as needed.

¹ Whenever emergency equipment is used, notify appropriate facility contacts so that supplies may be replenished. A complete inventory of all emergency equipment, along with locations, should be maintained.

service, office space, meeting space, classrooms, restrooms, and possibly outdoor areas.

- **Clinic/Health Unit** – outpatient ambulatory health services.
- **Courtroom** – spaces used to conduct formal judicial proceedings.
- **Detention Cell** – maximum-security spaces and other spaces that provide direct service and control to prisoner occupied spaces.
- **Food Service** – cafeterias, sandwich shops, coffee shops, fast food retail, and other food services that involve the preparation and handling of food items for the consumer.
- **General Storage** – includes sub-grade, attic, or other spaces with minimal finishes that are designated for the storage of merchandise, materials, or equipment that is neither hazardous in nature nor requires special HVAC, security, machine access, or utility needs.
- **Joint Use Retail** – stores used for the sale of products and services, including news and book stands, flower shops, convenience stores, travel agencies, credit unions, and similar applications.
- **Laboratory** – spaces such as analytical laboratories that may require accurate temperature and humidity control, dust control, and clean power because of work with dry stored materials, electronics, large instruments; and spaces where chemicals, drugs, or other material or biological matter are tested and analyzed requiring water, direct ventilation, and specialized piped utilities.
- **Loading Dock** – arrival and departure points for large shipments brought to or taken from a building by trucks and vans; includes a shipping and receiving area, a staging area, and office space.
- **Mail Center** – location where incoming and outgoing domestic, international, overnight, and priority mail is processed
- **Office** – variety of spaces including meeting spaces, reception areas, office support spaces (e.g., work rooms, storage rooms, mail rooms, copier rooms, file rooms), and telephone and communications equipment storage rooms
- **Parking** – basement parking is parking located below grade within an occupied building; outside/structured parking is an above-grade, ramp-accessible, open-air structure specifically designed for vehicle parking; and outside surface parking is large paved areas used for extensive vehicle parking adjacent to the facility.
- **SCIF** – sensitive compartmented information facility – an accredited area, room, group of rooms, buildings, or installation where sensitive compartmented information may be stored, used, discussed, and/or processed.
- **Storage of hazardous or combustible materials** – rooms or areas within a facility designed to store hazardous, flammable, or combustible materials; may be equipped with explosion-proof lights and include mechanical or gravity ventilation.

Part 2: RESPOND to an Emergency Situation

1.0 OEP Activation

Complete the table with the positions authorized to activate the OEP for the facility.

Depending on the timing of an emergency situation, OEP activation may occur during or after normal duty hours.

Complete the table with the emergency situations occurring inside or outside the facility, when activation of the OEP is mandatory.

Each facility OEO must define the circumstances that would require activation of the OEP. In general, if there is a serious threat to, or actual incident involving, life safety of occupants, destruction of property, or disruption of services for an extended period of time, the OEP would be activated.

Add or delete rows as needed.

Occupant Emergency Plan

1.0 OEP Activation

Individuals authorized to activate the OEP are as follows:

Timeframe	Individuals Authorized to Activate the OEP
Normal Duty Hours	
After Normal Duty Hours	

The following situations where there is immediate danger to occupants or the facility require activation of the OEP:

Emergency Situation	Inside the Facility	Outside the Facility

In other cases, determine if OEP activation is prudent based on:

- The best available information combined with their experience with similar situations.
- Advice solicited from OEO team members and Federal, State, and local law enforcement agencies.

2.0 Emergency Telephone Numbers and Contacts

Refer to the following pages for emergency telephone numbers and contact information:

- Emergency Telephone Numbers
- Facility Points of Contact
- Incident Command Points of Contact
- [OEO Position] Points of Contact

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2.0 Emergency Telephone Numbers and Contacts

Complete a series of forms that provide emergency notification numbers and contact information as follows:

- Emergency Telephone Numbers
- Facility Points of Contact
- Incident Command Points of Contact
- [OEO Position] Points of Contact

Facility Points of Contact

Add information to the template for facility points of contact.

Information on internal facility points of contact must be maintained to facilitate notification and response during an emergency situation.

Position – list the position of individuals within the facility who have a role in the OEO. Examples include:

- Designated Official
- Incident Command
- Property Manager
- Onsite Security Officer or Post
- FPS Inspector

Primary – for each of the positions listed, one person should be designated as the primary point of contact. List that person’s name, desk, and mobile telephone numbers.

Alternate – for each of the positions listed, one person should be designated as the alternate point of contact. List that person’s name, desk, and mobile telephone numbers.

Add or delete rows as needed.

Occupant Emergency Plan

FACILITY POINTS OF CONTACT			
Position	Primary	Alternate	
	Name	Name	
	Phone	Phone	
	Mobile	Mobile	
	Name	Name	
	Phone	Phone	
	Mobile	Mobile	
	Name	Name	
	Phone	Phone	
	Mobile	Mobile	
	Name	Name	
	Phone	Phone	
	Mobile	Mobile	
	Name	Name	
	Phone	Phone	
	Mobile	Mobile	
	Name	Name	
	Phone	Phone	
	Mobile	Mobile	

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Incident Command Points of Contact

Add information to the template for incident command points of contact.

Information on incident command points of contact must be maintained to facilitate notification and response during an emergency situation.

Position – list the key positions within the Incident Command structure for the facility. Examples include:

- Designated Official
- Incident Command
- Command Staff
 - Public Information Officer
 - Safety Officer
 - Liaison Officer
 - Medical Advisor
 - Special Needs Advisor
- General Staff
 - Operations Section Chief
 - Planning Section Chief
 - Logistics Section Chief
 - Finance/Administration Section Chief

Occupant Emergency Plan

INCIDENT COMMAND POINTS OF CONTACT

Position	Primary	Alternate
	Name	Name
	Phone	Phone
	Mobile	Mobile
	Name	Name
	Title	Title
	Phone	Phone
	Name	Name
	Title	Title
	Phone	Phone
	Name	Name
	Title	Title
	Phone	Phone
	Name	Name
	Title	Title
	Phone	Phone
	Name	Name
	Title	Title
	Phone	Phone
	Name	Name
	Title	Title
	Phone	Phone

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Primary – for each of the positions listed, one person should be designated as the primary point of contact. List that person’s name, desk, and mobile telephone numbers.

Alternate – for each of the positions listed, one person should be designated as the alternate point of contact. List that person’s name, desk, and mobile telephone numbers.

Add or delete rows as needed.

[OEO Position] Points of Contact

Duplicate this form for each additional OEO Position.

Replace [OEO Position] with the appropriate position title.

Add points of contact information to the template for that position.

*Note: Floor Teams are assigned to each floor of a facility to assist with evacuation. Complete one Floor Team Points of Contact template for each floor. Positions on the floor team can include:

- Floor Monitors
- Floor Searchers
- Assistance Monitors
- Assembly Area Coordinators

Add or delete rows as needed.

Occupant Emergency Plan

[OEO Position] POINTS OF CONTACT

Position	Primary	Alternate
	Name	Name
	Phone	Phone
	Mobile	Mobile
	Name	Name
	Title	Title
	Phone	Phone
	Name	Name
	Title	Title
	Phone	Phone
	Name	Name
	Title	Title
	Phone	Phone
	Name	Name
	Title	Title
	Phone	Phone
	Name	Name
	Title	Title
	Phone	Phone
	Name	Name
	Title	Title
	Phone	Phone
	Name	Name
	Title	Title
	Phone	Phone

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3.0 Occupant Emergency Actions

In most situations, occupant actions associated with an emergency will involve some type of evacuation or shelter-in-place.




Occupant Emergency Plan

3.0 Occupant Emergency Actions

Immediate occupant actions involve the following:

-  Recognize
 - Situations that could lead to, or become, an emergency
 - Actual emergency situations
-  React to ensure safety of themselves and other occupants in the immediate area.
-  Report to proper authorities from a safe location.

Depending on the nature of the emergency and whether it is internal or external to the facility, the OEO may direct occupants to remain at their work locations or decide to initiate:

-  PARTIAL EVACUATION
 - Evacuate the affected area
 - Relocate to another floor (if in a high-rise facility)
-  COMPLETE EVACUATION
 - Evacuate the facility and proceed to designated assembly areas
 - Relocate to another facility
 - Dismissal the facility for the day (due to facility or government closure)
-  SHELTER-IN-PLACE
 - Proceed to designated shelters (e.g., Shelter In Place)

Occupant actions for evacuation and shelter-in-place are in the following sections:

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Enter occupant actions for a partial evacuation.

Differentiate actions for occupants located on:

- The affected floor (where the emergency situation is occurring)
- The first floor of the facility
- Other floors.

Enter occupant actions for a complete evacuation.

Enter occupant actions for shelter-in-place.

Enter locations of the following for each floor of the facility:

Assembly Area – where occupants are assigned to proceed during an evacuation so that they can be accounted for.

Area of Refuge – location on each floor for occupants requiring assistance to evacuate.

Shelter-in-Place – locations where occupants proceed if directed to do so.

Refer to the *OEP Guide* for additional information on occupant evacuation and shelter-in-place.

Add or delete rows as needed.

The image displays four overlapping templates for an Occupant Emergency Plan (OEP). Each template is titled "Occupant Emergency Plan" at the top right. The templates are as follows:

- Partial Evacuation:** Features a red header "PARTIAL EVACUATION" and a table titled "OCCUPANT ACTIONS". The table has three columns: "Affected Floor", "First Floor", and "Other Floors".
- Complete Evacuation:** Features a red header "COMPLETE EVACUATION" and a table titled "OCCUPANT ACTIONS" with a single column labeled "All Floors".
- Shelter-in-Place:** Features a red header "SHELTER-IN-PLACE" and a table titled "OCCUPANT ACTIONS" with a single column labeled "All Floors".
- Evacuation and Shelter-in-Place:** Features a red header "EVACUATION AND SHELTER-IN-PLACE" and a table titled "OCCUPANT AREAS OF ASSEMBLY, REFUGE, AND SHELTER". The table has four columns: "Floor", "Assembly Area", "Area of Refuge", and "Shelter-in-Place".

Establish emergency actions for occupants for each applicable emergency situation.

Complete an emergency action table for each applicable emergency situation:

Emergency Situation – replace this text with the type of emergency the actions apply to.

Actions – enter actions expected of occupants entered for the emergency situation.

Add or delete rows as needed.

Refer to *OEP Guide Supplement 1, Emergency Situations* for additional information on prevention, protection, response, and recovery actions.

Occupant Emergency Plan

SPECIFIC EMERGENCY SITUATIONS
OCCUPANT ACTIONS
EMERGENCY SITUATION
EMERGENCY SITUATION
EMERGENCY SITUATION
EMERGENCY SITUATION

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Duplicate these forms for each additional OEO Position. Replace [OEO Position] with the appropriate position title.

Complete the table for each OEO position with responsibility in a partial evacuation, complete evacuation, and shelter-in-place.

Refer to the *OEP Guide* for additional information on occupant evacuation and shelter-in-place.

The image displays three overlapping forms for an Occupant Emergency Plan (OEO). Each form is titled "Occupant Emergency Plan" in the top right corner.

- Top Form: PARTIAL EVACUATION**
 - Section: [OEO POSITION]
 - Table with 3 columns: Affected Floor, First Floor, Other Floors.
 - Table with 10 rows for data entry.
- Middle Form: COMPLETE EVACUATION**
 - Section: [OEO POSITION]
 - Section: All Floors
 - Table with 10 rows for data entry.
- Bottom Form: SHELTER-IN-PLACE**
 - Section: [OEO POSITION]
 - Section: All Floors
 - Table with 10 rows for data entry.

Page numbers 24 and 25 are visible at the bottom right of the forms.

Duplicate this form for each additional OEO Position. Replace [OEO Position] with the appropriate position title.

Complete the table for each OEO position with actions for each applicable emergency situation.

Emergency Situation – replace this text with the type of emergency the actions apply to.

Actions – enter actions expected of each position entered for the emergency situation.

Add or delete rows as needed.

Refer to *OEP Guide Supplement 1, Emergency Situations* for additional information on prevention, protection, response, and recovery actions.

Occupant Emergency Plan

SPECIFIC EMERGENCY SITUATIONS
[OEO POSITION]
EMERGENCY SITUATION
EMERGENCY SITUATION
EMERGENCY SITUATION
EMERGENCY SITUATION

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Part 3: RECOVER from an Emergency Situation

1.0 Facility Recovery Plans

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
- Business Continuity

As such, this section should not duplicate those plans; rather, it should refer to them. If other recovery plans are not established, this section 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 – may be addressed in this section of the OEP.

Occupant Emergency Plan

1.0 Facility Recovery Plans

Refer to the following facility plans for additional details pertaining to recovery operations:

Type of Plan	Scope and Applicability

This OEP discusses facility recovery from localized emergency situations that include:

Localized Emergency Situation	Inside the Facility	Outside the Facility

Occupant and OED recovery actions from these emergency situations are presented in the following sections.

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2.0 Occupant Recovery Actions

Establish recovery actions for occupants for each applicable emergency situation.

Complete a recovery action table for each applicable emergency situation:

Emergency Situation – replace this text with the type of emergency the recovery actions apply to.

Actions – enter actions expected of occupants to recover from each emergency situation.

Add or delete rows as needed.

Refer to *OEP Guide Supplement 1, Emergency Situations* for additional information on recovery actions to consider.

Occupant Emergency Plan

RECOVERY ACTIONS
OCCUPANT RECOVERY ACTIONS
EMERGENCY SITUATION
EMERGENCY SITUATION
EMERGENCY SITUATION
EMERGENCY SITUATION

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3.0 OEO Position Recovery Actions

Duplicate this form for each additional OEO Position. Replace [OEO Position] with the appropriate position title.

Complete the table for each OEO position with recovery actions for each applicable emergency situation.

Emergency Situation – replace this text with the type of emergency the actions apply to.

Actions – enter actions expected of each position entered for recovery from the emergency situation.

Add or delete rows as needed.

Refer to *OEP Guide Supplement 1, Emergency Situations* for additional information on recovery actions to consider.

Occupant Emergency Plan

RECOVERY ACTIONS
[OEO POSITION] RECOVERY ACTIONS
EMERGENCY SITUATION
EMERGENCY SITUATION
EMERGENCY SITUATION
EMERGENCY SITUATION