



U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
Central Region Policy

ORDER
CE 1600.79

Effective Date:
5/29/09

SUBJ: Crisis Management

- 1. Purpose of This Order.** This order establishes the Central Region Crisis Management Team, defines the responsibilities of the Crisis Management Team participants, and defines procedures for the involvement of the Crisis Management Team.
- 2. Whom This Order Affects.** This Order applies to those who are responsible for planning and implementing Crisis Management.
- 3. Where Can I Find This Order?** This Order is available on the FAA's Intranet website at the URL https://employees.faa.gov/tools_resources/orders_notices/
- 4. Background.** Guidance on workplace violence has been issued in several forms including a policy statement and Supervisor's Guide for Responding to Violence, Threats, or Inappropriate Behaviors issued by the Secretary of Transportation.
- 5. Mission.** The mission of the Crisis Management Team is to provide management with timely legal, medical, employee relations, employee assistance, executive operations/building management and security recommendations on how to best manage critical situations which involve workplace violence or potential workplace violence.
- 6. Composition.** The Crisis Management Team is a multi-disciplinary team chaired by the Regional Administrator and composed of: the Regional Counsel, ACE-7; Manager, Human Resource Management Division, ACE-10; Manager, Executive Operations, ACE-30; Regional Flight Surgeon, ACE-300; Manager, Civil Aviation Security Division, ACE-700; the manager of the affected organization(s) and other ad hoc members as deemed appropriate.
- 7. Responsibilities.** Team member responsibilities are:
 - a. Regional Administrator, ACE-1.** Serves as the Team Chairperson.
 - b. Regional Counsel, ACE-7.** Provides policy guidance and expertise on any matter that requires legal guidance or approval.
 - c. Manager, Human Resource Management Division, ACE-10.** Provides policy guidance and expertise on:
 - (1) Employee Relations.
 - (2) Employee Assistance (EAP).

(3) Conduct and Discipline.

(4) Personnel Actions.

d. Manager, Executive Operations/Building Management, ACE-30. Provides policy guidance and expertise on:

(1) Daily building security operations and security maintenance. This includes ordering additional security guards or security support as needed.

(2) Acting as the point-of-contact for all building security operations, security equipment and maintenance issues.

(3) Personnel access controls.

(4) Law enforcement coordination, Federal, State, County and City.

(5) Security awareness training, annual and supplemental.

e. Aviation Medical Division, ACE-300. Provides policy guidance and expertise on:

(1) Medical evaluation and treatments.

(2) Drug and alcohol screening.

f. Manager, Security and Hazardous Materials Division, ACE-700. Provides policy guidance and expertise on:

(1) Security awareness training.

(2) Investigative support.

(3) National crime information center checks.

(4) Background investigations.

(5) Suitability determinations.

(6) Risk, threat and vulnerability assessments.

(7) Identification media and photographs.

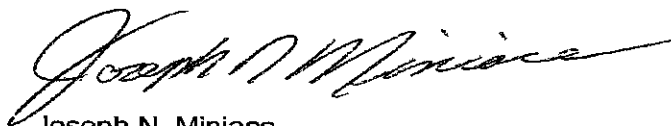
g. Cognizant Division Manager. Ensures that the Crisis Management Team is convened as necessary and that necessary corrective action is implemented.

8. Procedures. Supervisors and managers should assess and document any potentially violent situation. Assistance of the Crisis Management Team may be requested through several channels depending on the seriousness and imminence of the threat. The local manager or supervisor may elevate the request to the division manager or contact the Regional Operations Center (ROC). The ROC will contact the Regional Administrator who will convene the Crisis Management Team as the situation warrants.

9. Post Action De-Briefing. The Crisis Management Team and field management should conduct an after action review to develop lessons learned and refine team and individual functions and response. It provides an opportunity for each team member to report and share observations and experiences. Specific questions which should be addressed in reviewing procedures include the following:

- a. Was the organization effective in dealing with the incident, or potential incident, of workplace violence?
- b. What emergency notification occurred (e.g., local authorities, medical, fire, police, Employee Assistance Program)?
- c. What assessment procedures were instituted to determine the immediate safety of the workplace and the effect of the incident on the workplace?
- d. What communication took place with employees in the facilities? When did the communication take place?
- e. Was the press involved and were they dealt with effectively?
- f. Was there any impact on operations at the facility?
- g. What were the "lessons learned"?

10. Distribution. This order is distributed to branch level in the Regional Office and to all field office facilities.



Joseph N. Miniace
Regional Administrator