



U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
Air Traffic Organization Policy

**ORDER
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JO 1900.4C**

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SUBJ: Flight Inspection Services Continuity of Operations Plan (COOP)

Flight Inspection Services (AJW-3) has daily operations that must be sustained even in the event of a catastrophic disaster or emergency. While the consequences of such an event cannot be predicted, planning for operations under these conditions can mitigate the impact on our people, facilities, and mission.

The responsibilities and actions prescribed in this order will ensure that AJW-3 is able to conduct its mission essential functions within 12 hours and sustain operations for up to 30 days. It also addresses the continuance of effective command and control of AJW-3 from the alternate facility during emergency conditions.

A handwritten signature in blue ink that reads "Edward W. Lucke".

Edward W. Lucke
Director
Flight Inspection Services

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Chapter 1: General Information

1. Purpose of This Order. This order establishes actions to be taken by the Director of Flight Inspection Services (AJW-3) in the event of manmade or natural disasters that impact the capability to support the National Airspace System (NAS) and Department of Defense. This all-hazard concept provides a Continuity of Operations Plan (COOP) for the Director to implement during conditions that interrupt the organization's Mission Essential Functions (MEF).

2. Audience. This order applies to all AJW-3 personnel assigned to geographically separated field offices; the Mike Monroney Aeronautical Center; and the Command Center, Warrenton, VA.

3. Where Can I Find This Order? Copies may be obtained from AJW-3, Emergency Readiness Officer.

4. What This Order Cancels. Order VN 1900.4B, AJW-3 Continuity of Operations (COOP) Plan, dated January 15, 2011.

5. Explanation of Changes. This order incorporates organizational changes and required changes identified during the COOP exercise.

6. Objectives.

a. Ensure continuous command and control over AJW-3 for up to 30 days while at the continuity facility.

b. Ensure the performance of mission essential functions in support of the National Airspace System and Department of Defense are continued.

c. Ensure the safety and welfare of employees during an emergency.

d. Establish relocation procedures that facilitate COOP Plans and enhance decision making during emergencies.

e. Protect essential facilities, equipment, vital records, and assets.

f. Achieve an orderly recovery and quickly resume normal operations following the termination of an emergency condition.

g. Provide the capability to deploy essential personnel when conditions do not require activation of the continuity facility.

7. Authority.

a. Federal Continuity Directive 1 (FCD 1), Federal Executive Branch, National Continuity Program and Requirements.

b. FAA Order 1900.1, FAA Emergency Operations Plan.

c. Executive Order 12656, Assignment of Emergency Preparedness Responsibilities.

d. FAA Order 1910.1, Continuity of Operations Plan for Washington Headquarters.

e. Presidential Decision Directive 62, Protections Against Unconventional to Homeland and Americans Overseas, May 22, 1998.

f. National Security Presidential Directive 51 / Homeland Security Presidential Directive 20, National Continuity Policy, May 9, 2007.

g. Presidential Decision Directive 63, Critical Infrastructure Protection, May 22, 1998.

h. 36 Code of Federal Regulations (CFR), Subpart B, 1236.20, Management of Vital Records.

i. Aeronautical Center Order, AC 1900.13, Mike Monroney Aeronautical Center COOP.

8. Responsibility. The Director of AJW-3 is responsible for developing a COOP to sustain the organization during a catastrophic disaster or emergency.

a. The COOP ensures mission essential functions continue and specifies devolution procedures to transfer mission essential functions when they can no longer be performed.

b. The Director or successor will support the Crisis Response Steering Group and Crisis Response Working Group for the Aeronautical Center. A copy of the AJW-3 COOP will be provided to the emergency readiness officer for the Aeronautical Center (AMP-300). AC 1900.13 as amended identifies tenant responsibilities to the Aeronautical Center Director.

9. Assumptions.

a. AJW-3 facilities and equipment are vulnerable to a variety of emergencies and disasters that could severely damage or destroy the infrastructure. This includes but is not limited to earthquakes, tornadoes, floods, severe winter storms, fire, utility outages, civil disturbances, and terrorist attack.

b. Buildings and assets may be partially or completely destroyed.

c. Electronic and telecommunications capability at the continuity facility may be significantly reduced or unavailable.

Chapter 2: Concept of Operations

1. Director's Responsibilities and Succession

a. Responsibilities. The Director will provide overall guidance during any emergency condition and will make the determination when to convene the Crisis Response Steering Group. The Director will determine available options, such as reducing staffing, reducing or stopping some operations, and activating the emergency operation and/or continuity facility. These determinations will be dependent upon the type of emergency, required and available resources, as well as other factors.

b. Order of Succession. When the Director is unable to perform the functions and duties of the office the next highest-ranking person in the order of succession will serve as Acting Director and carry out the Director's responsibilities. The Senior Staff serving as the Acting Director remains in this position until the Director or a person higher in the order of succession is available. Changes to any orders of succession involving the conduct of essential functions should be revised as necessary and distributed promptly as changes occur. AJW-3 order of succession contact information for the Director, Groups, and Flight Inspection Field Offices is located in the COOP Support Book.

Table 2-1: AJW-3 Director's Order of Succession

| Order of Successors to the Director |
|---|
| Manager, Aircraft Maintenance & Engineering Group, AJW-34 |
| Manager, Flight Inspection Operations Group, AJW-33 |
| Manager, DoD Program Office, AJW-3 |
| Manager, Flight Program Services Group, AJW-39 |
| Manager, Safety and Quality Assurance Group, AJW-38 |
| Manager, Business Services Group, AJW-31 |

2. COOP Phases. COOP planning and actual implementation involves four following phases:

a. Pre-deployment Readiness Phase. This phase includes all planning and preparatory actions required to ensure an effective implementation of the COOP plan. This includes identification of mission essential functions and employees, collection of vital records, development of emergency checklist and procedures, designation and training of emergency personnel, and development of activation and notification procedures.

(1) Mission Essential Functions. These functions are services that must be continued in all circumstances with little or minimal interruption. Mission essential functions can be dictated by law, by organizational leadership, or by support requirements to others.

Table 2-2: AJW-3 Mission Essential Functions

| Priority | Mission Essential Functions |
|----------|--|
| *1 | AJW-31 - Provide financial actions, records management, and administrative services to the Director. |
| *1 | AJW-33 - Provide flight inspection, flight validation and flight control (dispatch) services in support of the National Airspace System and Department of Defense. Aircraft will be operated In Accordance With AJW-3 Operations Manual 4040.50. |
| *1 | AJW-34 - Provide aircraft maintenance and engineering services to the flight program. Aircraft will be maintained In Accordance With AJW-3 General Maintenance Manual 4100.24. |
| *1 | AJW-38 - Provide safety services to the flight program and perform emergency readiness duties for the Director. |
| *1 | AJW-39 - Provide flight inspection scheduling services to the flight program supporting the National Airspace System and Department of Defense. |

Note:

*Priority 1 functions. Immediate and significant impact if not continued. These functions will be established prior to all others.

*Priority 2 functions. Moderate impact if not continued.

*Priority 3 functions. Minor impact or significant inconveniences if not continued.

(2) Essential Employees (COOP). Essential employees are pre-designated and trained personnel with the responsibility of ensuring mission essential functions continue throughout the COOP event. In addition to the essential workforce, individuals will need to support AJW-3 Crisis Response Steering Group, the Aeronautical Center's Crisis Response Steering Group, and the Aeronautical Center's Crisis Response Working Group. Individual contact information and Essential Employee's requiring a laptop for daily use are listed in the COOP Support Book.

(a) Crisis Response Steering Group. This group provides policy for COOP implementation and oversight for deployment actions. The Steering Group for AJW-3 consists of the group staff and is chaired by the Director of AJW-3. The Director also has an obligation to the Aeronautical Center's Crisis Response Steering Group and will delegate an equivalent member when requested.

(b) Crisis Response Working Group. The Director has an obligation to the Aeronautical Center's Crisis Response Working Group and will designate a primary and alternate representative in writing to the Aeronautical Center Operations Center. Additional members can be added, as needed, depending on the incident.

Table 2-3: AJW-3 Crisis Response Steering Group Members

| Crisis Response Steering Group |
|---|
| Director, AJW-3 (Chair) |
| Manager, Senior Safety Pilot, AJW-3 |
| Manager, Business Services Group, AJW-31 |
| Manager, Flight Inspection Operations Group, AJW-33 |
| Manager, Aircraft Maintenance & Engineering Group, AJW-34 |
| Manager, Safety and Quality Assurance Group, AJW-38 |
| Manager, Flight Program Services Group, AJW-39 |
| Department of Defense (DoD) Program Manager, AJW-334AF |

(3) Delegation of Authority. This authority is vital to ensuring all individuals know who can make key decisions for policy determination and other decisions at the headquarters, field, satellite, and other organizational levels during a COOP event. This Delegation of Authority will take effect when normal channels are disrupted, will terminate when normal channels are restored, and will only allow the individual authority for the immediate COOP event.

(4) Devolution. A catastrophic event that renders AJW-3, headquartered in Oklahoman City, Oklahoma, incapable of performing mission essential functions from any of the continuity facilities would require the function to be devolved. The COOP Support Book provides guidance on devolving Command & Control; FICO scheduling; FICO Flight Control and maintaining two aircrews and maintenance at the field offices.

(5) Emergency Operation Facility. AJW-3 has identified a primary, alternate, and second alternate to be utilized during a COOP event. These alternate work locations will allow emergency personnel to provide leadership and direction while ensuring mission essential functions continue with minimal interruption. Appendix C identifies the location for the primary, alternate, and second alternate facility. The COOP Support Book provides detailed directions to the Aeronautical Center Director's facilities and the Second Alternate location.

(6) Deployment Kits. AJW-3 Crisis Response Steering Group members are encouraged to maintain deployment kits. These kits ensure relocation with up-to-date information that will assist in the performance of mission essential functions. Crisis Response Steering Group members may identify any number of resources that would be needed or beneficial at the relocation site. A short list of recommended items is identified below.

Table 2-4: AJW-3 Deployment Kit Content

| Deployment Kit Content | | |
|------------------------|----------------------|---|
| Laptop Computer | Vital Records | Personnel Rosters & Contact Information |
| Emergency Medications | Forms & Spreadsheets | COOP Support Book |

(7) Relocation Transportation. Personal-owned transportation will be utilized as much as possible to relocate the Crisis Response Steering Group to the new location. Some emergencies may create the need for an alternate means of transportation via Aeronautical Center resources.

(8) Continuity Communications. The ability of AJW-3 to execute its mission essential functions at its emergency operation and/or continuity facility is dependent upon the identification, availability, and redundancy of critical communications and information technology (IT) systems. Systems, such as, secure and non-secure phone, video conferencing, fax, satellite phone, and messaging capabilities support connectivity between key leadership, internal elements, external organizations and agencies, and critical customers. A list of communications capabilities currently available at the primary, alternate, and second alternate continuity facility is outlined in Appendix C. Specific implementation requirements for the continuity facility capabilities are outlined in Appendix B.

(9) Vital Records. Another critical element of a viable continuity plan and program includes the identification, protection, and ready availability of electronic and hardcopy documents, references, records, information systems, and data management software and equipment (including classified and other sensitive data) needed to support mission essential functions during a continuity situation. Personnel must have access to and be able to use these records and systems to perform mission essential functions and to reconstitute back to normal operations.

(a) AJW-3 has identified vital records and has provided a consolidated list to AJW-3 Emergency Readiness Officer, Aeronautical Center Records Management Officer (AMC-3) and the Aeronautical Center Emergency Readiness Officer (AMP-300).

(b) All groups are responsible to ensure they can access needed vital records during a COOP activation.

Table 2-5: AJW-3 Vital Records

| Group | Vital Record | Format |
|-----------------------------|---|---------------------------|
| Emergency Operating Records | | |
| All Groups | See deployment kit and/or COOP support book | Paper/Electronic/internet |
| Rights and Interest Records | | |
| All Groups | See deployment kit and/or COOP support book | Paper/Electronic/internet |

b. Alert, Activation, and Deployment Phase. This phase involves actions taken to determine if an emergency condition requires relocation of all or part of AJW-3 Crisis Response Steering Group; to determine when deployment should be initiated; to notify essential employees; and to inform personnel not involved in the relocation process of their status, including any additional information or instructions. This phase would also encompass emergency operation and/or continuity facility activation, as well as implementation of transportation, logistics, and security issues necessary to support this phase.

(1) Alert Phase. AJW-3 single point of notification for national emergencies or natural disasters is the Flight Inspection Central Operations (FICO) Team (405) 954-9780. Refer to COOP Support Book or Appendix B, Table B-2 of this order to start the COOP process. The FICO may receive notification from any of the following:

- (a) Aeronautical Center due to emergency events affecting the Aeronautical Center.
- (b) The Director of AJW-3 or the Manager of geographically separated field offices.
- (c) News, radio, and internet reports identifying emergency conditions at or near our geographically separated facilities. Activation of the Crisis Response Steering Group may be needed to relocate employees and assets to another AJW-3 facility.

(2) Activation Phase. When the alert to perform a COOP activation is received, AJW-3 will follow specific activation checklist procedures in Appendix B. This procedure addresses activation during duty and non-duty hours.

(3) With or Without Warning. The same COOP activation procedure outlined in Appendix B will be followed during COOP activations occurring with or without warning. However, when a COOP activation warning occurs prior to the COOP event, AJW-3 will activate only the Crisis Response Steering Group.

(4) Deployment Phase. AJW-3 will determine the extent of the deployment based on the nature of the emergency situation. When the determination has been made to deploy to the emergency continuity facility, the Emergency Readiness Officer or alternate will be responsible for the activation process. Specific Continuity Facility deployment procedures are found in Appendix B.

c. Operations Phase. This phase includes performing mission essential functions and exercising leadership over AJW-3 operations. A detailed list of considerations and activities pertaining to the operations phase is outlined in Appendix B. The following list includes generic actions AJW-3 will perform during the operations phase:

- (1) Maintain leadership control of AJW-3.
- (2) Ensure all identified mission essential functions are continued.
- (3) Follow appropriate AJW-3 COOP and emergency response checklists.
- (4) Provide regular updates to the Mike Monroney Aeronautical Center and National Operations Control Center hourly or as requested.

d. Reconstitution Phase. This phase prepares for the orderly return to normal operations, including the recall of non-responder workforce and the termination of emergency operation and/or continuity facility operations. Reconstitution planning will begin 24-48 hours after the COOP activation. The Crisis Response Steering Group will work the transition using specific reconstitution actions and considerations located in Appendix B and the COOP Support book.

Chapter 3: Human Capital and Telework Guidance

1. Human Capital Responsibilities.

a. Identification and Notification of Essential Personnel. AJW-3 maintains a listing of mission essential employees for each mission essential function in the COOP Support Book. Refer to Appendix B of this order and the COOP Support Book for notification procedures.

b. Accountability. AJW-3 Group Managers and contract project managers will maintain a current listing of all employees. Each group manager must account for their personnel following an emergency at any location where AJW-3 employees are assigned. The Director of AJW-3 will be briefed within 1 hour of the emergency with employee updates and a report must be given each hour until all employees have been accounted for. A consolidated AJW-3 accountability report will be given to the Aeronautical Center Operations Center at (405) 954-3583 within one (1) hour of the emergency when requested.

c. Human Capital Guidance. AJW-3's process to communicate human capital guidance during normal operations and during a COOP event (pay, leave, work scheduling, benefits, telework, hiring and other human resources flexibilities) is available from the Business Services Group. In addition to this resource, the Aeronautical Center, Office of Human Resource Management, will provide guidance to the Center Management Team on human capital issues. This will include but not limited to; Leave Flexibilities, Pay Flexibilities, Staffing Flexibilities, and Work Schedule Flexibilities.

2. Telework Protocols and Procedures. Telework can be an extremely effective tool during and following any emergency event that significantly impacts the Aeronautical Center or AJW-3 facilities. The following steps are an effort to benefit from the advantages a telework program can provide:

a. Evaluate essential employees to determine if they are capable of performing mission essential functions via telework. Designate those who are capable of working from their residence or other predetermined site during a crisis when their normal work locations are not accessible. During the emergency telework status, the employee should be productive in his or her assigned emergency duties and perform expected mission essential functions. The employee's immediate manager, or other appropriately identified official representing the employee's organization, will communicate to the employee the work schedule established (including the starting and ending times for the work day) and its duration; the work to be performed; and, if necessary, the times an employee must be "on call." At a minimum, the employee must be reachable by telephone during the hours established for the employee's work day.

b. AJW-3 emergency telework members must complete a Telework Agreement, along with a Self-Certification Safety Checklist for Home-Based Teleworking. Copies of these Teleworking Agreements will be maintained by AJW-3, and the Aeronautical Center's Human Resource telework coordinator. However, during an emergency, exceptions can be granted so that personnel may telework even if they do not have formal telework agreements. Employees who were not originally designated as teleworkers may be needed if others cannot serve as planned.

c. AJW-3 will participate in Aeronautical Center telework exercises as required.

Chapter 4: COOP Testing, Training, and Exercise (TT&E) Program

- 1. TT&E Guidance.** All tests and exercises will be conducted under a no-fault principle. Exercises should be allowed to reveal deficiencies and areas for improvement without fear of reprisal. This will ensure that AJW-3 is capable of identifying and correcting COOP planning and implementation deficiencies prior to any COOP activation.
- 2. Training and Orientation.** AJW-3 Emergency Readiness Officer will provide annual training and orientation to employees who are designated as Crisis Response Steering Group members.
- 3. Tests and Exercises.** AJW-3 will participate in all mandatory Aeronautical Center tests and exercises and, when appropriate, will use the Aeronautical Center exercise to satisfy our own test and exercise requirements. When the Aeronautical Center tests and exercises do not satisfy our needs, the Emergency Readiness Officer will conduct the tests and exercises listed in Table 4.1.
 - a. Evaluation.** Upon completion of a COOP exercise, the Emergency Readiness Officer will complete an after action report to be submitted to the Director with a copy provided to the Aeronautical Center (AMP-300). This report will outline the strengths and weaknesses identified during the exercise. The report will also identify the office of primary responsibility (OPR) for correcting any weaknesses identified in the report. All OPRs will be required to respond to the Emergency Readiness Officer with the corrective actions taken. The Emergency Readiness Officer will close out the report with a final briefing to the Director/Managers regarding all corrective actions taken by designated OPRs.
 - b. Exercise Schedule.** All attempts will be made to conduct the exercises on the scheduled dates unless outside circumstances prevent such. Actual emergencies can be counted as credit for exercises provided an after actions report is completed.

Table 4.1: Testing, Training, & Exercise Requirements

| ACTION: | FREQUENCY |
|--|------------------|
| TESTING | |
| Test COOP notification procedures for alerting and activating continuity personnel | Annual |
| Test capability to recover vital classified and unclassified records, critical information systems, services, and data | Annual |
| Ensure LAN, phone lines, and secure phone lines are operational | Quarterly |
| TRAINING | |
| Provide a COOP awareness briefing to all employees designated as Crisis Response Steering Group members | Annual |
| Groups will provide COOP training to all personnel, including contract personnel. | Annual |
| EXERCISES | |
| Perform COOP exercise | Annual |

Appendix A: Glossary of Government Terms and Acronyms

1. Acronyms

| | |
|---|------------|
| Aeronautical Center | AC |
| Air Force Flight Standards Agency | AFFSA |
| Office of Human Resource Management | AMH |
| Assistant Administrator for Regions and Center Operations | ARC |
| Centers for Disease Control | CDC |
| Continuity of Operations Plan | COOP |
| Continuity Facility.. | CF |
| Contracting Officer Technical Representative | COTR |
| Crisis Response Steering Group | CRSG |
| Crisis Response Working Group | CRWG |
| Department of Transportation | DOT |
| Emergency Operation Facility | EOF |
| Emergency Situations | EMS |
| Emergency Readiness Officer | ERO |
| Federal Aviation Administration | FAA |
| Federal Emergency Management Agency | FEMA |
| For Official Use Only | FOUO |
| Freedom of Information Act | FOIA |
| Guidance on Emergency Situations | EMS |
| Human Resources Policy Manual | HRPM |
| In Accordance With | IAW |
| Knowledge Services Network | KSN |
| Line of Business | LOB |
| Mike Monroney Aeronautical Center | MMAC |
| National Airspace System | NAS |
| National Operations Control Center | NOCC |
| Occupational Safety and Health Administration | OSHA |
| Office of Personnel Management | OPM |
| Office of Primary Responsibility | OPR |
| Oklahoma City, OK | OKC |
| Operating Line of Succession | OLS |
| Operations Center | Ops Center |
| Privately Owned Vehicle | POV |
| Reconstitution Team | RT |
| Regional Office | RO |
| Situation Report | SITREP |
| Standard Operating Procedure | SOP |
| Virtual Private Network | VPN |

2. Definitions.

a. All-hazards. The spectrum of all types of hazards including accidents, technological events, natural disasters, terrorist attacks, chemical warfare, radiological, nuclear, explosive events, biological, and pandemic influenza events.

b. Alternate facilities. Locations, other than the primary facility, used to carry out essential functions, particularly in a continuity event. "Alternate facilities" refers to other locations and/or teleworking.

c. Avian Influenza Virus (Bird Flu). A dangerous influenza strain found in wild birds that is also capable of infecting domestic poultry and some mammals.

d. Communicable disease. A disease that can be transmitted from person to person.

e. Continuity Communications. Voice, video, and data capabilities that enable the leadership and staff to conduct the mission essential functions of the organization. Robust communications help ensure that the leadership receives coordinated, integrated policy and operational advice and recommendations and will provide the ability for governments and the private sector to communicate internally and with other entities (including with other Federal agencies, State, local, territorial, and tribal governments, and the private sector) as necessary to perform their mission essential functions.

f. Continuity Facility. A location where employees go to actually continue essential functions following a COOP event.

g. Continuity of Operations. The capability of an organization to continue to operate or rapidly resume operations in an emergency or threat of an emergency. COOP activities may include the activation of a continuity facility; the evacuation of personnel; the selection and occupation of alternate facilities able to support the continuation of mission essential functions; and the provisions of automation, logistics, and telecommunications support by temporary use of non-standard or alternative means.

h. Continuity of Operations Plan (COOP). An effort within individual agencies to ensure they can continue to perform their mission essential functions during a wide range of emergencies, including localized acts of nature, accidents, and technological or attack-related emergencies.

i. Delegation of authority. Identification, by position, of the authorities for making policy determinations and decisions at HQ, field levels, and all other locations. Generally, pre-determined delegations of authority will take effect when normal channels of direction have been disrupted and will stop when normal channels are reestablished.

j. Devolution. The capability to transfer statutory authority and responsibility for mission essential functions from an organization's primary operating staff and facilities to other employees and facilities, and to sustain that operational capability for an extended period.

k. Deployment kits. A kit prepared by, and for, an individual who expects to deploy during an emergency. The kit contains items needed to minimally satisfy an individual's personal and professional needs during deployment.

l. Emergency Operation Facility (EOF). A location where management goes to manage the overall event and direct operations as necessary.

m. Essential employees (COOP). AJW-3 personnel tasked to implement the COOP, perform mission essential functions, and all Crisis Response Steering Group and Crisis Response Working Group members for both AJW-3 and the Aeronautical Center.

n. Mission Essential Functions (MEF). Functions that must be carried out on a continual basis to operate the NAS and to support national defense, homeland security, law enforcement, and crisis response actions in addition to maintaining essential civil and defense air services.

o. Non-responder workforce. Government or contract personnel who are not required to immediately respond to an emergency or disaster.

p. Occupant Emergency Plan. A short-term emergency response program that establishes procedures for safeguarding lives and property.

q. Pandemic influenza. A global outbreak of disease that occurs when a new influenza virus emerges in the human population, causes serious illness, and spreads easily from person to person worldwide.

r. Social distancing. Social measures to decrease the frequency of contact among people in order to diminish the risk of spread from communicable disease.

s. Telework. The performance of work at a location other than the regular duty station.

t. Vital Records. Electronic and hardcopy documents, references, and records to support essential functions during a continuity event. The two basic categories of vital records are (1) emergency operating records and (2) rights and interests records.

Appendix B: Continuity of Operations Plan (COOP) Checklists.

This appendix includes applicable COOP checklists necessary to successfully and efficiently implement the AJW-3 COOP Plan.

Table B-1: COOP Pre-deployment Phase Checklist

| ACTION ITEM: | OPR |
|--|------------|
| ESSENTIAL EMPLOYEES: | |
| Maintain a current listing of AJW-3's CRSG and group ERO representatives | ERO |
| Provide the Aeronautical Operations Center CRSG/CRWG representative updates as requested. AJW-3 is obligated to support one (1) CRSG and two (2) CRWG representatives for the Aeronautical Center. (Consider additional individuals for 24/7 operations) | ERO |
| Maintain deployment kit for CRSG members with supplies necessary to continue mission essential functions at the emergency operation and continuity facility | All Groups |
| Provided an updated three (3) deep Order of succession list for all management positions to the AJW-ERO by December 15 th annually | All Groups |
| MISSION ESSENTIAL FUNCTIONS: | |
| Identify, validate, and annually review the organization's specific mission essential functions | All Groups |
| Provide an updated list of mission essential functions listed by priority to the AJW-3 ERO by December 15 th annually | All Groups |
| Provide an updated list of essential employees for each mission essential function to the AJW-ERO by December 15 th annually | All Groups |
| VITAL RECORDS: | |
| Identify, validate, and annually review the organization's specific mission essential vital records | All Groups |
| Provide an updated list of mission essential vital records to the AJW-3 ERO by December 15 th annually | All Groups |
| Ensure all identified vital records can be accessed at all possible emergency operation and continuity facility locations | All Groups |
| EMERGENCY OPERATION FACILITY PREPARATION SUPPORT ACTIONS: | |
| Stock the primary/alternate facility with administrative supplies | ERO |
| Maintain currency of group COOP support book | All Groups |
| Ensure LAN, Phone Lines, and Secure Phone lines are operational and checked quarterly | ERO |
| TELEWORK ACTIONS: | |
| Identify, validate, and annually review the organization's specific telework agreements for essential workers | All Groups |
| Each group will provide an updated telework list to the AJW-3 point of contact by December 15 th annually | All Groups |

Table B-2: COOP Activation and Deployment Phase Checklist

| ACTION ITEM: | OPR |
|--|--------------|
| ACTIVATION DURING DUTY & NON DUTY HOURS ACTIONS: | |
| Activate the COOP Plan (Director or Successor) | AJW-3 |
| AJW-3 ERO is notified and given time for requested CRSG members to meet at the Director's primary or alternate emergency operation facility. | AJW-3 |
| Notify FAA Washington Operations Center (202) 267-3333 that AJW-3's COOP has been activated with status of personnel and advise them of impact to operations (Director or Successor) | AJW-3 |
| The Primary Emergency Readiness Officer will alert the Director's Crisis Response Steering Group through our account with USP3 Alert System . The message will be sent to: "AVN-CRSG" and AVN-AJW39-FICO with the time and location to meet along with a brief narrative of the emergency (Text and Voice). If USP3 is not available, contact the On-Duty Flight Inspection Central Operations Team member at (405 954-9780) to relay the instructions to the requested CRSG members and FICO personnel. | ERO |
| Decision to perform telephone recall to account for all employees will be made by the CRSG chair. The CRSG chair will be briefed within one (1) hour of the emergency on the status of employee recall. A report must be given hourly until the status of all employees has been determined. See COOP Support Book. | AJW-3 |
| Notify AMC-1 Operations Center on activation decision – 405 954-3583 | CRSG |
| Decision to start tracking funds expended during event (Director or Successor) | AJW-3 |
| Provide a consolidated AJW-3 accountability report to the Aeronautical Center Operations Center at (405) 954-3583 within one (1) hour of the emergency when requested. | CRSG |
| Continuity facility activation is determined on emergency situation | AJW-3 |
| Notification and activation of mission essential employees is determined by emergency situation. See COOP Support Book | CRSG |
| Maintain a log of events to record the situation and response actions taken by AJW-3 | AJW-3 ERO |
| CONTINUITY FACILITY DEPLOYMENT ACTIONS | |
| CRSG and AJW-3 ERO members will assist in setting up the continuity facility from the emergency operation facility | AJW-3 ERO |
| Conduct an initial situation briefing passing along emergency details and any AJW-3 requests. Establish regular briefing schedule | AJW-3 ERO |
| Collect the status of resources and damage assessment for an update to Director of AJW-3 within 1 hour of activation | CRSG |
| Notify employees of their duty status through group and contract program managers. | CRSG |

Table B-3: COOP Operations Phase Checklist

| COOP OPERATIONS PHASE ACTIONS: | |
|---|--------------------------|
| ACTION ITEM: | OPR |
| Establish and maintain command and control of organization | CRSG |
| Commence full execution of mission essential functions | All Groups |
| Continue to monitor the crisis situation and provide updates to CRSG | AJW-3 ERO |
| Establish and maintain contact with Internal and External departments, agencies, and customers as necessary | All Groups |
| Implement emergency telework program | As Directed |
| Notify non essential personnel using phone trees, USP3, fan-out lists, or recall rosters on present situation | As Directed |
| Provide situation reports to AJW-3 or designee every twelve (12) hours or as requested | ERO/ Alternate ERO |

Table B-4: COOP Reconstitution Phase Checklist

| COOP RECONSTITUTION PHASE ACTIONS: | |
|--|-------------|
| ACTION ITEM: | OPR |
| Establish an AJW-3 Reconstitution Team (RT) based on the affected area. Team will include a member from each Group led by a CRSG member. | CRSG |
| RT will begin developing a plan within 24-48 hours after the COOP activation. | CRSG |
| Develop a time phased plan listing functions and projects in order of priority. MMAC Building Priority is: Hangar 9, Hangar 8, Building 4, and ARB | AJW-3 RT |
| Notify employees of reconstitution plan and implementation strategy | CRSG |
| Develop procedures as necessary for restructuring staff | AJW-3 RT |
| Provide daily updates on the status of the reconstitution efforts to the CRSG to be consolidated and forwarded to the MMAC reconstitution team | All Groups |

Appendix C: Emergency Operation/Continuity Facility Information

AJW-3 Oklahoma City, Oklahoma

1. Primary Location. The primary emergency operation facility for AJW-3 is located in Flight Inspection Building #4, Room 130. This facility will be maintained in a state of readiness at all times. Limited back-up power capability is available through fixed generator support.

a. Dimensions. Workspace consist of multiple workstations, projectors, television monitors, secure phones, kitchenette, and a conference room.

b. Directions. The primary facility is located on Aeronautical Center physically controlled property in Oklahoma City, Oklahoma.

c. Parking. Parking is available using existing spaces on the sides of the building.

d. Security and Facility Access. The Aeronautical Center is a highly secure campus and will continue to ensure unauthorized individuals are not permitted to enter.

2. Alternate Location. The alternate facility for AJW-3 is located in the basement of ARB Bldg 22, Room B-04. This facility will be maintained in a state of readiness at all times. All resources have back-up power capability through fixed generator support.

a. Dimensions. Conference room with approximate seating capacity for 20.

b. Directions. The alternate facility is located on Aeronautical Center physically controlled property in Oklahoma City, Oklahoma.

c. Parking. Parking is available using existing spaces on the sides of the building.

d. Security and Facility Access. The Aeronautical Center is a highly secure campus and will continue to ensure unauthorized individuals are not permitted to enter.

3. Second Alternate Location. The second alternate facility for AJW-3 is located at Wiley Post Airport in AJW-C23J's Oklahoma City Program Support Center. This FAA office building will be utilized in the event the primary and alternate locations are unusable.

a. Dimensions. The facility manager has agreed to accommodate seating for approximately 10. However, an exact space cannot be identified but in the event AJW-3 requires an offsite continuity location, the complex has sufficient space to accommodate our needs.

b. Directions. The second alternate facility is located on Wiley Post Airport – 5909 Philip J. Rhoads Ave, Bethany OK 73008. The POC is Danna Wolf @ (405) 798-2003 (Office). The CRSG members will need to use the intercom and display their FAA badge for entry. Detailed directions are in the COOP Support Book

c. Parking. Parking is available using existing spaces on the sides of the building.

d. Security and Facility Access. The Oklahoma City Program Support Center (AJW-C23J) has restricted entry with public access to the parking lot.

4. Communications Capability. The following is a list of communication assets available at the Primary (P), Alternate (A), and Second Alternate (SA) location:

- a. Secure (Secret) telephone lines – P/A
- b. Non-secure telephone lines – P/A/SA
- c. Fax – P/A/SA
- d. Cell and Wi-Fi – P/A/SA
- e. LAN internet connectivity – P/A/SA

Appendix D: AJW-3 Plan for Sustaining Mission Essential Functions during a Pandemic

1. Appendix Guidance. This appendix provides the guidance and procedures necessary to ensure the AJW-3 organization can accomplish all mission essential functions during a pandemic influenza outbreak affecting the Oklahoma City area or any of its field office locations.

2. Situation and Assumptions. The Department of Health and Human Services recommends that government entities and the private sector plan with the assumption that up to 40% of the workforce may be absent for periods of approximately two weeks at the height of a pandemic wave. The expectations are for a lower absentee rate for shorter periods of time on either side of the peak. Several waves lasting 6-8 weeks are expected during the total course of a pandemic, which is expected to last 12-18 months.

3. Concept of Operations. During a pandemic influenza emergency affecting AJW-3, all COOP planning elements addressed in the main body of this plan should be observed, as they are relevant and applicable to all emergency situations. Additional planning and response measures that would only apply during a pandemic influenza outbreak are detailed in the following sections.

4. Extended Mission Essential Functions and Non Essential Functions. A pandemic Influenza emergency is projected to last longer than the normal 30 day COOP planning window. Because of this fact, AJW-3 has evaluated the mission essential functions list to determine if any additional functions would be essential during a longer term emergency. AJW-3 has also identified all functions that could be suspended during a pandemic influenza emergency and titled these, non essential functions.

a. Extended Mission Essential Functions. No additional functions have been identified as essential regarding a pandemic influenza emergency lasting greater than 30 days. The mission essential functions list provided in the main body of this plan will continue to serve as the AJW-3 mission essential functions during traditional COOP activations and pandemic influenza emergencies.

b. Non Essential Functions. Identifying specific functions as non essential does not mandate they be precluded from normal day-to-day operations. However, these functions should only be addressed after pre-identified mission essential functions have been provided for and only upon management direction. See COOP Support Book.

5. Pandemic Influenza Human Capital Concerns. Most human capital concerns are addressed in the main body of this plan. However, there are a few concerns that are specific to a pandemic influenza emergency.

a. Social Distancing. When given guidance from the Aeronautical Center or when situations warrant, AJW-3 will implement social distancing measures. The following list identifies specific social distancing measures that may be taken during the progression of a pandemic influenza emergency.

- (1) Reduce or eliminate face-to-face meetings including group and one-on-one.
- (2) Adjust workspace assignments to increase the space between employees.

(3) Avoid groups of people at break times.

(4) If face-to-face discussion is unavoidable, maintain a distance of at least 6 feet from other employees, as recommended in applicable Center for Disease Control (CDC) guidance. Inform employees to avoid handshaking.

b. Alternate Work Schedule. When given guidance from the Aeronautical Center or when situations warrant, AJW-3 will evaluate the need to establish an alternate work schedule. Extending the available hours of work and adjusting employee schedules will assist AJW-3 in conducting an effective social distancing program.

6. AJW-3 Implementation Plan. This section lists specific AJW-3 actions to consider during the pandemic influenza stages. These actions may be directed by the AC CRSG or by Flight Inspection Services CRSG management as necessary.

a. STAGE – 0 & 1. New domestic animal outbreak in at-risk country / suspected human outbreak overseas. AJW-3 will consider implementing the following measures:

(1) AJW-3 ERO will alert management of the increase in the pandemic STAGE.

(2) AJW-3 has identified all employees capable of teleworking and coordinated with Office of Human Resource Management (AMH) and ATO-A on establishing teleworking capabilities for such employees.

(3) AJW-3 will monitor their mission essential functions to ensure they have the ability for a three-deep Order of Succession. AJW-3 will begin a cross training program to overcome shortfall as required.

(4) AJW-3 will review Appendix D in this order for pandemic guidance.

(5) Other actions as appropriate.

b. STAGE – 2. Confirmed human outbreak overseas. AJW-3 will consider implementing the following additional measures:

(1) AJW-3 will conduct a test of all emergency telework capabilities and consider the appropriate time to implement telework procedures.

(2) AJW-3 will distribute educational material developed by CAMI, CDC or other reputable source regarding proper germ avoidance measures and proper actions to take when sick or when attending to sick family members.

(3) AJW-3 will evaluate any overseas travel requirements and will suspend all travel to and from locations with confirmed pandemic influenza outbreaks if at all possible.

(4) The Aeronautical Center's ERO will ensure their status website and phone recording are up to date with pertinent information.

(5) Other actions as appropriate.

c. STAGE – 3. Widespread human outbreaks in multiple locations overseas. AJW-3 will consider implementing the following additional measures:

(1) All actions in STAGE 0, 1 & 2 will be reviewed and will be accomplished as directed by the AC or AJW-3 CRSG.

(2) AJW-3 will relay information to all employees regarding time and attendance and leave request policies and procedures affected by a pandemic influenza emergency, as they are received from AMH and ATO. See Alert/Recall Procedures.

(3) AJW-3 will begin to increase the usage of the telework program.

(4) AJW-3 will develop a plan for distributing any previously acquired pandemic influenza protective resources.

(5) AJW-3 will review social distancing recommendations for a pandemic influenza and be prepared to implement these measures upon an increase in the STAGE.

(6) AJW-3 will develop an alternate work schedule plan to be implemented upon an increase in the STAGE or when directed by the AC or AJW-3 CRSG.

(7) AJW-3 will remind all employees that they are requested to stay home when experiencing flu like symptoms.

(8) Other actions as appropriate.

d. STAGE – 4. First human case in North America. AJW-3 will consider implementing the following additional measures:

(1) All actions in STAGE 0, 1, 2 & 3 will be reviewed, and will be accomplished as directed by the AC or AJW-3 CRSG.

(2) AJW-3 will increase the use of the telework program to accomplish mission essential functions and will review procedures for a full implementation of telework to the maximum extent possible.

(3) AJW-3 will ensure all employees receive the educational information provided by CAMI.

(4) AJW-3 will increase the use of social distancing measures. This would include limiting work related face-to-face meetings and conferences, training classes, and break and lunchtime gatherings.

(5) Other actions as appropriate.

e. STAGE – 5. Spread throughout the United States. AJW-3 will consider implementing the following additional measures:

(1) All actions in STAGE 0, 1, 2, 3, & 4 will be reviewed and will be accomplished as directed by the AC or AJW-3 CRSG.

(2) AJW-3 will use the telework program to accomplish mission essential functions to the maximum extent possible.

(3) AJW-3 will increase social distancing measures to the maximum extent possible.

(4) AJW-3 will support the AC pandemic influenza educational efforts.

(5) Other actions as appropriate.

f. STAGE – 6. Recovery and preparations for subsequent waves. As further influenza waves may occur, these actions may or may not be appropriate and can be partially implemented. AJW-3 will consider the following measures in preparation to return to a normal working environment:

(1) All actions in STAGE 0, 1, 2, 3, 4 & 5 will be reviewed, and AJW-3 CRSG recovery directions will be accomplished.

(2) AJW-3 will identify the actions that should be taken to prepare for the return of a full workforce to the workplace.

(3) AJW-3 will identify which employees will return to the workplace first, based on priority.

(4) AJW-3 will submit an after-actions report to the AC and ATO CRSG for inclusion in their after-action reports.

(5) AJW-3 will coordinate with AMH on critical positions that may need to be filled due to the impact of the pandemic on employees.

(6) Other actions as appropriate.

Appendix E: Administrative Information

1. Distribution. This order has been designated as For Official Use Only (FOUO); therefore, the order is only given to AJW-3 mission essential personnel, management, and the MMAC Emergency Readiness Officer.

2. Authority to Change This Order. Changes can be made by AJW-3 ERO or his or her alternate. All requested changes should be submitted via email to the ERO as listed in the Continuity of Operations (COOP) Support Book.