LOUIS BOULGARIDES | MAY 5, 2020

Over the last two weeks, I have given fifteen presentations to property management companies, individual buildings, movie studios, and large tenants. There are some items that were common among them all.

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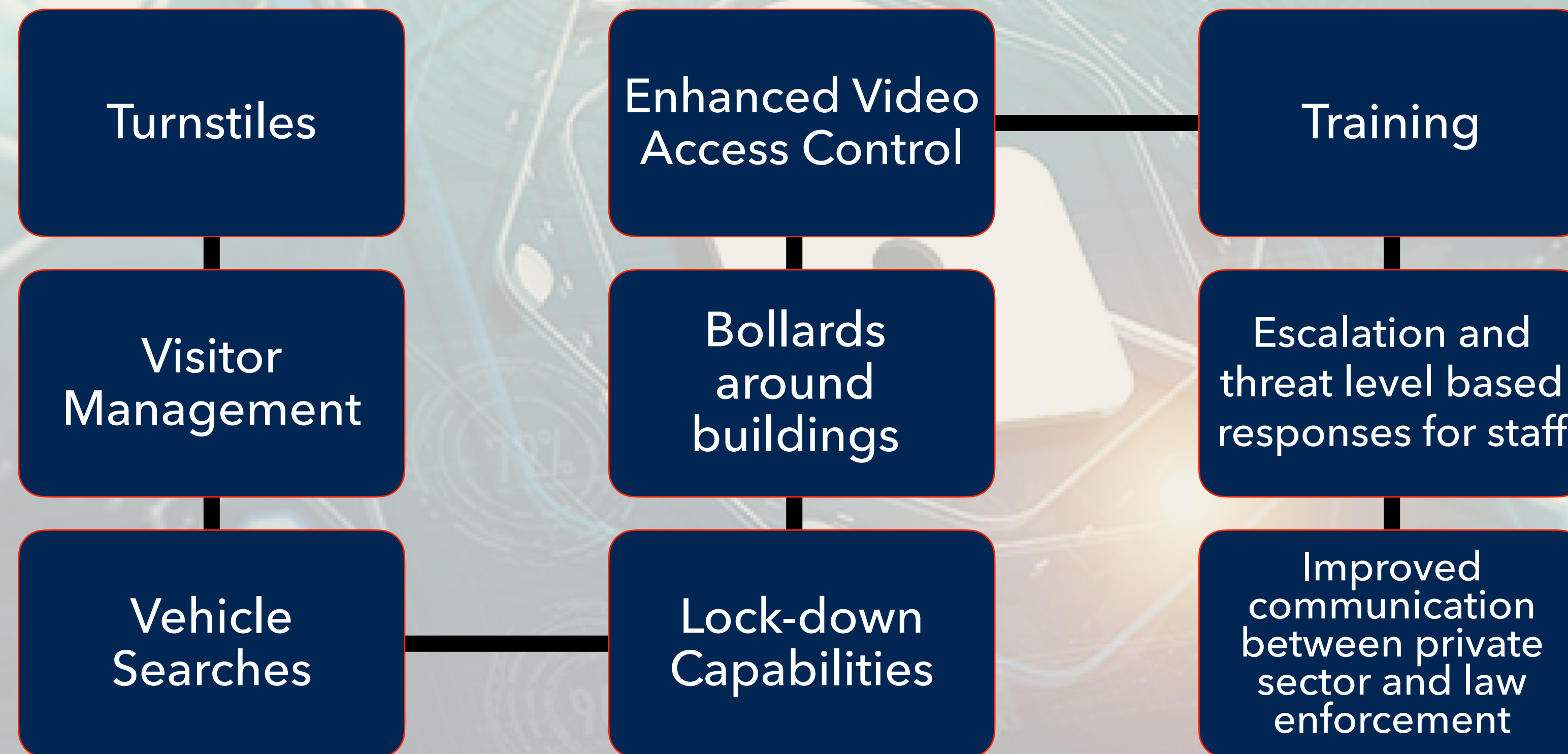SECURITY SYSTEMS. NETWORK ENGINEERING.

WHAT DO WE KNOW?

- More responsibilities are being pushed to the onsite leadership teams by security staffing providers.

- Public and private sector were not prepared.

- The supply chain was an issue – PPE's and other essential items were not readily available.

- Properties will need to be self-sufficient in the future.

- The security response to this situation will need to be holistic and will take both changes to security procedures and technology. Site specific guidelines will need to be will need to be created for future response.

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The last time I remember this dramatic of a shift in security and safety policies was after 9-11. I was working at Disneyland Resort at the time, and it was the first time the park had been closed in many years. We were concerned about how the public was going to respond to our new security posture which included searching everyone that came to the park. Two days later, we were searching bags and tons of people were coming to the park. America was eager to return to normal, even if it was a "new normal". This is one of many security policies and technologies that were never widely used prior to 9-11.

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So, what will this new normal look like?

In my conversations over the last two weeks, I found the following commonalities among companies. While all are not being deployed, all are being considered. One item is totally new for the security space, and that is cleaning protocols. The program is now not only security and safety, health must also be considered.

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Managing Access in a Touch-less / Socially Distanced Environment

- Install barriers and consoles.

- Move scanners to the visitor side of the barriers.

- Discontinue use of visitor cards.

- Automatically open doors.

- Use additional check in areas / kiosks to handle flow and create social distancing.

- Destination dispatch restrict two to cab / standard elevators manage flow.

- Turnstiles – how to restrict flow, queue, and count people.

- Temperature screening? Where?

- Cleaning protocols

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What is Important?

Programs are designed to "throttle up" or "throttle down" response.

Meaning each phase will need to be clearly documented and trained on.

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The New Normal

Social Distancing

Tenant & Visitor Screening

PPE's

Touchless Environment

Enhanced Cleaning Protocols

Visitor Mgmt & Contact Tracing

While each site is different, I found these areas to be universal among the people I spoke to. I hope you find this helpful as your business adjusts to the new normal.

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