

This bulletin provides the BOMA Canada membership with several practical security and life safety tips for consideration in light of the convoy protests which began in Ottawa, and which are now spawning copycat protests across the country.

In the event of any disturbance or violence, building owners, managers and their contractors are best off adopting a mindset of de-escalation, avoiding any physical confrontation and calmly moving out of harm's way. Physical intervention is best left to the police except in the rare cases of using reasonable force for self-defence or when assisting others to withdraw from violence. Although security personnel are trained in use-of-force, they should follow these same principles.

**Additionally, property managers should:**

- 1 Review internal emergency response and business continuity procedures for dealing with demonstrations, activism and traffic disruption
- 2 Ensure all staff, contractor, and tenant contact details are up to date
- 3 Make sure that communication protocols/channels are in place for tenants, regional/head offices, traditional media/journalists and social media
- 4 Re-examine insurance coverages, lease obligations or special agreements with tenants, as applicable
- 5 Review and practice emergency "Lock Down" procedures for perimeter access points, elevators, shipping/receiving docks, etc.; ensure that emergency exits are unobstructed, open properly and close securely; monitor lock "keyways" to ensure they are not jammed with glue or other obstructions
- 6 Confirm that fire alarm, sprinklers, fire suppression and stand-by generation systems are in good operational condition
- 7 Verify that Digital Access Control Management Systems are properly operational and that tenant access card protocols prevent unauthorized access
- 8 Verify daily that Video Management Systems and related cameras are operating properly, ensuring that fields of view are aligned with intended specification; test video recording functions to ensure images are easily available for investigations or as evidence

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- 9 Meet with contract security management to review potential emergency staffing needs, availability, first-aid/CPR training, and use-of-force/arrest procedure; emphasize de-escalation of physical interventions and immediate referral of same to the police
- 10 Endeavour to meet with your local community police officer or determine if the police will be offering a community meeting to discuss the risks of a potential protest in your area
- 11 Monitor both mainstream and social media for information related to protests near your property and/or messaging directed against your building, owner, tenants, neighbours, etc.
- 12 Scrutinise adjacent outdoor parking lots, which protestors may use as assembly points for vehicle convoys or pedestrian marches, and report any suspicious activity or circumstances to police, especially if any hazardous substance/volatile gas, such as propane containers, are present
- 13 Survey your property and neighbouring properties, particularly if there is nearby construction, for loose items that could be used as weapons, projectiles, etc.

**REMEMBER, THE WORST TIME TO BEGIN PLANNING FOR AN INCIDENT ... IS WHEN IT HAPPENS!**

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