GENERAL SERVICES ADMINISTRATION
Washington, DC 20405

ADM 2425.1
September 30, 2022

GSA ORDER

SUBJECT: GSA National Alert and Accountability System Policy

1. Purpose.

This Order establishes policies and responsibilities regarding the management and use of the U.S. General Services Administration (GSA) National Alert and Accountability System (NAAS). The NAAS policy ensures GSA leadership has an effective, integrated, and flexible crisis alert and accountability system, with the ability to reach GSA employees via multiple communication modes in a uniform manner.

2. Background.

NAAS is GSA's enterprise-wide notification system that is used to notify and account for employees during emergencies, exercises, and tests. NAAS utilizes contact information (work and personal) to conduct the notification. The GSA Office of Mission Assurance (OMA) manages the NAAS contract with assistance from GSA IT and the GSA Office of Human Resource Management (OHRM). GSA IT supports the technical platform and OHRM handles GSA employee accountability. GSA's existing human resource systems provide employee information into the NAAS.

The following are examples when NAAS should be used:

● Emergencies and all-hazard incidents, including natural and manmade incidents

● Events impacting normal operations (e.g., furlough back to work notices, Government shutdowns, winter weather operational status changes)

● Continuity events and Continuity of Government Readiness Conditions (COGCON) changes

● Imminent threats or change in National Terrorism Advisory System

● Conducting exercises and tests

3. <u>Scope and Applicability</u>.

This Order applies to all GSA employees. This Order does not eliminate or otherwise supersede contractual requirements for GSA contractor employees.

The provisions of this Order shall not be construed to interfere with, or impede, the legal authorities or independence of the GSA Office of Inspector General or the Civilian Board of Contract Appeals.

4. <u>Policy</u>.

Per GSA Order ADM 2430.1A, The U.S. GSA Continuity Program; GSA Order ADM 2430.3, The U.S. GSA Emergency Management Program; and, the GSA National Continuity Plan, GSA must establish and maintain a comprehensive and effective agency-wide personnel emergency notification and accountability system. This Order identifies policy and procedural guidance regarding GSA's enterprise-wide notification system and identifies each GSA employee's responsibilities under this system.

5. <u>Responsibilities</u>.

a. <u>All Heads of Service and Staff Offices (HSSO)/Regional Administrators</u>.

- Follow the GSA National Continuity Plan and respective Regional Continuity Plans.

- Review accountability NAAS results after tests and exercises are completed.

- Coordinate with OMA to determine whether it is necessary to activate the NAAS for notification(s).

b. <u>The OMA Associate Administrator</u>.

- Coordinates with and reports to the Administrator of General Services (Administrator) and the Administrator's Senior Emergency Response Team (SERT) to determine whether it is necessary to activate the NAAS for nationwide notification(s) and guidance to GSA employees during emergencies.

- Appoints a NAAS administrator to oversee the system, provide training to users, and coordinate with GSA IT and OHRM.

- Distributes NAAS messages during emergencies, exercises or tests in coordination with appropriate Regional Administrator(s) (RAs) or GSA Emergency Coordinator(s) (ECs), the GSA Office of Strategic Communication (OSC), the GSA Office of General Counsel (OGC), and OHRM.

- Coordinates with the GSA Emergency Operations Center (EOC) for notification(s).

- Authors and updates the NAAS Standard Operating Procedures as needed.

- Supports the HSSOs and RAs by:

  - Coordinating NAAS with the Regional SERT.

  - Coordinating NAAS issues and discrepancies with the appropriate SSO.

- Conducts, at a minimum, quarterly notification tests utilizing NAAS in preparation for emergency events. At GSA Central Office, this function may be coordinated with ECs.

- Provides confirmed and unaccounted for employee accountability information to OHRM. At GSA Central Office, this function may be coordinated with ECs.

c. <u>The Chief Human Capital Officer</u>.

- Coordinates with RAs, GSA ECs, OMA, OGC, and OSC to distribute messages during emergencies, exercises or tests.

- Coordinates with the U.S. Office of Personnel Management (OPM) and OMA to provide guidance to GSA employees and supervisors during emergency events, as appropriate.

- During NAAS alerts (including during tests and exercises), obtains or receives the "unaccounted for" list from the NAAS and provides this information to HSSOs, ECs and/or immediate supervisors, as necessary, to account for all staff in the impacted area.

- Ensures all continuity staff are accounted for within 12 hours and all GSA employees are accounted for within 5 days of a NAAS emergency notification.

- Provides GSA employee accountability reports to the Administrator and the SERT.

- In coordination with OMA, sends quarterly reminders to employees to update their information in HR Links.

- Supports GSA's NAAS capabilities throughout all regions.

d. <u>GSA IT</u>.

- Ensures GSA employee contact information is uploaded to the NAAS from existing human resource systems, at a frequency determined by GSA IT.

- Provides technical support to the contracting officer, as required, to ensure full compatibility and compliance between the GSA network and NAAS functionality.

- Maintains system data quality and current information based on the HR Links user data.

- Resolves all hardware, software, or telecommunications issues.

- Works with the NAAS vendor's technical team to resolve any data file or application issues.

e. <u>OSC Associate Administrator</u>.

- In coordination with RAs, ECs, OHRM and OMA, reviews, edits and approves scripts for NAAS to use as emergency and continuity messages.

- Coordinates with the Administrator and OMA for messaging of information during emergencies, exercises, or tests.

f. <u>Office of General Counsel</u>

- Coordinates with GSA ECs, OMA, OHRM, and OSC to review messages during emergencies, exercises, or tests for legal sufficiency, as needed.

g. <u>GSA Emergency Coordinators (ECs)</u>.

- Initiate emergency notification messages to employees as directed by area/staff office leadership when required by local events.

- Assist in ensuring that the names maintained in the NAAS contact lists are accurate.

- Maintain a hard copy of continuity personnel cascade contact lists in the event that manual notification and tracking of personnel is needed.

- Transmit NAAS messages when requested by the GSA EOC or when needed to communicate information during emergencies, national crisis, or natural disasters.

- In coordination with OMA, provide confirmed and unaccounted-for employee accountability information to OHRM when requested.

- In coordination with OMA, conduct quarterly notification tests for personnel in preparation for emergencies, exercises, or tests.

h. <u>GSA Supervisors</u>.

- Assist, when notified, OHRM with the accountability of their assigned employees who have not confirmed receipt of a NAAS notification.

- Maintain a cascade list for their staffs.

i. <u>All GSA Employees</u>.

- Maintain telework readiness in accordance with the provisions of Public Law No. 111-292, Telework Enhancement Act of 2010, and GSA Order HRM 6040.1B, GSA Workforce Mobility and Telework Policy, dated December 21, 2021.

- Voluntarily maintain work, personal, and emergency contact information in HR Links, to include home zip code and current office or remote work location, for NAAS to ensure successful delivery of alerts.

- Must respond to and participate in NAAS notifications as well as follow instructions during emergencies, exercises, or tests.

- Be aware of emergency management roles, responsibilities, and assignments.

8. <u>References</u>.

- [Public Law No. 111-292, the Telework Enhancement Act of 2010](#)

- [GSA Order HRM 6040.1B, GSA Workforce Mobility and Telework Policy, December 22, 2021](#)

- [GSA Order](#) [ADM 2430.1A, The U.S. GSA Continuity Program, October 29, 2017](#)

- [GSA Order](#) [ADM 2430.3, The U.S. GSA Emergency Management Program, October 29, 2017](#)

- GSA National Continuity Plan (restricted)

9. <u>Signature</u>.

/S/_____

ROBIN CARNAHAN
Administrator

Appendix A: Terms and Definitions

All-Hazards – A classification encompassing all conditions, environmental/natural or manmade, that have the potential to cause injury, illness, or death; damage to or loss of equipment, infrastructure services, or property; or alternatively causing functional degradation to social, economic, or environmental aspects. These include accidents, technological events, natural disasters, space weather, domestic and foreign-sponsored terrorist attacks, acts of war, weapons of mass destruction (WMD), and chemical.

Continuity Event - An All-Hazards event that disrupts normal operations.

Continuity Personnel - Those personnel, both senior and core, who provide organizational leadership with advice, recommendations, and functional support necessary to continue essential functions during continuity operations. Continuity personnel are referred to as emergency relocation group or devolution emergency relocation group members.

Emergency Coordinator (EC) - Designated individuals responsible for preparedness, response, and recovery phases of incident management. The Office of Mission Assurance (OMA) Associate Administrator is the primary EC for GSA and is responsible for ESF #7-Logistics Annex, in which GSA is the Co-Primary Agency responsible for logistics with FEMA. Additionally, each Head of Service and Staff Office (HSSO) must designate an EC to handle emergency documents, update their HSSO, and liaise with OMA.

Exercise - An exercise is an instrument to train for, assess, practice, and improve continuity capabilities in a risk-free environment. Exercises can be used for testing and validating policies, plans, procedures, training, equipment, and interagency agreements; clarifying and training personnel in roles and responsibilities; improving interagency coordination and communications; improving individual performance; identifying gaps in resources; and identifying opportunities for improvement. The Homeland Security Exercise and Evaluation Program (HSEEP) provides guiding principles for exercise programs, as well as a common approach to exercise program management, design, development, conduct, evaluation, and improvement planning.

HR Links - GSA's integrated Human Resources and Time and Leave system. It is used for personnel action processing, time and labor, absence management, benefits administration, profile management (name, phone and address changes), performance management, and telework administration.

National Terrorism Advisory System (NTAS) - NTAS advisories – whether they be Alerts or Bulletins – encourage individuals to follow the guidance provided by state and local officials and to report suspicious activity. Where possible and applicable, NTAS advisories will include steps that individuals and communities can take to protect

themselves from the threat as well as help detect or prevent an attack before it happens.

Senior Emergency Response Team (SERT) - A decision-making body convened to provide advice, assistance, and guidance to the Administrator/Regional Administrator in an emergency.

Test - Demonstrates the correct operation of all equipment, procedures, processes, and systems that support an organization's continuity infrastructure. This ensures that resources and procedures are kept in a constant state of readiness. Testing an organization's policies, plans, and procedures cultivates better organizational knowledge, identifies gaps in coverage, and validates existing plans and programs.