



**INTERAGENCY
SECURITY
COMMITTEE**



Occupant Emergency Programs

An Interagency Security Committee Guide

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Authorized distribution to federal, state, local agencies, and private individuals or enterprises.

Message from the Interagency Security Committee



The Interagency Security Committee provides leadership and guidance for security programs to the nonmilitary federal community. The ISC developed this guide to ensure the safety and security of the hundreds of thousands of people who work in and visit Federally owned or leased facilities. This guide necessitates coordinated prevention, protection, response, and recovery operations along the preparation spectrum. Whether in a stand-alone building or as part of an installation or campus context, occupants must grasp the nature of potential emergencies and how to respond if they arise.

This guide contains critical information to assist department and agency security planners in developing and reviewing Occupant Emergency Programs for the safety and security of employees and visitors at non-military Federal locations. In addition, this guide covers the components of an efficient Occupant Emergency Program, including those that make up an effective occupant emergency plan.

This guide helps organizations establish basic procedures for safeguarding lives and property in and around the facility during emergencies. Consistent with Executive Order 14111 of 2023, this guide assists security planners for all buildings and facilities in the United States occupied by Federal employees or Federal contractor workers for non-military activities. I am pleased to present the *Occupant Emergency Programs: An Interagency Security Committee Guide 2024 Edition*.

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1.0 Introduction

The protection of federal employees and private citizens who work within and visit U.S. government-owned or leased facilities is one of our top national priorities. In response to occupant emergency planning concerns raised by its members, the Interagency Security Committee (ISC) reconvened a working group to update the *Occupant Emergency Programs: An Interagency Security Committee Guide 2013 Edition*. Since that initial publication, security threats have continued to evolve and natural events such as severe weather continue to prove a necessity for emergency preparedness at federal facilities. These continuing threats combined with lessons learned from the Coronavirus (COVID-19) pandemic created a need for the ISC to initiate a new working group to update and enhance the original guidance.

The purpose of this document is to provide updated guidance to federal agencies in formulating and ultimately implementing an operable and effective Occupant Emergency Program. This guide provides valuable information to assist security planners as they develop and review Occupant Emergency Programs for the safety and security of employees and visitors at non-military federal facilities. To further support organizations in this effort, this guide outlines the components of an effective Occupant Emergency Program, including those items that comprise an Occupant Emergency Plan.

2.0 Background

On April 19, 1995, at 9:02 a.m., a major explosion occurred in Oklahoma City. The source of the blast was a truck packed with explosives parked outside of the Alfred P. Murrah Federal Building. The blast destroyed the facility, which housed 14 federal agencies and The America’s Kids Daycare Center. This tragedy remains the worst domestic-based terrorist attack against the United States government in our history. As a result, on October 19, 1995, the president signed Executive Order (EO) 12977 creating the “Interagency Security Committee”.

EO 12977 required the ISC to enhance the quality and effectiveness of security in and protection of buildings and facilities in the United States occupied by federal employees for nonmilitary activities, and to provide a permanent body to address continuing government-wide security for federal facilities. On Nov 27, 2023, the President signed [EO 14111, Interagency Security Committee](#) superseding EO 12977. EO 14111 reinforces the importance of the security of federal facilities in the face of persistent and emerging threats. It defines duties and responsibilities to establish the ISC’s authority with the central responsibility departments and agencies have for federal facility security. It also reduces ambiguity as to applicability and raises visibility of federal facility security to the highest levels of the government.

Today the ISC, chaired by the Cybersecurity and Infrastructure Security Agency (CISA) Executive Assistant Director for Infrastructure Security, consists of a permanent body of 66 departments and agencies.

The Federal Property and Administrative Services Act of 1949¹ vests the Administrator of General Services Administration (GSA) with the responsibility for protecting public buildings, property, and grounds under their charge and control. Executive Order (E.O.) 12656 assigns emergency preparedness responsibilities to GSA. GSA initially carried out these responsibilities through the Federal Property Management Regulation (FPMR). GSA has since streamlined and clarified the FPMRs and then transferred the contents to the Federal Management Regulation (FMR), established on July 21st, 1999, as Chapter 102 of Title 41 of the Code of Federal Regulations (CFR).

3.0 Applicability and Scope

This document is issued pursuant to E.O. 14111, Sec. 5(c),² which states the ISC shall “take such actions as may be necessary to enhance the quality and effectiveness of security in and protection of federal facilities.” This document should be used in conjunction with all other ISC standards, policies, best practices, and applicable federal, state, local, tribal, and territorial laws.

41 CFR 102-74.230 through 102-74.260 describes the requirements for an Occupant Emergency Program, and 41 CFR 102-71.20 includes the definition of a Designated Official (DO). These regulations “apply to federal agencies, including the GSA’s Public Buildings Service (PBS), operating under, or subject to, the authorities of the Administrator of General Services.”³ In addition to the CFR, federal agencies must also comply with Occupational Safety and Health Administration (OSHA) regulations,⁴ local fire codes (leased facilities only), and the Rehabilitation Act of 1973.⁵

Title 41, Code of Federal Regulations (CFR), Part 102-81, Physical Security is applicable to “federally owned and leased facilities and grounds under the jurisdiction, custody, or control of General Services Administration (GSA), including those facilities and grounds that have been delegated by the Administrator of General Services.” In 2022, the GSA amended 41 CFR § 102-81.25 “to clarify that federal agencies are responsible for meeting physical security standards at nonmilitary facilities in accordance with ISC standards, policies, and recommendations.”⁶ Additionally, per DoD Instruction, 2000.12, all DoD leased facility space or space in buildings owned or operated by the GSA not located on DoD property must comply with this standard.

[The Risk Management Process for Federal Facilities \(RMP\): An ISC Standard Appendix B: Countermeasures](#) (FOUO) requires federal facilities to develop, publish, and maintain an Occupant Emergency Plan and conduct annual training/exercises.

¹ [40 U.S.C. 486\(c\), as amended \(2000\)](#)

² [E.O. 14111, Sect 5\(c\)](#)

³ [41 CFR 102-71.5](#)

⁴ [29 CFR 1910](#)

⁵ [29 U.S.C. 794d \(1973\), as amended by the Vocational Rehabilitation Act \(1973\) and the Workforce Investment Act \(1998\)](#)

⁶ [87 FR 51915](#)

4.0 Key Definitions

ANNOTATED SOURCES:

- 1) [41 CFR 102-74.230 – Occupant Emergency Program](#)
- 2) [The Risk Management Process for Federal Facilities: An Interagency Security Committee Standard \(RMP\), 2024 Edition](#)

Table 1: Key Definitions

TERM	DEFINITION
Designated Official ¹	The highest ranking official of the primary occupant agency of a federal facility, or, alternatively, a designee selected by mutual agreement of occupant agency officials.
Occupant Emergency Coordinator	An agency representative of the Occupant Emergency Organization (OEO) that provides updates to the Designated Official (DO), and assists the DO in developing, implementing and maintaining an Occupant Emergency Plan. In doing so, the OEC provides emergency program guidance, assists in training personnel, and coordinates with the lessor in the establishment and implementation of plans in leased space, among other duties and responsibilities.
Occupant Emergency Organization ¹	The emergency response organization comprised of employees of federal agencies designated to perform the requirements established by the Occupant Emergency Plan.
Occupant Emergency Plan ¹	Procedures developed to protect life and property in a specific federally occupied space under stipulated emergency conditions.
Occupant Emergency Program ¹	A short-term emergency response program. It establishes procedures for safeguarding lives and property during emergencies in a federally occupied space.
Occupant ²	Any person regularly assigned to federally occupied space who has been issued and presents the required identification badge or pass for access. In multi-tenant facilities, the Facility Security Committee (FSC) establishes the thresholds for determining who qualifies for “occupant” status. Based on varying mission assignments, departments and agencies have the flexibility to determine what constitutes a “regularly assigned” person.

5.0 Occupant Emergency Program

The Occupant Emergency Program (OEP) is a short-term emergency response program comprised of two key components.

- 1) Occupant Emergency Organization (see Section 6.3)
- 2) Occupant Emergency Plan (see Section 8.0)

An effective program will include:

- Policy, guidance, and standards
- Clearly defined roles and responsibilities
- Communications strategy/plan
- Personnel accountability plan
- Training and exercises
- Preparation for special populations
- Threat and all-hazard assessment
- Mobile workforce and alternate workplace considerations

Best Practice: One GSA Facility's OEP Approach

In 2022, as the Designated Official (DO) for a large, multi-tenant facility in the Midwest, GSA led an effort to completely re-create their facility's OEP. Their "old" OEP approach emphasized the tenant agencies coordinating with each other for emergency response, and the facility DO oversaw/coordinated the entire process down to identifying each floor's Emergency Response Team (ERT) roster. In the old plan, when there were multiple tenant agencies on a floor, it called for the agencies on that floor to have a coordinated ERT with a Floor Warden and additional roles identified. After returning from the COVID-19 pandemic, GSA realized that approach was not going to be realistic with tenant agencies having such different onsite work patterns. Most agencies could not guarantee having staff onsite on any specific day to fulfill these roles, and they could not expect one agency to take on the responsibility for another agency's staffing plan. Furthermore, GSA realized that the facility DO could not realistically be responsible for coordinating every detail of identifying and training every ERT member for 30 agencies across 40 floors. Therefore, in the new approach, the DO emphasizes that each individual tenant agency needs to be responsible for their own space/staff in the building rather than trying to get multiple agencies to try to directly coordinate with each other (which was not working). To implement this new approach, each tenant agency assigned an Occupant Emergency Coordinator (OEC) responsible for having their staffs trained to fulfill emergency response functions (rather than named roles) for their agency/space. These OECs report status up to the DO in order for the DO to maintain facility-wide situational awareness. This all-hands approach has proven successful in filling the daily gaps in the new hybrid work environment.

6.0 Roles and Responsibilities

6.1 Designated Official

41 CFR 102.74 requires establishment of an Occupant Emergency Organization (OEO) led by a Designated Official. The DO is the highest ranking official of the primary⁷ occupant agency of a federal facility, or, alternatively, a designee selected by mutual agreement of occupant agency officials. The DO has overall responsibility for managing emergencies at a federally occupied space. Table 2 lists specific responsibilities for DO's.

Table 2: Designated Official Responsibilities

41 CFR 102-74.230 – 102.74.260 Responsibilities	Additional DO Responsibilities
<ul style="list-style-type: none"> • Develop, implement, and maintain an Occupant Emergency Plan. • Establish, staff, and train an Occupant Emergency Organization (OEO). • Activate the OEO (may delegate to the Designated Alternate Official) based upon the best available information, including: <ul style="list-style-type: none"> ○ An understanding of local tensions. ○ The sensitivity of target agency(ies). ○ Previous experience with similar situations. ○ Advice from the federal agency buildings manager. ○ Advice from the appropriate Federal law enforcement official. ○ Advice from federal, state, and local law enforcement agencies. • Initiate action to evacuate or relocate occupants in accordance with the plan by sounding the fire alarm system or by other appropriate means when there is immediate danger. • Initiate appropriate action according to the plan when there is advance notice of an emergency. 	<ul style="list-style-type: none"> • Perform or delegate the duties of the Incident Commander during emergency incidents per the National Incident Management System (NIMS).⁸ • Assign Designated Alternate Official(s) to ensure 24/7 coverage. • Represent the government's interests to public safety/response agencies in conjunction with GSA and other key stakeholders. • Coordinate with first responders during an incident as appropriate. • Report relevant information to the OEO. • Determine when occupants may re-enter federally occupied spaces. • Complete applicable Federal Emergency Management Agency (FEMA) Independent Study (IS) NIMS courses and ensure members of the OEO also complete.

⁷ The federal tenant identified by Bureau Code in [Office of Management and Budget Circular No. A-11, Appendix C](#), which occupies the largest amount of rentable space in a federal facility.

⁸ <https://www.fema.gov/emergency-managers/nims>

Best Practice: USCIS Designated Official of the Day (DOD) Approach

The United States Citizenship and Immigration Services created the Designated Official of the Day program for a large, multi-tenant facility in the National Capital Region. The official DO of record is the USCIS Chief Security Officer. As part of the DO of the day program, the DO has delegated responsibilities for purposes of the OEP to the daily Field Security Managers onsite Monday thru Friday. Between the hours of 8:00am and 4:00pm, they serve as the DO of the day for their respective in-office days. The DO of the day holds a daily morning OEP rally with the Program Floor Wardens and ensures each program office with personnel in the building have the necessary OEP positions assigned. In an OEP event, he/she would serve as the DO, responding to and directing on behalf of leadership.

6.2 Occupant Emergency Coordinator

The OEO should be comprised of Occupant Emergency Coordinators (OEC) representing each agency. Once selected, each agency informs the DO who their OEC is and provides updates/changes as appropriate. Per 41 CFR 102-74.230, "Federal agencies, upon approval from GSA, must assist in the establishment and maintenance of such plans and organizations." Table 3 lists responsibilities of the OEC.

Table 3: Occupant Emergency Coordinators

41 CFR 102-74.230 – 102.74.260 Requirements	Additional Responsibilities
<ul style="list-style-type: none"> • Provide emergency program policy guidance. • Review plans and organizations annually. • Assist in training of personnel. • Otherwise provide for the proper administration of Occupant Emergency Programs. • Solicit the assistance of the lessor in the establishment and implementation of plans in leased space. • Assist the Occupant Emergency Organization by providing technical personnel qualified in the operation of utility systems and protective equipment. 	<ul style="list-style-type: none"> • Represent their agency as part of the OEO. • Assist the DO in developing, implementing, and maintaining an Occupant Emergency Plan. • Maintain a roster of agency-specific personnel and review it at least annually for accuracy. • Conduct accountability for agency-specific employees during an incident. • Provide "all clear" to Occupant Agency Leadership/Supervisors after command received from OEO during an incident. • Serve as a reference for facility emergency protocols. • Train and equip agency-specific employees. • Conduct periodic agency-specific exercises. • Complete applicable FEMA IS NIMS courses. • Review plans and organizations annually.

6.3 Occupant Emergency Organization

Led by the DO, this organization should be comprised of an OEC representing each occupant agency. The OEO coordinates emergency procedures for each facility and carries out the requirements established by the Occupant Emergency Plan. **Figure 1** provides a list of items the OEO performs.

<ul style="list-style-type: none">• Maintain a roster of OECs and review it at least annually.• Establish a standardized approach to the command, control, and coordination for incident/event management per NIMS.• Coordinate Occupant Emergency Plan procedures with tenants of the facility, GSA, owning/leasing authority, the security provider, onsite contractor representatives, first responders, and local emergency planning committee(s).• Consolidate accountability from OECs into a facility-wide accountability snapshot during an incident.• Provide “all clear” to OECs during an incident.	<ul style="list-style-type: none">• Train and equip OECs.• Conduct periodic exercises.• Provide a summary explanation post-incident to OECs for possible distribution to occupants upon re-entry to the facility.• Capture and document lessons learned, best practices, and corrective actions via hotwash(es), after-action reviews/reports, and/or meetings following events or exercises.• Provide OECs with visual identifiers, if appropriate (e.g., colored vests, armbands, and/or hats).• Ensure applicable devices required for incidents are available for use by occupants.
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Figure 1: Occupant Emergency Organization Responsibilities

6.4 Occupant Agency Leadership

One or more federal tenants can occupy federal facilities. Regardless of the number of federal agencies, each occupant agency’s leadership provides a critical role in the Occupant Emergency Program. Their responsibilities include:

- Select an OEC to represent agency on the OEO.
- Review and implement the Occupant Emergency Plan.
- Provide roster updates to OEC.
- Supply accountability updates to OEC during an incident.
- Ensure all onsite employees check-in at the designated assembly area/rally point, remain there, and comply with any instructions given by the DO/Incident Commander.
- Give “all clear” to employees once received from OEC during an incident.
- Participate and allow employees to participate in training and exercises conducted by the OEC and OEO (if applicable).
- Identify employee(s) that would require assistance during an incident and assist employee(s) with developing a customized plan that includes:
 - Pre-determined “buddy assistance” designated personnel,
 - Description of the assistance required,

- Name of the person(s) volunteering to assist (ensure 24/7 coverage),
- Accountability protocol,
- Type of equipment required (if any) to assist with evacuation,
- Specific evacuation route from the assigned workspace.

Note: Employees requiring additional assistance may differ on a daily basis. Leadership should ensure that appropriate action is taken to prepare these employees for evacuation.

6.5 Federal Employees and Federal Contractor Workers⁹

Regardless of an employee’s status, everyone requires OEP awareness and training. Table 4 lists some specific employee responsibilities.

Table 4: Employee and Contractor Responsibilities

<p>All Employees:</p> <ul style="list-style-type: none"> • Create a personal plan to carry out during an incident, including reviewing the Occupant Emergency Plan; walking through the facility to familiarize yourself with exits, stairwells, etc.; putting together a personal emergency kit of essentials (e.g., cash, snacks, bottled water, change of clothes, cell phone charger, IDs, etc.); etc. <ul style="list-style-type: none"> ○ In the post-COVID-19 pandemic alternative workplace environment, employees must prepare themselves to be self-sufficient during an incident. There may be cases where very few, if any, other employees are present in an office, on a floor, or in a facility, so it is imperative that employees know what to do and when to do it with little to no direction to stay safe and protect themselves in an emergency. • Check-in at the designated assembly area/rally point, remain there, and comply with any instructions given by the DO/Incident Commander. • Participate in training and exercises conducted by the OEC and OEO (if applicable). • Identify yourself as a federal employee/federal contractor worker requiring assistance during an incident and work with supervisor/COR to develop a customized plan (if applicable). 	
<p>Federal Employees:</p> <ul style="list-style-type: none"> • Provide accountability updates to supervisor during an incident. • Volunteer (if interested) to serve as OEC 	<p>Federal Contractor Worker:</p> <p>The use of contractors for the execution of Occupant Emergency Programs/Plans varies between federal agencies. It is up to each individual agency to check contracts, consult with legal counsel, and/or review processes and procedures to ensure appropriate use of contractors.¹⁰</p> <ul style="list-style-type: none"> • Implement the Occupant Emergency Plan (if contractor has identified role). • Provide accountability updates to federal supervisor during an incident.

⁹ EO 14111 for definition of federal employee and federal contractor worker

¹⁰ CO/CORs should capture program office requirements in contract language for role of contractors in Occupant Emergency Programs/Plans, whether that be in an implementation role or an occupant role

6.6 Communications Strategy

It is absolutely essential that a facility has a streamlined communications strategy for utilization during emergencies. The DO and first responders need to have the ability to communicate with facility occupants while managing an incident. In this section, facility-based, physical notifications and emergency notification systems will be discussed, both of which are essential components to an effective strategy. In the new mobile workforce environment with facilities often at varied occupancy rates, occupants may lean on these notifications and systems more than ever, and it is critical that the Occupant Emergency Program/Plan lay out a recipe for success.

In today's modern working environment, where employees divide their time between offices and other work/telework sites, it is vital to identify the location and communicate with all employees during a building emergency. In the office, employees should familiarize themselves with emergency alarm signals and evacuation routes. When teleworking, employees should ensure that their contact information in the emergency notification system is up to date to stay informed about incidents at their office location or incidents that might impact their remote location.

6.6.1 Facility-Based, Physical Notifications

Facility-based, physical notifications are the initial warning to facility occupants that an incident is occurring. Fire alarms are the most common and predictable and are the ones to which employees are most familiar with their required response. Other examples include public address systems (PA systems), strobe lights, flashing exit signs, flashing directional signs, etc. Alerts should incorporate a means for notifying hearing-impaired and vision-impaired individuals (e.g., a paging, texting, or "buddy system") into a facility's emergency alert framework.

6.6.2 Emergency Notification Systems

Facility Security Level (FSL) III-V federal facilities¹¹ require communications systems for security and emergency announcements. FSL I-II federal facilities should consider implementing an emergency notification system, and if necessary, occupant agencies may need to implement a separate system at the agency level for their employees.

Occupant agencies must provide the contact information for their OEC to the DO to ensure input into the emergency notification system to receive emergency notifications. In large facilities, not every occupant may receive emergency alerts, so it is imperative that agencies select the person responsible for performing the emergency response functions to serve as their OEC. If the building has a public announcement (PA) system, everyone in the building will hear the announcements whether they are in the emergency notification system or not; however, if they are not physically in the building or have relocated/evacuated, the OEC must push these notifications via an agency-specific emergency notification system, email, text, phone, etc.

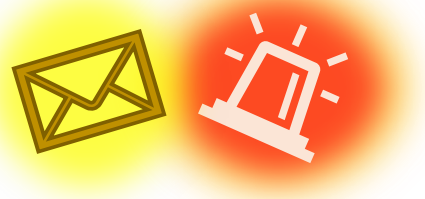
¹¹ [The Risk Management Process for Federal Facilities: An Interagency Security Committee Standard \(RMP\)](#)

An incident could disrupt an agency's capability to use the internet or electricity for communication. An agency's communication strategy should incorporate redundant means of notification such as:

- Agency-specific emergency notification system
- Radios
- Pagers
- Megaphones
- Call trees
- Recorded message on general phone number
- Social media post(s)
- Website posting
- Local radio and television announcements

The agency-specific emergency notification systems usually make contact with employees in multiple ways including:

- Cell phone call (work and personal)
- Text message (work and personal)
- Office phone call
- Email (work and personal)
- Laptop pop-ups



6.7 Personnel Accountability

Organizations must have a process to account for all employees, contractors, and visitors to a facility during or after an emergency. The DO and Incident Commander need to know each occupant agency's status and if there are occupants unaccounted for. Actions at the assembly area/rally point can aid in accountability. **Figure 2** provides key considerations for assembly areas/rally points.

- Designate primary and alternate assembly areas/rally points where employees should gather after evacuating.
- Make sure your assembly area has sufficient space to accommodate all your employees.
- The best exterior assembly areas are typically located indoors or under cover away from busy streets.
- Designate assembly areas so that you will be up-wind of your building from the most common or prevailing wind direction. First responders typically recommend the rally point be at least 2 blocks (528 feet) from the building for safety reasons.
- Provide locations protected from the elements.
- Lastly, deconflict assembly areas within a facility and with other nearby facilities to avoid space limitations in dense urban areas during a multi-building evacuation.
- Security considerations for assembly areas/rally points must consider soft target threat scenarios and provide threat mitigation and protection from them.
- When designating an assembly area, consider (and try to minimize) the possibility of employees interfering with first responder operations.

Figure 2: Key Considerations for Assembly Areas/Rally Points

Additional accountability actions include:

- **Take a head count after the evacuation.** It is also important to have an accountability process in place for Shelter In-Place (SIP) events. Identify the names and last known locations of anyone unaccounted for and pass them to your agency's OEC who will report to the DO or Incident Commander.
- **Consider leveraging automation for accountability**, such as the agency-specific mass notification system discussed in Section 6.6.2, badge-in/badge-out reports for employees/visitors (both electronic and hand-written), etc.
- **Check areas of refuge and stairwells for individuals who are permanently or temporarily mobility-challenged** or alternatively have a method of communication with pre-designated areas of refuge for occupants who require/request evacuation assistance.
- **Establish a method of accounting for visitors** [leverage the same employee method(s), if possible].
- **Ensure accountability methods consider employees who are on leave**, remote working/teleworking, or offsite.
- **Establish procedures for further evacuation in case the incident expands.** This may consist of sending employees home by normal means or providing them with transportation to an offsite location.

Individual accountability methods may vary from agency to agency. In general, organizations are responsible to ensure employees receive training and information on emergency procedures and expectations for accountability.

Best Practice: CMS, Accountability Bot

With reduced in-office occupancy resulting from the pandemic, the Center for Medicare and Medicaid Services (CMS), an Operational Division under the Department of Health and Human Services (HHS) developed and implemented a method to expedite the accountability of staff, contractors, and visitors by creating a robotic process automation system. This system uses information from CMS' access control, visitor management, and AlertCMS notification systems to disseminate vital information to building occupants during emergencies and requests responses from all individuals who have badged into the affected building within the last 24 hours. This system allows CMS security and occupant emergency staff to begin receiving status updates from individuals impacted within five to seven minutes of system activation, as compared to significantly longer times prior to the development of this process. Additionally, the system allows CMS security and occupant emergency staff to focus on other tasks, as they are no longer required to perform accountability via manual processes.

As an example, CMS tested the system during a planned fire drill in October 2023. The notification message was disseminated within six minutes of alarm activation, and they began receiving responses from staff within three minutes of notification. Within 12 minutes of the original notification, CMS was able to account for approximately 80% of building occupants. The numbers continued to rise until completion of the drill. CMS anticipates that as staff return to work and have an opportunity to update and increase notification methods, they will see an uptick in the responses and a decrease in the amount of time it takes to receive them.

6.8 Training and Exercises

Training and exercises are a significant component of a quality Occupant Emergency Program. Training and education provide the whole community with knowledge, skills and abilities needed to help people before, during and after disasters¹². DOs establish the minimum training requirements for the OEO¹³ and ensure their training. Federal agencies assist in training of personnel¹⁴. A successful Occupant Emergency Program/Plan should contain policy, guidelines, and standards, training courses and resources, exercises of various forms and scope designed to increase the overall facility response capabilities to emergency incidents, as well as evaluation and corrective action programs. It is critical that the occupants become familiar with the Occupant Emergency Plan, understand evacuation routes, rally points, and assembly areas, and attend training(s). Departments and Agencies should consider incorporating training into new employee orientation/onboarding. A great training resource is the [Emergency Management Institute - Independent Study \(IS\) | Course List \(fema.gov\)](https://www.fema.gov/emergency-managers/national-preparedness/training). Some suggested courses for members of the OEO include:

- [IS-100.c Introduction to ICS](#)
- [IS-120.c Introduction to Exercises](#)
- [IS-200.c Basic Incident Command System for Initial Response](#)
- [IS-230.e Fundamentals of Emergency Management](#)
- [IS-235.c Emergency Planning](#)
- [ICS 300: Intermediate Incident Command System for Expanding Incidents](#)
- [IS-368.a Including people with Disabilities in Disaster Operations](#)
- [IS-700.b Introduction to NIMS](#)
- [IS-800.d National Response Framework, An Introduction](#)
- [IS-905 Responding to an Active Shooter](#)
- [IS-908 Emergency Management for Senior Officials](#)

41 CFR 102-74.360 lays out the training and exercise requirements for accident and fire prevention. federal facilities follow the National Fire Protection Association (NFPA) and their own Federal Authority Having Jurisdiction (AHJ) for fire safety requirements. Individual employee training consists of actions to take under the facility Occupant Emergency Plan.

Exercises help build preparedness for threats and hazards by providing a low-risk, cost-effective environment to:

- Test and validate plans, policies, procedures, and capabilities.
- Identify resource requirements, capability gaps, strengths, areas for improvement, and potential best practices.¹⁵

¹² <https://www.fema.gov/emergency-managers/national-preparedness/training>

¹³ [41 CFR 102-74.230](#)

¹⁴ [41 CFR 102-74.240](#)

¹⁵ <https://www.fema.gov/emergency-managers/national-preparedness/exercises>

The Cybersecurity and Infrastructure Security Agency (CISA) [Tabletop Exercise Package \(CTEP\)](#) is designed to assist organizations in developing their own tabletop exercises to meet the specific needs of their facilities and stakeholders. CTEP allows users to leverage pre-built exercise templates and vetted scenarios to build tabletop exercises to assess, develop, and update information sharing processes, emergency plans, programs, policies, and procedures.

Organizations should consider the following when developing the training and exercise component of their Occupant Emergency Programs/Plans:

- Ensure the OEO and OECs are familiar with emergency notification and evacuation procedures.
- Confirm training of the OEO and OECs to carry out agency operations and functions and work in an emergency environment.
- Consider regularly scheduled (e.g., quarterly) agency-specific training and/or exercise events, such as facility walk-throughs, First Aid/CPR/AED courses, briefs on the Occupant Emergency Plan, etc.
- Exercise procedures by evacuating personnel to assembly areas/rally points or areas of refuge during an emergency.
- Exercise SIP procedures.
- Test communications equipment to ensure both internal and external operability.
- Ensure employees understand procedures associated with “all clear” and re-entry into facilities.
- Exercise customized plans for employees requiring assistance.
- Incorporate training into new employee orientation/onboarding.
- Implement diverse types of exercises:
 - Discussion-based
 - Seminar
 - Workshop
 - Game
 - Tabletop
 - Operations-based
 - Rehearsal
 - Drill
 - Functional
 - Full-Scale

The evaluation of a training or exercise should identify systemic weaknesses and suggest corrective actions to enhance facility and agency preparedness. Complete a comprehensive debriefing and after-action report following a training or exercise. Incorporate lessons learned into an immediate revision of the Occupant Emergency Plan.

6.9 Preparation for Special Populations

Occupant Emergency Program planning and considerations should address special populations. This population includes, but not limited to, people with a functional disability (e.g., mobility, medical, hearing, vision, cognitive, etc.), non-English speaking employees or patrons, childcare center workers and patrons, the visiting public, health care patients, and law enforcement prisoners.

6.9.1 Occupants Requiring Assistance

There are many situations that may necessitate the provision of assistance in the event of an incident, especially for individuals with a functional disability (e.g., mobility, medical, hearing, vision, cognitive, etc.). Address the needs of these individuals in all aspects of Occupant Emergency Program/Plan development, implementation, and practical application. Employees with disabilities should work with their supervisor and OEC to develop a customized plan that ensures the agency will provide full assistance/coverage on days when the employee is physically present in the office. Include the individuals in development of the plans as it relates to them. This is especially necessary in the alternate workplace environment due to low occupancy conditions at facilities. In an after-hours scenario when other employees may not be available, procedures should be in place for individuals to notify security personnel and/or their supervisor of their presence in the facility. A great resource to assist with this preparation and planning is [Ready.gov](https://www.ready.gov).

The customized plan should include:

- Mobility requirements
- Physical comfort requirements
- Specialized nutritional needs
- Personal hygiene needs
- Service animal care
- Personal assistance services or a personal care attendant
- Medical needs:
 - Essential contact information
 - List of medications
 - List of known allergies
 - Information on their medical condition
 - List of medical care providers
 - Maintain a three-day supply in their personal emergency kit. If the medical condition requires wound care, dressings, or bandages, the individual should maintain a supply of these provisions in the kit as well.

Applicable laws and regulations include:

- [The Americans with Disabilities Act of 1990](#).¹⁶
- [The Rehabilitation Act of 1973](#).
- [E.O. 12196 "Occupational Health and Safety for Federal Employees" 1980](#).
- [E.O. 13347 "Individuals with Disabilities in Emergency Preparedness" 2004](#).

¹⁶ [42 U.S.C. §12101 et. seq. \(1990\), as amended](#).

6.9.2 Non-English-Speaking Employees or Visitors

It is imperative to give consideration to non-English speaking employees or visitors to a facility, especially in facilities that house organizations such as the Department of Homeland Security's (DHS) U.S. Citizenship and Immigration Services (USCIS), Department of State Passport Agency, or DHS' U.S. Immigration and Customs Enforcement (ICE). Absent a common language, individuals assisting during an emergency (fellow employees or visitors, first responders, etc.) should rely on visual cues (e.g., pointing, waving, etc.). When applicable, consult GSA for possible implementation of bilingual signage throughout the building.

6.9.3 Child Care Centers Workers and Patrons

During an emergency, the primary responsibility of the Child Care Center Director or Administrator is ensuring the safety of children in their care.

Develop the Occupant Emergency Program/Plan with input from child care center personnel (e.g., director or administrator, staff, volunteers, etc.). Schedule and conduct routine, child care center-specific drills of the plan. The child care center director or administrator should also consider how to communicate the plan to the families of the children.

The ISC *Appendix C – Child Care Centers Level of Protection Template Implementation Guidance (FOUO)*¹⁷ specifies the customized level of protection to be incorporated as the basis for security planning for a childcare center based on the facility.

6.9.4 Visiting Public

Sponsors of visitors to the facility, including vendors and conference attendees, are responsible for briefing them on evacuation procedures, SIP instructions, and locations of assembly areas/rally points. They are also responsible for briefing their agency's OEC when expecting the presence of a large visitor group.

For public locations, such as libraries, museums, and cafeterias, display evacuation procedures, SIP instructions, and locations of assembly areas/rally points in such a manner that they are readily available for visitors to review and follow in the event of an emergency. Additionally, visitor relations personnel, such as receptionists, docents, and security guards, should serve as part of the OEO since they provide on-the-spot direction to visitors.

¹⁷ *Appendix C – Child Care Centers Level of Protection Template Implementation Guidance* marked For Official Use Only (FOUO) and is available upon request from and approval by the Office of the Interagency Security Committee at ISCAccess@hq.DHS.gov.

6.9.5 Health Care Patients

In addition to the considerations detailed in this document, health care facilities with patients should review and, as appropriate, follow the emergency management standards of [The Joint Commission on Accreditation of Healthcare Organizations](#).

6.9.6 Custodial Populations and Law Enforcement Prisoners

Some facilities have a custodial population and/or law enforcement prisoners as occupants, and in these facilities, it is important to consider their welfare with due consideration to staff safety and security. As with other occupant agencies, Occupant Emergency Programs/Plans should identify a key employee to serve as OEC and consult other staff members when developing emergency protocols. Be sure to provide procedures and training for security personnel to ensure evacuation or SIP can occur without compromising safety or security. Also make sure to identify surge support for the security force (e.g., consider memoranda of agreement with local law enforcement agencies). Lastly, the plan should identify assembly areas/rally points and SIP locations that facilitate continued control and accountability of the custodial and/or prisoner population while ensuring the health, welfare, and safety of the other occupants.

6.10 Threat and All-Hazard Assessment (Facility-Specific Information)

Organizations shall consider facility-specific threats and hazards when developing Occupant Emergency Programs/Plans. These threats and hazards may be natural, technological, or human-caused, and they may originate internally, externally, physically, or environmentally and be security or health-related. When performing assessments, at a minimum consult:

- Owning/leasing authority (GSA)
- Security organization (e.g., Federal Protective Service [FPS], U.S. Marshals Service [USMS])
- Federal Executive Board or Federal Executive Association (if applicable)
- First responders
- Agency safety/health/fire representatives/emergency managers
- State and local municipal public safety and emergency management officials
- Federal tenants in the facility with a security, threat, or hazard mission (e.g., DHS, the Federal Bureau of Investigation (FBI), the Bureau of Alcohol, Tobacco, Firearms, and Explosives (ATF), the National Weather Service, etc.)
- Mail facility staff

Data may already exist from a variety of sources. A federal, state, or local [Threat and Hazard Identification and Risk Assessment \(THIRA\)](#) would assist in the development and implementation of measures designed to protect facility tenants, employees, contractors, and visitors. Additionally, the ISC requires risks assessments for federal facilities on a recurring basis. Upon their completion, the DO, with assistance from the OECs, should incorporate the results from each assessment into the Occupant Emergency Plan.

7.0 Mobile Workforce and Alternate Workplace Considerations

Executive departments and agencies continue to face unprecedented demands and increasingly complex security challenges. For example, the COVID-19 pandemic forced organizations to adapt quickly to the evolving environment. Practically overnight, departments and agencies shifted to a largely mobile workforce posing new challenges to the DO and the Occupant Emergency Programs/Plans.

Prior to the COVID-19 pandemic, Occupant Emergency Programs/Plans focused on assigning employees to primary or alternate roles such as "Floor Warden," "Agency Warden," etc. The role encompasses responsibilities such as putting on a reflective vest, directing occupants to stairwells, etc. This traditional method provides training for a small number of personnel to perform specific roles. Consequently, other employees rely on these select personnel for direction and assistance during evacuations. When there is a large workforce in the office each day, this traditional method can work well.

Best Practice: Henry M. Jackson Federal Building, All-Hands Training

In the aftermath of the COVID-19 pandemic, the Occupant Emergency Organization (OEO) at the Henry M. Jackson Federal Building in Seattle Washington implemented an "all-hands" approach to training floor wardens. Under this approach, the OEO trains all employees as floor wardens to ensure there is always at least one warden on each floor during regular business hours. As such, in the event of an evacuation, the first trained employee picks up the floor warden kit strategically placed throughout the facilities workspaces. The kits include Hi-Viz vests and clipboards that contain detailed instructions, Rosters/POC lists, evacuation routes and rally points. The trained employee then executes the duties of the floor warden.

Today, many organizations continue to use mobile workforce and alternative workplace strategies. In this new environment, managing evacuations and accounting for personnel has become a greater challenge. Employees may be working in changing workspaces, on a variety of floors, in different facilities, and/or with differing numbers of other employees present on any given day. The traditional method of training primary and alternate floor wardens, etc. may no longer be the best solution. These organizations should review their Occupant Emergency Programs to ensure they accommodate these alternate workplace strategies. Organizations should guide their departments and employees on how to incorporate the OEP into their specific work environment.

Regardless of approach, an OEO is required to develop plans and host employee training and exercise events. All employees must be able to execute evacuation procedures and know the process for checking in post-evacuation. **Figure 3** provides potential program options that organizations or facilities may consider.

- **Option 1 – Traditional OEP:** This option has little variation from pre-COVID 19 planning. It selects and trains dedicated personnel to serve as primary and alternate floor wardens to assist occupants during an emergency event. This option may best suit organizations with large numbers of in-office personnel from which to draw on a daily basis. There is little variation from pre-COVID 19 planning which includes two main components:
 - Dedicated Occupant Emergency Organization Staff
 - Developed Procedures
- **Option 2 – Hybrid OEP:** This option expands the number of employees included in the occupant emergency organization to ensure coverage of the facility during normal business hours on a rotating basis. This option is best for large organizations or offices with a mobile workforce, or which use alternate workplace strategies. Organizations choosing the “hybrid” option should consider the following:
 - Identify sufficient alternate DOs to ensure 24-hour coverage.
 - Develop capability within desk reservation system to self-identify as a trained floor warden. Consider adding the ability of the workforce staff to self-identify as requiring evacuation assistance in these systems.
 - Place emergency items like first aid kits, flashlights, evacuation materials, etc., in a common marked location for each floor and facility for access by multiple people instead of at the workstation of dedicated staff.
 - Increase the training of employees in basic emergency actions regardless of location, to include Run, Hide, Fight for active shooter; CPR, first aid; and other relevant topics.
 - Train and remind employees to check for evacuation routes and exits for each facility or floor they are occupying.
 - Encourage employees to carry small “grab-and-go-kits” with them to various locations.
 - Increase use of information technology-based communication systems that transcend the physical location of the workforce.
- **Option 3- All hands OEP:** This option trains the entire workforce, instead of having a dedicated or rotating occupant emergency staff and is an effective way to ensure there are personnel in the facility who have the training and knowledge needed for a safe evacuation and follow-on actions. This option is likely best for smaller offices and should include the same planning considerations used in Option 2 – Hybrid OEP. Organizations choosing the “all hands” option should also consider the following:
 - Develop as much online training content as possible to enable on-demand access to the training.
 - Increase emphasis on procedures for supervisor-based accountability and for information technology enabled accountability.
 - Institute an emergency preparedness standdown day and conduct emergency preparedness training on-site.
 - Use QR codes (on walls, badges or other readily available means) to provide all employees access to relevant safety or emergency action plan information.

Figure 3: Occupant Emergency Program Options

In addition to the options listed in **Figure 3**, below are some foundational actions that organizations should consider.



Involve stakeholders, such as building managers; the security organization (e.g., FPS, USMS); the owning/leasing organization (GSA); medical personnel; human resources; legal counsel; and lessors and union leadership, if applicable.



Expand the number of employees included in the occupant emergency organization to ensure coverage of the facility when occupied.



Clearly mark exits and place evacuation route maps in areas employees can easily find and familiarize themselves.



Improve emergency notification systems to disseminate vital information to building occupants on multiple media platforms/devices during emergencies.

8.0 Occupant Emergency Plan vs Emergency Action Plan

Although similar, different federal regulations mandate OEPs and Emergency Action Plans (EAPs). An OEP provides procedures developed to protect life and property in a specific federally occupied space under stipulated emergency conditions. An Emergency Action Plan is a written document required by OSHA standards to facilitate and organize employer and employee actions during workplace emergencies. The DO of federally occupied space is responsible for developing, implementing and maintaining an OEP. In addition, almost every organization must have an EAP, according to OSHA.

If your business requires or provides fire extinguishers, and if anyone evacuates during a fire or other emergency, OSHA's [29 CFR 1910.157](#) requires you to have an EAP. When reviewing the definitions of an OEP and an EAP, one will likely conclude that both plans have very similar purposes. However similar, they have separate requirements under the regulations.

Table 5: OEP and EAP Requirements

41 CFR 102-74.230 Occupant Emergency Plan	29 CFR 1910.38 Emergency Action Plan
Procedures for agencies' occupant emergency responsibilities	Procedures for reporting a fire or other emergency
Provide emergency program policy guidance	Provide emergency evacuation, including type of evacuation and exit route assignments
Provide purpose and circumstances for activation	Provide procedures followed by employees who remain to operate critical plant operations before they evacuate
List command officials and supporting personnel contact information	Provide procedures to account for all employees after evacuation
Detail information for escape and evacuation routes, shelter-in-place	Provide procedures to follow by employees performing rescue or medical duties
Local law enforcement and first responder	Points of Contact related to the plan
Special-needs individuals and visitors	Have and maintain an alarm system
Active Shooter procedures	Designate and train employees to assist in a safe and orderly evacuation of other employees.
Special facilities (e.g., SCIFs, child care centers)	Review the emergency action plan with each employee covered by the plan
Assembly and accountability	
Security during and after incident	
Training, exercises, and annual reviews	
Assistance in training of personnel	

Overall, both CFRs are light on details, and because of this, federal agencies may be able to produce a combined OEP/EAP. For example, one approach could be to utilize this guide to develop a facility's OEP. Once complete, add the requirements under [29 CFR 1910.38](#) not already covered directly into the core of the document or added as an addendum to create an overall OEP/EAP that satisfies all the requirements in both 41 CFR and 29 CFR.

[Evacuation Plans and Procedures eTool](#) is a great resource to assist with EAP planning and preparation.

Figure 4 can assist organizations with determining if they need an OEP, EAP, or both.

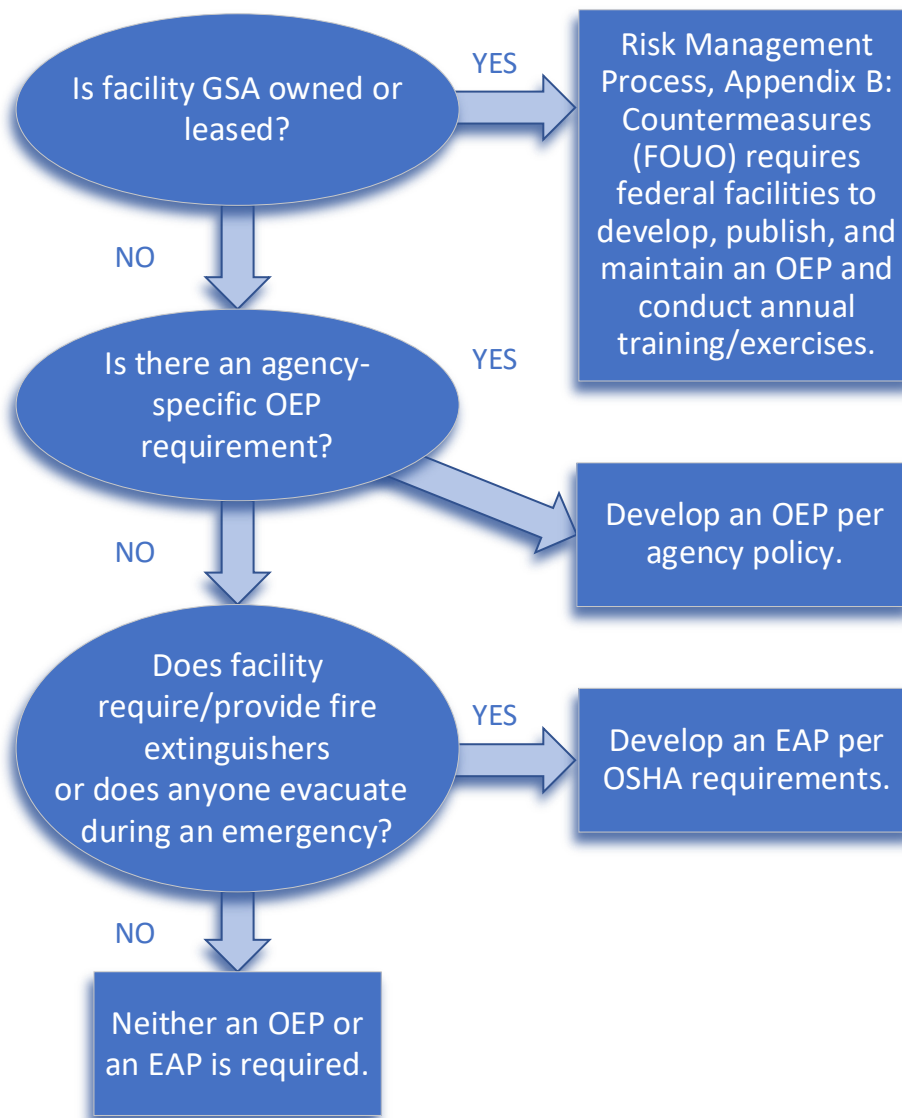


Figure 4: OEP or EAP or Both?

9.0 Occupant Emergency Plan

An essential part of an Occupant Emergency Program is the establishment of an Occupant Emergency Plan. [The Risk Management Process for Federal Facilities: An ISC Standard, Appendix B: Countermeasures \(FOUO\)](#) requires an OEP for federal facilities. As previously discussed, OEPs are procedures designed to protect life and property, while the DO is responsible for creating and maintaining OEPs. This plan reduces the threat to personnel, property, and other assets in the event of an incident inside or immediately surrounding a facility by providing facility-specific response procedures for occupants to follow.

The scope and complexity of a localized OEP is dependent on the facility's size, population, and mission. The OEP will determine appropriate elements in the plan based on facility-specific conditions and needs. See OEP minimum elements in Table 5.

9.1 Determination of an Emergency

The activation of the OEP requires the rapid recognition and determination that an emergency exists. Factors to consider or that contribute to a decision to activate an OEP may include:

- The Designated Official must initiate appropriate action according to the plan when there is advance notice of an emergency.
- Situations posing an immediate threat to life or property, including fire, smoke conditions, medical emergencies, sudden natural disasters, presence of explosive or dangerous devices, active shooter scenarios, or hazardous materials releases.
- Situations with a probability of escalating and may pose a risk of injury or significant property damage, such as incidents of workplace violence, civil unrest, local criminal activity, hazardous materials releases, and severe weather emergencies.
- A situation involving a cyber incident that has a debilitating impact on the operations of the facility, the ability of its occupants to perform their job, the service to visitors, etc.
- The loss or interruption of essential services to the facility including power, lights, water, or fire protection systems.
- Facility-related issues or conditions posing a hazard to the occupants including broken pipes or sewage system back-ups.
- Verbal, written, electronic, or telephonic threats (bomb, violence, hazardous materials release, etc.).
- Other situations such as industry or area-specific warnings and/or information transmitted via the [National Terrorism Advisory System](#).

The OEP should define what scenarios constitute an emergency for the specific facility the plan covers.

9.2 OEP Activation

The DO activates the OEP per [41 CFR 102-74](#) when an emergency situation exists. All facility occupants should understand how to report an actual or possible emergency to ensure speedy notifications.

There are several ways to activate the plan; the most common methods include:

- Fire alarm or PA system
- Emergency call to 911, the FPS Mega Center at 877-437-7411, or other security personnel
- Security receiving a report of an emergency.

Refer to Section 6.6 – Communications Strategy for additional information.

9.3 Shelter In Place vs Lockdown

In certain emergency situations, evacuating the facility may place an occupant's safety and health in danger. SIP is a protective action individuals can take to remain inside a facility and protected from exposure to threats from outdoors (e.g., severe weather, hazmat, crime, mass protest). SIP is a vital component of an OEP because it gives individuals a safe alternative to evacuation, but it should not be confused with the "Hide" component of "Run, Hide, Fight" for an active shooter scenario. The DO may decide to implement SIP in several of the different types of emergency situations described in Section 9.0, and the OEP should do its best to explain these instances in as much detail as feasible while also outlining the supplies necessary to have prepared for each SIP scenario.

The OEP needs to address the differences between a lockdown and SIP. Generally, impose a lockdown when an active shooter situation arises because of events occurring inside the building (e.g., personnel cannot safely evacuate); when an event occurs outside the building (e.g., severe weather, hazmat, crime, mass protest), activate SIP. Nonetheless, depending on the situation outside the building, it is possible that the SIP might change to a lockdown. For instance, civil unrest (such as a peaceful demonstration) that develops into an immediate threat (such as a destructive riot) results in the declaration of SIP and the accompanying lockdown.

9.4 Active Shooter

Thus far, this guide has not addressed a significant emergency scenario – active shooter. Per the ISC's *Planning and Response to an Active Shooter: An Interagency Security Committee Policy and Best Practices Guide* (Active Shooter Policy), the active shooter preparedness plan is included as an addendum or a functional annex to the OEP or developed as a separate, standalone document. If facilities use standalone plans, their OEP must reference the standalone document.

Whatever approach, it is imperative that the DO, OECs, other members of the OEO, GSA, and the facility's security organization (FPS for GSA owned/controlled facilities) consider and document what action(s) to take during an active shooter incident. The ISC Active Shooter Policy is a great resource/starting point.

The OEP should address the differences in how a facility handles an active shooter incident versus a SIP incident vs. a lockdown incident vs. an evacuation incident and provide detailed response actions for the occupants in each situation. Regardless of the scenario, occupants should follow directions received from first responders or via emergency communication systems.

9.5 Communication Procedures

Communication is a critical component of any properly functioning OEP. In order for the plan to be successful, all members of the OEO and occupants of the facility must transmit and receive timely and accurate information.

- **Regularly tested communication equipment** provides notifications and alerts to ensure operability and reliability.
- **Redundant means of communication** is also vitally important to have in a successful OEP.

It is imperative to establish and maintain operational communications to support emergency response activities. Recent incidents have demonstrated that reliance upon telephone and cell-based communications can be inadequate and unreliable. One recommendation is the use of portable handheld radios by select members of the OEO to assure situational awareness for the DO/Incident Commander. Push-to-Talk radio interoperability is another technological consideration. This also ensures all occupants are responding appropriately to the incident, provides additional rapid response capabilities when required, and assists with personnel accountability. If a facility utilizes areas of refuge for special populations, then two-way communications are essential to the individuals' well-being and safety while in refuge.

In the failure of all other means of communication, use "runners." Runners are people used to convey messages in-person when all other means have failed. In some emergency situations, runners may be the only available means of communication. The OEP should pre-determine designated runners in the event they are necessary.

The OEP should lay out in great detail the communication categories outlined in Section 6.6. Specifically, identify and describe the facility-based notifications, the emergency notification system, and the method of accountability facility-wide.

9.5.1 Emergency Notifications Procedures

Dial "911" for any serious emergency not covered in the plan or serious incident that takes place after normal business hours. When placing this call, ensure that you are in a safe location and remain calm. It is important to provide as much information about the emergency incident to the operator as possible. Include information such as but not limited to:

- What is the emergency (fire, hazardous materials, medical, etc.)?
- Where is the emergency?
- When did it happen?
- How did it happen?
- Who is involved?
- What is your name and contact information?

Note: Do not hang up until instructed to do so by the 911 Operator.

9.5.2 Emergency Procedures

Evacuations may exist for many of the situations listed above in Section 9.5.1 and may apply to a single floor/area or expanded to the entire facility. OEPs must address the process for alerting occupants to the required evacuation and the expectations for how they will evacuate their area, floor, and facility. It may be useful to include maps, blueprints, diagrams, photographs, or other means to depict routes of escape, areas of refuge, assembly areas/rally points, quarantine areas/devices, spaces capable of negative pressure, etc. The plan should also address any available emergency, evacuation, and/or special assistance equipment. Occupants are to follow all applicable fire codes and take direction from first responders.

The OEP must address the specific procedures for the special populations identified in Section 6.9 and consideration given to supplemental evacuation plans for federal agency senior officials and distinguished visitors.

- Designated Assembly Area
- Notification
- Evacuation Procedures
- Sensitive Documents Security
- Visitors
- Personnel Accountability
- "All Clear" Command
- Reentry

9.5.3 Occupant Emergency Response and Recovery Actions

Depending on the nature of the disaster and whether it is internal or external to the institution, the OEC must be prepared to coordinate operations to maintain occupant safety. The following is a list of events posing immediate threat to occupants or the facility that will necessitate response and recovery procedures if they occur.

- Fire, Smoke, and Explosion
- Severe Weather
- Medical and First Aid Emergencies
- Pandemic Influenza Situation
- Civil Disturbance and Demonstration Procedures
- Hostage Situation
- Hazardous Material Incident
- Elevator Malfunction or Entrapment
- Suspicious Object
- Bombing or Bomb Threat
- Workplace Violence
- Suspicious or Unlawful Activity
- Cybersecurity Incidents

9.6 Availability of Emergency Equipment

In December 2023, GSA issued bulletin [FMR C-2024-01](#)¹⁸ to establish safety station program guidelines for federal facilities. The OEP should address these guidelines and identify which emergency equipment is available (and not available) in a given facility. Show the information on a diagram or map in the OEP, in-person, with signage, and using lighting, etc. It is important to provide

¹⁸ Safety Station Program Guidelines in Federal Facilities - Provides a general framework for establishing a design process for safety station programs in federal facilities.

training to occupants on how to use the different devices as well as provide instructions directly on the equipment itself.

Some emergency equipment to consider at a facility:

- Fire extinguishers
- Automated external defibrillators (AEDs)
- First aid kits
- STOP THE BLEED kits
- Narcan
- Teletypewriter/telecommunication devices for deaf individuals



9.7 Emergency Contacts

Consider the following contact information for inclusion in an OEP:

- Local police, fire, and emergency medical services (i.e., 911 services)
- FPS BCMC at 877-437-7411
- Local FPS Inspector
- DO
- Designated Alternate Official.
- Incident Commander (if someone other than DO)
- OECs
- Alternate OECs
- Areas of refuge
- Internal law enforcement dispatch center
- Guard force dispatch center
- GSA facility managers/engineers including an after-hours/emergency number
- Facility lobby/reception numbers
- Assembly area/rally point contact if inside a facility
- Health unit
- Law enforcement bomb squad(s)
- Poison control center
- Any other contacts unique to a specific occupant agency
- Utilities (e.g., gas, electric, water, sewer)
- Point of contact Information

Point of contact information should include the name, position, office phone, cell phone, and email address where applicable for the following systems:

- Emergency Systems
- Fire Alarm systems
- Automatic Sprinkler Systems
- Elevator Capture and Recall
- Smoke Detection
- Emergency Generator
- Emergency Lighting



9.8 Agency-Specific OEP Addendums

In some cases, it may be appropriate for individual occupant agencies to develop their own, agency-specific addendums to the broader, facility-wide OEP. For example, the facility-wide OEP may be too long or detailed to have on-hand as an actionable document or reference, so an agency could create a shorter, go-to addendum that employees can quickly reference in the event of an emergency.

Best Practice: USCIS Preparedness OEP Efforts for Field Offices

USCIS' Office of Security and Integrity Emergency Management daily focus is building a culture of preparedness. Local offices work with Emergency Management to create and implement desk aides, training, and exercises to be prepared for an OEP incident.

Offices provide workstations with a variety of desk aides such as an abbreviated two-page quick reference OEP, DHS bomb threat cards, grab and go kits, reflector vests, flashlights, and glow in the dark office door hangers stating office evacuated. Ideas and resources shared between offices to help all OEP offices become better prepared such as ordering ICS type vests for the OEO.

OEO Training Approach

Due to the mobile workforce and amount of telework, all USCIS employees trained in duties from Program Floor Warden on down, including supervisors and senior leadership, will assume the role when in the office. With leadership approval, the Program Floor Warden makes the daily OEP assignments of the office depending on who is onsite that particular day. USCIS requires annual OEP training to ensure that all employees are comfortable and capable of performing the OEP duties and responsibilities.

9.9 Review Requirements

Like the Occupant Emergency Program, evaluation of the OEP shall take place at least once a year, unless certain events necessitate more regular reviews (replacement of the DO, tenants moving in/out, lessons learned after the event, etc.).

Recommend that the DO, OECs, security organization, and owning/leasing authority sign/approve the initial OEP. During subsequent reviews, all parties re-sign the document if significant changes occur.

9.10 Sample OEP Template

The Best Practices Subcommittee created a customizable OEP Template in accordance with the items listed in **Table 5** which can be found in the [attachments](#) of this document for federal agency use.

10.0 References

Cybersecurity and Infrastructure Security Agency

- [CISA Tabletop Exercise Package](#)
- [Cybersecurity Training & Exercises](#)

Executive Orders

- [Executive Order 12196](#)
- [Executive Order 12656](#)
- [Executive Order 14111](#)

Federal Emergency Management Agency

- [Emergency Management Institute – Independent Study \(IS\) | Course List](#)
- [Exercises](#)
- [FEMA 426: Reference Manual to Mitigate Potential Terrorist Attacks against Buildings, 2nd Edition](#)
- [National Incident Management System](#)
- [Threat and Hazard Identification and Risk Assessment \(THIRA\)](#)
- [Training and Education](#)

General Services Administration

- [Federal Property and Administrative Services Act of 1949, As Amended](#)
- [Safety Station FMR Bulletin C-2024-01](#)

Interagency Security Committee

- [FOUO Appendix B: Countermeasures](#)
- [FOUO Appendix C: Child Care Centers Level of Protection Template](#)
- [2021 Edition – Planning and Response to an Active Shooter: An Interagency Security Committee Policy and Best Practices Guide](#)
- [The Risk Management Process for Federal Facilities: An Interagency Security Committee Standard \(RMP\), 2024 Edition](#)

Ready.gov

- [People with Disabilities](#)

Regulations

- [29 CFR 1910 – Occupational Safety and Health Standards](#)
- [41 CFR 102-71.5 – What is the scope and philosophy of the General Services Administration’s \(GSA\) real property policies?](#)
- [41 CFR 102-74 – Facility Management](#)
- [41 CFR 102-74.230 – Occupant Emergency Program](#)
- [41 CFR 102-74.260 - What action must the Designated Official initiate when there is advance notice of an emergency?](#)

Statutes

- [The Americans with Disabilities Act of 1990](#)
- [The Rehabilitation Act of 1973](#)
- [29 U.S.C. 794d](#), as amended by:
 - [Vocational Rehabilitation Act \(1973\)](#)
 - [Workforce Investment Act \(1998\)](#)
- [40 U.S.C. 486\(c\)](#)
- [42 U.S.C. Ch. 126: Equal Opportunity for Individuals with Disabilities](#)

U.S. Department of Homeland Security

- [National Terrorism Advisory System](#)

U.S. Occupational Safety and Health Administration

- [Evacuation Plans and Procedures eTool](#)

List of Abbreviations/Acronyms/Initialisms

<u>Abbreviation</u>	<u>Full Name of Term</u>
ATF	Bureau of Alcohol, Tobacco, and Firearms
BPSC	Best Practices Subcommittee
CFR	Code of Federal Regulations
CISA	Cybersecurity and Infrastructure Security Agency
COVID-19	Coronavirus Disease 2019
CTEP	CISA Tabletop Exercise Package
DHS	Department of Homeland Security
DO	Designated Official
E.O.	Executive Order
EAP	Emergency Action Plan
FBI	Federal Bureau of Investigation
FEMA	Federal Emergency Management Agency
FMR	Federal Management Regulation
FOUO	For Official Use Only
FPMR	Federal Property Management Regulations
FSC	Facility Security Committee
FSL	Facility Security Level
GSA	General Services Administration
ICE	Immigration and Customs Enforcement
ISC	Interagency Security Committee
JHA	Job Hazard Analysis
NIMS	National Incident Management System
OEC	Occupant Emergency Coordinator
OEO	Occupant Emergency Organization
OEP	Occupant Emergency Plan/Program
OSHA	Occupational Safety and Health Administration
PBS	Public Buildings Service
SIP	Shelter In Place
THIRA	Threat and Hazard Identification and Risk Assessment
TT&E	Testing, Training, and Exercising
U.S.C.	United States Code
USCIS	U.S. Citizenship and Immigration Services

Glossary of Terms

Term	Definition
Agency	An executive agency, as defined in section 105 of title 5, United States Code.
Building	An enclosed structure (above or below grade).
Campus	Two or more Federal facilities contiguous and typically sharing some aspects of the environment, such as parking, courtyards, private vehicle access roads or gates and entrances to connected buildings. A campus also may be to as a "federal center" or "complex."
Designated Official	The highest ranking official of the primary occupant agency of a federal facility, or, alternatively, a designee selected by mutual agreement of occupant agency officials. 41 CFR 102-71.20
Emergency Action Plan	A written document required by OSHA standards. [29 CFR 1910.38(a)] The purpose of an EAP is to facilitate and organize employer and employee actions during workplace emergencies. Well-developed emergency plans and proper employee training (such that employees understand their roles and responsibilities within the plan) will result in fewer and less severe employee injuries and less structural damage to the facility during emergencies. A poorly prepared plan, likely will lead to a disorganized evacuation or emergency response, resulting in confusion, injury, and property damage. OSHA
Evacuation Buddy	An employee designated to assist a fellow employee who has a disability or special needs during a drill or emergency evacuation.
Facility	Space built or established to serve a particular purpose. The facility is inclusive of a building or suite and associated support infrastructure (e.g., parking or utilities) and land.
Facility Security Committee	A committee that is established in accordance with an Interagency Security Committee standard, and that is responsible for addressing facility-specific security issues and approving the implementation of security measures and practices in multi-tenant facilities.
Federal Contractor Worker	Any individual who performs work for or on behalf of any agency under a contract, subcontract, or contract-like instrument and who, in order to perform the work specified under the contract, subcontract, or contract-like instrument, requires access to space, information, information technology systems, staff, or other assets of the Federal Government in buildings and facilities of the United States.
Federal Employee	An employee, as defined in section 2105 of title 5, United States Code , of an agency.

Term	Definition
Federal Facility	A federally owned or leased building, structure, or the land it resides on, in whole or in part, that is regularly occupied by Federal employees or Federal contractor workers for nonmilitary activities. The term "Federal facility" also means any building or structure acquired by a contractor through ownership or leasehold interest, in whole or in part, solely for the purpose of executing a nonmilitary Federal mission or function under the direction of an agency. The term "Federal facility" does not include public domain land, including improvements thereon; withdrawn lands; or buildings or facilities outside of the United States.
Federal Tenant	An agency that pays rent on space in a federal facility. See also: Single-tenant, multi-tenant, and mixed-multi-tenant.
Government-Owned	A facility owned by the United States and under the custody and control of a federal department or agency.
Hot Wash	<p>A facilitated discussion held immediately following an exercise among exercise players from each functional area designed to capture feedback about any issues, concerns, or proposed improvements players may have about the exercise. The hot wash is an opportunity for players to voice their opinions on the exercise and their own performance. This facilitated meeting allows players to participate in a self-assessment of the exercise play and provides a general assessment of how the jurisdiction performed in the exercise. At this time, evaluators can also seek clarification on certain actions and what prompted players to take them. Evaluators should take notes during the hot wash and include these observations in their analysis. The hot wash should last no more than 30 minutes.</p> <p>FEMA Lexicon</p>
Incident Commander	<p>Responsible for the overall management of the incident and determines which Command or General Staff positions to staff to maintain a manageable span of control and ensure appropriate attention to the necessary incident management functions.</p> <p>FEMA Title Description</p>
Multi-Tenant Facility	A facility that includes tenants from multiple agencies but no non-federal tenants.
National Incident Management System (NIMS)	<p>A set of principles that provides a systematic, proactive approach guiding government agencies at all levels, nongovernmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment.</p> <p>FEMA Lexicon</p>

Term	Definition
Non-Federal Tenant	For the purposes of entry control, employees of non-Federal tenants who occupy other space in a mixed multi-tenant facility. The FSC (and lease agreement) would establish entry control requirements applicable to non-Federal tenants passing through a federal entry control point (in accordance with established policies).
Occupant	Any person regularly assigned to federally occupied space who has been issued and presents the required identification badge or pass for access. In multi-tenant facilities, the FSC establishes the thresholds for determining who qualifies for "occupant" status. Based on varying mission assignments, agencies have the flexibility to determine what constitutes a "regularly assigned" person.
Occupant Emergency Organization	The emergency response organization comprised of employees of Federal agencies designated to perform the requirements established by the Occupant Emergency Plan.
Occupant Emergency Plan	Procedures developed to protect life and property in a specific federally occupied space under stipulated emergency conditions.
Occupant Emergency Program	A short-term emergency response program. It establishes procedures for safeguarding lives and property during emergencies in particular facilities.
Primary Tenant	The federal tenant identified by Bureau Code in Office of Management and Budget Circular No. A-11, Appendix C, which occupies the largest amount of rentable space in a federal facility.
Risk	<p>A measure of potential harm from an undesirable event that encompasses threat, vulnerability, and consequence.</p> <p>Extended definition: Potential for an unwanted outcome resulting from an incident, event, or occurrence, as determined by its likelihood and the associated consequences; potential for an adverse outcome assessed as a function of threats, vulnerabilities, and consequences associated with an incident, event, or occurrence.</p> <p>Example: The team calculated the risk of a terrorist attack after analyzing intelligence reports, vulnerability assessments, and consequence models.</p> <p>Annotation:</p> <p>1) Risk is the potential for an unwanted outcome and often measured and used to compare different future situations.</p> <p>2) Risk may manifest at the strategic, operational, and tactical levels.</p>
Risk Assessment	The process of evaluating credible threats, identifying vulnerabilities, and assessing consequences.

Term	Definition
Security Organization	The government agency or an internal agency component either identified by statute, interagency memorandum of understanding /memorandum of agreement, or policy responsible for physical security for the specific facility and performs preliminary FSL determinations and initial or recurring risk assessments.
Single-tenant Facility	A facility that has exactly one federal tenant and zero non-federal tenants. This may include multiple components of a single agency.
Special-Use Facility	An entire facility or space within a facility itself that contains environments, equipment, or data normally not housed in typical office, storage, or public access facilities. Examples of special-use facilities include high-security laboratories, aircraft and spacecraft hangers, or unique storage facilities designed specifically for such things as chemicals and explosives.

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