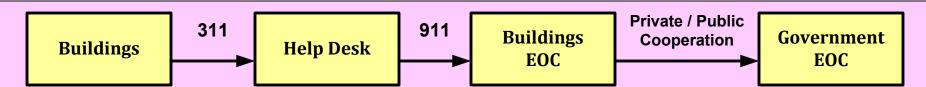
Building Services, Help Desk, and Emergency Operation Center coordination



- Amenities to attract / protect tenants,
- Access Control violations,
- Workplace Violence Prevention,
- Technical Services,
- Service Bureau,
- Audits to identify Gaps and Exceptions,
- Risk Assessment.
- Compliance to Building Laws, OSHA, OEM, HS, FEMA, etc.,
- Recovery Plans,
- First Level Recovery Site,
- Shelter in Place,
- Building Marketplace,
- Vendor Selection and Work Order submission,
- Building Networks,

- · Help Desk Institute,
- Risk Management Association,
- DRII for Certifications,
- Building Managers
 Organization,
- Adherence to Audit and Compliance,
- Problem Management and Escalation,
- Connecting Problems to Recovery Plans,
- Initiating Recovery Operations if necessary,
- Initiation of First Level Recovery Site if local problem,
- Provision of Service Bureau facilities to support tenant as needed, and
- Initiation of Building Emergency Operation Center (EOC).

- Critical Problems received from Building Help Desk,
- Problems have escalated to a disaster situation,
- Recovery Plan (s) have been initiated and recovery teams activated.
- Building problems can affect city operations,
- Communicate Building problems to the Government Emergency Operations Center and coordinate efforts going forward,
- Utilize Building Dashboard to indicate building status (Green, Yellow, Red).

- Government Emergency
 Operations Center received disaster alert and initiates

 EOC Seat for building disasters,
- First Responders are sent to affected buildings,
- Disaster evaluations, responses, and recoveries are monitored by Government EOC,
- As services are retuned, the Government EOC updates the status of the building,
- Restoration and final return to affected areas is accomplished,
- Disaster Event Log is available for reporting based on various perspectives,
- Improvements in recovery operations are made through Post-Mortem analysis of disaster events.

Strategy:

- Improved Tenant Safety,
- Sell as a Service,
- Insurance benefits,
- Assessment to uncover problems and recommend solutions.

Relationships:

- Disaster Recovery Institute International,
- Help Desk Institute,
- NYC OEM EOC, and
- Risk Management Institute...

Benefits:

- · Employee Certifications,
- · Building Managers Organization,
- Public / Private sector cooperation,
- Safeguarded building that is in compliance with laws and regulations.