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# ADS Chapter 524

## Emergency Management

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***This is a new ADS chapter.***

## Table of Contents

<b><u>524.1</u></b>	<b><u>OVERVIEW</u></b> .....	<b><u>3</u></b>
<b><u>524.2</u></b>	<b><u>PRIMARY RESPONSIBILITIES</u></b> .....	<b><u>3</u></b>
<b><u>524.3</u></b>	<b><u>POLICY DIRECTIVES AND REQUIRED PROCEDURES</u></b> .....	<b><u>4</u></b>
<b><u>524.3.1</u></b>	<b><u>USAID’s Occupant Emergency Organization (OEO)</u></b> .....	<b><u>4</u></b>
<b><u>524.3.2</u></b>	<b><u>Facility Security Council (FSC)</u></b> .....	<b><u>4</u></b>
<b><u>524.3.3</u></b>	<b><u>USAID/W Occupant Emergency Program</u></b> .....	<b><u>5</u></b>
<b><u>524.3.4</u></b>	<b><u>Emergency Assistance Reasonable Accommodation Program</u></b> .....	<b><u>7</u></b>
<b><u>524.3.5</u></b>	<b><u>Emergency Notification</u></b> .....	<b><u>7</u></b>
<b><u>524.3.5.1</u></b>	<b><u>Guidance for Sending Emergency Notifications</u></b> .....	<b><u>7</u></b>
<b><u>524.3.6</u></b>	<b><u>Incident Response</u></b> .....	<b><u>8</u></b>
<b><u>524.3.7</u></b>	<b><u>Occupancy Standards</u></b> .....	<b><u>8</u></b>
<b><u>524.3.8</u></b>	<b><u>USAID Federal/Emergency Response Official Credentialing Program</u></b> ..	<b><u>9</u></b>
<b><u>524.4</u></b>	<b><u>MANDATORY REFERENCES</u></b> .....	<b><u>9</u></b>
<b><u>524.4.1</u></b>	<b><u>External Mandatory References</u></b> .....	<b><u>9</u></b>
<b><u>524.4.2</u></b>	<b><u>Internal Mandatory References</u></b> .....	<b><u>10</u></b>
<b><u>524.5</u></b>	<b><u>ADDITIONAL HELP</u></b> .....	<b><u>10</u></b>
<b><u>524.6</u></b>	<b><u>DEFINITIONS</u></b> .....	<b><u>10</u></b>

## ADS Chapter 524 – Emergency Management

### 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);
- (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 (M/AA)** 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: 02/02/2016

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 employees and occupant agencies by publishing it at <https://pages.usaid.gov/M/MS/HMD/occupant-emergency-program>.

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: 02/02/2016

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 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: 02/02/2016

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 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: 02/02/2016

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 shelter-in-place and evacuation training and drills, so that when incidents occur, the USAID community is able to respond confidently.

### **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 incident/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](mailto: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 Federal/Emergency Response Official Credentialing Program**

Effective Date: 02/02/2016

The USAID Federal Emergency Response Official (F/ERO) credentialing program is managed by the Domestic Security Branch Chief in the USAID Office of Security, who serves as the USAID Attribute Administrator.

In accordance with applicable credentialing policies and regulations, the Domestic Security Branch Chief can designate any eligible individual to serve as a F/ERO. This designation is provided in the form of a red stripe at the bottom of USAID identification cards. Additionally, upon the designation of a F/ERO, the USAID Attribute Administrator sends an electronically encrypted certificate containing the credential/PIV badge and F/ERO status of each employee/contractor with an active clearance/employment status to the Federal Emergency Management Agency (FEMA) F/ERO Repository.

The Domestic Security Branch Chief may revoke the F/ERO designation at any time, without cause or notice.

## **524.4 MANDATORY REFERENCES**

### **524.4.1 External Mandatory References**

Effective Date: 02/02/2016

- 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](#)**
- d. [Federal Continuity Directive 2 Federal Executive Branch Mission Essential Functions and Candidate Primary Mission Essential Functions Identification and Submission Process](#)**
- e. [National Incident Management System \(NIMS\)](#)**
- f. [National Security Presidential Directive 51 \(NSPD-51, National Continuity](#)**

## Policy

### **524.4.2 Internal Mandatory References**

Effective Date: 02/02/2016

#### a. [ADS 531, Continuity of Operations Program](#)

### **524.5 ADDITIONAL HELP**

Effective Date: 02/02/2016

There are no additional help documents for this chapter.

### **524.6 DEFINITIONS**

Effective Date: 02/02/2016

See the [ADS Glossary](#) for all ADS terms and definitions.

### **Continuity of Operations (COOP)**

COOP planning is an effort within federal agencies to ensure that mission essential functions and primary mission essential functions continue to be performed during a wide range of disruptions, including localized acts of nature, accidents, and technological or attack-related emergencies. (**Chapter 524**)

### **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**)

### **Federal/Emergency Response Official (F/ERO)**

A FERO is a Federal employee or contractor who is responsible for the execution of, or performs duties in accordance with the responsibilities of, the National Response Framework (NRF), National Infrastructure Protection Plan (NIPP), National Incident Management System (NIMS), and/or the National Continuity Policy Implementation Plan (NCP/IP). The NCP/IP includes Continuity of Operations (COOP) and Continuity of Government (COG) members. Public Law 110-53 applies to incident management personnel, emergency response providers, other personnel, and resources supporting the response to a natural disaster, act of terrorism, or other emergencies. (**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 (OCR/D) 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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