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@dpob.org (alerts city only)
♦ www.ceas.com

www.bomabaltimore.org