



Commercial Real Estate Council

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Commercial Real Estate Council Members

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Chairman's Corner – Mark Wright

The Commercial Real Estate Council represents a very specialized segment of the security industry. Members of the council are involved in all types of commercial properties – retail stores, shopping malls, residential developments, high rise office buildings and others. Generally, one unique aspect of these properties is that they are at least partially open to the general public. This means that many commercial properties have to maintain an inviting atmosphere while maintaining enough security controls to warrant safety for its tenants and their customers.

It is a delicate and sometimes difficult balance for the security manager who is charged with making specific recommendations to a property owner. When access restrictions are perceived as being too tight, the attraction of some potential lessees to the property may be diminished. On the other hand, if security controls are perceived as inadequate, the potential lessee may feel that the property is not safe and the property owner may be exposed to significant liabilities.

As ASIS International continues its pursuit of developing security guidelines, our membership and our councils must lend assistance to those charged with striking and formalizing this critical balance. Assuming an active level of support from its membership, our organization is best qualified for developing guidelines on proper assessment of risk and proposing the most appropriate mitigation measures within a wide variety of security environments.

Take the time and the opportunity to review the drafted guidelines when they are issued for membership review. If you see potential issues with any of the drafts, make sure you provide ASIS with your commentary.

I urge all members of ASIS International to be involved in this process as it continues to emerge as the pre-eminent source for security guidelines.

Chicago Tabletop exercise breaks attendance record! -Carlos Villarreal

Keith Kambic, Lou Caravelli and Carlos Villarreal members of the ASIS Commercial Real Estate Council worked on a nine-month project with Chicago's Building Owners and Managers Association (BOMA) Security Committee. The project was to develop a natural disaster tabletop exercise specifically designed to challenge the response capabilities, short-term and long-term recovery processes of commercial high-rise building owners and managers. The 3-1/2 hour tabletop conducted on September 9, 2008 drew over 140 participants, breaking all attendance records for previous events sponsored by Chicago BOMA! Clearly, the attendance numbers reflect a strong desire for preparedness training in the commercial real estate sector. It is incumbent on ASIS security professionals to share our expertise with the business community and give them the tools they need to protect life, intellectual property and physical structures.

In an effort to get the participants thinking of worst-case scenario, the tabletop started with a snap shoot of recent natural disasters occurring throughout the United States. This was followed by several emergency notification messages that quickly escalated from tornado warnings, watches and actual tornado touchdowns in the Chicago's central business district.

Participants were given injects with a limited amount of time to work through a variety of response and recovery issues such as;

- How to handle emergency messages
- Rapid reach notification systems
- Post event response and damage assessment teams
- Mission critical personnel
- Prioritizing short-term recovery needs

➤ Long-term operational needs

As an added value for the participants, representatives of the Chicago Police Department, Fire Department, Office of Emergency Management, Illinois Emergency Management Association, and Federal Emergency Management Association served as panel experts to discuss the public sectors response to large-scale emergencies.

Overall, the tabletop was well received and participants had an opportunity to network with colleagues, learn from industry expert's and walk away with a better understanding of the importance of being prepared for manmade and natural disasters.

If you would like a copy of the power point presentation, please visit our council web page at www.asisonline.org/councils/CRE.xml.

Developing a Security Team for Mixed Use Properties –Scott C. Bickett, CPP

While traveling a short while ago on business I had the opportunity to walk through the downtown area of the city I was in. I observed how the residents of the condo's, corporate employees, and the early dinner crowd all shared the same streetscape and coexisted in what appeared to be a vibrant but slower, lower pressure area of the city. After continuing my walk I realized it was not the "traditional" downtown after all it was a flawlessly executed mixed use facility. Mixed use facilities are becoming more prevalent throughout our communities for some pretty sound reasons. They reach the fundamental of a higher density, but more appealing atmosphere for a large cross section of a current populous that yearn for shorter commutes to work, close shopping and entertainment and as a bonus lower energy costs. This coupled with on target marketing brings us to the pinnacle of what most urban professionals strive for.

The challenge in a mixed use facility is not how to protect each individual component of the facility but how to integrate the components of the security program to meet the requirement of the facility as a whole, without compromising the feel of an open "public access" area. With that stated the most visible and critical asset of a security program at a mixed use facility is the staff that on a day to day basis manage the "personality" of the project. You may have significant hardware, cameras, and alarms invested in securing the project but without a qualified, trained and well supervised security team interacting with the residents, customers, employees, and even the casual non income generating patron, the feeling of disorganization and lack of safety will prevail.

The on site security manager should take an active part in the daunting task of screening and selection for prospective security employees due to the critical nature of selecting the appropriate personnel. The security employee that diligently checks tenant employee's identification at the office building at 11am may not be the correct type of security employee working with the nightclub at 11pm as their bouncers throw someone out. Careful screening of the security employees for the capacity to complete all of the security functions at the location is key to the success of the program. The highest order of function should be detailed prior to screening the first employee. If each security employee is screened with this in mind and the standard is adhered to the security force will be able to adjust for posts that require the minimum required functions during low activity duties such as screening identification at the office complex to maximum function duties such as working with crowds of revilers at a special event. Special attention should be taken to not necessarily hire the applicant with the most security experience but the applicant most able to be flexible as some career security officers may be resistant to flexibility needed to secure these dynamic facilities.

Once the selection of the security employees has been completed, a well rounded training program is required to receive the maximum output from the employee. The training program should have a blended delivery approach to reach all of the learning styles of the employees. The training needs to encompass policy reviews prior to working, a mixture of classroom and on the job training, and continued and ongoing training throughout the security employees' tenure. In addition to the above listed training, a more specific training program may be needed to address specific equipment and functions. The training program must be thoroughly researched and address up to date case law and trends within the security field.

Without proper supervision a staff of any type is destined for failure. The supervision of a facility of this type should be multi-level including a line supervisor for each shift as well as on-site management and some type of off-site management assistance or overview for the facility. The selection of the on site security manager at mixed use facilities is critical to the program as a whole. The on site manager should have significant and substantial experience with facilities of this type as well as a proven track record in leadership, dealing with law enforcement and emergency response teams, as well as the local and state government officials.

After all of the work screening, hiring, training, and supervising the security team, a look forward to staff maintenance should be considered. A staff of this type should have competitive salaries, medical benefits and personal growth potential. This coupled with the appropriate working environment for the team should yield a well rounded and capable security staff that is able to meet the ever changing needs of the mixed use facility.

Looking at the recommendations above the process may seem overwhelming; however after the total investment in the facility the development of a security team for this type of property can not be placed on the back burner or deemed secondary. Should you choose to take on the task in-house or choose to work with a qualified nationally based security vender the proper planning for the success of your security team is primary to the success of the facility.

BOMA Calgary Laptop Theft Survey -Glen Kitteringham, M.Sc., CPP

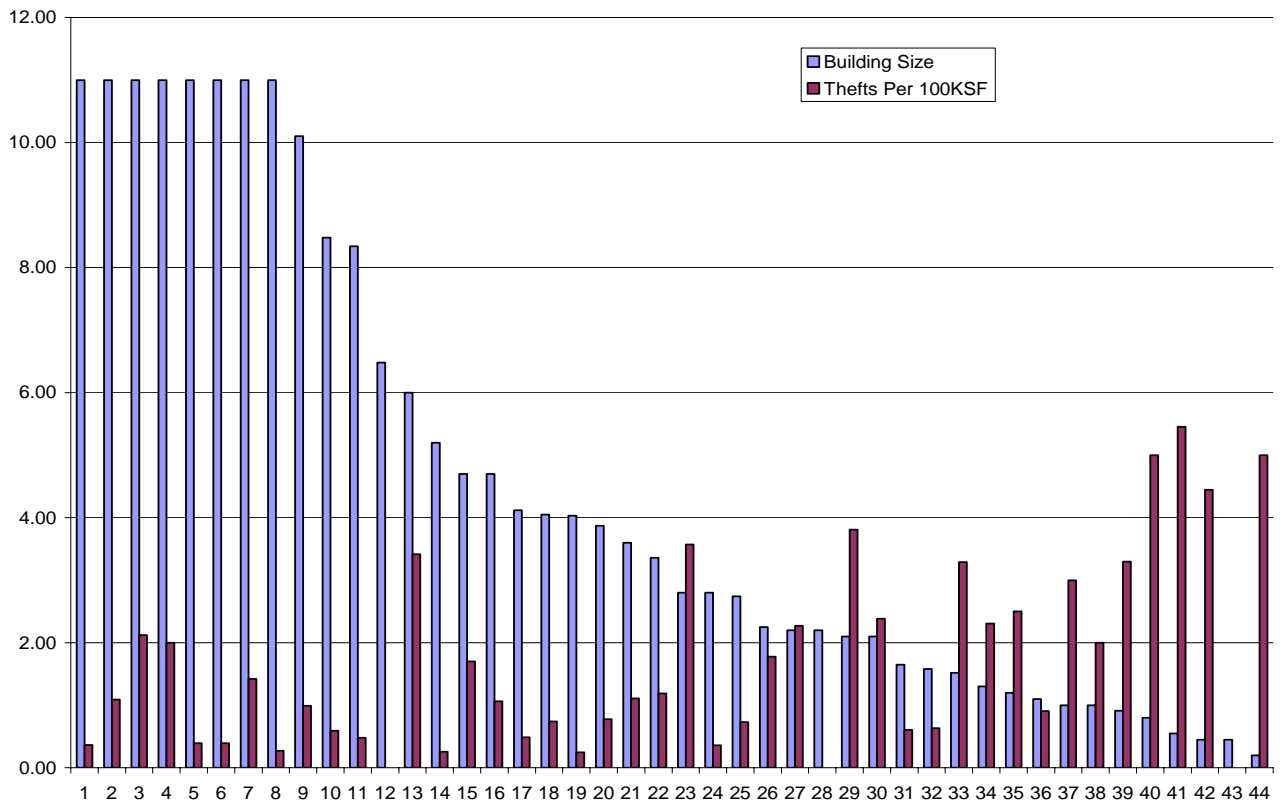
The following excerpt was taken from the recently published BOMA Calgary Laptop Theft 2007 Survey. "There were some interesting findings, when it came to comparing large and small commercial properties. For years, it was theorized that larger properties were targeting more often due to the attractiveness of the larger volume of targets. This recent study did in fact determine this to be true, at least from the perspective of the study but even more interesting was that while larger buildings were targeted twice as likely, thieves were four times more successful in properties under 1 million square feet as they were in properties over 1 million square feet. It is suspected that the reduced security measures in place at smaller buildings are contributing to this. The larger buildings have an increased security presence, with 24/7/365 guards, a faster response to forced doors, extensive CCTV coverage, and a much larger number of legitimate users".

A full copy of the report will be available at <http://www.canadiansecuritymag.com/>.

Buildings greater than 1 million sq/f were twice as likely to be targeted as those under 1 million s/ft but the smaller buildings had four times as many successful thefts.

Size	# of Buildings	Incidents	Percentage
> 1,000,001 s/ft	9	168	66.93
< 1 million s/ft	35	83	33.07
Total	44	251	100%

There is an inverse relationship of building size to successful thefts.



“Tallest” Security in Philadelphia-Jack Dowling, PSP, CPP

In the City of Philadelphia, the recent completion of the Comcast Center, 17th Street and JFK Boulevard, Philadelphia, PA makes this high-rise the tallest building in town. The structure is 1.4 million sq. ft., consists of 58 floors and is anchored by main tenant Comcast Corporation along with four other tenants for a total occupancy of 3,500. On weekdays, an average of about 10,000 visitors “passes through” per day. The location of the facility (center city) and the other amenities within the complex and nearby (The Market at Comcast, Table 31 - a five star restaurant, Suburban Station, Shops at Liberty Place and busy Market Street to mention just a few) add to the attractiveness and the potential for criminal activity. The complex has quickly become a destination point for many tourists and people visiting center city.

With security in the forefront, the Liberty Property Trust Company, owner and property manager of the Comcast Center, chose veteran security professional Jim Birch as its Director of Security and Life Safety. In speaking with Mr. Birch, he indicated the various challenges associated with the construction and final occupancy of the structure. He was able to divide this experience at the Comcast Center into four different phases. Mr. Birch stressed the critical nature of building a true partnership with all the stakeholders essential to the successful construction and operation of the facility. All trades (electricians, carpenters, etc.), union representatives, management, tenants, and outside agencies were stakeholders with interests and concerns vital to an effective and efficient security program.

Phase I – 100% Construction

From September to December 2007, security was transferred to the property owner from the general contractor. It required a concerted effort to enhance security with limited access points and identification. Although involving a culture change, this cooperative effort with the construction trades resulted in a seamless and problem free improvement in the site security.

Phase II – Mixed Construction/Tenant

The next stage lasted for 17 weeks with tenants moving in and construction continuing. This time period required a separation of entrances, egresses and vertical (elevator) use. Functioning as a business environment with the noise and debris of construction was balanced through the efforts of all the stakeholders with much of the day-to-day details handled by security.

Phase III – Operating Building with Construction Activity

The final construction period involved a smaller trade presence on a daily basis as this major portion of the transition ebbed. Again, the cooperation and support of all the building stakeholders resulted in a problem free time period.

Phase IV – Operating Building with Significant Public Components

This final phase completed the vision and mission of the facility and the customer focused/service oriented performance of the security operation. It should be noted that the customer service orientation of the contract security force (AlliedBarton) was the hallmark of all the phases and will continue in its importance as the reputation and significance of the Comcast Center grows. In selecting personnel for the security posts, a premium was placed on interpersonal skills and appearance with high-end business suits furnished as the “uniform”. In addition to public relations training, all security personnel are trained in the basic protection principles, including CPR and AED procedures.

The access control and visitor management systems are state of the art. Access control is through contactless key cards and optical turnstiles. The system is linked to the Human Resources’ data base, ensuring current privileges assigned to Comcast employees. Visitors are pre-registered and a badge with photo, taken by security, is issued at the lobby entrance station when he/she arrives. The video monitoring system supports all the other physical and electronic measures and provides another layer of unobtrusive protection to the facility.

The outdoor café and plaza present a different set of challenges with the possibility of skateboarding, soliciting and loitering. To reduce this reality, signs prohibiting these activities have been posted and the security staff is quick to respond to any reported violations. As the popularity of the outside café increases, issues related to noise and alcohol related behavior will need to be addressed in the now expected and established sensitive manner as all other challenges have been handled to date under the leadership of Mr. Birch.

Commercial Real Estate Council New Member Profile



Scott C. Bickett is Senior Group Vice President for IPC International Corporation located in Bannockburn, Illinois. IPC is the largest proprietary provider of Mall Public Safety and Security Services in the United States.

Mr. Bickett manages multiple, major Commercial Development portfolios and client services at over 97 Shopping Centers in 25 States. The IPC model includes on-site, full service security operations, consulting and other support services in digital technologies and administrative support.

In addition to recently obtaining the Certified Protection Professional accreditation, Scott also earned a Certificate of Achievement from the Lake Forest Graduate School of Management in June, 2008 and is a former United States Marine Corps Presidential Guard serving with honor at the White House and the greater Washington, DC area.