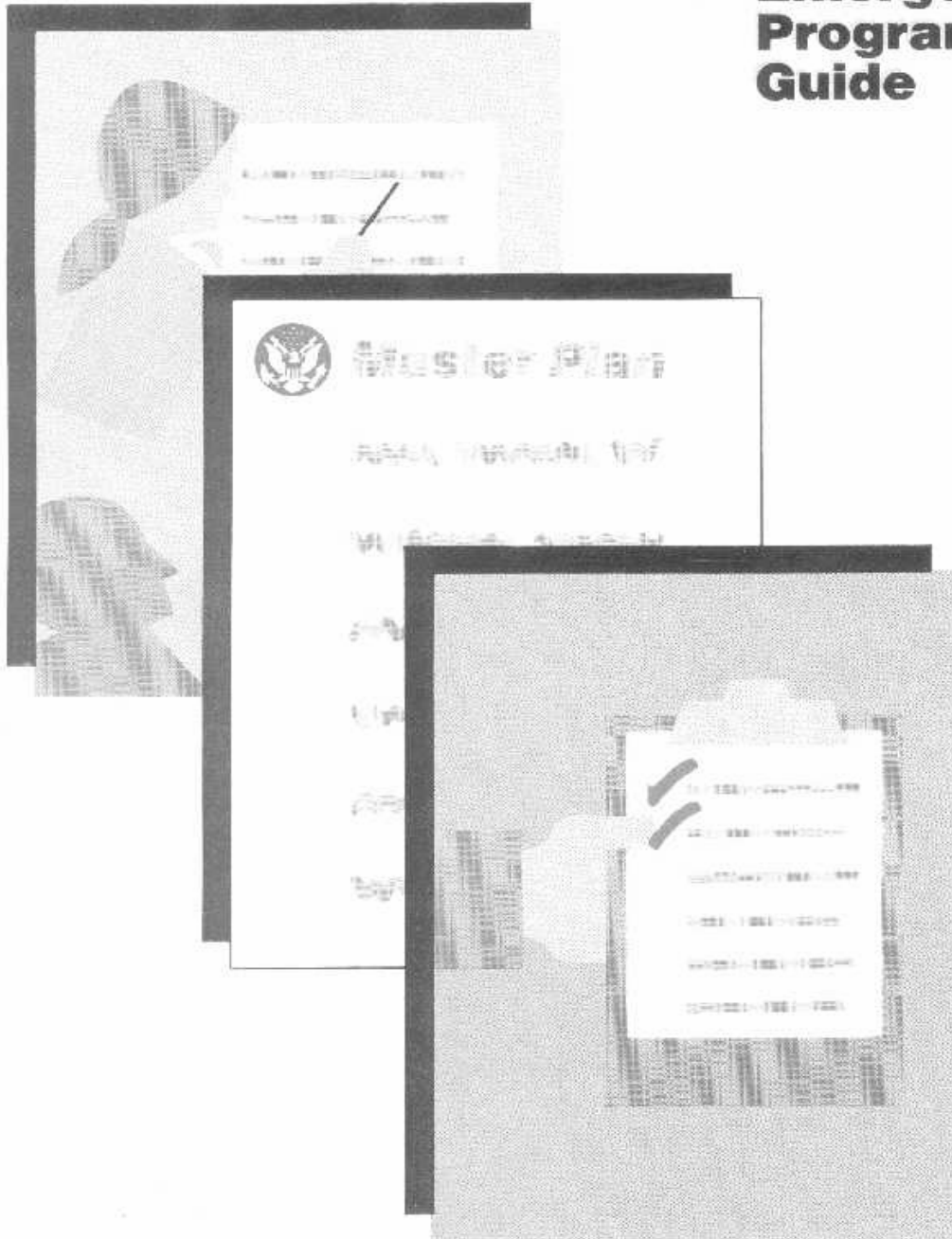




U.S. General Services Administration
Public Buildings Service
Federal Protective Service



Occupant Emergency Program Guide



Occupant Emergency Plans

AO Administrative Officer
ACC Alternate Command Center
CC Command Center
CCT Command Center Team
DCTC Damage Control Team Coordinator
DO Designated Official
FEMA Federal Emergency Management Agency
FMR Federal Management Regulations
FPO Federal Protective Officer
FPS Federal Protective Service
FTC Floor Team Coordinator
GSA General Services Administration
MC Medical Coordinator
OEC Occupant Emergency Coordinator
OEO Occupant Emergency Organization
OEP Occupant Emergency Program
PSS Physical Security Specialist
TA Technical Advisor

APPENDIX A. CHAPTER 101 -FEDERAL PROPERTY MANAGEMENT REGULATIONS,
SUBCHAPTER D—PUBLIC BUILDINGS AND SPACE

WORKSHEET SAMPLES

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Overview: Handling Occupancy Emergencies

What is an occupancy emergency?

An occupant emergency is an event that may require you to be evacuated from your occupied space or relocated to a safer area. The emergency may include a fire, explosion, discovery of an explosive device, severe weather, earthquakes, chemical or biological exposure or threat, hostage takeover or physical threat to building occupants or visitors.

What preparations do I need to take?

You need to have established these three things:

- Occupancy Emergency Plan Designated Official
- Occupancy Emergency Program
- Occupancy Emergency Organization

Who is the Designated Official (DO)?

The designated official is the highest-ranking official in a Federal facility or another person agreed on by all tenant agencies. In the absence of the DO, they may designate an alternate official(s) to carry out the duties.

Who represents the DO after normal duty hours?

The senior Federal official present represents the DO or alternate and handles emergencies according to the plan.

What is an Occupancy Emergency Program?

It's a program establishing procedures for safeguarding lives and property in and around the facility during emergencies.

What is an Occupancy Emergency Organization (OEO)?

This organization is a group of employees from your agency who carries out your emergency program. If you reside in a multi-agency building, the employees are usually selected from the largest agency.

What is an Occupancy Emergency Plan (OEP)?

The emergency plan is a set of procedures to protect life and property in Federally occupied space under defined emergency conditions. We work with you to develop this plan.

Who establishes and maintains the OEP?

The DO establishes, develops, applies, and maintains the plan. This person also establishes, assists in staffing, and trains the emergency organization that includes your agency's employees.

What is GSA's role in the OEP?

- Help in establishing and maintaining the plans and organizations.
- Offer policy guidance about the emergency program.
- Ask the lessor, in leased space, to help develop and carry out the Occupancy Emergency Plan.
- Ensure proper administration of the program.
- Review plans and organizations annually.
- Help train employees and other people for emergencies.
- Provide technical people to operate utilities, such as generators, and protective equipment for the OEO
- Chair the Building Security Committee unless an interagency agreement or our delegation of authority says otherwise.

When does the DO or alternate official activate the OEP?

The DO or alternate official(s) activates the plan if experience warrants doing so, if people or property is in immediate danger, or if the official gets advance notice of an emergency.

Occupant Emergency Programs

Hundreds of thousands of people, work in Federally owned or leased Federal buildings and countless thousands of visitors pass through these facilities each year. The U.S. General Services Administration (GSA) is the agency responsible for ensuring the safety and security of all of these people while they are on Federal property.

The Federal Management Regulations (FMR) specifically require GSA to assist Federal agencies that occupy these facilities in establishing and maintaining an Occupant Emergency Program (OEP). The FMR defines an OEP as "... a short-term emergency response program [that] establishes procedures for safeguarding

lives and property during emergencies in particular facilities."

An OEP has two components.

- The **first** is the development of procedures to protect life and property in Federally occupied space under certain emergency conditions.
- The **second** is the formation of an Occupant Emergency Organization within each agency, comprised of employees designated to undertake certain responsibilities and perform the specific tasks outlined in their OEP.

NOTE: *The relevant sections of the FMR are contained within the Appendix of this booklet.*

Occupant Emergency Plans

This publication provides a step-by-step guide to assist Federal agencies in meeting FMR occupant emergency requirements. As each agency completes development of an OEP, all pertinent information should be published as a directive entitled "*Occupant Emergency Plan for (Name of Facility)*" and copies distributed to all individuals responsible for action in the event of an emergency.

The published Occupant Emergency Plan directive should contain a sign-off sheet, similar to the one on this page. Verification that those responsible for managing and performing tasks during an emergency is necessary to ensure that those individuals are aware of their responsibilities.

For small, one-level facilities, emergency information (telephone numbers, responsible individuals, coordinators, etc.) may be entered on GSA Form 3415, Occupant Emergency Plan (abbreviated), {*shown on the following page*}. This form may **not** be used for facilities with **more than 500 employees**, unless the individual primarily responsible for the Occupant Emergency Program approves its use.

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 and fully understand the procedures to be followed in an emergency affecting the facility and employees for which they are responsible.

Designated Official:	Agency Name Signature & Date Title
Building Manager:	Name Signature & Date
Tenant Agencies:	Agency Name of Ranking Official Signature & Date
	Agency Name of Ranking Official Signature & Date
	Agency Name of Ranking Official Signature & Date
	Agency Name of Ranking Official Signature & Date
	Agency Name of Ranking Official Signature & Date
	Agency Name of Ranking Official Signature & Date
	Agency Name of Ranking Official Signature & Date
	Agency Name of Ranking Official Signature & Date
Physical Security Specialist/LESO:	Name Signature & Date

The Occupant Emergency Organization

An Occupant Emergency Organization coordinates emergency response procedures in each facility. This organization generally consists of a Command Center Team (CCT), Floor Teams, and a Damage Control Team. Procedures also must be spelled out and responsibilities assigned for handling emergencies that occur during nights, weekends, and holidays. The organization's members and their titles and telephone numbers should be noted on forms such as the ones shown here.

Organization personnel should be provided with visual identifiers such as colored safety hats and/or armbands. Occupants should be familiar with these identifiers and their significance.

In setting up the organization, it may prove useful to remember a few general points:

- The organization should be limited in size. Carefully determine how many positions are needed and define their duties clearly. It's important to have enough help in an emergency, but too many people could get in the way and prevent fast, efficient action.

- The organization should consist of and use the existing hierarchy of the occupant agencies. In other words, the same officials who run the agencies on a day-to-day basis should assume leadership

positions during an emergency since they reflect an agency's greatest leadership, experience, and skill and have ultimate responsibility for the safety and well being of their employees.

- Emergency organization members usually are selected by position, not by name. This automatically allows for continuity since someone normally fills positions when the incumbent is absent. The acting official assumes the incumbent's role in the emergency organization as well. Selection by position also eliminates the need for assigning alternatives.

The Command Center Team

The Command Center Team (CCT) directs all emergency operations from the building's Command Center (CC).

In a large facility, this team would include the Designated Official (DO), an Occupant Emergency Coordinator (OEC), a Floor Team Coordinator (FTC), a Damage Control Team Coordinator, a Medical Coordinator, an Administrative Officer, and Technical Advisors. In a small facility, some positions, such as Administrative Officer, Medical Coordinator, and FTC, may not be needed; or one person could perform several functions.

Special consideration must be made for rapid transportation of team members from their workstations to the CC and for quick notification of team members of an emergency.

Duties of the CCT members are outlined in the following paragraphs.

GSA Form 3415

OCCUPANT EMERGENCY PLAN (Abbreviated)	
<small>(This form is provided as a template to be filled in accordance with the general instructions on the reverse side.)</small>	
OFFICE: _____ DIVISION: _____ ROOM: _____	DATE: _____ BY: _____
EMERGENCY ORGANIZATION INFORMATION <small>(List names, positions, and phone numbers of staff)</small>	
NAME: _____ TITLE: _____ PHONE: _____	NAME: _____ TITLE: _____ PHONE: _____
EMERGENCY PLAN CHECKLIST <small>Know the Plan of Action</small>	
FIRE OR EXPLOSION 1. Sound alarm immediately. 2. Call for help immediately. 3. Notify Office of Emergency Services. 4. Notify Building Management. 5. Notify Medical Reception Service. 6. Assist in evacuation. 7. Call fire department if building fire has been detected.	BOOM (TUMBLING) 1. Remain seated or back of the chair. 2. Notify Office of Emergency Services. 3. Notify Building Management. 4. Notify Federal Protective Service. 5. Notify Building Management. 6. Do not stand and do not attempt to exit unless ordered. 7. If necessary, get under or behind a table. a. Do not crawl. b. Notify Bomb Squad. c. Evacuate area.
EARTHQUAKE 1. Drop, cover and hold on. 2. Do not run outdoors.	OTHER DISTURBANCES 1. Notify Office of Emergency Services. 2. Notify Building Management. 3. Notify Federal Protective Service. 4. Notify Building Management. 5. Notify Bomb Squad if necessary.
SEVERE WEATHER 1. Stay in interior, outside building. 2. Prepare to move to a safe area. 3. Stay away from large windows. 4. For tornado, drop, cover and hold on. 5. Remain seated or under sturdy tables and desks. 6. Stay away from power lines. 7. Standby for further instructions.	
<small>Notes: In all emergencies, be prepared to assist the handicapped. Sound alarm check at or beyond 5:00.</small>	
GENERAL SERVICES ADMINISTRATION	

The Occupant Emergency Organization

Designated Official (DO)

- Coordinates with all tenants and develops an emergency plan.
- Selects and trains Occupant Emergency Organization members.
- Ensures that appropriate procedures are followed during emergencies.
- Identifies and establishes working relationships with Federal, State, and local agencies that might respond to an emergency in the facility.
- Initiates activities to prepare occupants for emergencies and inform them of response procedures.

Occupant Emergency Coordinator (OEC)

- Assists DO.
- Acts for DO during absences.
- Performs delegated duties of the DO.
- Serves as liaison between DO and other members of the CCT.

Floor Team Coordinator (FTC)

- Assists the OEC.
- Coordinates planning of occupant movement between floors during an emergency.
- Coordinates floor, wing, stairwell, elevator, and other monitor activities (see "Floor Teams").

Damage Control Coordinator (DCC)

- Assists the OEC.
- Identifies utilities, alarm systems, communications equipment, and other

pertinent systems and equipment in the building.

- Make recommendations on the use of facilities and equipment.
- Maintains emergency call list for utilities and hazardous substances.
- Directs Damage Control Team activities.

Medical Coordinator (MC)

- Assists the OEC.
- Identifies available medical emergency services.
- Maintains first aid equipment.
- Arranges CPR, first aid, and other paramedical training.
- Maintains list of personnel with CPR and paramedical training.

Administrative Officer (AO)

- Assists the OEC.
- Records enacted emergency procedures.
- Maintains organization records and updates them monthly.
- Provides required administrative services (phones, faxes, radios, etc.) and prepares reports.

Technical Advisors:

- **Building Manager (BM) (GSA or Lessor)**
 - Works with the OEC.
 - Provides information about the building and the operation of its mechanical systems.
- **Physical Security Specialist (PSS)**
 - Works with the OEC.
 - Provides advice on

security and law enforcement matters.

- Serves as liaison with Federal and local law enforcement agencies
- **Other occupants** familiar with the building's utilities and mechanical systems. **(List as many technical advisors as are available to cover all contingencies.)**

Floor Teams (FT)

OEPs are, for the most part, carried out by Floor Teams (FT) assigned to each floor of a facility. A typical FT in a large facility would include a Floor Monitor, Wing or Area Monitors (one for each major area of the floor), Stairwell Monitors, Elevator Monitors (for each fl. where elevators may be captured), Monitors for the Handicapped, and Exit Monitors (for street and ground level). Small or single-story facilities may not need all of these monitors. Duties of the Floor Team members are outlined below.

Floor Monitors (FM)

- Assist the FTC. Maintain communication with CC during an emergency; provide progress reports on evacuation; notify CC when floor is completely cleared.
- Designate exact boundaries of floor areas and assign responsibilities for these areas.
- Make necessary changes in floor organization with approval of the FTC and OECs.
- Ensure that evacuation routes are clearly identified and posted on bulletin boards, corridor intersections, and office exits and are known to occupants.

The Occupant Emergency Organization

Area or Wing Monitors

- Work with Floor Monitor; notify Floor Monitor when area has been completely cleared.
- Ensure that evacuation routes are clearly identified and made known to occupants.
- Direct orderly flow of persons during drills and emergencies, along the prescribed evacuation routes.
- Ensure that area or wing is completely vacated, when required.
- Ensure that windows and doors are closed lights on, and electrical appliances off during fire evacuations.
- Leave windows and doors open and lights on during bomb threat evacuations.
- Supervise Stairwell Monitors and Monitors for the Handicapped; maintain list of handicapped persons, providing revisions to the Floor Monitor. (List should include name, telephone extension, room number, and type of handicap.)

Stairwell Monitors

- Support the Area/Wing Monitor.
- If evacuating because of a bomb threat, search stairwell.
- Control movement of persons on stairways, keeping them in single file and moving steadily at a walking pace; instruct persons to grasp handrails.
- Keep door open to stairway until the area/wing is clear.
- Restrict and monitor use of stairwells and escalators as necessary.
- Assign Monitors for the Handicapped, one per handicapped person.

Elevator Monitors

- Assist and Support Area/Floor Monitors.
- Be familiar with the provisions of GSA Bulletins covering emergency plans for using elevators to evacuate handicapped persons.
- Be familiar with manual operation of elevators.
- Capture assigned elevator and permit use only as directed by floor monitor.
- During fire evacuation, direct persons attempting to use elevator to appropriate stairway; relinquish control of elevator to firefighting personnel when they arrive.
- If emergency personnel are arriving by elevator, meet them and direct them to the scene of the emergency.
- Assist the evacuation of handicapped personnel by elevator *if elevator has been approved for use*.
- Know the locations and telephone numbers of the handicapped persons to be assisted, types of handicaps, and the location of crutches, wheelchairs, and other support devices.
- Know which elevators may be used for evacuation of handicapped persons.
- Assist handicapped persons from their workplaces to the elevator, down, and out of the building. If elevator cannot be used, assist person to an area adjacent to the nearest safe stairway and get or await help.

Exit Monitors

- Work with Floor Monitors.
- Ensure the exits are open and free of hindrances.
- Deny unauthorized access to the building.
- Direct orderly movement of persons to safety areas.
- Assist in evacuation of handicapped persons.

The Occupant Emergency Organization

Damage Control Team

The Damage Control Team consists of the Building Manager and other people familiar with the facility's construction, equipment, and overall operating system. Team members report to the Damage Control Coordinator. Generally, their job is to control dangerous conditions until further help arrives and to assess potential and real danger. This may include the following duties:

- Ensure that appropriate response organization (Fire Department, Police Department medical, hazardous materials, etc.) has been notified.
- Initiate reasonable fire suppression or confinement using facility portable fire extinguishers.
- Assist emergency response personnel.
- Disconnect utilities or equipment.
- Conduct bomb search.
- Protect or remove equipment, records, hazardous substances, etc.
- Perform rescue and first aid.
- Make emergency repairs.

Nights/Weekends/Holidays

In the event of an emergency at night, over the weekend, or on a holiday, the senior Federal official present should act as the "Designated Official" and initiate appropriate action. This person will need to coordinate with the senior Federal Protective Officer or contract guard on the premises with appropriate maintenance personnel.

Communications

Of high-priority concern to members of the Occupant Emergency Organization are the primary and alternate means of communication that will be used to:

- (1) Activate the organization.
- (2) Inform building occupants of the nature of an emergency and what action to take.
- (3) Coordinate activities during the emergency.

In most cases, the building's fire alarm system may not be used as a means of notifying the organization and the occupants without approval of the Building Manager and or the Fire Department. As such, appropriate use of telephones, public address systems, and/or messengers may prove more feasible. If telephones are used, a Communications Coordinator should be appointed by the Administrative Officer to set up a system of contacting all members of the emergency organization. The Administrative Officer/person should also be responsible for updating lists of telephone numbers.

Multilevel buildings may have emergency telephone systems for coordinating emergency activities. However, most buildings must rely on the normal telephone system, the public address system, the fire alarm, and messengers.

Child Care Centers in Federal Facilities

The DO and a Physical Security Specialist should work with the director of a childcare center in a Federal facility to develop and post 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 fire alarm boxes and fire extinguishers, the primary and secondary evacuation routes, and the locations of safe areas.

Each staff member should be assigned a specific group of children for whom he or she is to be responsible during an emergency. Center staff should conduct practice drills over the prescribed evacuation routes so children won't be unprepared or unduly alarmed should a real emergency occur.

Typical Emergencies and Responses

Most emergencies can be handled routinely if people know the procedures established to get the right help fast. The services needed for each kind of emergency must be identified and the telephone numbers kept within easy reach and updated periodically. Members of the Occupant Emergency Organization should be familiar with the capabilities, limitations, and response times of each such emergency service.

If a potentially necessary service is not readily available, the Occupant Emergency Organization should develop the required capability.

Outlined below are some typical emergencies that could occur in a Federal facility and require quick response. Actual response procedures for a particular facility should be conducted in a manner similar to those discussed herein.

Medical Emergency

When medical assistance is needed, Occupant Emergency Organization members and other identified occupants may be the fastest source of first aid/cardiopulmonary resuscitation. Also, all Federal Protective Officers are qualified in first aid/CPR.

The facility's Health Unit usually can provide immediate medical attention. Local physicians and emergency medical units are normally closer than a hospital; the area should be surveyed to determine their availability, and their telephone numbers should be on the Emergency Call List. Local police, fire, and rescue squads can provide ambulance services and paramedics; police and fire department personnel can also maintain order during an emergency requiring large-scale medical services.

Rescue

Federal Protective Officers/Physical Security Specialists and the facility's Damage Control Team and technical advisors may be capable of handling a rescue. The Damage Control Team and technical advisors are familiar with floor plans and mechanical systems and should be notified immediately in the event of mechanical or other entrapment. Local fire departments normally have the most rescue experience and training.

Fire

Be sure that all occupants know the locations of fire alarm boxes and fire extinguishers, how/when to use them, and the procedures to follow when they hear the fire alarm. Occupants should also know whom they should notify after they have turned in an alarm so that the CCT can be activated. Federal Protective Officers and members of the Damage Control Team are trained in fighting small fires. Once the fire department arrives, the fire official in charge will assume command.

Hazardous Substances

The Hazard Communication Standard (29 CFR 1910.1200) 1 Jul '99, establishes uniform requirements for evaluation of all hazardous chemicals used in U.S. workplaces and communication of this information to the appropriate personnel. This Standard was designed to ensure that:

- (1) **employers** receive the information they need to inform and train employees properly and to design and put in place employee protection programs and
- (2) That **employees** receive necessary hazard information so they can participate in the development of protective measures in their workplaces and support them once they are in place.

Under the Standard, employers are required:

- (1) To label all hazardous chemicals in their workplaces and list them on Material Safety Data Sheets (MSDSs) and

Typical Emergencies and Responses

- (2) To develop, publish, and implement a hazard communication program, including employee training.

The DO must maintain an inventory of hazardous materials used in chemical laboratories and hazardous material storage areas in the building. This inventory should include the following information for each chemical that poses a potential health or physical hazard:

1. Substance name and trade name,
2. National Stock Number/Chemical Abstracts Service (CAS) Number, if applicable;
3. Name and location of user;
4. Quantity used per day/week/ month,
5. Container size; and
6. Quantities of chemical normally in use and stored.

The Chemical Transportation Center (CHEMTREC), a service of the Chemical Manufacturers Association, provides 24-hour information on handling accidents in the transportation of chemicals and has been declared the official "Hotline" for this type of emergency by the U.S. Department of Transportation.

During emergencies, Federal Protective Officers can provide first aid and help control access to the building.

Suspicious Object/Bomb

Occupants, because of their familiarity with the space where they work, can most easily spot something that does not belong there. They should be warned, however, not to touch suspicious objects but to report them immediately upon discovery to the FPS.

Federal Protective Officers have primary search responsibility if a bomb is suspected in federally occupied space. They, as well as local police, can help in training for bomb searches and provide leadership during a search. The bomb disposal unit of the local police would, in most instances, provide the quickest response for defusing or otherwise disposing of a bomb. However, if a military team is easily reachable, it should be called. Personnel of the Bureau of Alcohol, Tobacco, and Firearms also have knowledge of explosives and should be notified. Evacuation of occupants may be necessary.

Unlawful Act

All occupants should report suspicious persons, unlawful acts, or other incidents requiring a response to the nearest FPS office or local authority. The FPS, through their law enforcement and security personnel, will advise occupants as to which authority will provide the most immediate response to ensure a safe work environment.

Damage Control, Repair, and Restoration of Services

The DCT and the Buildings Manager will know where to get help in controlling damage and restoring services. FPOs can help isolate and extinguish small fires and control access to endangered or damaged areas.

Evacuation/Relocation

Properly trained FTCs, Area/Wing Monitors, Stairway Monitors, and Elevator Monitors can lead the safest and fastest evacuation of a building.

Federal Protective Officers and/or local police can control traffic and crowds during an evacuation. If evacuation is ordered because of a fire, the local fire department official in charge will assume command.

Recommended Responses to Specific Types of Emergencies

Fire

Since elevators may be automatically captured and returned to the main floor in event of a fire alarm, they may not be available for use by members of the CCT. This should be taken into account in planning.

CCT

Designated Official/ Occupant Emergency Coordinator (OEC)

- Go to Command Center.
- Activate CCT.
- Verify fire department notification/response.
- Verify FPO notification/response.
- Brief responding personnel.
- Coordinate activities.

Floor Team Coordinator

- Go to Command Center.
- Activate Floor Teams.
- Verify occupant status.
- Coordinate Floor Team activities.

Damage Control Team Coordinator

- Go to Command Center.
- Activate Damage Control Team.
- Determine building conditions (environmental/structural).

Medical Coordinator

- Go to Command Center.
- Advise regarding medical assistance.

Administrative Officer

- Go to Command Center.
- Monitor and record alarm sequence.
- Record activities.

Floor Team/Fire Floor

Floor Monitor

- Activate fire alarm (if not already done).
- Supervise evacuation.
- Verify evacuation.
- Report to FTC.

Area Monitors

- Evacuate area occupants.
- Inspect area to assure total evacuation.
- Report status to Floor Monitor (including relocation of handicapped).

Elevator Monitors

- Direct occupants attempting to use elevators to the nearest safe stairwell.
- Assist in elevator evacuation of the handicapped if elevator use for this purpose has been authorized.

Stairway Monitors

- Inspect stairway for smoke or other obstruction, if obstructed direct occupants to another stairway.
- Keep occupants moving in a single file down the stairway.
- Report status to Area Monitor.

Monitors for the Handicapped

- Evacuate handicapped to safe area.
- Report status to Area Monitor.

First Floor Team

- Lead fire department to control center.
- Restrict building access.
- Assist with occupant evacuation.

Elevator Monitors

- Report to First Floor Monitor.
- Capture assigned elevators (either automatically or using required special key or the regular call button).
- After capture, use of elevators can be authorized only by the fire department, DO, or OEC.

Other Floor Teams

If floor is to be evacuated, follow Fire Floor Team instructions, if not, stand by for instructions.

Damage Control Team

- Report to Damage Control Coordinator.
- Activate emergency systems:
 - Alarm systems.
 - Smoke control.
 - Fire extinguishment.
 - Emergency power.

Hazardous Materials (Spills, Leaks)

In case of explosion follow instructions under Bomb Explosion.

Recommended Responses to Specific Types of Emergencies

Command Center Team

DO /OEC

- Activate CCT.
- Order evacuation.
- Notify fire department.
- Notify Federal Protective Service.
- Notify appropriate utility company or hazard materials expert.
- Go to relocation site Command Center.
- Hold occupants at relocation site.
- Do not permit reentry until determined safe by proper authorities.
- In case of explosion follow instructions under Bomb Explosion.

All Other Team Members

Go to relocation site.

Floor Teams

Floor Monitors

- Activate Floor Teams.
- Supervise evacuation.
- Report to FTC at relocation site Command Center.

Area Monitors

- Coordinate area evacuation.
- Report conditions to Floor Monitors.
- Accompany area occupants to relocation site.
- Hold occupants and await instructions.

Stairwell Monitors

- Control evacuation via stairways.
- Report to Area Monitors.

Monitors for the Handicapped

- Assist individuals requiring assistance to relocation site.
- Remain with handicapped.
- Report to Area Monitors when possible.

Elevator Monitors

- Go to relocation site.
- Report to Floor Monitor.

Damage Control Team

- Report to Damage Control Coordinator at relocation site Command Center.

Bomb Threat

CCT

DO /Occupant Emergency Coordinator

- Go to Command Center.
- Verify FPO notification/response.

Floor Team Coordinator

- Go to Command Center.
- Activate appropriate Floor Teams.
- Inform other Floor Teams.

Damage Control Coordinator

- Go to Command Center.
- Activate Damage Control Team.

Medical Coordinator

- Go to Command Center.

Administrative Officer

- Go to Command Center.

Floor Teams/Affected Floors

Floor Monitors

- Initiate evacuation/relocation.
- Supervise and verify evacuation.
- Report to Floor Team Coordinator

Area Monitors

- Instruct occupants to search their work areas.
- Evacuate/relocate occupants.
- Inspect area to ensure total evacuation.
- Search assigned public areas and exit routes.
- Verify status of handicapped occupants.
- Report to Floor Monitors.

Recommended Responses to Specific Types of Emergencies

Stairwell Monitors

- Inspect stairwells and exit routes.
- Lead occupants to safe area.
- Report to Area Monitors.

Floor Teams/First, Ground Floors

- Control building access.
- Keep people away from building perimeter.

Floor Teams/Unaffected Floors

- Control occupant movement, according to instructions received from Command Center.

Damage Control Team

- Search assigned areas including maintenance, storage, outside, and rooftop areas.

Bomb, Explosion

CCT

DO /Occupant Emergency Coordinator

- Go to Command Center.
- Verify FPO notification.
- Activate CCT.

Floor Team Coordinator

- Go to Command Center.
- Activate Floor Monitors.

Damage Control Coordinator

- Go to Command Center.
- Activate Damage Control Team.

Medical Coordinator

- Go to Command Center.
- Advise regarding medical assistance.

Administrative Officer

- Go to Command Center.
- Record activities.

Floor Team/Affected Floor

Floor Monitor

- Notify Floor Team.

- Supervise evacuation, first aid, and rescue.
- Report conditions to FTC.

Area Monitors

- Coordinate area evacuation, first aid, and rescue.
- Inspect area to determine conditions.
- Report to Floor Monitor.

Stairwell Monitors

- Inspect assigned stairwell.
- Report conditions to Area Monitors.
- Lead occupants to safe area if required.

Monitors for the Handicapped

- Move handicapped to safe area.

Floor Team/First Floor

Floor Monitors

Control access to the building.

Elevator Monitors

- Capture elevators.
- Hold until determined safe for use.
- Assist emergency teams.

Floor Teams/Other Floors

Floor Monitors

- Inform occupants.
- Maintain control of occupants.
- Control egress.
- Maintain communication with FTC.
- Evacuate to a safe area if instructed to do so by FTC.

Damage Control Team

- Assist in rescue.
- Control access.
- Inspect elevators, fire protection systems, and utilities.
- Report conditions to Damage Control Team Coordinator. Make required repairs.

Recommended Responses to Specific Types of Emergencies

Suspicious Package (Possible Bomb)

CCT

DO /Occupant Emergency Coordinator

- Go to Command Center.
- Activate CCT.
- Verify FPO notification/response.
- Evacuate or relocate occupants.
- *Building Manager to put Elevators in Phase I Service.*

Floor Team Coordinator

- Go to Command Center.
- Notify appropriate Floor Team(s).

Damage Control Coordinator

- Go to Command Center.
- Notify Damage Control Team.

Medical Coordinator

- Go to Command Center.

Administrative Officer

- Go to Command Center.
- Record activities.

Floor Teams/Affected Floors

Floor Monitors

- Carry out evacuation or relocation plan.
- Supervise evacuation.
- Verify evacuation.

- Report to FTC.

Area Monitors

- Coordinate area evacuation.
- Determine location of suspicious object; avoid using stairwells, elevators or escalators in immediate area.
- Inspect area to assure total evacuation.
- Report status, including relocation of handicapped, to Floor Monitor.

Stairwell Monitors

- Inspect stairwells and exit routes.
- Lead occupants to safe area.
- Report status to Area Monitors.

First Floor Team

Floor Monitors

- Control building access.
- Keep people away from building perimeter to avoid blast effects.

Elevator Monitors

- Report to First Floor Monitor.
- Hold elevators and assist emergency units.

Floor Teams/Unaffected Floors

- After evacuation, restrict use of elevators, escalators and stairwells.

Suspicious Package Announcements: (Possible Bomb)

Affected Floor Other Floors

May I have your attention please?

May I have your attention please?

We have found a suspicious package on the _____ floor. Occupants of the _____ floors, please walk to the _____ (floor or relocation site). Use stairways. DO not attempt to use the elevators. Wait at the relocation site for further instructions. Please do not use elevators, but proceed to the stairways. (Repeat at least once)

Message at end of Emergency

May I have your attention please?

May I have your attention please?

An emergency has been reported on the _____ floor. People from other floors may be entering your area. Please remain at your workstations while they are in your area. You are in a safe area.

(Repeat at least once)

May I have your attention please?

May I have your attention please?

The emergency is over. Please return to your workstation.

(Repeat)

Recommended Responses to Specific Types of Emergencies

Natural Disaster-Advance Notice

CCT

DO /Occupant Emergency Coordinator

- Activate CCT.
- Review plans and decide course of action.
- Notify occupants
- *Building Manager to place Elevators in Phase I Service upon complete evacuation.*

Damage Control Coordinator

- Activate Damage Control Team for damage prevention work.

Floor Team Coordinator

Review plans with Floor Monitors.

Technical Advisors

- Go to Command Center.
- Provide advice in area(s) of expertise.

Damage Control Team

- Protect windows and doors.
- Secure outdoor objects.

Natural Disaster-No Warning

CCT

DO /Occupant/Emergency Coordinator

- Activate CCT.
- Notify occupants.

Floor Team Coordinator

- Go to Command Center.
- Coordinate and assist Floor Teams.
- Building Manager to place Elevators in Phase I Service upon complete evacuation.

Damage Control Coordinator

- Go to Command Center.
- Activate Damage Control Team.

Medical Coordinator

- Go to Command Center.
- Advise regarding medical assistance.

Administrative Officer

- Go to Command Center.
- Record activities.

Technical Advisors

- Go to Command Center.
- Provide advice in area(s) of expertise.

Floor Teams

Elevator Monitors

- Capture assigned elevators.
- Restrict use until determined safe.
(mechanical safety inspection may be required).

Damage Control Team

- Assess damage.
- Determine needs for controlling dangerous conditions.
- Provide repair, rescue, and first aid services as directed.
- Isolate unsafe areas.
- Report to Damage Control Coordinator.

Demonstration

CCT

DO /Occupant Emergency Coordinator

- Go to Command Center.
- Notify Federal Protective Service.
- If no Federal Protective Service unit is in the area, notify the local police department.
- Notify FTC.

Floor Team Coordinator

- Go to Command Center. Activate ground level Floor Team.

Floor Team/Ground Level

- Secure perimeter doors.
- Avoid any interaction with demonstrators.
- Prevent any occupant interaction with demonstrators.
- Follow instructions of responding Federal Protective Officers and/or local police.

Recommended Responses to Specific Types of Emergencies

Medical/First Aid/Emergency

CCT

DO /Occupant Emergency Coordinator

Limited emergency

- Notify Floor Monitor.
- Notify Medical Coordinator.

Widespread emergency

- Go to Command Center.
- Activate CCT.

Medical Coordinator

Limited emergency

- Go to scene.
- Ensure that appropriate assistance has been called.
- Recommend follow-up action.
- Report to DO.

Multiple injuries

- Go to scene.
- Advise regarding medical assistance and ensure that appropriate assistance has been summoned.
- Report to DO.

Floor Team Coordinator (for widespread emergency)

- Go to Command Center.
- Coordinate and assist Floor Teams.

Damage Control Coordinator (for widespread emergency)

- Go to Command Center.
- Activate Damage Control Team.

Administrative Officer (for widespread emergency)

- Go to Command Center.
- Record activities.

Floor Team (for widespread emergency)

- Provide first aid/CPR.
- Obtain medical assistance (see emergency call list).
- Notify OEC.
- Notify Federal Protective Service.
- Reserve elevators for emergency use.
- Meet responding emergency unit at ground floor.
- Verify medical assistance response.
- Report to Floor Team Monitor.

Damage Control Team (For widespread emergency)

- Provide first aid/CPR and rescue services.
- Report to Damage Control Coordinator.

**APPENDIX A. CHAPTER 101—FEDERAL PROPERTY MANAGEMENT REGULATIONS
SUBCHAPTER D—PUBLIC BUILDINGS AND SPACE**

**PART 101-20—MANAGEMENT OF BUILDINGS AND GROUNDS
(Only relevant parts are included)**

101-20.103-4 Occupant Emergency Program.

(a) The Designated Official (as defined in section 101-20.003(g)) is responsible for developing, implementing, and maintaining an Occupant Emergency Plan (as defined in section 101-20.003(w)). The Designated Official's responsibilities include establishing, staffing, and training an Occupant Emergency Organization with agency employees. GSA shall assist in the establishment and maintenance of such plans and organizations.

(b) All occupant agencies of a facility shall fully cooperate with the Designated Official in the implementation of the emergency plans and the staffing of the emergency organization.

(c) GSA shall provide emergency program policy guidance, shall review plans and organizations annually, shall assist in training of personnel, and shall otherwise ensure proper administration of Occupant Emergency Programs (as defined in section 101-20.003(x)). In leased space, GSA will solicit the assistance of the lessor in the establishment and implementation of plans.

(d) In accordance with established criteria, GSA shall assist the Occupant Emergency Organization (as defined in section 101-20.003(v)) by providing technical personnel qualified in the operation of utility systems and protective equipment.

101-20.103-5 Initiating action under Occupant Emergency Programs.

(a) The decision to activate the Occupant Emergency Organization shall be made by the Designated Official, or by the designated alternate official. Decisions to activate shall be based upon the best available information, including an understanding of local tensions, the sensitivity of target agency(ies), and previous experience with similar situations. Advice shall be solicited, when possible, from the GSA buildings manager, from the appropriate Federal Protective Service official, and from Federal, State, and local law enforcement agencies.

(b) When there is immediate danger to persons or property, such as fire, explosion, or the discovery of an explosive device (not including a bomb threat), occupants shall be evacuated or relocated in accordance with the plan without consultation. This shall be accomplished by sounding the fire alarm system or by other appropriate means.

(c) When there is advance notice of an emergency, the Designated Official shall initiate appropriate action according to the plan.

(d) After normal duty hours, the senior Federal official present shall represent the Designated Official or his/her alternates and shall initiate action to cope with emergencies in accordance with the plans.

APPENDIX B: Occupant Emergency Plan Check List

If you can't check any of the following questions, your Occupant/Emergency Plan needs strengthening. Contact your Building Manager and/or the GSA Physical Security and Law Enforcement Office nearest you if you need help.

- Did an advisory committee of appropriate officials (Building Manager, Federal Protective Service, etc.) assist in developing the plan?
- Is this committee still available for consultation?
- Has an emergency organization been established, preferably following existing lines of authority?
- Are emergency organization members designated by position rather than by person?
- Do organization members know their own responsibilities as well as who has decision-making authority in any given situation?
- Has a procedure been established to notify organization members?
- Are emergency procedures easy to implement rapidly?
- Has a CC location been established?
- Are communications at the CC adequate?
- Do emergency organization members know under what circumstances they are to report to the Command Center?
- Are employees who do not have assigned duties excluded from the Command Center?
- Are emergency telephone numbers posted in the CC and throughout the building?
- Published in the telephone book?
- Are procedures established for handling serious illness, injury, or mechanical entrapment?
- Do organization members know what medical resources are available and how to reach them?
- Have all occupants been told how to get first aid/CPR fast?
- Do occupants know what to do if an emergency is announced?
- Are evacuation procedures established and familiar to all employees?
- Have special procedures been established for evacuation of the handicapped?
- Are fire reporting procedures established and familiar to all employees?
- Have firefighting plans been developed which coordinate internal and external resources?
- Do occupants know to whom they should report an unlawful act?
- Do occupants know to whom they should report any other emergency incident?
- Do employees know what procedures to follow if they receive a telephone bomb threat?
- Are bomb search responsibilities and techniques specified in the plan?
- Are procedures established for reporting the progress of a search, evacuation, etc.?
- Have procedures been established for bomb disposal?
- Have emergency shutdown procedures been developed?
- Have plans been made for capture and control of elevators?
- Have arrangements been made for emergency repair or restoration of services?
- Have drills and training been adequate to ensure a workable emergency plan?
- In leased space, is the responsibility of the owner/lessor clearly defined?
- If contract guards are used, have their authority and responsibilities been defined.
- Are floor plans and occupant information readily available for use by police, fire, bomb search squads, and other emergency personnel?
- Has a hazard communication program been implemented in accordance with 29CFR?
- Has an inventory been compiled of all hazardous materials used in individual workplaces and stored anywhere in the building?
- Are emergency telephone numbers displayed and/or published where they are readily available?
- Are they reviewed and updated frequently?

APPENDIX C: 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 and fully understand the procedures to be followed in an emergency affecting the facility and employees for which they are responsible.

Designated Official: **Agency** _____
Name _____
Signature & Date _____
Title _____

Building Manager: Name _____
Signature & Date _____

Tenant Agencies: **Agency** _____
Name of Ranking Official _____
Signature & Date _____

Agency _____
Name of Ranking Official _____
Signature & Date _____

Agency _____
Name of Ranking Official _____
Signature & Date _____

Agency _____
Name of Ranking Official _____
Signature & Date _____

Agency _____
Name of Ranking Official _____
Signature & Date _____

Agency _____
Name of Ranking Official _____
Signature & Date _____

Agency _____
Name of Ranking Official _____
Signature & Date _____

Agency _____
Name of Ranking Official _____
Signature & Date _____

Physical Security Specialist/LESO: Name _____
Signature & Date _____

APPENDIX D: Emergency Telephone Numbers

Building Command Center _____

Alternate Command Center _____

Off-Site Command Center _____

Building Manager: Name _____

Fire Department: _____

Police: Federal Protective Service _____

Local Police: _____

Bomb Disposal: Military: _____

Local Police: _____

Hazardous Materials Information: _____

CHEMTREC: (800) 424-9300 (From Wash DC 483-7616)

Environmental Protection Agency _____

Poison Control Centers. _____

Other State & Local Agencies: _____

Utility _____

Gas: _____

Electric _____

Water _____

Telephone _____

Medical, On-Site: First Aid/CPR _____

Health Unit _____

Nurses _____

Doctors _____

(See also Floor Team lists)

Medical, Off-Site: Paramedical _____

Ambulance _____

Hospital _____

Doctors _____

Add numbers of other emergency services available locally.

APPENDIX E: Building Information Sheet

Building name: _____

Building number: _____

Address: _____

Year building completed: _____

Type of construction: _____

Number of floors: _____

Mezzanine(s): _____

Basement(s): _____

Gross floor area in Square feet: _____

Net assignable fl. area in Sq. Ft.: _____

Government occupied floors: _____

Other tenants: _____

Fire alarm system and signals: _____

Automatic sprinkler system: _____

Voice Communications Systems: _____

Elevator capture & recall system: _____

Smoke detection system: _____

Standpipe system: _____

Other fire protection systems, such as
heat-detection system, fire pumps, etc.: _____

Emergency lighting system: _____

Security alarm system: _____

Power generators: _____

Main/auxiliary water valves: _____

Main/auxiliary gas valves: _____

APPENDIX F: **Command Centers**

Building Name: _____

Address: _____

Primary Command Center:

Location: _____

Telephones: **Direct** _____
 Fax: _____

Cellular: _____

Alternate Command Center:

Location: _____

Telephones: **Direct** _____
 Fax: _____

Cellular: _____

Command Center, Alternate Site:

Location: _____

Telephones: **Direct** _____
 Fax: _____

Cellular: _____

APPENDIX G: Command Center Team

(Update as necessary and check quarterly)

Building Name: _____

Address: _____

Designated Official:
Name: _____
Title _____
Telephone: Cell: _____ Office _____ Home: _____
Name of incumbent: Name: _____
Title _____
Telephone: Cell: _____ Office _____ Home: _____

Occupant Emergency Coordinator:
Name: _____
Title _____
Telephone: Cell: _____ Office _____ Home: _____
Name of incumbent: Name: _____
Title _____
Telephone: Cell: _____ Office _____ Home: _____

Floor Team Coordinator: Name: _____
Title _____
Telephone: Cell: _____ Office _____ Home: _____
Name of incumbent: Name: _____
Title _____
Telephone: Cell: _____ Office _____ Home: _____

Damage Control Team Coordinator: Name: _____
Title _____
Telephone: Cell: _____ Office _____ Home: _____
Name of incumbent: Name: _____
Title _____
Telephone: Cell: _____ Office _____ Home: _____

Medical Coordinator:
Name: _____
Title _____
Telephone: Cell: _____ Office _____ Home: _____
Name of incumbent: Name: _____
Title _____
Telephone: Cell: _____ Office _____ Home: _____

Administrative Officer:
Name: _____
Title _____
Telephone: Cell: _____ Office _____ Home: _____
Name of incumbent: Name: _____
Title _____
Telephone: Cell: _____ Office _____ Home: _____

APPENDIX H: Command Center Team-Advisor's

Technical Advisor: Name: _____
Skill: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____
Alternate: Name: _____
Title _____
Telephone: Cell: _____ Office _____ Home: _____

Technical Advisor: Name: _____
Skill: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____
Alternate: Name: _____
Title _____
Telephone: Cell: _____ Office _____ Home: _____

Technical Advisor: Name: _____
Skill: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____
Alternate: Name: _____
Title _____
Telephone: Cell: _____ Office _____ Home: _____

Technical Advisor: Name: _____
Skill: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____
Alternate: Name: _____
Title _____
Telephone: Cell: _____ Office _____ Home: _____

Technical Advisor: Name: _____
Skill: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____
Alternate: Name: _____
Title _____
Telephone: Cell: _____ Office _____ Home: _____

Technical Advisor: Name: _____
Skill: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____
Alternate: Name: _____
Title _____
Telephone: Cell: _____ Office _____ Home: _____

Technical Advisor: Name: _____
Skill: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____
Alternate: Name: _____
Title _____
Telephone: Cell: _____ Office _____ Home: _____

(List as many technical advisors as are available to cover all contingencies.)

APPENDIX I: Command Center Team-Floor Monitor's

Complete one sheet per floor. Modify the sheet to correspond to your building's unique layout. In particular, appoint as many area and stairwell monitors as your building requires.

Floor Monitor: Name: _____
Area: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____
Skills: _____

Floor Monitor: Name: _____
Area: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____
Skills: _____

Floor Monitor: Name: _____
Area: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____
Skills: _____

Floor Monitor: Name: _____
Area: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____
Skills: _____

Stairwell Monitor: Name: _____
Area: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____
Skills: _____

Handicapped Monitor: Name: _____
Area: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____
Skills: _____

Handicapped Person: Name: _____
Handicap: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____
Skills: _____

Handicapped Person: Name: _____
Handicap: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____
Skills: _____

Handicapped Person: Name: _____
Handicap: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____
Skills: _____

APPENDIX J: Elevator Monitor(s)

Complete a sheet of elevator monitors for each floor where elevators may be captured. Buildings with automatic elevator-capturing systems will need elevator monitors only for the floor where elevators are captured.

Elevator Monitor: Name: _____
Floor/Car: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____

Elevator Monitor: Name: _____
Floor/Car: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____

Elevator Monitor: Name: _____
Floor/Car: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____

Elevator Monitor: Name: _____
Floor/Car: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____

Elevator Monitor: Name: _____
Floor/Car: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____

Elevator Monitor: Name: _____
Floor/Car: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____

Elevator Monitor: Name: _____
Floor/Car: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____

Elevator Monitor: Name: _____
Floor/Car: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____

Elevator Monitor: Name: _____
Floor/Car: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____

Elevator Monitor: Name: _____
Floor/Car: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____

Elevator Monitor: Name: _____
Floor/Car: _____ Title _____
Telephone: Cell: _____ Office _____ Home: _____

APPENDIX K: Evacuation Information

Persons Authorized To Order Evacuation

Designated Official: _____

Occupant Emergency Coordinator: _____

Federal Protective Service Official: _____

Building Manager: _____

Fire Department Official in Charge: _____

Evacuation Signals

Fire: Describe method of notification for complete or partial evacuation.

Explosion or Gas Leak: Describe method of notification for complete or partial evacuation.

Suspicious Object: Describe method of notification for complete or partial evacuation.

Alternate Site (describe or give address)

Telephone numbers

Building Reentry

Method of recalling employees: _____

Building entry control method: _____

Drill Schedule:

Dates: _____

APPENDIX L: Damage Control Team

In Federally owned buildings, this team would include the Building Manager's personnel. In leased facilities, it would include the building operator's personnel. Additional teams may be required for large buildings.

Leader:	Name: _____
Telephone: _____ Cell: _____	Title _____
	Office _____ Home: _____
Alternate:	Name: _____
Telephone: _____ Cell: _____	Title _____
	Office _____ Home: _____

Skill: _____ Name: _____
 Telephone: _____ Cell: _____ Work Hours _____
 Office _____ Home: _____

Skill: _____ Name: _____
 Telephone: _____ Cell: _____ Work Hours _____
 Office _____ Home: _____

Skill: _____ Name: _____
 Telephone: _____ Cell: _____ Work Hours _____
 Office _____ Home: _____

Skill: _____ Name: _____
 Telephone: _____ Cell: _____ Work Hours _____
 Office _____ Home: _____

Skill: _____ Name: _____
 Telephone: _____ Cell: _____ Work Hours _____
 Office _____ Home: _____

Skill: _____ Name: _____
 Telephone: _____ Cell: _____ Work Hours _____
 Office _____ Home: _____

Skill: _____ Name: _____
 Telephone: _____ Cell: _____ Work Hours _____
 Office _____ Home: _____

Skill: _____ Name: _____
 Telephone: _____ Cell: _____ Work Hours _____
 Office _____ Home: _____

Skill: _____ Name: _____
 Telephone: _____ Cell: _____ Work Hours _____
 Office _____ Home: _____

Skill: _____ Name: _____
 Telephone: _____ Cell: _____ Work Hours _____
 Office _____ Home: _____

Skill: _____ Name: _____
 Telephone: _____ Cell: _____ Work Hours _____
 Office _____ Home: _____



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Public Buildings Service

**Office of Federal
Protective Service**