ADS Chapter 524

Emergency Management

Functional Series 500 – Management Services
ADS 524 – Emergency Management
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524.1   OVERVIEW
          Effective Date: 02/02/2016

At the United States Agency for International Development (USAID), safeguarding the welfare of our employees, contractors, and visitors is our highest priority. The USAID emergency management program is designed to protect life, property, the environment, and USAID operations in the event of a disruption, disaster, or emergency through a comprehensive program of mitigation, preparedness, response, and recovery at USAID Washington (USAID/W) locations.

The purpose of this ADS chapter is to codify emergency management best practices; ensure a common understanding of roles and responsibilities before, during, and after an emergency; and establish a foundation of progressive planning at USAID to improve preparedness and increase resiliency.

524.2   PRIMARY RESPONSIBILITIES
          Effective Date: 02/02/2016

a.   The **Director, Bureau for Management, Office of Management Services (M/MS)** is **USAID's Designated Official (DO)** for Emergency Preparedness. The **Branch Chief, Bureau for Management, Office of Management Services, Headquarters Management Division (M/MS/HMD)** is USAID's **Designated Alternate Official (DAO)** for Emergency Preparedness.

The order of succession for the USAID Designated Official (DO) in the event that the DO is incapacitated or unavailable is as follows:

   1) USAID Designated Alternate Official;

   2) Bureau for Management, Deputy Assistant Administrator (M/DAA); and

   3) Bureau for Management, Assistant Administrator (M/AA).

At USAID/W facilities, the DO designates an Occupant Emergency Coordinator and ensures the appointed Coordinator is trained on his/her responsibilities before, during, and following an incident. The DO will assume the duties of the Occupant Emergency Coordinator or appoint another to assume the functional responsibilities, if required.

b.   The **Occupant Emergency Coordinator** oversees the day-to-day Occupant Emergency Plan activities including Occupant Emergency Organization (OEO) recruitment planning, testing, training, and exercises. In conjunction with USAID's building managers for each USAID/W facility, the Occupant Emergency Coordinator solicits the assistance of the landlord in the establishment and implementation of plans in USAID-leased space (such as the Occupant Emergency Plan or event-specific

plans).

c. **Managers** and **Supervisors** in Bureau/Independent Offices (B/IOs) ensure those occupants identified as requiring assistance during an evacuation or shelter-in-place have a customized plan that includes the assistance required, the name of the person(s) volunteering to assist, the method for maintaining accountability, the type of equipment required (if any), and the evacuation route from the assigned occupant's work space.

d. The **Office of Civil Rights and Diversity (OCRD)** is responsible for maintaining the Emergency Assistance Reasonable Accommodation Program (see **524.3.4** for more details on this program).

e. The **Bureau for Management, Assistant Administrator (AA/M)** serves as the Agency's Continuity Coordinator in accordance with Federal Continuity Directives 1 & 2 and National Security Presidential Directive 51 (NSPD-51, National Continuity Policy). The Continuity Coordinator designates the USAID Continuity Manager.

f. The **Administrator (A/AID)** is responsible for signing the USAID Continuity of Operations (COOP) Plan.

524.3   POLICY DIRECTIVES AND REQUIRED PROCEDURES

524.3.1   USAID's Occupant Emergency Organization (OEO)
Effective Date: 10/10/2019

The DO establishes, staffs, and trains an Occupant Emergency Organization (OEO) to manage emergency preparedness and coordinate a response in the event of an emergency. As appropriate, the DO/DAO activates and coordinates the actions of the OEO during and after an emergency.

The Occupant Emergency Coordinator ensures the DO, DAO, and other members of the OEO are trained in their roles and responsibilities and equipped with identifying garments (such as hats or vests). The Occupant Emergency Coordinator also ensures that the contact information and roster of OEO personnel is updated and made available to B/IO Occupant Emergency Coordinators by publishing it on the Shared Drive. Bureau/Independent Office managers and supervisors must notify the Occupant Emergency Coordinator of any changes to the OEO roster.

524.3.2   Facility Security Council (FSC)
Effective Date: 02/02/2016

The purpose of the Facility Security Council (FSC) is to discuss and implement the standards and best practices developed by the Interagency Security Committee. The FSC has no function during emergencies and serves to support interagency coordination regarding security and emergency preparedness before or after an incident occurs.

The DO/DAO attends or delegates a representative to attend FSC meetings.

524.3.3 USAID/W Occupant Emergency Program
Effective Date: 10/10/2019

The USAID/W Occupant Emergency Program serves to inform and prepare USAID personnel in USAID/W facilities regarding actions that occupants should take to ensure their safety during an emergency. The program includes plans, training, and exercises at all USAID/W facilities in the event of an incident inside or immediately surrounding a facility by providing facility-specific response procedures for occupants to follow.

USAID/W Facility Occupant Emergency plans can be found here:
https://pages.usaid.gov/M/MS/HMD/occupant-emergency-program.

The following individuals have key roles in the USAID/W Occupant Emergency Program:

a. Designated Official (DO)/Designated Alternate Official (DAO):

- Develops, implements, and maintains an Occupant Emergency Plan for the Agency;

- Develops, approves, activates, implements, and maintains an Occupant Emergency Plan for each USAID/W facility and updates the plans on an annual basis;

- Initiates appropriate action according to the Occupant Emergency Plan, when there is advance notice of an emergency;

- Initiates action to evacuate or relocate occupants, as appropriate, in accordance with the Occupant Emergency Plan, by sounding the fire alarm or by other appropriate means;

- Coordinates with local emergency responders during the incident and with the security provider on facility security-related matters; and

- Represent USAID's interests to public safety and response agencies in conjunction with the General Services Administration (GSA) and other key stakeholders.

b. Occupant Emergency Coordinator:

- Ensures a process for evacuation and accountability is in place for all occupants, and ensure managers, supervisors, and others as appropriate understand their responsibilities for the safety of any visitors in the work area if the Occupant Emergency Plan is activated;

- Shares, reconciles any planning conflicts, and exercises Occupant Emergency Plan procedures with other tenants of the facility, GSA (if applicable), Federal Protective Service (FPS), onsite contractor representatives, adjacent facilities, local fire and emergency medical services, local emergency planning committee, and local law enforcement agencies;

- As a member of the OEO, participates in coordinating a response to an emergency, as appropriate. Note: The Occupant Emergency Coordinator may assume the duties of the Incident Commander, per the **National Incident Management System (NIMS)**, during emergency incidents;

- Provides a summary explanation about an incident and a response to senior management for possible distribution to occupants upon re-entry to the facility following an emergency; and

- Conducts after-action reviews and meetings to identify and coordinate any corrective measures to the plan and response.

c. Bureau/Independent Office Managers and Supervisors:

- Ensures those occupants under their supervision with self-identified assistance needs can be accounted for during an incident;

- Identifies any volunteer(s) willing to assist person(s) with disabilities or needing assistance;

- Ensures that, during an emergency, all occupants in the office or suite check-in at the designated evacuation assembly site, remain there, and comply with any instructions given by the Occupant Emergency Organization (OEO) or emergency responders;

- Informs personnel when they can re-enter the facility after the "all clear" announcement is given;

- Communicates management's decisions if the facility is unable to be reoccupied following an emergency;

- Ensures new and current personnel under their supervision are aware of the building-specific OEO, Occupant Emergency Plans, and actions expected during any emergency; and

- Participates in testing, training, and exercises, as appropriate, specific to Occupant Emergency Plans.

524.3.4   Emergency Assistance Reasonable Accommodation Program
Effective Date: 02/02/2016

USAID is committed to complying with the requirements of the Rehabilitation Act of 1973, the Americans with Disabilities Amendments Act of 2008 (ADAA), and Title VII of the Civil Rights Act of 1964, by providing reasonable accommodation to persons with disabilities and those with sincerely held religious beliefs and practices.

Anyone who anticipates needing individualized assistance in the case of an emergency because of a disability or religious belief or practice, must email **emergencyassistance@usaid.gov** to request an accommodation. Please note that this email address is not intended to receive requests for help during an emergency.

Based on the information voluntarily provided to OCRD, and consistent with applicable Federal laws, regulations, guidance, and USAID policies, OCRD will determine eligibility for an accommodation. If OCRD determines that an applicant is eligible for an accommodation, then OCRD will work with USAID Health, Safety, and Emergency Management personnel, and other officials as appropriate, to develop an Individual Emergency Action Plan (I-EAP). USAID understands that information that applicants provide may be sensitive and will only disclose that information in accordance with applicable laws and regulations.

524.3.5   Emergency Notification
Effective Date: 05/27/2020

The DO is responsible for preparing and distributing all emergency notifications for incidents that impact the operations, working conditions, and scheduled working hours of USAID/W personnel. Based on the DO's discretion, emergency notifications will include applicable guidance from the AA/M and the Office of Human Capital and Talent Management (HCTM) and will be vetted with the Executive Secretary. Due to the exigency of circumstances, the DO, the DAO, and his/her designated staff (*i.e.,* Security, Health, Safety and Emergency Management, or Executive Secretariat representatives) is authorized to send emergency notifications without vetting from other B/IOs.

If a B/IO needs to send an emergency notification, they can email **emergency@usaid.gov** or call (202) 712-1877 to request that a message be distributed.

524.3.5.1   Guidance for Sending Emergency Notifications
Effective Date: 05/27/2020

USAID emergency notifications must not be used to gradually shift the responsibility of handling an incident onto those affected by the incident. Making recipients aware of an incident does not enable them to become their own emergency managers or make them able to adequately judge risk and protect themselves in the proper fashion. As part of a comprehensive emergency management system, emergency notifications should be

used in conjunction with preparedness, evacuation, and shelter-in-place training and drills, emergency notification and alerting, emergency follow-up or status updates, and all clear and recovery information, so that when incidents occur, the USAID community is able to respond confidently.

524.3.5.2   Emergency Notification Systems
Effective Date: 05/27/2020

The following systems are available for USAID emergency notification:

- Emergency Notification System (ENS);

- Voice over Internet Protocol for audio paging; and

- Agency Notice.

524.3.5.3   Emergency Confirmation
Effective Date: 05/27/2020

Upon knowledge or identification of an emergency or dangerous situation involving an immediate threat to the health or safety of USAID staff, contractors, or visitors, USAID Security, Health, Safety and Emergency Management personnel will initiate the following:

- Confirm the existence of a credible emergency event or dangerous situation.

- Determine message content and appropriate notification methods.

- Determine appropriate distribution (*i.e.,* USAID/W, Bureau/Independent Office, or USAID facility) to notify.

- Initiate appropriate emergency notification system(s).

524.3.5.4   Notification Guidelines
Effective Date: 05/27/2020

Upon confirmation that an emergency situation actually poses, or may reasonably be expected to pose, an immediate threat to life safety or security of the USAID workforce or its facilities, an authorized USAID Security and/or Health and Safety and Emergency Management emergency alert system operator will initiate emergency notifications without delay, unless sending such a message will, in the professional judgment of the responsible USAID authorities, create a more serious emergency and/or compromise USAID's efforts to contain the emergency.

The following criteria must be considered to determine if emergency notification is warranted:

1) Hazard Identification/Characteristics

- What is the hazard?

- What is the impact to the USAID workforce or its facilities?

2) Life Safety/Property Protection

- What is the potential for death or serious injury?

- What is the potential for damage to property and facilities?

- What is the potential for disruption to normal course of business?

3) Urgency

- How soon does the message need to go out (minutes, hours, days)?

- Is there time to obtain approvals?

4) Audience

- Who needs to be alerted and where (*i.e.,* USAID/W, Bureau/Independent Office, or USAID facility)?

524.3.5.5   Message Language
Effective Date: 05/27/2020

Pre-scripted messages/alerts (*e.g.,* weather, fire, active shooter, etc.) have been created within USAID's emergency notification systems. Ad hoc message language and wording will be governed by the following:

- The DO must approve message wording in the notification as outlined in **524.3.5, Emergency Notification**.

- Length of message is dictated by the distribution method selected.

- Messages should include several key elements:

  o Indicate the notification is from USAID in beginning of message.

  o Type of message (*e.g.,* Fire, Rescue, Infrastructure, Security, Health, Safety, Meteorological, Environmental, Transportation, other) and priority level (*e.g.,* high, moderate, low, informational, unknown).

  o Brief description of the event or incident.

o   Actions the affected population should take (*i.e.,* evacuate building, avoid areas, shelter-in-place, or all-clear, etc.).

524.3.6   Incident Response
Effective Date: 02/02/2016

M/MS/HMD Health, Safety & Emergency Management staff is responsible for responding to any incident affecting USAID/W personnel, property, and/or operations. Due to the nature of their mission, M/MS/HMD Health, Safety & Emergency Management personnel may be required to be on-call and respond to incidents/emergencies after-hours. As such, M/MS/HMD Health, Safety & Emergency Management personnel are considered essential for the safe and efficient performance of protective services of USAID personnel, property, and/or operations.

524.3.7   Occupancy Standards
Effective Date: 02/02/2016

The occupancy standards provided below apply to all USAID/W facilities at all times. If conditions at any USAID/W facility fail to meet the minimum occupancy standards as provided below, that facility must not remain occupied. To report a USAID/W facility that does not meet the minimum occupancy standards, please call (202) 712-1877 or (202) 712-5644 or email **emergency@usaid.gov**. The DO will make the determination if a building needs to be closed per the occupancy standards below.

a. Telephone Service: Any USAID/W facility without desktop phone service must be closed within 60 minutes of the phone service being continuously disrupted.

b. Lighting: Any USAID/W facility experiencing a loss of normal lighting must be closed immediately. The National Fire Protection Association (NFPA) Life Safety Code (NFPA 101) does not consider a building to be safe for routine occupancy when a loss of normal lighting has occurred. While most back-up lighting systems offer 90 minutes of minimal emergency lighting, 90 minutes of emergency illumination is based strictly on the need to provide building occupants a reasonable amount of time to evacuate the building until normal lighting has been restored.

c. Water: Any USAID/W facility without water service must be closed within 60 minutes of water service being disrupted.

d. Restroom Facilities: In accordance with 29 CFR 1910.141(c)(1)(i): Toilet Facilities, any USAID/W facility without adequate restroom facilities must be closed within 60 minutes of restroom facilities being unavailable.

e. Electricity: Any USAID/W facility experiencing a loss of electricity must be closed immediately.

f. Fire Sprinklers: Any USAID/W facility experiencing a loss of fire sprinklers must be closed immediately.

g. Temperature: As adapted from ASHRAE 55-2010, the highest indoor temperature allowed (with 60% humidity) is 82 degrees. The lowest indoor temperature (with 60% humidity) is 68 degrees. Any occupancy zone that cannot be restored to an acceptable temperature within 60 minutes must be closed.

h. Noise Levels: Any USAID/W facility with noise levels in excess of permissible noise exposure taken from 29 CFR 1910.95(b)(2) must be closed immediately.

524.3.8   USAID Credentialing Program
Effective Date: 10/10/2019

The USAID credentialing program is managed by the Domestic Security Branch Chief in the USAID Office of Security, who serves as the USAID Attribute Administrator.

524.4   MANDATORY REFERENCES

524.4.1   External Mandatory References
Effective Date: 10/10/2019

a.   **29 CFR 1910.141, Occupational Safety and Health Administration**

b.   **41 CFR 102-74, Facility Management**

c.   **Federal Continuity Directive 1 – Federal Executive Branch National Continuity Program and Requirements, Revised January 17, 2017**

d.   **Federal Continuity Directive 2 – Federal Executive Branch Mission Essential Functions and Candidate Primary Mission Essential Functions Identification and Submission Process, Revised June 13, 2017**

e.   **Federal Protective Service Guidance for Occupant Emergency Planning**

f.   **National Incident Management System (NIMS), Third Edition, October 2017**

524.4.2   Internal Mandatory References
Effective Date: 02/02/2016

a.   **ADS 531, Continuity of Operations (COOP) Program**

524.5   ADDITIONAL HELP
Effective Date: 10/10/2019

There are no Additional Help documents for this chapter.

524.6   DEFINITIONS
Effective Date: 10/10/2019

See the **ADS Glossary** for all ADS terms and definitions.

Continuity of Operations (COOP)
An effort within individual organizations to ensure they can continue to perform their essential functions during a wide range of emergencies, including localized acts of nature, accidents, and technological or attack-related emergencies. (**Chapters 405, 511, 524, 531**)

Designated Official
The designated official (as defined in Federal Management Regulation, Subchapter C-Real Property §102-71.20) is responsible for developing, implementing and maintaining an Occupant Emergency Plan (as defined in §102-71.20 of this chapter). The Designated Official's responsibilities include establishing, staffing and training an Occupant Emergency Organization with agency employees. Federal agencies, upon approval from GSA, must assist in the establishment and maintenance of such plans and organizations. The Designated Alternate Official (DAO) serves as the DO if the DO is incapacitated or otherwise unavailable. (**Chapter 524**)

Individual Emergency Action Plan (I-EAP)
Applicants found to be eligible for an emergency assistance reasonable accommodation by the USAID Office of Civil Rights and Diversity (OCRD) may receive an Individual Emergency Action Plan (I-EAP). The I-EAP is a response plan that is designed to meet the specific needs of the applicant during an emergency. This plan includes the type of assistance needed, the resources dedicated to assisting the applicant during an emergency, and a communications plan. (**Chapter 524**)

occupant
Any person who is permanently or regularly assigned to the government facility and displays the required identification badge or pass for access. (**Chapter 524**)

Occupant Emergency Organization (OEO)
A group of employees within the Agency designated to undertake certain responsibilities and perform certain tasks outlined in the Occupant Emergency Program. (**Chapter 524**)

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