



Commercial Real Estate Council Members

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Commercial Real Estate Council

June 2011

Chairman's Corner

Hello,

For those of us in Security in the peaceful nations of the world, the removal of Bin Laden on May 1, created a greater likelihood of the small disorganized types of attacks on soft targets, while (hopefully) reducing the organized attacks on large targets that occurred under Bin Laden's reign of terror. The potential of the "lone wolf" type of attack is greater now than at any time before Bin Laden's death.

We all need to prepare for the individual(s) fundamentalist (possibly home grown) taking the steps toward varied types of attacks that will not have as high a body count, but will send shock waves through our population, causing many different responses from those victimized and others who will become crippled with fear as a result. Our corporations will look to us to be proactive in prevention, but will also be very tight with the funding we may require to harden our targets from yet another possible offender.

We all have had to learn to do more with less and I do believe we will once again have many a sleepless night pondering methods to prevent an unknown attacker from succeeding. Our only hope in this endeavor is to be undaunted in our pursuit of ways to protect those in our care.

As the new chairman for the Commercial Real Estate Council for 2011, I can say the council is off and running with new activities. We have a webinar planned for July 20, 2011 titled "Putting Your Program to the Test". The time is TBD and the presenters are Keith Kambic, Glen Kitteringham, David Katzenmeyer and Lou Caravelli. Timothy O'Brien represented our council by manning a booth at the ASIS NYC 2011 Security Expo last week, promoting the council to the attendees in New York City. Mark Wright and Carlos Villarreal have upcoming sessions at the ASIS International Seminar in Orlando.

International recruitment efforts are paying off with several potential applicants coming forward, one each from London, Antwerp, and Canada. The US has generated a couple of additional potential members. Each applicant will be given a brief time to tell us about themselves on our next conference call, June 1, 2011, followed up with discussion by our current participating members.

This newsletter contains a segment that asks all of the members to comment on a question that we had posed on our last conference call. Several great concepts have come out of this exchange, please read about this in the Newsletter.

Sincerely,
Louis G. Caravelli, CPP

Commercial Real Estate Council Member's Speak Out

The commercial Real Estate council will be featuring a new section in our bi-annual newsletter. During this feature, the members of the council will respond to a question that is posed by the Chairman on a relevant topic and the answers will be shared with all ASIS members and in no particular order; we hope you enjoy this new addition.

Chairman Caravelli asks the council:

Summer is soon to arrive and so will groups of protestors, who for whatever reason feel that your property is rife for holding a protest.

You are the manager of security for a large property that is now without notice surrounded by protestors, some of whom are acting unreasonably and trying to stop your day to day pedestrian traffic.

What steps do you take to handle the protestors and protect your tenants/visitors from becoming fearful to enter your property? And protect your property from damage?

Who: Identify the group protesting including organizers.

What: Identify what the group is hoping to gain from the protest.

Where: Identify a staging area for the protest and include a media location.

When: Date/time.

Why: Identify the reason of the protest.

How: Identify previously used tactics of the group.

Clearly define the property line

Review emergency lock down procedures

Designate one primary ingress/egress entry point – just in case you need it

Identify one primary protest location – place appropriate signage

Involve you local police department to ensure the protestors obtain the proper permits

Designate a media spoke person (Building Management or Tenant)

Have an alternate escape route – just in case you need it

Train security officers on how to deal with aggressive behavior

Prepare/review a shelter in place announcement

Review your "use of force" policy

Pray for a rainy/stormy day

Assuming that all the basics such as police coordination, lock down points, traffic redirection, and tenant communications are being covered, one aspect that seems most difficult for us is to avoid over-focusing on the main event. We coach our security officers, not assigned to the protest location to maintain awareness on other parts of the property. There are often secondary strike groups who use the distraction of the main event to gain access to other parts of the property, perpetrating vandalism or criminal trespass in tenant spaces. This requires discipline and close supervision.

Building off the others good comments, I have had some success tracking the protesting group's activities, proclivities and plans through web and internet searches. It is also a very good idea to have a copy of the property with you. Depending on the location selected by protestors – and the availability of clearly visible property demarcations, you may need a certified property plan to assist local police in keeping protestors on public property.

In addition to these excellent points, I would add ensuring that you make contact with the protestors (as long as they are not being stupid) to let them know what the rules are, where the property lines are and to pass on any other information you deem acceptable. I have made contact with a number of protest groups in front of building over the years and I have found that by treating them with respect, they tend to do the same.

Do your homework, identify previous locations, were there problems? Are the primarily peaceable demonstrations? Are there common elements with the presentation –names, tactics, etc? Prepare for these.

Coordination/liaison with Police office- usually community service, identify assembly times, persons expected, etc.

Verify that assembly permits have been obtained

Use counter surveillance to identify person "ramping up the group". Work with police to remove this individual.

Photograph and video everything, especially beneficial for Union/activism activities, designate alternate entrances.

Don't escalate! Communication and planning with the protestor's before the event is critical to the day to day operation.

Establish a professional relationship with the protest leaders to accommodate their needs while following organizational rules. No Surprises! Be visible (especially management and supervision) and continue day to day operations, but plan for backup from both public and private resources. In most cases, a show of force tends to increase the potential for adversarial actions.

Emergency Response-Glen Kitteringham, CPP

Training is as a vital component of an emergency response plan as the plan itself. After all the hard work of putting the various elements of the plans together, there is no option but to test for otherwise how do you know if it works?

The various elements of the plan include: Introduction, organizational structure, responsibilities, identifying levels of disasters and emergencies, emergency alerts and notification procedures, site/area evacuations/shelter areas, media relations, control point operations and supporting materials, plan activation and responder notification and finally plan administration and testing. It is this final element of testing that concerns us and as a result the Commercial Real Estate Council will be holding a webinar on Wednesday, July 20 at 12 noon EDT to discuss the issue. The program is entitled "Putting Your Program to the Test".

The time to learn if you plan works is not in the middle of an emergency.

This webinar will list and detail the pros and cons of five different training strategies that can be utilized to assist your staff in emergency response planning.

1. Table Top drills
2. Live Drills: full scale vs. limited scales
3. Computer based training/internet/video
4. Classroom training: individual, small group and large group
5. Debriefs

Table top drills are generally regarded as interactive discussions of hypothetical scenarios that take place in group setting. There are certainly benefits of getting a group of employees and managers together to discuss a potential emergency the organization may encounter. Live drills have a number of challenges to consider ranging from such decisions of scale, who to get involved, getting senior management approval, having public emergency services attend, when to hold them, lost productivity, company and employee pushback and resistance, having people getting hurt in drills, determining what is successful drill as well as plenty of decisions to make. What are the pros and cons of computer based and classroom

training? Issues include proper course design, cost of the training and employees lost productivity, appropriateness, and skills of the trainer. Finally there are debriefs and there is a right way and a wrong way to conduct them.

The presenters will identify these issues that emergency planners need to take into training consideration including costs, time, and who should or should not be involved and at what stages.

Tenants, visitors, employees, contractors and emergency services all have a role to play in emergency response planning. We will discuss the strategies and tactics so you can reach out to these various groups to assist in educating them to their responsibilities.

High-Rise Security, Life Safety and Emergency Preparedness-Carlos Villarreal

Providing robust security and life safety programs in the post 9/11 world to America's high-rise commercial real estate community requires a specialized approach to ensure that the program fits the culture of the property, makes tenants and the property safer and makes economic sense.

As one surveys the country, security in commercial office buildings takes on a different feel from region to region. Buildings in cities that consider themselves in a higher risk category for terrorist attacks such as New York and Washington DC take a more stringent approach to the protection of people and property. Lower risk cities often rely on industry standards to secure their properties. In my 30 plus years of working in Class "A" high rise buildings throughout North America I realize security and life safety programs are driven by two factors:

- 1 **Anchor Tenants**
- 2 **Events**

Tenant Driven Security Programs

High profile tenants as well as high profile buildings often require additional layers of protection beyond the industry standard card access and CCTV systems. For example, in the case of many buildings where an anchor tenant is security conscious, building exteriors are protected by high impact vehicle barriers. With the real threat of bomb explosions, some buildings have added blast resistance film to their windows, while automated turnstiles are used to control access into the buildings elevator core. Visitors and guests must to be pre-registered on web-based systems and government issued photo identification cards are verified before allowing them into elevator cores for vertical transportation. Loading docks and mail rooms use x-ray machines to "clear" packages from potential explosives before allowing deliveries into the interior parts of the building. While these measures are not implemented at many properties, these are some ideas for buildings to consider in upgrading their layers of protection.

Event Driven Life-Safety Programs

Fires, bomb threats, workplace violence, terrorist attempts/acts, medical emergencies and weather related catastrophes are all events that raise the level of public awareness for emergency preparedness, response and business recovery. Unfortunately, it often takes an event to spring building owners and managers into action. One of most effective ways of maintaining a *state of readiness* is to conduct tabletop exercises involving property management, engineering, cleaning, garage attendants and security staffs. Tabletop exercises are typically designed as worst case scenarios involving life threatening situations. Participants are given opportunities to make critical decisions on the protection of life and property. Often times the results of these exercises identify areas for improving written emergency, response and recovery plans.

Both event and tenant driven security and life safety programs present similar challenges and help to find the right balance of three critical components – the right amount of security labor to use, the right amount of technology and the right implementation of policies and procedures. Establishing the right balance ensures that the building maintains an open and friendly environment for tenants and business guests while projecting a feel of safety and security. Another benefit of finding this balance is in preparing the property to detour or react to today's threats and emergency events.