

## **6. Training**

A building population and emergency evacuation team that are well informed about the building evacuation plan, through training, will be less likely to panic than one which is unaware of the correct action to take. Agencies should schedule periodic evacuation drills to familiarize building occupants and emergency evacuation team members with the duties they are expected to perform in an emergency.

### **B. COOP Execution**

Many threats can disrupt the operations of an agency. These threats will vary in magnitude and extent. The damage from an event could range from minor (quickly repairable) to extensive (months or years to return to normal operations).

A COOP plan can be activated in part or in whole depending on the disruption or threat. An event may demand that employees evacuate a single facility for a day or two, in which case execution of only communications component of the COOP plan and IT recovery of data and systems may be necessary. On the other hand, an organization's headquarters could be destroyed at the height of a business day. This might require full execution of a COOP plan--including deliberate and pre-planned movement of key personnel to an alternate work site that is capable of sustaining essential functions for at least fourteen days.

An effective COOP plan will outline an executive decision process for the quick and accurate assessment of the situation and determination of the best course of action. It is helpful to develop a decision matrix or flow chart that ties the organization's reaction to the class or level of emergency. There are no standardized classification systems for emergencies, but the following model might be useful. Bear in mind that for some essential functions and critical processes and services, no disruption is acceptable, and this classification system will not fit.