Preface

Occupant Emergency Plans (OEPs) in a consistent National framework will enable better coordination of facility occupant emergency actions with outside authorities and first responders. An effective OEP includes all anticipated emergencies but is simple to follow and implement. The OEP Template was designed to eliminate confusion and provide an orderly procedure for the protection of personnel, documents, property, and facilities.

How to Use the OEP Guide and Supplements

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

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

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

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

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

OEP Cover Page
Responsible Officials’ Sign-Off Sheet
Preface
Table of Contents
Part 1: PREPARE for an Emergency Situation
  1.0 Command Structure and Posts
  2.0 Facility Characteristics
  3.0 Protection Systems and Security
  4.0 Occupant Information
Part 2: RESPOND to an Emergency Situation
  1.0 OEP Activation
  2.0 Emergency Telephone Numbers
  3.0 Occupant Actions
  4.0 OEO Actions
Part 3: RECOVER from an Emergency Situation
OEP Cover Page

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

Replace generic text with the correct information for the facility:

- Facility Name
- Street Address
- City, State, Zip Code
- Date of Issuance

Occupant Emergency Plan

Facility Name
Street Address
City, State, Zip Code
Date of Issuance
Responsible Officials’ Sign-Off Sheet

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

Enter the following information for each appropriate responsible official:

- Position
- Name
- Title
- Signature

Original signatures can be maintained in the Incident Command Post.

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

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

Replace highlighted text with facility specifics as follows:

Scope
- Facility name
- Brief description of number of stories and type of complex
- Address

Effective Date
- Effective date
- Name of facility
Table of Contents

The table of contents should be consistent with the OEP Template. Variations may exist in subsections to reflect facility-specific team structures and emergency procedures.
Part 1: PREPARE for an Emergency Situation

1.0 Incident Command Structure and Posts

Incident Command Structure

Enter into the table the positions appropriate for the facility and the responsibilities for each. Insert additional rows as needed.

This section provides a synopsis of the facility command structure, including the occupant emergency organization (OEO), positions, and responsibilities including:

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

Insert into the text the means by which OEO members are identified at this facility.

Members of the OEO must be readily recognizable in the event of an emergency. This visibility can be accomplished through the use of:

- Armbands
- Safety hats
- Brightly colored vests
- Jackets
Incident Command Posts

Add information to the template for incident command post locations as follows:

Primary Incident Command Post

- **Name** – name of the location (e.g., Briefing Room, Facility Emergency Operations Center)
- **Floor/Room** – specific floor and room number or other indication of location in the facility (e.g., Floor 1, Room 135, SW corner of facility).
- **Street** – street, city, state; especially important if the location is outside the facility.
- **Telephone** – telephone number for the primary incident command post.

Alternate Incident Command Post

- **Name** – name of the alternate location. If located in another facility, include that facility name and the location name (if different).
- **Floor/Room** – specific floor and room number or other indication of location in the facility (e.g., Floor 1, Room 135, SW corner of facility).
- **Street** – street, city, state; especially important if the location is outside the facility.
- **Telephone** – telephone number for the alternate incident command post.

Information Stored in Incident Command Posts

Add to the template information that is maintained in the incident command post locations. Typical information may include:

- Material safety data sheets and inventories for hazardous materials stored on-site.
- Emergency call lists – all persons on- and off-site who would be involved in responding to an emergency, their responsibilities, and their 24-hour contact numbers. Wallet-sized emergency call lists should be distributed to the OEO.
- Floor plans and facility and site maps that include locations of the following:
  - Utility shutoffs
  - Water hydrants, main valves, lines
  - Gas main valves and lines
  - Electrical cutoffs and substations
  - Storm drains and sewer lines
  - Fire alarm control panels and annunciators
  - Security alarm system(s) and annunciator(s)
  - Emergency Voice/Alarm Communication, public address, and mass notification systems
  - Fire extinguishers and suppression systems
  - Exits, stairways, designated escape routes, evacuation staging areas and restricted areas
  - Exits available for use after normal operating hours
  - Fire Command Center and alternate command centers
  - High-value items
  - Areas of refuge and alternate areas of refuge for disabled occupants
2.0 Facility Characteristics

Add information to the template for each of the following facility characteristics:

General Information

- **Unique Identifying Number** – inventory or property code (e.g., GSA Building Number)
- **Facility Name** – name of the facility (e.g., GSA Building Name: Ronald Reagan Building, White House)
- **Address** – street, city, state, zip code
- **Year Completed** – year the facility was completed (e.g., 1967)
- **Type of Construction** – steel frame, timber frame, etc.
- **Ownership** – owned or leased
- **Historic Property** – yes/no
- **Gross Floor Area** – the total area of all floors of a facility, including main lobbies, elevator shafts, egress stairwells, and exterior partitions measures to the exterior side of the exterior wall.
- **Net Assignable Floor Area** – the amount of space that must be leased to accommodate a space requirement reported in square feet.
- **Normal Operating Hours** – hours per day; days per week; holidays (e.g., 8 am to 5 pm EST; Monday to Friday; closed on Federal holidays)
- **Primary Facility Access** – indicate the primary facility entrance and the hours it is accessible (e.g., Main Lobby, 6:00 a.m. to 6:00 p.m.)
- **Required Authorization for Access** – Yes or No; if yes, describe the type of authorization necessary (e.g., identification badge, escort)

Structural Elements

- **Floors** – a floor, or story, of a facility is a level located aboveground. Insert the number of floors that can be occupied (e.g., 10 floors); this should not include basements, mezzanines, atria, or penthouses.
- **Government-Occupied Floors** – number of floors occupied by government tenants (e.g., 7 government-occupied floors: 3-10).
- **Atrium** – an atrium is a central open area inside a facility that may be multistoried with skylights. Indicate if the facility has an atrium and its number of stories.
- **Basement** – a basement is a floor of a facility that is wholly or partly below ground level. Insert
the total number of basement levels and whether they are occupied.

- **Mezzanine** – a mezzanine is an intermediate floor in a facility, usually between the first and second floors. Insert the total number and the floor numbers above and below (e.g., 1 mezzanine between floors 1 and 2).

- **Penthouse** – a penthouse is a structure on the roof of the facility used to house service equipment such as elevator machinery, a water tank, etc. Indicate if there is a penthouse and the type of equipment it contains.

- **Elevators** – number, location, and designated use.

- **Stairwells** – number, location.
## 3.0 Protection Systems and Security

Enter the protection systems and security into the table. Examples of systems include:

### Communication Systems
- **In-House Emergency Telephone** – some facilities may have a telephone extension that is designated as an emergency number that rings directly to a switchboard or security desk (e.g., Dial Extension 5555 in an emergency).
- **Voice Communications System** – methods may include emergency voice/alarm communications systems, public address systems, radios, bullhorns, and in-person sweeps of facility areas.

### Protection Systems and Equipment
- **Monitoring and Notification**
  - **Emergency Systems Control** – indicate the location of the center that monitors transmission of fire alarm and security system activations (e.g., Federal Protective Service MegaCenter, ADT)
  - **Fire Alarm Control Panel** – indicate the make, model and location of the fire alarm control panel
  - **Two-Way Telephone System** – High rise buildings frequently are provided with two-way telephone systems for use by the fire department or other emergency response personnel.
  - **Fire Alarm Notification System** – indicate the type of alarms used to alert occupants (e.g., fire alarm with audio and visual indicators located in all corridors and conference rooms)
- **Activation**
  - **Fire Alarm Activation** – indicate the method of activation and locations of system components (e.g., manual pull stations located at each stairway, automatic smoke detectors located at elevator lobbies and under raised floors in secure spaces)
  - **Smoke Detection System** – indicate the type of system in building (e.g., smoke detectors in all elevator lobbies and throughout the facility).
- **Suppression Systems**
  - **Automatic Sprinkler Systems** – indicate if complete protection is provided throughout the building. If sprinklers are provided, but not installed completely throughout the building, indicate those locations that are protected.
  - **Standpipe Systems** – indicate those locations in the facility where hose outlets are provided (e.g., stairwell landings)
  - **Special Hazard Fire Suppression System** – indicate the type and location where provided.
Control Systems

- **Elevator Capture and Recall** – indicate the primary elevator recall floor and the alternate recall floor, and whether power to the elevator will disconnect prior to activation of the sprinkler system.

- **Smoke Control System** – if a system exists, indicate the type of system, location of manual smoke control equipment and how the system operates.

Other Emergency Equipment\(^1\) – facilities may have emergency cabinets that contain equipment such as flashlights, first aid kits, bull horns, radios, extra batteries, etc., to be used by OEO members; note the locations of these storage areas and their contents (e.g., odd-numbered floors in file room). Examples of other emergency equipment include:

- First Aid Kits
- Oxygen and CPR Equipment
- Automated External Defibrillator (AED)
- Eyewash Stations and Bottles
- Spill Kits
- Emergency Blanket
- Infection Control Kit
- Shelter-in-Place Supplies
- Evacuation Chairs – storage location for evacuation chairs (e.g., Northeast stairway at the fourth floor landing).

Law Enforcement and Security

- **Jurisdiction** – exclusive, concurrent, proprietary

- **Onsite Security Guards** – yes/no; if yes, number of guard posts, number of guards assigned per post, and number of guard hours per week.

- **Security Alarms** – indicate the general type of security alarm (e.g., perimeter system and for special security areas).

Utilities

- **Emergency Lighting** – indicate the type and location of emergency lighting (e.g., battery-powered lighting located in stairwells and corridors, mechanical rooms, computer and communications center).

- **Emergency Power Generators** – if provided, indicate the number of generators provided, their respective location, and what equipment they serve (e.g., one located on the roof serves the interior emergency lighting and telephone switch room)

- **Main/Auxiliary Water Valves** – indicate the location of shut-off valves (e.g., North side of the facility).

Add additional rows as needed.

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

Add information to the template for occupants of the facility as follows:

Primary Occupant Agency – the name of the primary occupant department, agency, or other entity based on occupied rentable square footage for the facility.

Number of Occupants

- Federal – total number of occupants within the facility that are Federal.
- Other – total number of other occupants within the facility.

*Note: if there are variations in the occupancy levels of the facility based on the time of day, day of the week, or season of the year, this should be noted in the “special considerations” column for each applicable floor.*

- Total – total number of both Federal and other occupants.

Floor – alphanumerical indicator of the facility levels in the order they occur, from the lowest to the highest. For example, in a facility with two basement levels, one mezzanine, five floors, and a penthouse, the following list would be included in the table: B1, B2, M1, F1, F2, F3, F4, F5, P1.

Occupant Department, Agency, or Other Entity – name of the departments, agencies, or other entity on each floor. If more than one entity per floor, list them in order of occupant numbers, from highest to lowest.

Occupancy – facility occupancy classifications refer to categorizing structures based on their usage. Business occupancies are places (including government buildings) where services are provided. Storage occupancies are places (including warehouses and parking garages) where items are stored. Many buildings may have multiple occupancies, referred to as “mixed occupancies.”

Phone – include a telephone number for a reception desk or a similar, centralized place for reaching occupants on the floor.

Facility Space Type – different types of spaces within facilities have specialized characteristics and requirements. Insert information on specialized types of space inside the facility:

- Auditorium – designed to accommodate large audiences, have wide spans, and are multiple-stories high. Include an entrance area or lobby, the main auditorium with seating and a stage, and support spaces.
- Automated Data Processing – area for data processing equipment including dense frame and rack-mounted processing systems with critical uptime requirements. May include high, raised floors and HVAC with redundant components.
- Childcare Center – facilities required for child care services including food preparation and
service, office space, meeting space, classrooms, restrooms, and possibly outdoor areas.

- **Clinic/Health Unit** – outpatient ambulatory health services.
- **Courtroom** – spaces used to conduct formal judicial proceedings.
- **Detention Cell** – maximum-security spaces and other spaces that provide direct service and control to prisoner occupied spaces.
- **Food Service** – cafeterias, sandwich shops, coffee shops, fast food retail, and other food services that involve the preparation and handling of food items for the consumer.
- **General Storage** – includes sub-grade, attic, or other spaces with minimal finishes that are designated for the storage of merchandise, materials, or equipment that is neither hazardous in nature nor requires special HVAC, security, machine access, or utility needs.
- **Joint Use Retail** – stores used for the sale of products and services, including news and book stands, flower shops, convenience stores, travel agencies, credit unions, and similar applications.
- **Laboratory** – spaces such as analytical laboratories that may require accurate temperature and humidity control, dust control, and clean power because of work with dry stored materials, electronics, large instruments; and spaces where chemicals, drugs, or other material or biological matter are tested and analyzed requiring water, direct ventilation, and specialized piped utilities.
- **Loading Dock** – arrival and departure points for large shipments brought to or taken from a building by trucks and vans; includes a shipping and receiving area, a staging area, and office space.
- **Mail Center** – location where incoming and outgoing domestic, international, overnight, and priority mail is processed.
- **Office** – variety of spaces including meeting spaces, reception areas, office support spaces (e.g., work rooms, storage rooms, mail rooms, copier rooms, file rooms), and telephone and communications equipment storage rooms.
- **Parking** – basement parking is parking located below grade within an occupied building; outside/structured parking is an above-grade, ramp-accessible, open-air structure specifically designed for vehicle parking; and outside surface parking is large paved areas used for extensive vehicle parking adjacent to the facility.
- **SCIF** – sensitive compartmented information facility – an accredited area, room, group of rooms, buildings, or installation where sensitive compartmented information may be stored, used, discussed, and/or processed.
- **Storage of hazardous or combustible materials** – rooms or areas within a facility designed to store hazardous, flammable, or combustible materials; may be equipped with explosion-proof lights and include mechanical or gravity ventilation.
Part 2: RESPOND to an Emergency Situation

1.0 OEP Activation

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

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

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

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

Add or delete rows as needed.

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<tr>
<th>Emergency Situations</th>
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2.0 Emergency Telephone Numbers and Contacts

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

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

Add information to the template for emergency telephone numbers.

A complete list of telephone numbers that may be needed in an emergency, particularly for external resources and services, is as follows:

Service – the type or category of service that is needed. Examples include:

- Bomb Disposal
- Facilities Management
- Emergency Systems
  - Fire Alarm System
  - Central Station
  - Automatic Sprinkler/Standpipe System
  - Elevator Capture and Recall
  - Smoke Detection
  - Emergency Generator
  - Emergency Lighting
  - Main/Auxiliary Water Valves
  - Main/Auxiliary Gas
- Fire Department
- In-House Emergency Telephone Number
- Hazardous materials information, response
- Medical – off-site, on-site, ambulance
- Police, Federal Protective Service
- Security alarms
- Security guard service
- Utilities: gas, electric, water, telephone

Provider – for each of the services, enter in the name of the provider (e.g., ABC Gas Company, XYZ Police Department).

Primary Phone – the telephone number to reach the provider during normal business hours.

After Hours – the means to contact the provider after hours (i.e., cellular telephone number, pager number)

Add or delete rows as needed.
Facility Points of Contact

Add information to the template for facility points of contact.

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

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

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

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

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

Add or delete rows as needed.
Incident Command Points of Contact

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

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

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

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

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

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

Add or delete rows as needed.
Duplicate this form for each additional OEO Position.

Replace [OEO Position] with the appropriate position title.

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

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

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

Add or delete rows as needed.

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<th>Position</th>
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OEP Guide Supplement 2: Template Completion Instructions
3.0 Occupant Emergency Actions

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

Immediate occupant actions involve the following:

Recognize
- Situations that could lead to, or become, an emergency
- Initial emergency situations

React to ensure safety of themselves and other occupants in the immediate area.

Report to proper authorities and local officials.

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

PARTIAL EVACUATION
- Evacuate the affected area
- Relocate to another floor (in a high-rise facility)

COMPLETE EVACUATION
- Evacuate the facility and proceed to designated assembly areas
- Relocate to another facility
- Disperse the facility to the day (due to facility or government closures)

SHELTER IN PLACE
- Proceed to designated shelters (e.g., Shelter in Place)

Disrupt actions for evacuation and shelter in place are in the following order:
Enter occupant actions for a partial evacuation.

Differentiate actions for occupants located on:

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

Enter occupant actions for a complete evacuation.

Enter occupant actions for shelter-in-place.

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

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

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

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

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

Add or delete rows as needed.
Establish emergency actions for occupants for each applicable emergency situation.

Complete an emergency action table for each applicable emergency situation:

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

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

Add or delete rows as needed.

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

<table>
<thead>
<tr>
<th>SPECIFIC EMERGENCY SITUATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>OCCUPANT ACTIONS</td>
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<td>EMERGENCY SITUATION</td>
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<td>EMERGENCY SITUATION</td>
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</table>

4.0 OEO Emergency Actions

Determine which emergency situations may affect the facility.

Supplement 1 to the OEP Guide provides information on the typical emergency situations that may occur at a facility.

Indicate whether the emergency situation is likely to occur inside or outside the facility, or both.

Some emergency situations may originate inside the facility or occur outside the facility. Others, such as hazardous materials spills, can occur in both locations.
Duplicate these forms for each additional OEO Position. Replace [OEO Position] with the appropriate position title.

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

Refer to the OEP Guide for additional information on occupant evacuation and shelter-in-place.
Duplicate this form for each additional OEO Position. Replace [OEO Position] with the appropriate position title.

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

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

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

Add or delete rows as needed.

Refer to OEP Guide Supplement 1, Emergency Situations for additional information on prevention, protection, response, and recovery actions.
**Part 3: RECOVER from an Emergency Situation**

### 1.0 Facility Recovery Plans

Facility recovery operations are intended to restore essential services and resume normal operations as quickly and safely as possible.

Most large-scale facility recovery actions are addressed in other plans such as:
- Continuity of Operations (COOP)
- Disaster Recovery
- Business Continuity

As such, this section should not duplicate those plans; rather, it should refer to them. If other recovery plans are not established, this section may be used for that purpose until such time as a formal COOP, or similar, plan is developed and implemented.

However, recovery from emergency situations that may not involve the entire facility – such as a localized hazardous material spill or a medical emergency – may be addressed in this section of the OEP.
2.0 Occupant Recovery Actions

Establish recovery actions for occupants for each applicable emergency situation.

Complete a recovery action table for each applicable emergency situation:

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

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

**Add or delete rows as needed.**

Refer to OEP Guide Supplement 1, *Emergency Situations* for additional information on recovery actions to consider.
# 3.0 OEO Position Recovery Actions

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

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

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

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

**Add or delete rows as needed.**

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

<table>
<thead>
<tr>
<th>Emergency Situation</th>
<th>RECOVERY ACTIONS</th>
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<tbody>
<tr>
<td></td>
<td>OEO POSITION</td>
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<tr>
<td></td>
<td>RECOVERY ACTIONS</td>
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**OEP Guide Supplement 2: Template Completion Instructions**

28