



**Commercial Real Estate Council**  
December 2006

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**Pandemic Planning for Building Owners and  
Managers** *by Carlos Villarreal*

Significant attention has been paid to the potential of Pandemic Influenza in the U.S. and around the world. As part of your organization’s comprehensive emergency preparedness program you must focus on what your response would be in the event of a Pandemic. Your plan must incorporate measures to safeguard your staff, clients and customers as well as the overall health and welfare of your company.

Essential and specific components of Pandemic Influenza planning include monitoring the situation very closely through regular contact with the Center for Disease Control, the World Health Organization, and the Department of Homeland Security. In addition, identifying “mission critical” functions, ensuring property operations are properly maintained, inventorying essential building supplies, and securing critical customer information are also equally important. Building management must be prepared and committed to respond to any situation that could impact clients, customers, their employees along with their business. Key to that preparation and commitment is a detailed communication plan, dedicated staffing and the distribution of personal protective measures and mission critical supplies.

The following are some tips that you can use to prepare your Pandemic Plan:

**Identify Essential Building Functions**

- Engineering – HVAC, electrical and mechanical systems
- Housekeeping – Waste removal, cleaning of bathrooms and kitchen areas, wiping phones, desks, counter tops, fax and copy machines, vacuuming, lobbies and revolving doors
- Building Management – Customer communication and administrative support
- Life Safety and Security – Access control and emergency response
- Parking – Self park only, suspend valet parking if utilized
- Deliveries – US Mail, DHL, FedEx, UPS, food & beverage, office supplies, couriers, furniture, construction materials, and housekeeping supplies

**10 Questions for Clients**

1. Identify which clients have international offices?
2. Determine locations, frequency of travel and by whom?
3. How often does the international traveler work in the building?
4. How many people occupy the building under normal conditions?
5. Do customers have back up work sites?
6. If a Pandemic occurs, are clients going to adjust their business hours, are client employees going to work from home?
7. Do you have current emergency contact information for all key clients?

8. Identify clients with special needs – medications requirements, if possible.
9. Identify which clients have full service kitchens, vending machines, coffee stations, drinking fountains and private bathrooms.
10. Has the client created a plan to address the Pandemic Influenza?

#### **Inventory Supplies/Stock Pile**

Engineering, Electrical and Mechanical Departments should maintain a six month supply of the following items;

- Air Filters
- Coolants
- Water Treatments Chemicals
- Fan Belts
- Light Bulbs
- Etc.

#### **Inventory Supplies/Stock Pile**

Housekeeping should maintain a six month supply of the following items;

- Paper towels
- Anti Bacteria Soap for bathroom dispensers, anti-bacterial wipes
- Toilet Paper
- Feminine Products
- Window Cleaner
- Carpet Cleaner & Shampoo
- Trash bags
- Cleaning Rags & Mop Heads
- Vacuum Cleaner Bags & Filters
- Protective gloves and breathing masks

**Most importantly, your plan should include regular training at all levels of your organization. Should a Pandemic occur, everyone must be prepared to respond to minimize exposure and contamination.**

### **Laptop Theft on the Rise** *by Glen Kitteringham, M.Sc., CPP*

Laptop theft, by all accounts is becoming a pervasive problem with costs of losses counted in the thousands, hundreds of thousands and in some situations in the millions of dollars. There have been several high profile thefts of laptops from office buildings, vehicles, airports, and residences in the past year that has brought the issue to the forefront for many security and law enforcement professionals.

In Calgary, Alberta, laptop thefts from several commercial high-rises in 2005 became an epidemic with in excess of 500 laptop and 50 LCD's projectors stolen over the year. The BOMA Calgary Public Safety Committee, initially formed by the large property management companies to deal with just such issues of security and life safety took an in-depth look at the issue. A group of concerned security managers looked at over 100 sites where thefts or attempted thefts occurred. The 101 incidents represented 167 laptops and 17 LCD's. Many issues were looked at ranging from the size and type of victim, whether CCTV was installed, to determining that there were 2 main types of thieves and 7 sub-groups. Once it was determined how thieves were gaining access or were being denied access, security measures were studied to determine the best way to reduce opportunity.

The resulting study culminated in a document entitled: Laptop Theft in the Commercial High-Rise 2005 Survey. Security Management has referenced the document in the November issue and it can be found online in 'Beyond Print' in the Intelligence section. The full 23 page report can be found detailing several interesting findings at <http://www.securitymanagement.com/>.