



ORCHESTRAL PRECISION

How a Commercial Real Estate Leader Protects its Class A Office Buildings with Emergency Management Plans (EMPs)



CLIENT

Major Commercial Real Estate Development Firm



SERVICE

Emergency Management Plan



INDUSTRY

Commercial Real Estate

UNPLUGGED

A FRANK OPINION
The Project Manager's Post-Engagement Perspective

"Many factors influence security – or emergency-related risks in Class A office buildings – like this high-profile corporate address.

You have location. Proximity to other prominent sites. Critical infrastructure. Total square footage. The age and construction style of the facility. How many people work and visit the building daily. You must also consider the number and type of tenants, the nature of their organizational mission and the maturity of their readiness to handle an expansive range of potential emergencies – from a hostage or workplace violence incident to a fire, major weather event or terrorist attack."

How do you coordinate so much complexity? It takes a good plan – one designed with orchestral precision."

Corporate Headquarters

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Client's Challenge

Several times a month, this corporation's Vice President of Operations meets with senior security advisors from Hillard Heintze to discuss emerging security matters relating to its extensive portfolio of multi-tenant Class A office buildings in major cities throughout the United States.

"The concept of developing a best-practice-based Emergency Management Plan for one of our landmark office properties here in Washington, D.C. keeps coming up," she said. "Some of our tenants have them. Some don't. And, as you've pointed out, the gaps between their plans, and the needs and expectations of the city's first responders to many different types of emergencies represents a significant body of risk. Let's put one of these plans together."

The Hillard Heintze Solution

Hillard Heintze's emergency management planners conducted a brief risk, threat and vulnerability review of a one million square foot, three-building complex with three primary tenants – including a major U.S. federal agency headquarters located just blocks from the White House and other high-profile buildings. We interviewed all three tenants and examined their respective emergency plans. We met with the city's various emergency responders. Then we drafted a master emergency management plan for the entire building that is aligned to the four phases of emergency management and specifically addresses important recommended guidelines developed by DHS, FEMA and OSHA.

Impact on the Client

This professionally designed plan – supported by a robust set of appendices, forms and checklists and structured as a dynamic, continuously updated document – won rave reviews by the commercial real estate firm's executive team. Two days after viewing the completed plan, the firm asked Hillard Heintze to begin developing comparable Emergency Management Plans for five more major landmark facilities in three different U.S. cities. And the next week, the firm set up a meeting with its insurance carrier to discuss a reduction in premium rates for liability coverage.