



Continuity of Operations (COOP)

Human Capital



Human Capital Defined

- ▶ The sum of the talent, energy, knowledge, and enthusiasm that people invest in their work.

In COOP

- ▶ Human Capital = All Employees



Human Capital Concerns

- Designation of emergency employees
- Communication with all employees
- Providing guidance to all employees
- Providing telework and alternate work locations



Designating Emergency Employees

- ▶ Ensure that the employee:
 - Possesses skills to perform the COOP function
 - Can remain calm in an emergency
 - Does not have personal hardships
 - Is identified as a primary or alternate
 - Receives formal documentation of COOP assignment
 - Is trained and equipped



Communicating With Employees

- ▶ Ensure that COOP and non-COOP personnel have a clear understanding what to do in a COOP situation:
 - Schedule meetings with all personnel
 - Conduct regular exercises and simulations
 - Establish an agency notification system for COOP members
 - Communicate workplace operating status for all employees
 - Develop procedures to account for all employees in an emergency.



Human Capital Guidance

Develop a partnership between agency's COOP and human resources managers

- Human resources department is familiar with and understands human capital tools, flexibilities, and strategies.
- Resources already exist and are available at each agency and at Division of Human Resources.



Human Capital Guidance

- ▶ Tools, flexibilities and strategies available:
 - Pay and leave
 - Work schedules
 - Benefits
 - Employee assistance program



Human Capital Guidance Resources

▶ Pay and leave

- Federal Pay and Leave Information www.opm.gov/oca
- OPM Handbook on Pay and Leave Benefits for Federal Employees Affected by Severe Weather Conditions or Other Emergency Situations
www.opm.gov/oca/compmemo/2005/2005-18hb.pdf
- OPM Emergency Guidance Memoranda
www.opm.gov/oca/COMPMEMO/emerg.asp
- Pay and Hours of Work Fact Sheets
www.opm.gov/oca/pay/HTML/factindx.asp
- Questions and Answers About Pay Administration
www.opm.gov/oca/pay/HTML/PAYQAIX.asp
- OPM Links to Fact Sheets on Leave
www.opm.gov/oca/leave/HTML/factindx.asp



Human Capital Guidance Resources

Work Schedules:

www.opm.gov/oca/worksch/index.asp

- Benefits:

www.opm.gov/oca/Employment_and_Benefits/EmployeesSupport2.asp

- Employee Assistance Program:

www.opm.gov/oca/employment_and_benefits/worklife/healthwellness/eap/index.asp



Telework Defined

Any arrangement in which an employee regularly performs officially assigned duties at home or other work sites geographically convenient to the residence of the employee, which reduce or eliminate the employee's commute. Additionally, the telework arrangement must occur at least one day per week on a recurring basis.



Telework/COOP-Suggestions:

- Develop cadre of core and situational teleworkers
- Permit teleworkers to work off site and learn to communicate electronically
- Encourage supervisors to manage employees without face-to-face contact



Telework Resources

OPM and GSA Telework Website: www.telework.gov

- “Exploring Telework as a Business Continuity Strategy: A Guide to Getting Started”
www.workingfromanywhere.org/pdf/TAC-ExecSummaryFINALweb.pdf



For Continuity, Agencies Should:

- Establish a partnership between the agency's HR department and Emergency/COOP staff.
- Determine availability of human resources flexibilities (staffing, pay, leave, benefits) prior to and after event.
- Maintain up-to-date contact information for all employees.
- Set up an agency process to account for all employees during an emergency.



For Continuity, Agencies Should:

- Encourage the use of telework and alternate work sites.
- Communicate agency's emergency policies with all employees.
- Prepare for emergencies with training and drills.



Elements of a Family Support Plan

- ▶ Include processes for:
 - Activating an emergency call-in number.
 - Tracking employees.
 - Providing guidance and assistance.





Human Capital

▶ Questions?