

**BY ORDER OF THE SECRETARY  
OF THE AIR FORCE**

**HEADQUARTERS OPERATING  
INSTRUCTION 10-1**



**17 MAY 2018**

**Operations**

**HEADQUARTERS AIR FORCE  
EMERGENCY RESPONSE ON THE  
PENTAGON RESERVATION**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This publication updates Headquarters Operating Instruction (HOI) 10-1 dated 21 Oct 2011. The HOI originated with Department of Defense (DoD) Administrative Instruction (AI) 111, *Component Emergency Response on the Pentagon Reservation*. This HOI also reflects Pentagon Force Protection Agency (PFPA) Memorandum, *ILC Dover SCape ® CBRN 30 Emergency Escape Mask (EEM) Collection and Final Disposition Procedures*, dated 13 Oct 2011. The procedures prescribed herein are intended to prepare Headquarters Air Force (HAF) organizations located in the Pentagon for emergencies. It applies to all AF military and civilian employees assigned to the Pentagon Reservation, including Air Force Reserve, Air National Guard, contractor personnel and organization visitors. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*. Route AF Forms 847 through the appropriate chain of command. Ensure that all records created as a result of processes prescribed in this publication are maintained IAW Air Force Manual (AFMAN) 33-363, Management of Records, and disposed of IAW the Air Force Records Disposition Schedule in the Air Force Records Information Management System.

## ***SUMMARY OF CHANGES***

The publication has been revised. This rewrite of HOI 10-1 removes all references to emergency escape masks. Pentagon Force Protection Agency (PFPA) Memorandum, *ILC Dover SCape® CBRN 30 Emergency Escape Mask (EEM) Collection and Final Disposition Procedures*, dated 13 Oct 2011, directed units to turn in all masks or create their own program to maintain the masks. This rewrite also made minor administrative changes to the publication.

**1. Overview:** It is DoD policy, in accordance with DoD Directive 5105.68, *Pentagon Force Protection Agency (PFPA)*, and DoD Instruction 3020.43, *Emergency Management and Incident Command on the Pentagon Facilities* AI-111, *Component Emergency Response on the Pentagon Reservation*, that force protection, security and law enforcement for the Pentagon is provided by the Director, Pentagon Force Protection Agency. Leaders and supervisors at all levels in the Pentagon shall maintain and exercise internal emergency plans for the Pentagon and keep personnel informed of and trained in emergency response procedures in accordance with DoDI 6055.17, *DoD Emergency Management (EM) Program*. This HOI applies to the Pentagon Reservation only. Emergency response at Raven Rock Mountain Complex (RRMC) or other locations outside the Pentagon where HAF personnel are based shall be governed by local regulations.

**2. Responsibilities :** All AF personnel (regular, reserve, guard, civilian, contractor and visitors of AF personnel) assigned to Headquarters Air Force and working on the Pentagon Reservation will comply with this HOI.

2.1. HAF 2-Letter organizations will:

2.1.1. Appoint a primary and secondary Evacuation Coordinator (EC) responsible for implementation of this HOI. The appointees should not be the same personnel identified as the HAF 2-Letter Emergency Planning Coordinator (EPC) per the Headquarters United States Air Force Operation Order 3-CY, Continuity of Operations, (HAF COOP OPORD). Provide a copy of the HAF 2-Letter EC appointment letter to AFDW/A3C.

2.1.2. Implement policies and procedures IAW PFPA policies and procedures, this HOI and the HAF COOP OPORD to ensure that shelter-in-place, internal relocation and personnel evacuation are executed effectively. Specific organizational procedures should be included in the respective 2-Letter Continuity of Operations (COOP) plans.

2.2. AFDW/A3C is the OPR for HAF Continuity of Operations (COOP) and AF personnel evacuation from the Pentagon Reservation.

**3. Procedures :** PFPA will alert DoD Components to emergency conditions by various means, such as fire alarm, Computer Emergency Notification System (CENS), public address systems, Pentagon Police Directorate (PPD) or through official fire and emergency personnel. PFPA directs emergency actions, in coordination with the incident or unified commander on the Pentagon Reservation, based upon the unique nature of the incident or threat. Emergency operations on the Pentagon Reservation generally require one of three response actions from HAF personnel: shelter-in-place, internal relocation, or evacuation. These three response actions could be executed in conjunction with COOP procedures. During all three emergency response actions, HAF supervisors shall maintain control and accountability of assigned personnel. If personnel are away from their designated work area during an emergency but still within the

Pentagon Reservation, those personnel shall follow the procedures of the organization they are with during the emergency and report their status in accordance with applicable procedures.

3.1. Shelter-in-Place: PFPA directs shelter-in-place operations when hazardous conditions warrant that occupants are safer if they remain inside the space. Each HAF organization will identify a shelter-in-place location for each occupant – usually the occupant’s workspace. Although the shelter-in-place site may be the occupant’s normal workspace, individuals cannot leave the room, e.g., no coffee runs or bathroom breaks. Supervisors in each shelter-in-place location should consider purchasing or assembling office survival kits that include items such as food, water, first-aid kits, etc. It is recommended enough supplies be available for a duration of 72 hours.

3.1.1. Upon notification to conduct shelter-in-place operations, personnel should immediately move to their designated shelter-in-place site, if possible. This location is typically within or in the direct vicinity of the workplace, in a controlled area such as a conference room, or another assigned area with controlled access. Non-AF personnel visitors should follow the instructions of their sponsor or direction of the Pentagon Police. Personnel who are not located in their designated shelter-in-place location during an emergency, should seek shelter in the nearest office in their vicinity and contact their own organization for accountability as soon as practical.

3.1.2. A shelter-in-place posture may be directed in the event of an active shooter or another internal threat within the Pentagon. If a shelter-in-place posture is directed due to an active shooter or another internal threat, follow the guidance provided by PFPA:

3.1.2.1. If inside the Pentagon: stay calm and call 911; follow Pentagon Police, CENS and Simplex directions; get out of the hallways, move to a secure location, lock and blockade the doors, and turn off the lights; allow others to seek shelter and treat the injured. The Pentagon Operations Center will send out CENS and Simplex messages.

3.1.2.2. If outside the Pentagon (e.g., courtyard or parking lot): take cover and put something between you and the shooter (i.e., car, truck, concrete planter, bench, etc.).

3.1.2.3. Report the following to Pentagon Police personnel by calling the Pentagon Operations Center at 697-1001: number of shooters, your location, location, description of shooter(s) and direction of movement of the shooter(s) and number of injured and type of injuries.

3.2. Internal Relocation: PFPA directs internal relocation to move occupants from high-risk hazard areas to a safe area within the building. This response action minimizes the risk of exposure to potential hazards. Upon notification to conduct internal relocation, all affected occupants shall move under the control of PFPA to a designated safe area. PFPA will notify affected personnel through the use of CENS, public address systems, Pentagon police officer contact, or other official means. During any internal relocation, HAF supervisors shall maintain control and accountability of assigned personnel.

3.3. Evacuation: Occupants will be evacuated outside the building when shelter-in-place and internal relocation response options are not practical to protect them within the building. There are two methods by which occupants will evacuate a Pentagon facility:

3.3.1. PFFA-Directed Evacuation. PFFA will manage these unique operations required for emergencies other than fire, to include the designation and announcement of routes and assembly areas, based upon the unique nature of the emergency.

3.3.2. Fire Alarm-Initiated Evacuation. When a fire alarm activates in their assigned facilities, affected elements of Pentagon Reservation personnel shall immediately evacuate the building using either the pre-designated route or the route as directed by PFFA. Fire alarm-initiated evacuation for the Pentagon will occur as follows: the Pentagon fire alarm activation is signaled by a simultaneous high-pitch alarm, flashing strobe lights, and an automated pre-recorded message directing occupants to immediately initiate building evacuation. Pentagon personnel shall evacuate along their designated egress route to their assigned assembly areas.

3.3.3. Egress Routes and Assembly Areas: The Office of the Pentagon Fire Marshal (OPFM) manages egress routes for all facilities on the Pentagon Reservation to ensure occupants evacuate in a coordinated and safe manner according to building design. The OPFM will develop exit routing maps for the Pentagon Reservation and assign assembly areas based upon office location and their designated egress route in order to avoid overpopulation at any one location on the Pentagon Reservation. In general terms, evacuation exits at the Pentagon consist of three distinct means based upon individual office locations: direct exit from doors along the E-Ring on the basement, first, and second floors; exits via A&E Drive onward along designated routes to external assembly areas; and exit through the Center Courtyard to external assembly areas. The Center Courtyard is for movement only and is not an assembly area. The OPFM Website at <https://my.whs.mil> provides detailed information about these routes.

3.3.4. HAF 2-Letter or equivalent organizations will:

3.3.4.1. Obtain emergency exit maps from the OPFM. HAF supervisors and/or their ECs will send their space(s) room number, organization and acronym, point of contact (POC) name, phone number, number of occupants, and e-mail address to [whs.fireinfo@mail.mil](mailto:whs.fireinfo@mail.mil) or via telephone at (703) 695-3300.

3.3.4.2. Maintain current egress route maps at all exits for their spaces and assembly space assignments. Post the egress maps or otherwise make them available to all space occupants. Egress maps should be posted by each office exit door. Advise OPFM of significant changes to space populations or relocation to new space.

3.3.4.3. The senior member present shall ensure that all personnel within the designated office have departed and shall indicate the office is vacant by posting a "Cleared" placard by the main entrance to the office during internal relocation or evacuation.

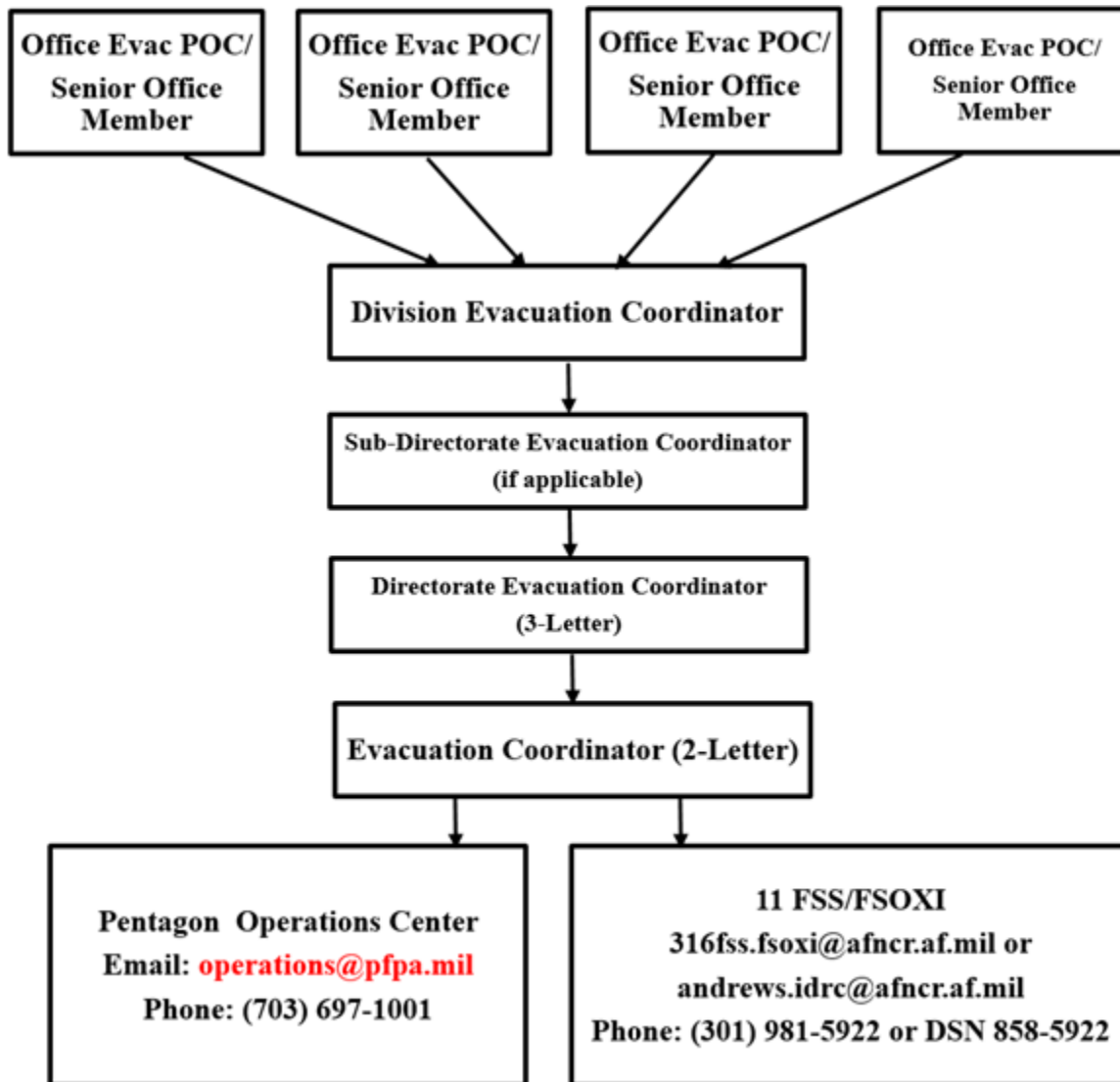
3.3.4.4. Personnel with Special Needs. Supervisors/ECs shall: Ask employees to voluntarily identify any assistance they may require during emergencies due to mental or physical special needs; ensure those persons with special needs are assigned two "buddies" to assist them during an emergency response situation; ensure contact is made with OPFM to have an individual evacuation plan prepared for personnel with special needs.

3.4. Accountability and Reporting: HAF 2-Letter organizations are responsible to account for all personnel in their organization: military (regular, reserve and guard), government employees, contractors and people who may be visiting or TDY to the organization. Accountability procedures should also include a means to account for personnel TDY from the organization. Each HAF organization will identify a primary and alternate EC or other POC responsible for accountability.

3.4.1. The key to successful personnel accountability in a crisis environment is a clear accountability chain to ensure all personnel are accounted for, as well as a valid baseline, i.e., an accurate office recall roster. Since personnel accountability data may drive rescue efforts, it is important to get accurate data to PFPA and AFDW/811 FSS/FSOX. Therefore, immediately after arrival at evacuation assembly areas, or when directed, ECs, other POCs or the senior member present will initiate personnel accountability procedures.

3.4.2. **Figure 1** depicts the HAF Personnel Accountability Reporting Chain. HAF ECs, accountability POC,s or the senior member present (if the EC or other accountability POC is not available) will submit accountability information to PFPA and to AFDW/811 FSS/FSOX.

**Figure 1. HAF Personnel Accountability Reporting Chain.**



3.4.3. The first report to PFPA should be provided 30 minutes after evacuation with updates due every 30 minutes until 100% accountability is achieved for all personnel as described above. PFPA requires only missing personnel be reported in order to direct response forces accordingly.

3.4.3.1. Report personnel accountability during an event to PFPA and include the following:

3.4.3.2. Name of DoD Component

3.4.3.3. Name of caller and contact information

3.4.3.4. Name(s) of personnel unaccounted for and last known location

3.4.3.5. Remarks as appropriate:

3.4.3.6. Email: [pfpa.pentagon.poc.mbx.command-center@mail.mil](mailto:pfpa.pentagon.poc.mbx.command-center@mail.mil); Phone: (703) 697-1001; Fax: (703) 695-5435

3.4.4. PFPA may require personnel to sign in as they enter assembly areas. While this will assist in final accountability, it does not replace the requirement to report through Air Force channels. In a biological or chemical event, some workplaces may be evacuated and others quarantined. In the event of quarantine, submit personnel accountability reports as soon as the situation allows. Based on the severity of the event, the commercial telephone system may not be functioning or other circumstances may delay the submission of telephonic reports. In these situations, ECs collect and submit their initial report via alternate means or to alternate locations; i.e., communicate with roving PFPA personnel.

3.4.5. Once the event is over, and all personnel have been accounted for, or as time and the situation permit, HAF ECs, accountability POCs or the senior member present (if the EC or other accountability POC is not available) should submit complete personnel accountability reports to AFDW/11 FSS/FSOXI. The complete Personnel Accountability Report should include, at a minimum, the information indicated in **Figure 2**. Submit complete accountability information to AFDW at:

3.4.5.1. Email: [usaf.jbanafw.afdw-staff.mbx.11-fss-fsoxi-ipr@mail.mil](mailto:usaf.jbanafw.afdw-staff.mbx.11-fss-fsoxi-ipr@mail.mil) or  
[usaf.jbanafw.afdw-11wg.mbx.afdw-staff-andrews-idrc-mbx@mail.mil](mailto:usaf.jbanafw.afdw-11wg.mbx.afdw-staff-andrews-idrc-mbx@mail.mil) Phone:  
(301) 981-5922 or DSN 858-5922

3.4.5.2. AFDW/11FSS/FSOXI will report HAF personnel accountability information to the AF Service Watch Cell at [usaf.pentagon.af-a3.mbx.afwatch@mail.mil](mailto:usaf.pentagon.af-a3.mbx.afwatch@mail.mil)

**Figure 2. HAF Personnel Accountability Report Information.**

REPORT TYPE: Interim Report #		DTG				or Final Report				DTG									
Directorate	Assigned			Accounted For				Not Accounted For (Missing)			Injured			Dead					
	Mil	CIV	Cont	Oth	Mil	CIV	Cont	Oth	Mil	CIV	Cont	Oth	Mil	CIV	Cont	Mil	CIV	Cont	
HAF Organization									Mil = Active, reserve, national guard										
TDY to directorate									CIV = Appointed and civil service										
Visiting directorate									Cont = Contractor										
Directorate Total									Oth = Other										
Missing-Injured-Dead	LAST NAME			FIRST NAME									STATUS						
																			M = Missing I = Injured D = Dead

1. HAF ECs, accountability POCs or the senior member present (if the EC or other accountability POC is not available) submit the first report to PFFPA 30 minutes after evacuation with updates due every 30 minutes until 100% accountability is achieved. Provide the following information is due to PFFPA:

- a. Organization
- b. Date and Time
- c. POC name and contact information
- d. Total number of personnel unaccounted for
- e. Name(s) of personnel unaccounted for
- f. Remarks as appropriate

2. HAF ECs, accountability POCs or the senior member present (if the EC or other accountability POC is not available) collect data from subordinate divisions and submit complete accountability information to AFDW/11FSS/FSOXI once the event is over and all personnel have been accounted for or as time and the situation permit.

3.5. Training and Exercises: Emergency response training should be a continuous effort in order for personnel to maintain proficiency.

3.5.1. HAF 2-Letter or equivalent organizations will ensure their personnel complete initial training. Initial training for new employees consists of orientation on the Pentagon emergency response procedures and optional go-bags. The HAF 2-Letter or equivalent organizations' Evacuation Coordinator will determine the requirements and methods for any recurring training and ensure completion, as necessary. Personnel can access additional information on emergency response at <https://my.whs.mil/services/special-events-pentagon-public-space>



3.5.2. PFPA will periodically conduct shelter or evacuation exercises. Organizations may conduct organizational exercises in their own office spaces without prior notification to PFPA. However, any organizational exercise that will take place outside of offices and especially those that involve the actual movement of occupants out of the Pentagon must be coordinated with PFPA in advance for an “Evacuation Exercise Permit.” Supervisors shall submit a completed DD Form 2798, “*Application/Permit for Use of Space on the Pentagon Reservation*,” to the Pentagon Building Management Office, Special Events Customer Service, telephone (703) 697-7351 or email [WHS.FireTraining@mail.mil](mailto:WHS.FireTraining@mail.mil), in order to schedule an evacuation exercise.

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**Attachment 1****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

DoD AI 111, *Component Emergency Response on the Pentagon Reservation*, 2 December 2010

DoD Directive 5105.53, *Director of Administration and Management*, 26 February 2008

*Pentagon Reservation Component Emergency Response Guide*, 12 December 2007

([https://extranet.pfpa.mil/evacuation\\_documents/Component\\_Emergency\\_Response\\_Guide.pdf](https://extranet.pfpa.mil/evacuation_documents/Component_Emergency_Response_Guide.pdf))

*Pentagon Reservation Occupant Emergency Response Guide*, 2 April 2008

([https://extranet.pfpa.mil/evacuation\\_documents/Occupant\\_Emergency\\_Response\\_Guide\\_030208.pdf](https://extranet.pfpa.mil/evacuation_documents/Occupant_Emergency_Response_Guide_030208.pdf)) DoD Directive 5105.68, *Pentagon Force Protection Agency (PFPA)*, 19 December 2008

DoD Instruction 3020.43, *Emergency Management and Incident Command on the Pentagon Reservation*, 6 March 2007

DoD Instruction 6055.17, *DoD Emergency Management (EM) Program*

Title 29, Code of Federal Regulations §§ 1910.34-1910.39

Title 32, Code of Federal Regulations §§ 234

*Headquarters United States Air Force Operation Order 3-CY, Continuity of Operations*

PFPA Memorandum, *ILC Dover SCape ® CBRN 30 Emergency Escape Mask (EEM) Collection and Final Disposition Procedures*, 13 October 2011

***Abbreviations and Acronyms***

**AFMAN**—Air Force Manual

**CENS**—Computer Emergency Notification System

**COOP**—Continuity of Operations

**DoD**—Department of Defense

**EC**—Evacuation Coordinator

**EPC**—Emergency Planning Coordinator

**HAF**—Headquarters Air Force

**HOI**—Headquarters Operating Instruction

**OPFM**—Office of the Pentagon Fire Marshal

**OPORD**—Operations Order

**OPR**—Office of Primary Responsibility

**PFPA**—Pentagon Force Protection Agency

**PPD**—Pentagon Police Directorate

**RDS**—Records Disposition Schedule

**RRMC**—Raven Rock Mountain Complex

**TDY**—Temporary Duty

***Prescribed Forms***

None

***Adopted Forms***

AF Form 847, *Recommendation for Change of Publication*

DD Form 2798, *Application/Permit for Use of Space on the Pentagon Reservation*

***Terms***

**A&E Drive**—The secure vehicle access to the interior roadways of the Pentagon Building and the Center Courtyard.

**Center Courtyard**—The landscaped area of approximately 5 acres within the interior of the Pentagon.

**Computer Emergency Notification System (CENS)**—A system operated by PFPA which provides information directly to all unclassified computer systems on the Pentagon Reservation regarding potential emergency situations.

**Go-bags**—Set of two bags, one inside the other, taken in the event of an emergency evacuation. The inside bag is used for emergency clothing, food, medicine, car keys, etc., allowing the outer bag to be discarded in the event of contamination.

**Pentagon Reservation**—The area of land consisting of approximately 280 acres and improvements thereon, located in Arlington, Virginia, on which the Pentagon Office Building, FOB2 and other related facilities are located, including various areas designated for the parking of vehicles. For the purpose of this HOI, RRMC or FOB2 is not included.