



# CIVIL DISTURBANCE/UNREST

## Security Measures During Civil Disturbance Events

A situation involving civil unrest or disturbance can take multiple forms but typically involves a protest or demonstration. It is imperative to plan for such events so that you have the opportunity to have a plan in place, increase security measures, add additional officers, communicate with the tenants and work with local police officers. Below are some tips for you to consider.

### PRE-EVENT ACTIONS

#### WORK WITH PROPERTY MANAGEMENT ON THE FOLLOWING:

- Main point of contact for issues: Security Director or Property Manager
- What constitutes a lock-down of the building
  - Number of people gaining access to the building
  - Temperament of crowd in the building
  - Complete lockdown or only limiting to badged employees
- Eliminating open access entirely prior to or during the event
- Communication to building tenants on any changes to access control
- Additional staffing needs
- Templates for internal mass messaging to building employees and/or tenants
- Worst-case scenarios: safe zones within building and local police department intervention
- Review and practice locking down your building with little to no advance notice.

### CONDUCT A SITE SURVEY

- Clearly define your property line and check all access points.
- Confirm first floor windows, doors, and locks are in good working condition. There are no cracks or loose hinges.
- Unmanned areas are secure or can be secured if needed (dock, emergency exits). Do **not** block exits.
- If you have a parking lot/garage, consider:
  - Closing to the public
  - Authorization stickers or tags
  - Tighten up access control
  - Towing agreement
- Secure roof top and common elevated patio areas. Proactively reserve or close special-event spaces to control pop-up parties, gatherings, etc.
- Remove or secure exterior objects (tables, chairs, ashtrays, decorative items, small planters) that could be used to smash windows.

## INFORM STAFF OF POSSIBILITY OF INCREASED TRAFFIC

- Remain vigilant with all post orders (Visitor Management processes)
- Observe and report activity around perimeter of the building
  - Increased traffic
  - Temperament of crowds
  - Direction of crowds
  - Protest signage/verbiage
- Review security officer processes
  - Maintain professionalism - do not engage protestors
  - Be polite
  - Communicate with management
  - Document everything
  - Lockdown processes (manual lock or access control software)
- Designate an individual(s) to act as the spokesperson for:
  - Emergency and first responders
  - Demonstrators requesting access to your building
  - Media representatives
- If applicable, utilize building's card reader system to control access to floors (i.e. elevators).

## EVENT ACTIONS

- Follow information via news channels and from management to monitor when activity may be increased in your area.
- Ready mass communications.
- Boots on the ground: conduct perimeter and interior patrols prior to event.
- Stay in the lobby or near CCTV controls during the event.
- Communicate as often as possible with management (Client and Titan).
- Be ready to respond to emergency situations.
- Be prepared to hold over security, engineering, or management staffing.
- Consider performing "counter surveillance" to determine:
  - Is your building being actively surveilled?
  - What is occurring around the corner or down the block?
  - Are groups forming nearby? What is their demeanor?
  - Are there situations or responses in progress that could affect you?

# POST-EVENT ACTIONS

A civil disturbance can impact your operations, but with proper planning and training, building employees will be more confident in their response and disruptions can be limited. At the conclusion of any such disturbance, please consider the below actions:

- Obtain any relevant information to report to security and building management.
- Return building back to normal operations (security posts, elevators, etc.).
- Conduct after-action review with team to identify gaps in response measures and opportunities for improvement.
- Review findings with Building Management, and update response plans as necessary.
- Report losses to insurance carriers, risk management, and ownership.

# BEST PRACTICES

- Have a fully functional emergency operations plan that identifies responsibilities and tasks for Building Management, Engineering, and Security team.
- Work with your local police department and keep them informed of any issues or conflicts that may result in a protest/demonstration.
- Monitor current events and social media sites that may forewarn actions against your building and/or building's tenants.
- Keep lines of communication open with tenants and advise them to inform you of any potential or probable protest activity.
- Ensure all security systems are properly working (i.e. CCTV and alarms).
- Make sure a plat survey is available and property lines are clearly marked or distinguishable.
- Be capable of locking all doors and keep keys readily available (and test locking mechanisms on a regular basis).
- Identify method(s) to communicate emergency messages to tenants (i.e. public address system and/or mass messaging system).
- Identify alternate means of accessing your building if a specific entrance is blocked/closed.
- Identify what the impact will be if your service providers (i.e. security, housekeeping, mail room, café, retail, etc.) cannot access your building because of a protest.

## IF YOU SEE SOMETHING, SAY SOMETHING.

In emergencies, call 911. For all non-emergency suspicious activity, notify your local police department.