

ORDER

U. S. Department of Transportation
Federal Aviation Administration
SOUTHERN REGION

SO 1600.18

5/4/98

SUBJ: CRISES MANAGEMENT TEAM

1. PURPOSE. This order establishes the Southern 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. DISTRIBUTION. This order is distributed to branch level in the Regional Office and to all field offices and facilities.
3. 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, and a training course entitled "Management of the Potential for Violence in the Workplace", which is conducted by the Human Resource Management Division, ASO-10. In conjunction with this directive, a regional Supervisor's Guide to Managing Workplace Violence is being distributed to all managers and supervisors in the Southern Region.
4. MISSION. The mission of the Crisis Management Team is to provide management with timely legal, medical, employee relations, employee assistance, logistical, and security recommendations on how to best manage critical situations which involve workplace violence or potential workplace violence.
5. COMPOSITION. The Crisis Management Team is a multi-disciplinary team chaired by the Regional Administrator and composed of: the Regional Counsel, ASO-7; Manager, Human Resource Management Division, ASO- 10; Manager, Logistics Division, ASO-50; Regional Flight Surgeon, ASO-300; Manager, Civil Aviation Security Division, ASO-700; the manager of the affected organization(s), and other ad hoc members as deemed appropriate.
6. RESPONSIBILITIES. Team member responsibilities are:
 - a. Regional Administrator, ASO-1. Serves as the Team Chairperson.
 - b. Regional Counsel, ASO-7. Provides policy guidance and expertise on any matter that requires legal guidance or approval.
 - c. Manager, Human Resource Management Division, ASO- 10. Provides policy guidance and expertise on:
 - (1) Employee Relations
 - (2) Employee Assistance (EAP)

(3) Conduct and discipline

(4) Personnel Actions

d. Manager, Logistics Division, ASO-50. Provides policy guidance and expertise on:

(1) Coordination with the guard force

(2) Procurement and contracting

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

(1) Medical evaluation and treatments (2) Drug and Alcohol Screening

f. Manager, Civil Aviation Security Division, ASO-700. Provides policy guidance and expertise on:

(1) Security awareness and training

(2) Personnel access controls and physical security

(3) Law enforcement coordination

(4) Investigative Support

(5) National Crime Information Center checks

(6) Background investigations

(7) Suitability determinations

(8) Risk, threat, and vulnerability assessments

(9) Identification media and photographs

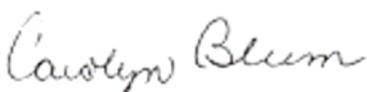
g. Cognizant Division Manager. Ensures that the Crisis Management Team is convened as necessary and that necessary corrective action is implemented.

7. PROCEDURES. Supervisors and managers should follow the guidance provided in the "Supervisor's Guide to Managing Workplace Violence" in assessing and documenting the 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. The Operations Center will contact the Regional Administrator who will convene the Crisis Management Team as the situation warrants.

8. 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"?

A handwritten signature in cursive script that reads "Carolyn Blum". To the right of the signature is a vertical line.

Carolyn Blum
Regional Administrator