

CONTINUITY OF OPERATIONS (COOP) PLAN

STATE OF FLORIDA



**Headquarters
For Official Agency Use Only**

Condensed Version

Warning: This document contains information that relates to the physical security and security systems of the facilities used by the Agency for Workforce Innovation. This document therefore comes within the exemption of §119.071(1), Florida Statutes, and is a confidential document. As such, this document is not subject to the general disclosure requirements of §119.071(1), Florida Statutes, or any other requirements of disclosure.

Approved:

Cynthia R. Lorenzo

Date

TABLE OF CONTENTS

SECTION I: INTRODUCTION	1
I-1 Purpose	1
I-2 Applicability and Scope	1
I-3 Authorities and References	2
I-4 Policies	3
SECTION II: CONCEPT OF OPERATIONS (CONOP)	3
II-1 Objectives	3
II-2 Planning Considerations	3
II-3 Planning Assumptions	4
II-4 COOP Execution	4
II-5 Disaster Magnitude Levels	5
SECTION III: RESPONSIBILITIES AND PROCEDURES	6
III-1 Emergency Coordinating Officer	6
III-2 Executive Leadership Team	7
III-3 Incident Command Team	7
III-4 Alternate Relocation Site	7
III-5 Mission-Essential Functions	8
III-6 Warning Conditions	9
III-7 Succession of Delegation of Authority	9
III-8 Emergency Management Assignment and Responsibilities	10
III-9 Operational Hours	11
III-10 Alert Procedures	11
III-11 Interoperable Communications and Information Systems Support	12
III-12 Security and Access Controls	13
III-13 Testing, Training and Exercise	13
SECTION IV: PHASE I- ACTIVATION PROCEDURES	13
IV-1 Notification Procedures	14
IV-2 Initial Actions	14
IV-3 Activation Procedures during Duty Hours	15
IV-4 Activation Procedures during Non-Duty Hours	15
IV-5 Activation Procedures: No Warning Possible	16
IV-6 Deployment and Departure Procedures - Time-Phased Operations	16
IV-7 Transition to Alternate Operations	17
IV-8 Site-Support Responsibilities	17

SECTION V: PHASE II - ALTERNATE OPERATIONS	17
V-1 Execution of Mission-Essential Functions	17
V-2 Establishment of Communications	18
V-3 Incident Command Team	18
V-4 Augmentation of Staff and Other Resources	18
V-5 Amplification of Guidance to All Personnel	18
V-6 Development of Plans and Schedules for Reconstitution and Termination	19
SECTION VI: PHASE III - RECONSTITUTION AND TERMINATION	19
VI-1 Overview	19
VI-2 Procedures	20
VI-3 After-Action Review and Remedial Action Plan	20

FORWARD

In recognition that the state of Florida is vulnerable to natural and manmade disasters which could threaten residents, visitors and communities, it is of vital importance that comprehensive and effective programs be in place to ensure essential state functions are operative at all times and under all circumstances.

It is imperative that state government continues to function in order to provide the leadership and support needed for disaster response, recovery and mitigation. To facilitate a state of readiness for a variety of potential emergencies, all Florida state agencies are required to have in place a viable Continuity of Operation Plan (COOP). This requirement is codified under § 252.365, Florida Statutes.

The Florida Agency for Workforce Innovation has been statutorily assigned to work with state-level and regional partners to facilitate a variety of unemployment compensation, workforce and early learning services. Our duty to provide needed individual and community services becomes even more critical upon the occurrence of an emergency or disaster. Consequently, the agency has developed this COOP document to, in part, prepare for various emergencies and disasters that may affect the agency's employees, facilities and other resources. Furthermore, the agency is committed to supporting emergency preparedness by periodically testing, training, and exercising the COOP.

I sincerely hope there is never a need for us to use the plan. However, I am confident that with the dedication of our team and adherence to the agency's emergency procedures and protocols, we will be able to provide critical support to those we are privileged to serve during times of crisis.

Cynthia R. Lorenzo
Director
Florida Agency for Workforce Innovation

SECTION I: INTRODUCTION

I-1 Purpose

Pursuant to Florida Statutes, Chapter 252.365, the Florida Agency for Workforce Innovation's Continuity of Operations Plan (COOP) establishes policy and guidance to ensure the continued execution of the mission-essential functions of the Agency for Workforce Innovation (AWI) in the event that an emergency threatens or incapacitates operations and requires the relocation of selected personnel and functions of the Caldwell Building located in Tallahassee, Florida. This plan establishes procedures for responding to emergencies using all systems, plans and resources necessary to preserve the health, safety and welfare of customers, associates and tenants with any facility leased and/or owned by the agency for evacuation of facilities and sets responsibilities that are primary and supportive to save life and property. This plan also addresses the AWI Headquarters' response in support of an emergency affecting an AWI facility outside of Tallahassee.

Specifically, this plan is designed to:

- Ensure that AWI is prepared to respond to emergencies, recover from them and mitigate their impact.
- Ensure that AWI is prepared to provide essential functions in an environment that is threatened, diminished, or incapacitated.
- Establish and enact time-phased implementation procedures to activate various components of the plan to provide sufficient operational capabilities during an emergency event or threat thereof.
- Facilitate the return of the agency to normal operating conditions as soon as practical based on circumstances and the threat environment.
- Ensure the plan is viable, operational and compatible with Florida's Comprehensive Emergency Management Plan (CEMP).
- Ensure compliance with the National Incident Management System (NIMS).
- Ensure common management objectives are established in Incident Action Plans.

I-2 Applicability and Scope

AWI associates and partners across the state help to facilitate unemployment compensation, workforce and early learning activities that are important to the citizens of Florida. The agency has made considerable progress in automating many customer services, making it possible to provide online automated assistance or to transfer customer assistance from one location to another. Consequently, it has been determined that during times of disasters, many of the functions carried out by associates outside of Tallahassee can be continued through alternate service arrangements. Consequently, this COOP document is applicable to the AWI headquarters' operations and personnel located in Tallahassee, Florida. Even though some Regional Workforce Boards may be co-located in agency-owned or leased buildings through formal agreements, each Regional Workforce Board is required to develop its own COOP Plan. Also, each Early Learning Coalition is required to develop and maintain a COOP. Copies of these plans are on file with the agency.

AWI has developed a plan to provide a set of reliable pre-planned recovery actions which will effectively respond to events or disasters that may seriously impair the continued operation of

crucial functions. This document provides the basis that reasonably ensures the timely and orderly restoration of agency business capabilities disrupted in such an event. This document outlines responsibilities and describes procedures for disaster response. It will be understood that this document does not cover all of the aspects of a risk analysis. Such an attempt would be far more time consuming and costly. However, the document incorporates some of the practices that are used in risk analysis.

I-3 Authorities and References

- Executive Order 01-300, dated October 11, 2002 (Domestic Security)
- Executive Order 01-262, dated September 11, 2001 (Emergency Management)
- Executive Order 80-29 (Disaster Preparedness), date April, 1980
- Executive Order 87-57 (State Emergency Response Commission) date April 17, 1987; as updated by Executive Order 98-153 and 98-155
- Section 14.055 and 14.056, Florida Statutes (Succession to Office of Governor and Succession as Acting Governor)
- Section 22.01-22.20, Florida Statutes (Emergency Continuity of Government)
- Section 23.12-23.127, Florida Statutes (Florida Mutual Aid Act)
- Chapter 22, Florida Statutes (Emergency Continuity of Government)
- Chapter 23, Part I, Florida Statutes (Florida Mutual Aid Act)
- Section 119.07(3), Florida Statutes (General Exemption from Inspection or Copying of Public Records-Security)
- Section 163.01, Florida Statutes (Florida Inter-local Cooperation Act of 1969)
- Chapter 250, Part III, Florida Statutes (Military Affairs, Emergency Relief)
- Chapter 252, Florida Statutes (Emergency Management)
- Section 286.0113(1), Florida Statutes (General Exemption from Public Meetings-That Portion of a Meeting that Would Reveal Security System Plan or Portion Thereof)
- Chapter 401, Part I, Florida Statutes (Emergency Telecommunication Systems)
- Section 775.30, Florida Statutes (Defining “Terrorism”)
- Chapter 870, Florida Statutes (Affrays; Riots; Routs; Unlawful Assemblies)
- Section 943.031(14), Florida Statutes (Counter-Terrorism)
- Section 943.031, Florida Statutes (Florida Violent Crime and Drug Control Council)
- Section 943.03101, Florida Statutes (Counter Terrorism Coordination)
- Section 943.0311, Florida Statutes (Domestic Security)
- Section 943.0312, Florida Statutes (Regional Domestic Security Task Forces)
- Section 943.0313, Florida Statutes (Exemption Domestic Oversight Council)
- Section 943.0314, Florida Statutes (Public Records and Meeting Exemption Domestic Oversight Council)
- Section 943.0321, Florida Statutes (Florida Domestic Security and Counter Terrorism Intelligence Center and Florida Domestic Security and Counter-Terrorism Database)
- Section 943.61(4)(c), Florida Statutes (Requiring the Capitol Police to Develop among other requirements, Plans for Reporting Incidents, Emergency Procedures and Evacuation Routes for Security Threats of Terrorism Related to the Capitol Complex)
- Chapter 9G-6, Florida Administrative Code (Review of Local Emergency Management Plans)
- National Incident Management Plan (NIMS)
- Florida Comprehensive Emergency Plan (CEMP)

I-4 Policies

- The Director of the AWI or designee will identify and maintain the agency's mission-essential functions and will ensure that staff is available to perform these functions.
- The Emergency Coordinating Officer (ECO) is responsible for the annual review, execution and update of the plan.
- The ECO is responsible for scheduling and conducting periodic tests, training, and exercises in coordination with partners relating to the viability and execution of the AWI COOP.
- The ECO and Executive Leadership Team are responsible for the annual review and update of the COOP in accordance with Florida Law.

SECTION II: CONCEPT OF OPERATIONS (CONOP)

II-1 Objectives

The objective of this COOP is to ensure that the capability exists to continue essential functions across a wide range of potential emergencies, specifically when the Caldwell Building is either threatened or inaccessible. The objectives of this plan include:

- Ensuring the safety of AWI personnel and visitors, reducing loss of life and minimizing damage and loss of agency property;
- Ensuring the continuous performance of AWI's essential functions/operations during an emergency;
- Protecting essential facilities, equipment, vital records and other assets;
- Reducing or mitigating disruptions to operations;
- Identifying and designating principals and support staff who may need to be relocated;
- Facilitating decision-making for execution of the plan and the subsequent operations;
and
- Achieving a timely and orderly recovery from the emergency and resumption of full service to all customers.

II-2 Planning Considerations

In accordance with state guidance and emergency management principles, AWI's COOP will:

- Be maintained at a high-level of readiness.
- Be capable of implementation both with and without warning.

- Be operational no later than 6 hours after activation.
- Be capable of maintaining sustained operations for up to 30 days or more.
- Take maximum advantage of existing federal, state and local government infrastructures.
- Address protection of equipment and other agency assets.

II-3 Planning Assumptions

In the event of an emergency, the following assumptions will be used for developing the Plan's concept of operations and in implementing COOP procedures:

- All mission-essential functions provided by other state agencies in support of AWI will continue in accordance with their respective COOP. These functions include, but are not limited to, services provided by the Department of Financial Services, State Technology Office, the Department of Revenue and the Department of Management Services.
- An emergency situation may render a significant number of AWI employees incapacitated or victims of the emergency event and thus unable to perform their designated duties for a period of time.
- The mission-essential functions of the Caldwell Building can feasibly be temporarily transferred to an established unaffected AWI facility or to an alternative site.

II-4 COOP Execution

Emergencies or potential emergencies may affect the ability of the agency to perform its mission-essential functions from any or all of its primary facilities. The following are scenarios that could mandate the activation of the COOP at the Caldwell Building:

- The Caldwell Building is closed to normal business activities as a result of an event or credible threats of an event that would preclude free access or use of the facility and the surrounding area.
- The City of Tallahassee is closed to normal business activities as a result of a widespread utility failure, natural disaster, significant hazardous material incident, civil disturbance, or terrorist or military attacks.
- An event so severe or imminent that normal operations would be interrupted and evacuation of the Caldwell Building or the City of Tallahassee would be prudent.
- Incidents that occur with or without warning and during duty or non-duty hours related to natural disasters, terrorist threats and incidents or technological disruptions and failures.

II-5 Disaster Magnitude Levels

The Disaster Magnitude Classification definitions may be used to determine the execution level of the COOP. These levels of disaster are defined as:

- **Level I: Catastrophic Disaster.** Any disaster that will require massive state and federal assistance, including immediate military involvement. Federal assistance will involve response as well as recovery needs. In the event of a catastrophic disaster, the COOP will be activated in coordination with State and County Emergency Operation Centers.
- **Level II: Major Disaster.** Any disaster that will likely exceed local capabilities and require a broad range of state and federal assistance. The Federal Emergency Management Agency (FEMA) will be notified and potential federal assistance will be predominantly recovery-oriented. In the event of a major disaster, the COOP may be activated in coordination with State and County Emergency Operation Centers.
- **Level III: Minor Disaster.** Any disaster that is likely to be within the response capabilities of local government and results in only minimal need for state or federal assistance.

Execution Phases

- **Phase I-** Activation will cover the first 6 hours of AWT's response and will provide all guidance and direction for:
 - a. Alert and notification of all parties
 - b. Initial action to be taken
 - c. Activation procedures during duty hours
 - d. Activation procedures during non-duty hours
 - e. Deployment and departure procedures
 - f. Transition to alternate operations
 - g. Site-support responsibilities and procedures
- **Phase II-**Alternate Operations will cover from the 12th hour of activation to termination of the alternate operation or 30 days or more, whichever is greater. Included in this phase will be direction for:
 - a. Establishment of communications
 - b. Execution of mission-essential functions
 - c. Continuity of staff responsibilities
 - d. Augmentation of staff
 - e. Communication of guidance to mission-essential and non-mission essential personnel
 - f. Development of plans and schedules for reestablishment of the headquarters facilities and termination of the alternate operations
- **Phase III-**Reconstitution and Termination directions will provide:
 - a. General guidance and policy on ending alternate operations and returning to non-emergency status.
 - b. Specific actions to ensure a timely and efficient transition to the primary facilities.
 - c. After-action review and remedial action plans.

SECTION III: RESPONSIBILITIES AND PROCEDURES

III-1 Emergency Coordinating Officer

The agency has a designated ECO. In an emergency, the ECO will work closely with the appropriate County Emergency Operations Center and the State Emergency Operations Center (SEOC) to provide information and direction to the Director, the Executive Leadership Team, partner organizations and affected personnel.

III-2 Executive Leadership Team

The Executive Leadership Team consists of the Director, Assistant Director and other leadership staff with responsibilities linked to the mission-essential functions of the agency (Annex G). This team has the responsibility for assessing the situation, activating the COOP, selecting alternate facilities, providing information to and from the Office of the Governor and other appropriate state and federal entities, including the agency's primary partners. The Executive Leadership Team will maintain current and up-to-date phone trees of staff, partners, stakeholders and others that include emergency contact information (e.g. cell phone numbers, home phone numbers, alternate e-mail addresses and out of the area contacts). The Executive Leadership Team is also responsible for providing guidance to staff on reporting instructions and the requirement for and contents of "Personal To-Go Kits" and/or "Drive-Away Kits" to be used in case of emergency. These kits may contain such items as staff rosters (telephone trees), laptops, hard copies of forms used in performing mission-essential functions, etc.

III-3 Incident Command Team

In the event of a disaster or event, AWI will facilitate the response based on the Incident Command Structure. Members of that structure should consist of staff with authority and expertise to facilitate emergency operations. Agency personnel who are relocated under this plan to the selected alternate facility are known collectively as the Incident Command Team (ICT) (Annex D). Since alternate facility space and support capabilities may be limited, the membership of the ICT is restricted to only those personnel who possess the skills and experience needed for the execution of mission-essential functions. The ICT must be able to continue operations and to perform mission-essential functions for up to 30 days or more at an alternate facility. The team will be equipped with "To Go-Kits" to assist in performing their required tasks.

Agency personnel who are not designated ICT members may be directed to move to other facilities or duty stations, or may be advised to remain at, or return home, pending further instructions. When it is determined to be feasible, associates may be allowed to telecommute from their homes until the affected facility can be reoccupied or another facility is established.

COOP activation will not, in most circumstances, affect the pay and benefits of either ICT members or other personnel. Staff persons who are required to temporarily relocate to another geographical area of the state will be compensated for travel expenses in accordance with Chapter 112.016, Florida Statutes and in accordance with the applicable Executive Order of the Governor.

III-4 Alternate Relocation Site

The determination of the alternate relocation site will be made at the time the COOP is activated. The decision will be based on the incident, threat, risk assessments, execution time frame and available resources.

- To ensure the adequacy of assigned space and other resources, the ECO will review all alternate facilities annually. The ECO will advise the Director and the Executive Leadership Team of the results of such review, identify any problems or deficiencies that may exist and determine whether other alternate relocation sites are required.
- The designated alternate relocation point is pre-equipped with telephone, fax and computer lines which have electronic access to the agency's records and databases. In addition, the agency has access to a Mobile One Stop Unit. This self-contained mobile vehicle is equipped with 17 computer workstations and Internet access.
- It is the responsibility of the agency's General Services staff and the Information Technology staff to protect and maintain the equipment and resources at the alternate facilities. The General Services Manager has the responsibility of working with the site manager to ensure that the equipment and resources at the alternate facilities are properly maintained.
- The alternate relocation points have adequate parking capability to support the ICT. Information on dining, lodging and other operational logistics will be provided to the ICT upon COOP activation.

III-5 Mission-Essential Functions

It is important to establish priorities before an emergency to ensure that the relocated ICT can complete the mission-essential functions. All ICT members shall ensure that mission-essential functions can continue or resume as rapidly and efficiently as possible during an emergency relocation. Any task not deemed mission-essential will be deferred until additional personnel and resources become available.

In the event of an emergency, the following *primary functions* are considered mission-essential for the AWI (Annex G):

1. Administration of Florida's Unemployment Insurance Program

- Unemployment Compensation Claims Processing
- Unemployment Compensation Claims Resolution (Appeals)

2. Distribution of State and Federal Programmatic Funds

- Funds distribution to Florida's Regional Workforce Boards
- Funds distribution to Florida's Early Learning Coalitions
- Funds distribution to Unemployment Compensation Vendors

III-6 Warning Conditions

- With Warning. It is expected that, in most cases, the agency will receive a warning of at least a few hours prior to an emergency or catastrophic event. Adequate warning will normally enable the full execution of the COOP with a complete and orderly alert, notification, and deployment of the ICT to a pre-identified alternate relocation site.
- Without Warning. The ability to execute the COOP following an event that occurs with little or no warning will depend on the severity of the emergency.

III-7 Succession of Delegation of Authority

In the event that the Director is incapacitated or unavailable to make decisions regarding the agency's COOP, authorized successors to the Director have been identified. The designated successors to the Director are aware of this chain of command and will be notified verbally or by e-mail or any means available of the need to exercise this authority and of the specific limitations of the authority.

Pursuant to Sections 20.05(1)(b) and 20.50(3) Florida Statutes, the agency has an official established memorandum for Delegation of Authority for managers and officers within the agency (Annex J).

III-8 Emergency Management Assignment and Responsibilities

Emergency response management requires the establishment of an Incident Command Team (ICT).

- Consistent with the State's Emergency Management Standards and National Incident Management System (NIMS), AWI's COOP follows the standard five-unit (team) structure as the basis for organizing emergency planning and response. The size and scope of the incident will determine which of the teams will be required. The five teams are:
 - Command
 - Operations
 - Planning
 - Logistics
 - Finance

III-9 Operational Hours

During COOP contingencies, the Director or his or her designee will determine the hours of work for AWI staff.

III-10 Alert Procedures

Staff will be alerted to an incident as outlined below:

During Duty Hours:

If the threat or emergency situation allows for warning, AWI staff will be given an alert prior to activation of the COOP. During duty hours, the Emergency Coordinating Officer (ECO) will alert the Director and the Executive Leadership Team of the emergent event. The designated members of the Executive Leadership Team will alert their respective managers and supervisors who will then alert the employees who report to them. Information and guidance for AWI employees for potential or actual emergencies during working hours will normally be communicated by e-mail. If the agency's e-mail system is not available, each member of the Executive Leadership Team will be responsible for activating their phone tree notification process at the direction of the ECO after consultation with the Director. AWI employees whose work locations are outside of Tallahassee will be advised on the status of the incident as time permits. Personnel who are not at work that day or who are out of the office at the time of notification will be contacted as time permits by phone, e-mail or other means. Each member of the Executive Leadership Team will designate a staff member to track notifications and report back to the ECO within thirty minutes as to the status of respective employees. If the situation warrants, the Office of External Affairs will attempt to get information out to the local media. If necessary, the ECO will also activate the Disaster Information Hotline creating a voice recording with relevant information concerning the emergent situation.

Using the visitor logs (maintained at the basement reception area), the ECO and the Caldwell Building Safety Officer are responsible for ensuring that all visitors to the building receive the alert message. Maps are displayed on hallway walls designating appropriate stairways to use for evacuation. Designated Floor Wardens are located throughout the building and have the responsibility of ensuring that evacuation procedures are followed.

During Non-Duty Hours:

At the direction of the ECO (after consultation with the Director) and the Executive Leadership Team, the ECO will activate the telephone tree process to provide information and guidance to staff regarding emergencies during non-working hours. Each member of the Executive Leadership Team will designate a staff member to track notifications and report back to the ECO within one hour as to the status of respective employees. If the situation warrants, the Office of External Affairs will attempt to get information out to the local media. If necessary, the ECO will also activate the Disaster Information Hotline, creating a voice recording with relevant information concerning the emergent situation. Information and guidance for staff will normally be conveyed telephonically. Depending on the situation, current information may also be available via:

- The Agency for Workforce Innovation's toll-free emergency hotline
- Announcements on local radio and TV stations
- Agency for Workforce Innovation website
www.floridajobs.org
- Signs/postings placed on buildings, etc.

All staff should remain at home until specific guidance is received. Also, staff should monitor the situation and if they have not been contacted should call the toll free emergency hotline.

III-11 Testing, Training and Exercise

A comprehensive testing, training and exercise program has been developed and includes the following components:

- Staff awareness;

- Leadership responsibilities;
- Alert and notification procedures;
- Validation and testing of equipment and communications of selected alternate facilities;
- A public safety component included in the agency's New Employee Orientation;
- A designated Safety Coordinator who is responsible for ensuring that the security and safety plans for the facility are periodically tested and validated;
- The Unemployment Compensation Services program area currently tests and utilizes back up facilities for unemployment claims operations; and
- Incident Management Systems Training.

SECTION IV: PHASE I - ACTIVATION PROCEDURES

The subsequent procedures are followed in the execution of the COOP for the Caldwell Building. The extent to which this will be possible will depend on the emergency, the amount of warning received, whether personnel are on duty or off duty and the extent of damage to the affected facilities and its occupants. The COOP is designed to provide a flexible response to multiple events occurring within a broad spectrum of prevailing conditions. The degree to which this plan is implemented depends on the type and magnitude of the events or threats thereof.

IV-1 Notification Procedures

The agency's notification process as related to COOP activation allows for a smooth transition of the ICT to an alternate facility to continue the execution of mission-essential functions across a wide range of potential emergencies. Notification may be in the form of:

- A COOP alert to all staff that relocation is imminent.
- An announcement of a COOP activation that directs the ICT to report to a designated assembly site or an alternate relocation site and provides instructions regarding movement, reporting and transportation details to the designated alternate relocation site.
- Instructions to the ICT to report for departure and relocation to a designated alternate relocation site and instructions to non-relocating employees.

IV-2 Initial Actions

Based on the situation and circumstance of the event, the Director and the Executive Leadership Team will evaluate the capability and capacity levels required to support the current mission-essential functions of the agency and determine if the situation necessitates relocation of staff and/or other resources from the Caldwell Building. After the event has occurred, the agency will immediately locate and account for all staff and insure that their special needs are addressed. The agency's ECO will simultaneously initiate recovery procedures which will result in the resumption of services to the public in the shortest possible time. Alternate worksites and other work/service options will be implemented.

When a community has been affected by an emergency/disaster, an evaluation will be done as soon as possible of all agency-owned and leased facilities to determine the preliminary amount of damage. If possible, a visual review and assessment will be made within 6-12 hours. The ECO will

immediately report all suspected major damage to the Division of Emergency Management. If the Director deems it necessary to activate the COOP, the Executive Leadership Team will select an appropriate alternate relocation point.

IV-3 Activation Procedures During Duty Hours

- The Director or his/her designee will activate the COOP.
- The Director or his/her designee directs the ECO to notify the facility manager of the alternate relocation site and to begin movement of the ICT to an assembly site or to the designated relocation facility immediately.
- The Executive Leadership Team and supervisors notify their respective staff of COOP activation and the ICT deployment.
- The ICT immediately deploys to an assembly site or the designated alternate relocation site to prepare for and assume mission-essential functions.
- Non-relocating personnel will be directed to move to other facilities or duty stations or may be advised to return home pending further instructions.

IV-4 Activation Procedures During Non-Duty Hours

- The ECO or other local authority notifies the Director or his/her designee of the emergency requiring activation of the COOP.
- The Director or his/her designee will activate the COOP.
- The Director or his/her designee will instruct the ECO and the Executive Leadership Team to begin notification procedures. This includes notifying all staff including the ICT, and notifying officials at the appropriate alternate relocation point facilities.
- The ICT deploys to a designated alternate relocation site to assume mission-essential functions.
- The non-relocating personnel in the affected area are directed to remain at home pending further guidance.

IV-5 Activation Procedures: No Warning Possible

If the incident does not allow for warning or notification, (i.e. Tornadoes, Earthquake, Flood, Fire or Bomb Threat) staff should follow the instruction of on-scene emergency or law enforcement personnel, as specified in the agency's Emergency Management and Safety Plan. Employees should listen for specific instructions and should remain at their office or home until guidance is received, making every attempt to contact their supervisor.

IV-6 Deployment and Departure Procedures - Time-Phased Operations

At the time of COOP activation, the Director or his/her designee will determine and provide

monetary allowances to cover the pre-deployment of staff or any resources needed to cover mission-essential functions that are critical to operations at the time the COOP activation is directed. This determination will be based on the event or the level of threat.

The following actions establish general administrative procedures to allow for travel and transportation to the alternate site. Specific instructions will be provided at the time deployment is ordered.

- The Director or his/her designee will instruct the ECO to begin coordinating the deployment of the Incident Command Post Support Team (ICPST) and the ICT to the alternate relocation site.
- The ICPST will be the Advance Team to set up the facilities with the Technology Go-Kits. The alternate relocation will be ready for the ICT within 6 hours.
- The ICT will be instructed to either relocate to a designated assembly site or an alternate relocation site within 6 hours. The team most likely will use privately owned vehicles for transportation to the designated facility. Specific instructions will be provided at the time of activation.
- AWI staff (excluding the ICT) who are present in the building at the time of an emergency notification will be directed to proceed to another unaffected facility or to their homes to await further instructions. At the time of notification, any available information regarding routes that should be used to depart the facility or other appropriate safety precautions will be provided. When feasible, associates may be allowed to telecommute from their homes until the building can be reoccupied or another facility is established.

IV-7 Transition to Alternate Operations

Following the activation of the COOP and establishment of communication links with the ICT at an alternate facility, the Director or his/her designee will order the cessation of operations at the Caldwell Building.

The ECO will notify the State Watch Office and the Leon County Emergency Operations Center that an emergency relocation of the Caldwell Building to another facility has taken place. The Director or his/her designee will notify the Executive Office of the Governor and other key partners.

As appropriate, the Office of External Affairs will notify the news media, outside customers, vendors and other service providers of the temporary relocation (including any changes to agency contact information).

IV-8 Site-Support Responsibilities

Following notification that a relocation of the essential personnel and resources from the Caldwell Building has been ordered or is in progress, the facility contact at the alternate relocation point will coordinate with the ECO and the General Services Process Manager in preparation for the activation of the COOP and to receive the Incident Command Support Team within a short period of time and the ICT within 6 hours.

Mutual agreements between the agency and the third parties will be prepared and executed in order to secure needed office space, equipment and other goods and services.

SECTION V: PHASE II - ALTERNATE OPERATIONS

V-1 Execution of Mission-Essential Functions

Upon COOP activation, the Executive Leadership Team will begin providing support for the following functions:

- Protecting the agency's employees, property and assets.
- Monitoring and assessing the situation that required the relocation.
- Monitoring the status of personnel and resources at the alternate site.
- Planning and preparing for the restoration of operations at the Caldwell Building or other long-term facility.

V-2 Establishment of Communications

The Information Technology staff will ensure all necessary and pre-planned communications systems are established, adequate and functioning properly and will service and correct any faulty or inadequate communications systems.

- The agency's public information officers will ensure continual updates are provided in order to optimize communication to both internal and external customers.

V-3 Incident Command Team

Upon the arrival of the ICT at the designated alternate relocation site, the following support functions will begin:

- Preparing the alternate site for operation.
- Coordinating transition of the agency's mission-essential functions to the alternate relocation site.
- Disseminating administrative and logistics information to cover operational procedures for the next 30 days or more.
- Ensuring that the agency's employees and property are secure at the relocation site.

V-4 Augmentation of Staff and Other Resources

If it becomes evident that the staff cannot ensure the continuous performance of mission-essential functions, the Executive Leadership Team, in coordination with the ICT will determine the additional positions necessary to ensure the continuous performance of mission-essential functions. The Executive Leadership Team, with assistance from the Logistic Team, will then ensure that the required positions are staffed with individuals who have the requisite skills, knowledge and abilities to perform the tasks.

The Executive Leadership Team and the ECO will ensure that all resources needed to sustain

operations for 30 days or more are acquired. This may be done by transferring resources from other unaffected AWI facilities or by utilizing the state Purchasing Card to procure resources needed to accomplish mission-essential functions.

V-5 Amplification of Guidance to All Personnel

The Director for Agency Support Services will develop informative memorandum for dissemination to AWI staff regarding the duration of alternate operations, pertinent information on payroll, time and attendance, duty assignments and travel authorizations and reimbursements. The Office of External Affairs will disseminate the information to appropriate staff.

The agency has developed procedures to establish a standard for enhancing safe, secure and healthy work practices for agency associates. These procedures are intended to provide standard emergency, safety, security and health policies and practices for the agency. These procedures provide opportunities to identify and control occupational and security hazards. Also, the procedures prevent or reduce workplace illnesses and injuries.

Providing and maintaining a safe, secure and healthy work environment is of vital importance to the success of the agency and its partners. It is the intent of the agency to comply with all laws concerning program and administrative operation including the health, safety and security of associates and the public. Therefore, these procedures must be a part of every operating unit and the responsibility of every associate.

In keeping with management's commitment to provide associates with secure, safe and healthy workplaces, it is the policy of this agency that associates immediately report all accidents, injuries and non-secure, unsafe and unhealthy conditions to supervisors and Facility Safety Coordinators.

The Executive Leadership Team and agency managers have responsibility for consideration of the health and emotional well-being of their staff and families. This includes obtaining information and providing guidance on any medical or special needs of their staff and families. Managers are required to communicate any special needs of their staff (and families) to the Executive Leadership team who will make every attempt to provide available resources to help alleviate the situation. Information regarding the agency's Employee Assistance Program (EAP) will be available for all associates and their families. Should it be necessary, the EAP provider will provide on-site counseling services to staff.

V-6 Development of Plans and Schedules for Reconstitution and Demobilization

The Executive Leadership Team will develop Reconstitution and Termination Plans and Schedules to ensure an orderly transition of all agency functions, personnel, equipment, and records from the temporary alternate location to a new or restored facility.

- The Director or his/her designee will approve the plans and schedules prior to the cessation of operations at the temporary alternate relocation site.

SECTION VI: PHASE III - RECONSTITUTION AND TERMINATION

VI-1 Overview

The ICT Planning Section will take the lead role in overseeing the Reconstitution and Demobilization process.

Within 24 hours of an emergency relocation, the ICT Planning Section will initiate operations to salvage, restore and recover resources at the affected facilities after the approval of the local and federal law enforcement and emergency services involved. Reconstitution procedures will begin when it is determined that the emergency situation has ended and is unlikely to recur. Once this determination has been made, one or a combination of the following options may be implemented, depending on the situation:

- Continue to perform mission-essential functions at the alternate relocation point for up to 30 days or more.
- Begin an orderly return to the Caldwell Building and reconstitute full operations.
- Establish operations in some other facility in the same or different geographical area.

VI-2 Procedures

Upon a decision by the Director or his/her designee that the Caldwell Building can be re-occupied or that a different facility will be secured for the agency:

- The ICT Logistics and Planning Section, in coordination with the Executive Leadership Team, will oversee the orderly transition of all agency functions, personnel, equipment and records from the alternate relocation point to a new or restored facility.
- Prior to relocating back to the Caldwell Building or another building, the ICT Planning Section will ensure appropriate security, safety and health assessments for suitability.
- The staff remaining at the alternate relocation site will transfer mission-essential functions and resume normal operations when the equipment and documents are in place at the new or restored facility.

VI-3 After-Action Review and Remedial Action Plan

An After-Action Review (information collection process) will be initiated prior to the cessation of operations at the alternate relocation site. The information collected will, at a minimum, include information from any employee working during the COOP activation, a review of the strengths and weaknesses of the COOP activation and lessons learned during the COOP Activation period.

- Relevant information and data will be incorporated into a COOP Remedial Action Plan. Recommendations for changes to the COOP and any accompanying documents will be developed and incorporated into the COOP annual review process.