

# BOMA Calgary Webinar

## What's Next?

### Examining the Past, Present and Future of COVID-19

# COVID-19 Pandemic Onset

- Planning moved very quickly in a very condensed period
- CEMA / BOMA Relationship
- Public Safety Committee Partnership



## Surprises?

- How quickly things change!
- Managing Fear
- Vulnerable Population
- Social Disorder Issues
- Transportation

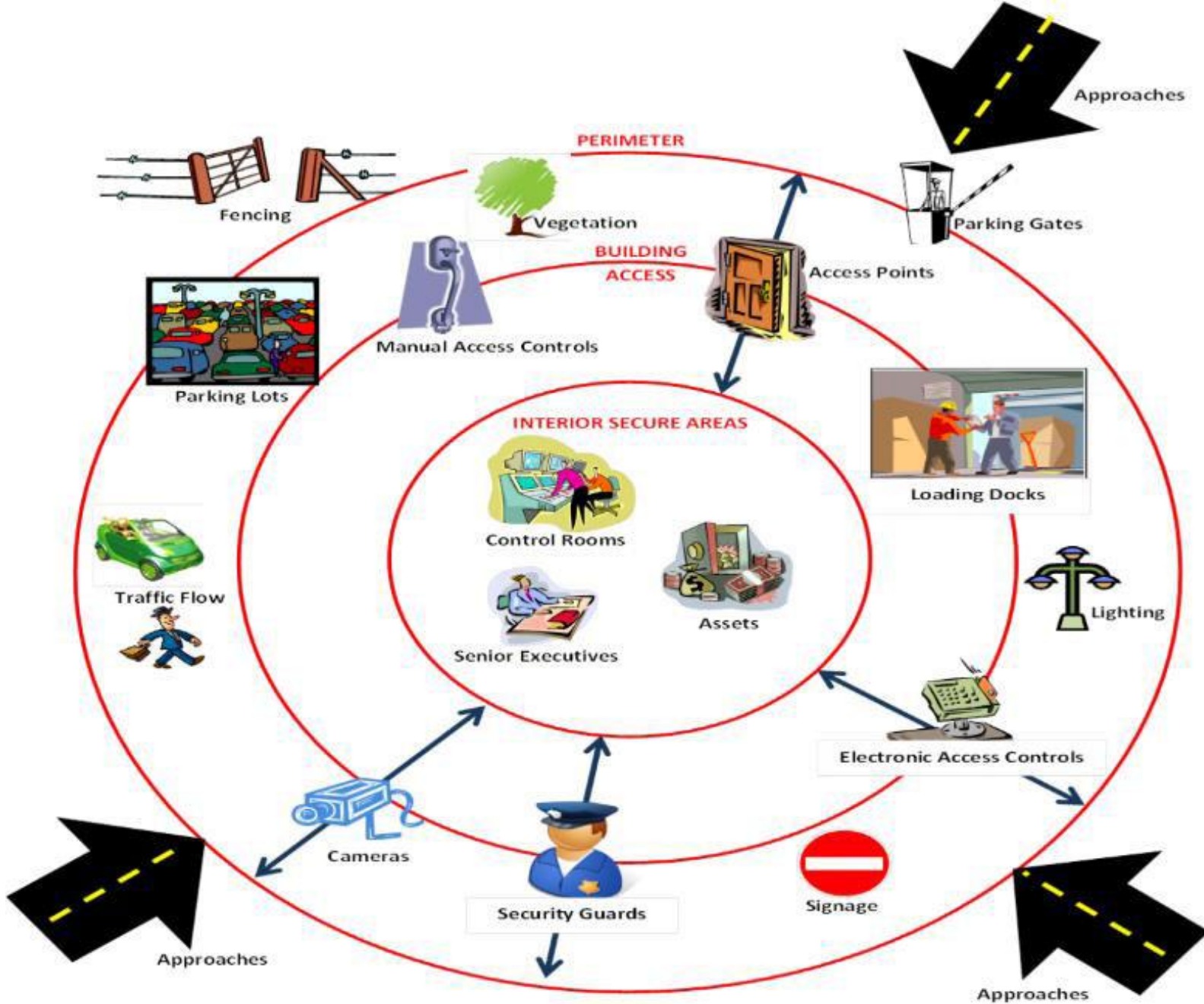


# Response

- Reaction time
- Guard fear and work refusal
- Monitoring/Responding to Vulnerable Population
- Limited/Controlled access
- Street crime factors
- Communication between partners







Documentation



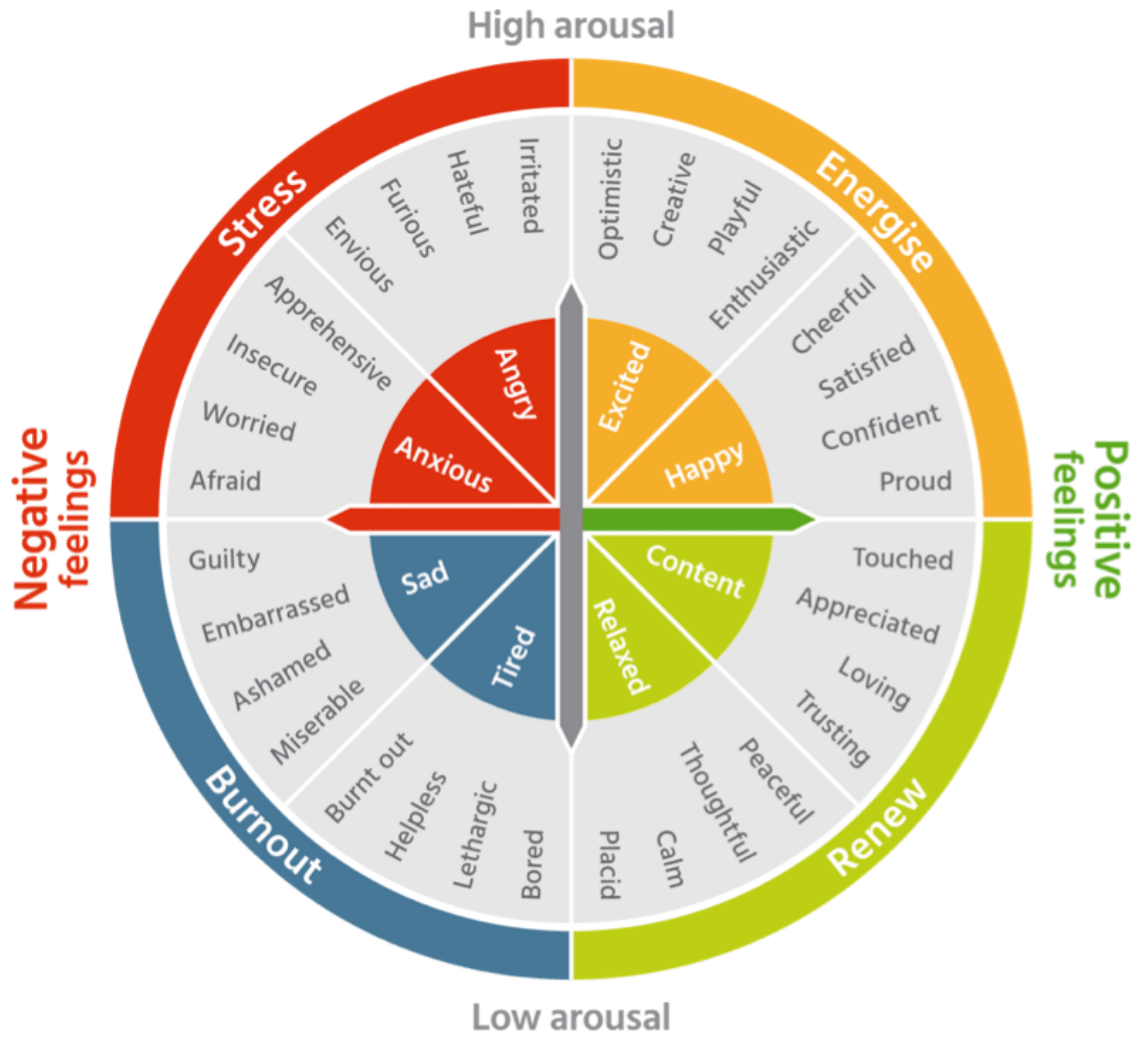
Personnel



Hardware

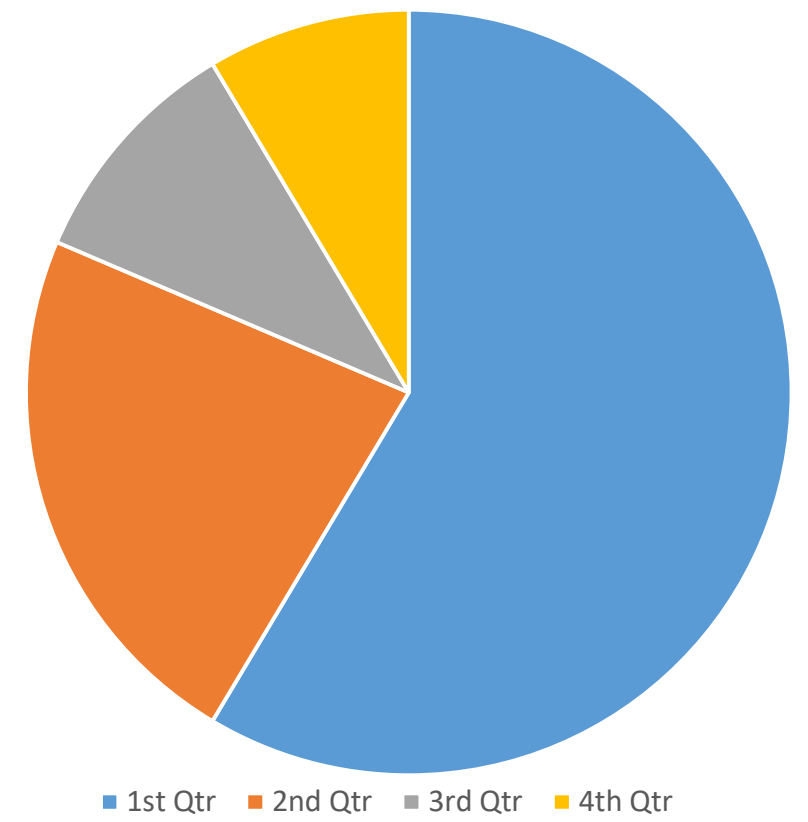
**Security:  
The Necessary Good**

# Emotion vs Reason



VS

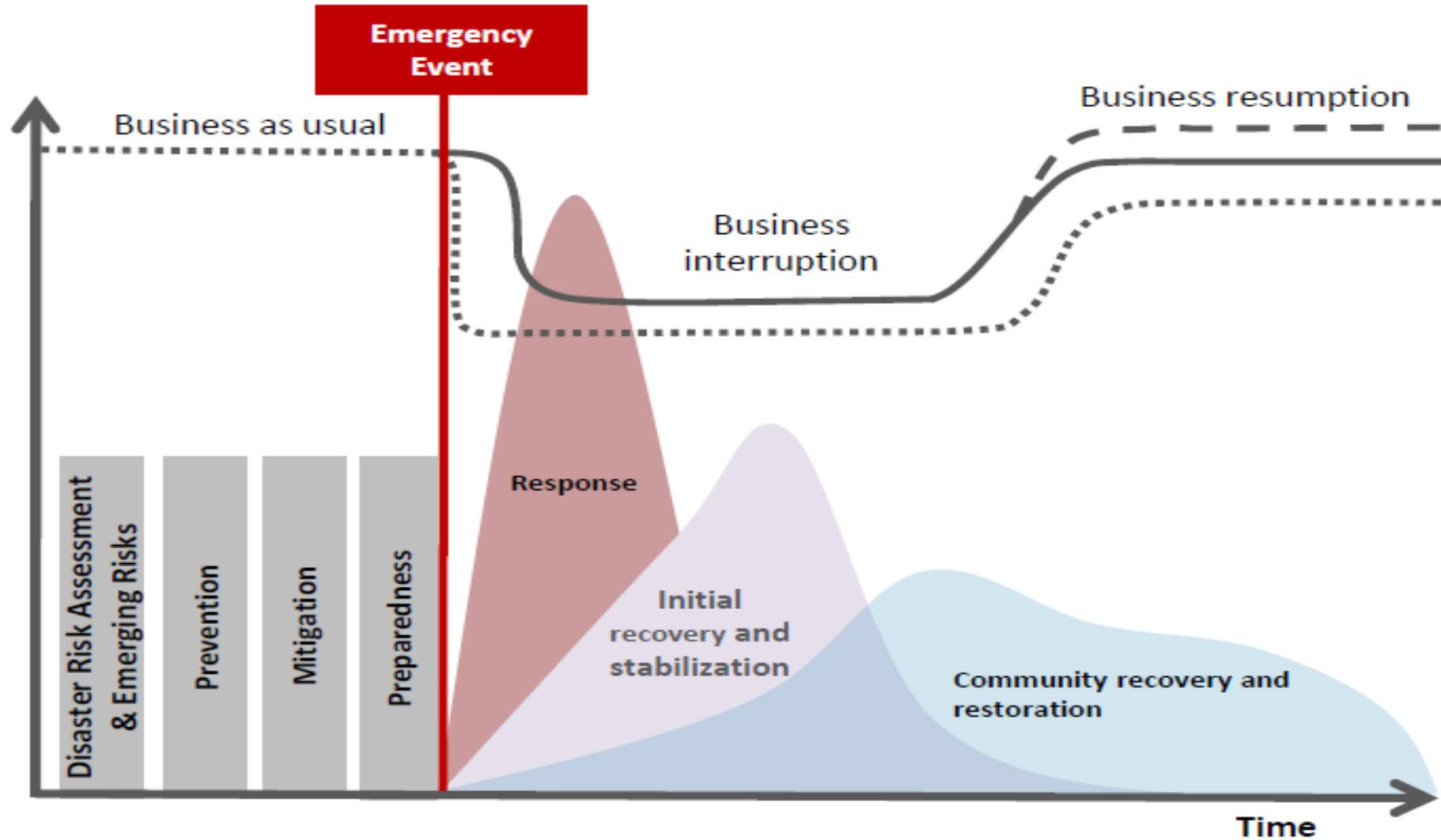
## Budget



# Lessons Learned During The Pandemic



# Risk Ownership & Emergency Preparedness



Source: this graphic has been provided for use with permission from the Calgary Emergency Management Agency (CEMA)

# Core Areas of Learning

**MANAGEMENT**  
(PRIMARILY WORKING FROM HOME)

Team Approach to Emergency  
Planning & Playbook

Communication: clear consistent  
repeating messages

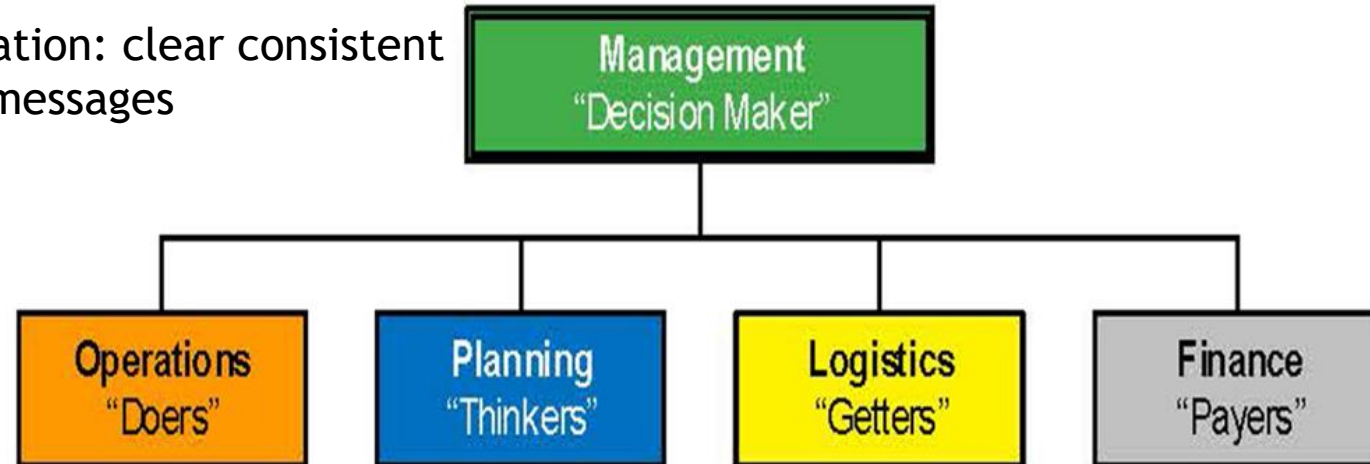
Long, drawn out incident and  
response: Exhausting & without  
escape

**FRONTLINE**  
(PRIMARILY WORKING ON SITE)

Safety: personal & family

Pay & Job Stability

Communication: clear consistent  
repeating messages







**WHAT?**

**WHERE?**

**WHO?**

**WHEN?**

**WHY?**

**HOW?**

## A Trusted Security Advisor

- Who leads your Security Program
- What your Trusted Advisor does for you

# LEADING EXPERTS OVER TIME

Scientist



PhD Student



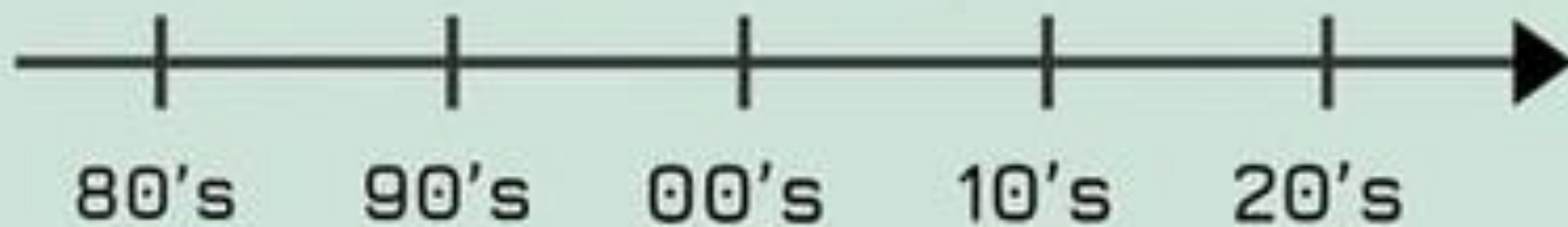
Media



Facebook  
Karen



A.I.  
Fake News



# Alberta's re-entry plan

## Stage 1

(as early as May 14)

- Retail, bookstores,
- Farmers markets
- Barber and hairstylist
- Daycare, out of school care
- Cafes, restaurants, bars with restrictions

## Stage 2

- Additional surgeries
- More personal services
- Movie theaters
- Gatherings

## Stage 3

- Reopen all business and services
- Larger gatherings
- Recreational facilities
- Arenas and conferences
- Nightclubs

# How does this impact our workplaces?

- As different industries return to work at different stages we will see staggered re-entry

- **Expectations**

- The “new normal”
  - Working from home
- Physical distancing
- Second wave plans
- Getting to Stage 3



- **Considerations for re-entry**

- PPE
- Signage, Flow of People and Special Access Controls
- More hand sanitizer stations
- Elevators pose a key challenge
- Restrictions to On-Site Amenities



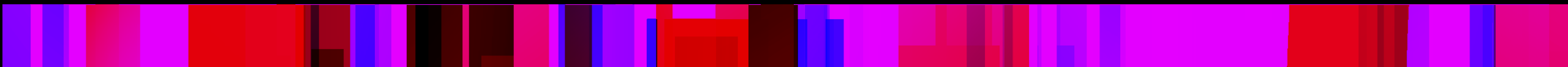
# New Threats

- Migrating from the physical realm
- Malicious Cyber Actors are quick to take advantage of high-profile events
- Attacks directed online to:
  - IT infrastructure - Increase in Phishing attempts
  - Home networks - Home office & remote access technologies, opportunity for hacker surges
- Activist Groups





**THE GOOD THE BAD AND THE UGLY**



Questions?