

8.01 Business Continuity Administrative Procedure

Procedure Number:	8.01
Procedure Title:	Business Continuity
Original Issue Date:	<i>DRAFT 1.09.2018</i>
Revision Date:	N/A
Appendices:	N/A
Procedures:	OEM Directive 17-002 Mass Notifications, Administrative Manual 2.17 Snow Day Policy, AMOP 14.02 Facilities Access Policy, DAS-FMD Facilities Communications Plan
Federal and State References:	FEMA CGC 1, Continuity Guidance Circular 1, “Continuity Guidance for non-Federal Governments (States, Territories, Tribes and Local Government Jurisdictions)”; OSHA Standards on “Emergency Action Planning”, 29CFR 1910.38(c)
Statutory References:	Wis. s.s. 59.28, “County Officer”; 947.06, “Crimes Against Public Peace, Order and Other Interests”; Chapter 101, Department of Safety and Professional Services, “Regulations of Industries, Buildings and Safety”
Ordinance References:	MCO 47, “Parks and Parkways”
Department Responsible for Updates:	OEM
Date for scheduled procedure review:	1 year from Original Issue Date

- 1) **Objective.**
To establish continuity procedures at facilities when emergencies occur.
- 2) **Definitions.**
 - 2.1 **All Clear.** A signal that danger or difficulty is over.
 - 2.2 **Building owner.** The County department, municipal owner, or private company that operates the building.
 - 2.3 **CEX.** “CEX” means the Milwaukee County Executive.
 - 2.4 **COOP.** Continuity of Operations Plan.
 - 2.5 **EAP.** Emergency Action Plan.
 - 2.6 **DAS-FMD.** Department of Administrative Services – Facilities Management Division.
 - 2.7 **Decision makers.** A group of leaders that decide what actions to take when an abnormal situation occurs. Selected individuals may include: **CEX**, Chief Judge, Comptroller, DAS-FMD Director, **DOT** Director, **MCSO** Command Staff, **OEM** Director, Parks Director, and a municipal Mayor or Village President.
 - 2.8 **DOT.** Department of Transportation.
 - 2.9 **EAS.** Emergency alert system. This system is operated by **OEM** 911.
 - 2.10 **Facility Impairment.** Any unforeseen event that causes facility degradation at a Milwaukee County owned or leased property; e.g., power outage.
 - 2.11 **MCSO.** Milwaukee County Sheriff’s Office.
 - 2.12 **NOAA.** National Oceanic and Atmospheric Administration.
 - 2.13 **NWS.** National Weather Service.
 - 2.14 **Occupant Threat.** A threat to any occupants of any Milwaukee County owned or leased property; e.g., civil unrest, bomb threat.
 - 2.15 **OEM.** Office of Emergency Management.

- 2.16 Other Non-Emergency. Any event that requires attention and occurs at a Milwaukee County owned or leased property.
- 2.17 Successor. An individual that can take over the essential duties of the primary incumbent should the incumbent be incapacitated or unavailable.
- 2.18 Violent event. Any incident that directly threatens harm to one or more individuals on Milwaukee County owned or leased property; e.g., an active shooter.

3) **Responsibilities:**

- 3.1 **Decision makers** must have three identified **successors**.
- 3.2 **Department heads** are responsible to have an **EAP** and **COOP** plan for their department and dissemination and education of their staff. Facility communications plan shall be incorporated. Contact the **building owner** for assistance.
- 3.3 **Building owners** are responsible for communications plans to their occupants in an emergency.

4) **Fire Procedure**. Occupants shall conduct the following:

- 4.1 Listen and look for horns and strobes:
 - 4.1.1 May occur automatically when sensors identify fire symptoms.
 - 4.1.2 May occur by an individual activating a pull station.
- 4.2 Remain calm, do not panic.
- 4.3 Follow specific **EAP** procedures for your location (e.g., evacuation).
- 4.4 On-site **MCSO** deputy shall notify **OEM** 911 of the fire alarm.
- 4.5 **OEM** shall use the **EAS** to alert subscribers of the incident, the location, and evacuation action.
- 4.6 On-site and other required **decision makers** shall communicate by:
 - 4.6.1 Conference call. **OEM** will text **decision makers** the primary or secondary call-in numbers with access code and pin.
 - 4.6.2 **Decision makers** will decide:
 - 4.6.2.1 OPEN – **OEM** will use the **EAS** to tell subscribers “**all clear**” and to return to business as usual.
 - 4.6.2.2 CLOSED – **OEM** will use the **EAS** to give instructions to subscribers on: relocating, or, to end the work day early and go home.
 - 4.6.2.2.1 Each department shall follow their **COOP** plan.

5) **Tornado Procedure**. Occupants shall conduct the following:

- 5.1 Listen and look for warnings of a tornado:
 - 5.1.1 Audible outdoor warning sirens can be heard when outside.
 - 5.1.2 A **NOAA NWS** alert can be heard on a NOAA radio or received via text by signing up w/**NWS**: [inws.ncep.noaa.gov](https://www.inws.ncep.noaa.gov)
 - 5.1.3 Local television and radio alerts may alert listeners.
- 5.2 Remain calm, do not panic.
- 5.3 Follow specific **EAP** procedures for your location (e.g., shelter-in-place).
- 5.4 **MCSO** will guide occupants to shelter areas.
- 5.5 See 4.5. NOTE: any decision to stop work, close a building or relocate means referencing your **COOP** plan for guidance.

- 6) **Violent Event.** Occupants shall conduct the following:
 - 6.1 Maintain awareness of their environment. Indications of a **violent event** will be situational such as:
 - 6.1.1 Witnessing violent behavior. This may be seeing someone indiscriminately firing a weapon.
 - 6.1.2 Alert through word-of-mouth. This may be, “someone is shooting!”.
 - 6.1.3 Shots fired. This may initially sound like fireworks.
 - 6.2 Remain calm, do not panic.
 - 6.3 Follow specific **EAP** procedures for your location (e.g., run-hide-fight).
 - 6.4 **MCSO** and additional law enforcement will respond to the threat.
 - 6.5 See 4.5. NOTE: any decision to stop work, close a building or relocate means referencing your **COOP** plan for guidance.

- 7) **Occupant Threat.** Occupants shall conduct the following:
 - 7.1 Maintain awareness of their environment. Indications of an **occupant threat** may not be readily apparent, but may consist of:
 - 7.1.1 Bomb threat either in person or via telephone.
 - 7.1.2 Suspicious package.
 - 7.1.3 Hazardous material spill.
 - 7.2 Remain calm, do not panic.
 - 7.3 Follow specific **EAP** procedures for your location (e.g., keep the caller on the line; or, leave the area and dial 9-1-1).
 - 7.4 **MCSO** will respond to all threats and special Fire response teams will respond for hazardous spills.
 - 7.5 See 4.5. NOTE: any decision to stop work, close a building or relocate means referencing your **COOP** plan for guidance.

- 8) **Facility Impairment.** Occupants shall conduct the following:
 - 8.1 Maintain awareness. Indications may include:
 - 8.1.1 Alert from **NWS, OEM, DOT, FMD** or **MCSO**.
 - 8.1.2 Power outage (e.g., winter weather, mechanical failure).
 - 8.1.3 Pest infestation.
 - 8.2 Remain calm, do not panic.
 - 8.3 Follow specific **EAP** procedures for your location (e.g., Managers contact **building owner** for guidance).
 - 8.4 **Building owners** shall alert occupants of appropriate action and temporary outages.
 - 8.5 See 4.5. NOTE: any decision to stop work, close a building or relocate means referencing your **COOP** plan for guidance.

- 9) **Other Non-Emergency.** Occupants shall conduct the following:
 - 9.1 Maintain awareness and contact your supervisor. Managers contact **building owner** for guidance.
 - 9.2 **Building owners** shall alert occupants of appropriate action and temporary outages.
 - 9.3 See 4.5. NOTE: any decision to stop work, close a building or relocate means referencing your **COOP** plan for guidance.