

memorandum

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TO: BOMA San Francisco Building Security Task Force
FROM: Manuel Fishman
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RE: Reviewing Property Management Procedures in the Aftermath of September 11 Attacks

Office Building Risk Assessment Elements

On October 12, 2001 BOMA International conducted a national audio conference call on building security. An audio tape of the teleconference is available from BOMA. Although it is not possible to synthesize the two-hour program into a paragraph, as a general rule the experts agreed that a building owner is better served by spending money directed at long term goals relating to risk assessment, such as enhanced staff training and improved tenant communications, than on other short term building closure procedures. Landmark, historic and tenant significant buildings (e.g., government and major corporate headquarters offices) are the exception to the rule.

There are six elements to developing an effective building risk assessment plan:

- (a) **Facilities:** identify entrances, service doors, loading docks, and mail and air intakes, and consider whether any of these facilities present vulnerabilities to the building.
- (b) **Policies:** consider what security policies should be implemented in the building (open or closed building, access identification cards, barricades).
- (c) **Procedures:** develop a written building security and emergency response and evacuation plan, consider the impact of full building evacuation, and who authorizes and implements such evacuation.
- (d) **Technology:** consider what technologies can be reasonably implemented at the building (card access, cameras, e-mail communications) and maintain these systems in operating order.
- (e) **Personnel:** deploy and train (and retrain) appropriate personnel. Personnel should have high visibility.

(f) **Communications:** communicate with tenants, establish tenant contact sheets to make sure tenants receive important information promptly, practice procedures with tenants on a regular basis.