

EMERGENCY  
ACTION TIPS  
FOR  
CIVIL UNREST

Organized protests can quickly and unpredictably erupt into riots, looting, and civil unrest. It is up to you as a property manager to do what you can to secure your buildings and inform your tenants during and preferably before these situations get out of hand. Planning for a civil unrest event at your property is imperative.

**PREPARATION**

**Secure the property** • Outline process

**Security**

- ◆ Prepare for additional security presence
- ◆ Prepare for shelter in place

**Protect the exterior**

- ◆ Eliminate opportunity • survey and remove items from the surrounding area (including public property) that could be used as a projectile
- ◆ Wet landscaping to deter fires

**Supplies**

- ◆ Stock plywood, plexiglass, materials similar to hurricane prep
- ◆ Have fire extinguishers readily available

**Update Contacts**

- ◆ Internal communication lists
- ◆ Tenant communication lists
- ◆ Emergency vendor contacts and place on standby
- ◆ Police contacts (local commander, communications centers, emails, twitter)
- ◆ Lists of neighboring property managers, engineers, and security companies to alert each other

**Service Vendors**

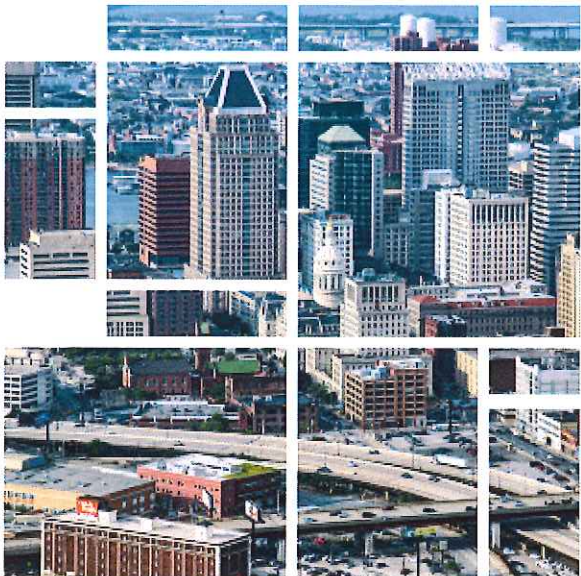
- ◆ Notify of closings or changes in work schedules
- ◆ Janitorial • If curfew in place consider day cleaning

**Evacuation & Re-Occupancy**

- ◆ Determine guidelines for when to close and evacuate. Don't be a hero!
- ◆ Determine guidelines for when to reopen for business

**Other**

- ◆ Prepare to provide facilities/shelter to first responders/police if requested
- ◆ Plan for remote operations center if you cannot access your property during or after an event. (Neighboring property, community center, library, hotel)







## EMERGENCY ACTION TIPS FOR CIVIL UNREST



### ACTIVE EVENT Implement Security Procedures Stay Informed

- ◆ Monitor local media/twitter etc.
- Communication**
  - ◆ Notify police of activity at the site (911 and if busy local precinct contact)
  - ◆ Operations Team • Security • Staff • Neighboring Property Managers
    - ◇ Share detailed information internally within team
    - ◇ Stay in touch with neighboring property managers
    - ◇ Plan to assist neighboring properties if necessary
    - ◇ Use caution communicating with media and refer to your company policies
  - ◆ External • Tenants
    - ◇ Use caution in disseminating information. Distribute facts.
    - ◇ Use communication technology networks similar to "One Call" for group email, text and calls
    - ◇ Utilize external networks if cellular is overloaded such as twitter
    - ◇ Direct to monitor local/ social media / police twitter

### Close of Business / Evacuation

- ◆ Coordinate with adjacent properties for phased evacuation in area
- ◆ Coordinate with first responders in area to anticipate and assist with vehicular and pedestrian traffic (they may have recommendations for timing and travel paths)
- ◆ Coordinate with garage management for orderly and expeditious exiting

- ◆ Communicate in advance to tenants with a phased evacuation timeline for orderly exit.
- ◆ Know who did not evacuate and sheltered in place

### RECOVERY

#### Assess

- ◆ Damages
- ◆ Reopening based on area safety concerns, State of Emergency status

#### Operations

- ◆ Set up Remote Operations Center if necessary - staff & network
- ◆ Communicate status both internally and externally to tenants
- ◆ Repair • Clean up and create a timeline for repairs
- ◆ Open for business

#### Evaluate

- ◆ Security procedures
- ◆ Lessons learned

### RESOURCES

- ◆ **@BaltimorePolice** (use feed with a check mark denoting it is certified)
- ◆ **@BaltimoreOEM**
- ◆ **mema.maryland.gov**
- ◆ **Register for Private Sector Integration Program (PSIP) at:**  
**mema.maryland.gov/community/Pages/PSIPWelcome.aspx**
- ◆ **coalition@dpop.org** (alerts *city only*)
- ◆ **www.ceas.com**



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