

DAYTON BOMA

BUILDING OWNERS & MANAGERS ASSOCIATION

FROM THE PRESIDENT

SEPTEMBER 2021



By Karen Basista
President
Dayton BOMA

Another summer is almost over and we continue to deal with the pandemic, the delta variant, mask wearing, vaccine mandates, office re-openings and a litany of other issues. I know I repeat myself (and I am sorry for that) but I wonder if the life we once knew will ever be the same again. But we keep on keeping on.

And Dayton BOMA marches on for which I am thankful. We could not do this without your support. Thank you for stopping by earlier this year when, in an effort to keep everyone safe, Nancy initiated our “drive through” lunches. Thank you for attending our tailgates, our after-hours events and our golf outing, which, through it all, was a great success and another fun get together! Our August luncheon was very special to me as we could sit, catch up and listen to the terrific speaker that we have in Julie Sullivan with the Dayton Development Coalition. I thought her presentation was very informative and positive for the Dayton area.

As for BOMA International, they continue to work with legislation in the areas of federal, state and local advocacy with an emphasis on the impact and assistance provided to the commercial real estate industry. Some examples include, but are not limited to:

- HR 1512, Clean Future Act of 2021 – BOMA International asks Members of Congress to vote against the legislation.
- HR 848, Green Act of 2021 – BOMA International supports the GREEN Act of 2021 and encourages Members of Congress to support the legislation as proposed.
- HR 2346, E-Quip Act of 2021 – BOMA International asks that Members of Congress support the Act.
- Tax Code Section 103 “Like-Kind” Exchanges – BOMA International urges Members of Congress to preserve Section 1031 like-kind exchanges.

At the risk of repeating myself once more, please continue to be safe and well.

A HIGHER STANDARD: THE COMMERCIAL REAL ESTATE CERTIFICATION YOU'VE BEEN WAITING FOR

We are pleased to introduce the new Certified Manager of **Commercial Properties™ (CMCP™)**, a certification designed for early-career property professionals who are looking to validate their industry knowledge and take their careers in commercial real estate to the next level.

Learn more about the CMCP certification and get on the early access list for more information at www.CRECI.org.

UPCOMING SPEAKERS AND EVENTS

Reminder...Our membership luncheons are typically held on the second Tuesday of each month from 11:30 until 1:00.

September 14th – Dayton BOMA Membership Luncheon to be held at the Presidential Banquet Center in Kettering. Our speaker this month is Gil Turner, Director of Aviation for the Dayton International Airport, Dayton-Wright Brothers Airport and the downtown Heliport.

September 21st – Dayton BOMA After Hours Event from 5-7p.m. This event is being sponsored by Mike Houser and Houser Asphalt and Concrete. Location to be announced soon!

October 12th – Dayton BOMA Membership Luncheon

November 1st – 3rd – Medical Office Buildings + Healthcare Real Estate Conference

January 19, 2022 - BOMA International Virtual Industrial Real Estate Conference

OUR VISION

BOMA will be the partner individuals in the commercial real estate industry choose to maximize value for their careers, organizations and assets.



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NEW GUIDANCE TO NAVIGATE COVID-19 OPERATIONAL CHALLENGES



The COVID-19 pandemic has prompted both the commercial real estate industry and the scientific community to consider the role building systems might play in the health and safety of building occupants. Navigating through evolving new considerations for building operations can be challenging—and often complicated—work for property professionals, which is why BOMA International has partnered with global engineering and professional services firm **Jacobs** to share expert guidance around optimizing building systems to

maximize occupant health and safety and mitigate risk.

Drawing from guidance issued by health agencies and industry organizations, *Improving Occupant Safety Inside Buildings* provides property professionals with timely operational recommendations for building systems. While there is no single “one-size-fits-all” solution for all building types and systems, the guidance found in this resource can help commercial owners and operators determine the best strategies and technologies to deploy in their buildings now and in the months ahead.

To download your copy, go to www.boma.org/COVIDandBuildingSystems.

BOMA INTERNATIONAL DEEP DIVE

Fasten your snorkel and get ready for our latest in-depth exploration of the issues important to today’s commercial real estate industry. BOMA International’s all-new BOMA Deep Dive series, available exclusively to BOMA members, offers the expert insights and context you need to navigate the ever-evolving commercial real estate landscape. Consider this your personal invitation to go beyond the surface and discover answers to questions you didn’t even know you had. We’re going where the nitty-gritty meets the heart of the matter and then some. That’s a BOMA Deep Dive.

Deep Dive No.3

Across the U.S., workers are returning to the office, businesses are opening to full capacity and public health guidance is easing to reflect a growing population of vaccinated individuals. Behind the scenes, property professionals are working tirelessly to deliver health-centric environments that reflect the needs of tenants. *Health, Wellness and Sustainability Beyond COVID-19*, the third in our series of BOMA Deep Dives, explores tenant well-being and highlights commercial real estate’s role in helping building occupants thrive during the early stages of pandemic recovery and beyond. And Check out this bonus video interview between the author of *Health, Wellness and Sustainability beyond COVID-19* and three industry experts who contributed to BOMA Deep Dive No. 3.

Deep Dive No. 4

Property professionals and their tenants are emerging from the COVID-19 pandemic with a renewed appreciation for the value of connectivity in the built environment. As they have discovered, a commercial property must be more than just technologically enabled to be considered connected in a post-pandemic world. *Deep Dive No. 4: The Office Building’s Role in the Optimized City of the Future*, the fourth installment in our series of BOMA Deep Dives, challenges conventional wisdom about “smart buildings” and “smart cities” to uncover how innovation and strategic decisions made at the property level could help power a more sustainable, resilient and equitable future for occupants of commercial buildings — and the communities in which they reside.

STAY CONNECTED WITH THE BOMA APP

The BOMA App is your hub for everything BOMA, including each year’s annual conference app and quick links to BOMA resources, allowing you to stay informed on the go. Just search “BOMA App” in the iTunes Store or Google Play.



DEALING WITH EMERGENCIES



Medical or fire emergencies are stressful situations, and stress is a natural human reaction

in an emergency. However, panic and anxiety from stressors can lead to inaction and cause unnecessary distress. Knowing what to do in a stressful situation can prepare you with the information needed to stay calm and act effectively to keep yourself and your co-workers safe, and can help you make better and safer decisions about what to do. Preparation and training can help you feel more confident and be more effective in an emergency.

Have a Plan

Knowing what to do in an emergency is key. It is important for all employees to be prepared for emergency situations, and to have a plan of what to do if something happens. By thinking and planning ahead, you can save yourself valuable time in an emergency. All organizations should develop an emergency action plan and conduct regular practice drills. Make sure your workplace has a plan in place so every employee knows what to do. Your organization's security plan should include plans for fire evacuation, severe weather, bomb threats, and other emergency events.

Ensure you are ready for future events by restocking your disaster supply kits and updating your workplace disaster plan.

Get Training

All employees can address their training and skills through multiple avenues. Every employee must take it upon themselves to understand the site plan, goals, and mission of the client organization. If they are not sure of something, then they must speak up and ask. It is important to

know where first aid kits and other emergency supplies and devices are kept at your place of work. The American Heart Association wants everyone to have the knowledge and skills to feel comfortable in the event of an emergency and can provide you with the training and skills you need to prevent, prepare for and respond to emergencies. This training can give you confidence to provide care when it's needed most.

Emergency Drills

Ensure that your place of work conducts regular fire and safety drills. While these types of drills can interrupt your daily routine, it is important to take part and pay attention to the details such as emergency exits and action plans. Much of the stress during an emergency comes from not knowing what to do. Prepare yourself with this knowledge so you can act calmly and assist fellow employees throughout the drill as well as in an actual emergency. Be sure to understand the plans for individuals with disabilities or other access and functional needs.

Make sure your workplace has an emergency plan and ensure everyone knows what to do in an emergency. Know who to call when problems arise. Your workplace emergency action plan should always be kept up to date and include communication with local, state, and federal law enforcement.

SAMPLE SAFETY PROGRAM TEMPLATES

BWC's Division of Safety and Hygiene (DSH) has created sample written safety program templates for employers to download and customize to their operations. DSH utilized safety experts from Loss Prevention Field Operations, including specialized consultants from the OSHA On-Site Consultation Program, and the Public Employment Risk Reduction Program to create an assortment of branded sample written templates to share with employers.

Each template is laid out identically and has a welcome page with information on how to use the template. DSH Assistant comments provide added guidance, best practices, or links to resources or reference standards. Each sample program template offers supporting documents for training, checklists, definitions, and more.

For free consultative assistance in creating and reviewing workplace safety policies, employers can reach out to DSH on their website, or by phone at 1-800-644-6292.

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BOMA INTERNATIONAL ELECTS 2021-2022 OFFICERS

The Building Owners and Managers Association (BOMA) International elected its 2021-2022 officers during its Board of Governors meeting held virtually on July 12th. The Board of Governors of BOMA International elected:

Mark Dukes, BOMA Fellow, CCIM, RPA, Vice President, Asset Management, Physicians Realty Trust, Atlanta, as Chair and Chief Elected Officer for 2021-2022. Mark Dukes is vice president of Asset Management at Physicians Realty Trust, where he oversees all operations for a 190-building portfolio of healthcare assets located across 30 states. His core responsibilities include asset management, property management, client relations and customer satisfaction. Dukes is a past president of BOMA/Georgia, where he earned the 2016 BOMA/Georgia Huey Award and the 2016 BOMA Southern Region Member of the Year Award. Prior to his 2019-2020 term as Vice Chair and 2020-2021 term as Chair-Elect, Dukes served a two-year term on BOMA International's Executive Committee. He also served as chair of BOMA International's Asset Management Committee and as chair of BOMA International's Diversity, Equity & Inclusion Committee.

Randal L. Froebelius, BOMA Fellow, P.Eng., President and General Manager, Equity ICI Real Estate Services, Inc. Toronto, as Chair-Elect. As founder, president and general manager of Equity ICI Real Estate Services, Inc., Randal Froebelius provides property management, project management and development services to a client portfolio that includes office, life sciences, industrial, retail and residential properties. In his more than 30 years of specialized real estate experience, Froebelius has represented BOMA on all levels, previously serving as chair of both BOMA/Toronto and BOMA Canada and as a member of BOMA International's Executive Committee and as BOMA International's Vice Chair. He is chair of BOMA International's Standard Methods of Floor Measurement Committee and vice chair of the International Council.

Robert M. Six, BOMA Fellow, Chief Executive Officer, Zeller, Chicago, as Vice Chair. Bob Six has more than 35 years of experience in commercial real

estate, 20 of which he has spent with Zeller. As chief executive officer, Six oversees all property management, leasing, development and investment activities for the firm's more than 10 million-square-foot portfolio. Six previously served as president of BOMA/Chicago and currently serves as an advisor to the current Board of Directors. Prior to being elected president of the BOMA North Central Region in 2020, Six served four years as regional vice president and three years as treasurer. He has been involved in several BOMA International committees, including the Finance Committee, Government Affairs Committee and Industry Defense Fund Oversight Committee. Six is a member of BOMA International's National Advisory Council and recently completed a two-year term on BOMA International's Executive Committee.

Murray Greene, BOMA Fellow, CPM, RPA, SMA, President and Chief Operating Officer, Greene Commercial Real Estate Group, Inc., Hollywood, Florida, as Secretary/Treasurer. Murray Greene is the founder, president and chief operating officer of Greene Commercial Real Estate Group. In his more than 35 years of commercial real estate experience, Greene has managed portfolios stretching across all property types. Throughout his decades-long BOMA membership, he has served as president of BOMA/Miami-Dade, BOMA Florida and BOMA Southern Region. Greene has been a member of BOMA International's Executive Committee and has held leadership positions for numerous BOMA International committees, including the Nominating Committee and Awards Committee. In 2019, he was selected to serve as the first chair of the Board of Managers for the Commercial Real Estate Certification Institute (CRECI), an independent certification body created by BOMA International and BOMI.

CONGRATULATIONS TO TURNER PROPERTY SERVICES GROUP

DAYTON BUSINESS JOURNAL

Congratulations to Turner Property Services Group on being named a 2021 Dayton Business Journal, Best Places to Work honoree in the Small Business Category.

"I believe we are one of the Best Places to Work because, from the beginning of the company, and continuing to this day, Turner has been committed to doing the right thing," President Sean Turner said, "The right thing by our clients and our employees. This is part of our core values and is based on the idea that we want to be known in the industry as a highly professional business that believes in doing things the right way."

Turner said maintaining a strong reputation in the community helps to ensure the future longevity of the company for employees.

Turner Property Services Group is one of about 550 property management firms across the United States to have achieved the Accredited Management Organization (AMO) designation for 15 consecutive years. This designation recognizes companies for education and training of their employees and ethical standards, among other factors.



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For over 50 years, Sedgwick has been helping employers navigate Ohio's workers' compensation system, providing services to help them control claim-related costs and reduce premiums. Their team includes the experienced colleagues from CompManagement and CareWorks Comp. The two companies merged and are now Sedgwick. Together, they serve nearly 65,000 Ohio employers including organizations of all sizes operating in various industries across the state. Group rating programs administered by Sedgwick have produced over \$4 billion in savings since group rating was introduced in 1991, and their group retrospective programs have returned over \$630 million in premium refunds since the program began in 2009.

If your organization is not yet participating in this member benefit, and you would like to receive a free, no-obligation analysis from Sedgwick, email Julia Bowling at julia.bowling@sedgwick.com or apply online: <https://ohiotpa.sedgwick.com/AC3/GroupRating.aspx?Organization=bomaohio>

Sedgwick Safety Resource Page
www.sedgwick.com/ohiotpa/resources

OUR MISSION

To advance a vibrant, commercial real estate industry through advocacy, influence and knowledge.



BREAKFAST AND LEARN



We held our first Breakfast & Learn session since the pandemic on

Thursday, August 26th. Dayton BOMA members gathered at HEAPY to learn more about the CenterPoint Energy Rebate Programs.

HEAPY is partnering with CenterPoint Energy (formerly Vectren) on a new retro-commissioning incentive program for commercial buildings.

Retro-commissioning is a process to optimize existing building HVAC systems, ensuring they run as efficiently and effectively as possible. This program is an extremely cost-effective way to reduce energy usage and improve facility operations, with projects routinely paying for themselves in less than two years.

The CenterPoint Energy Retro-commissioning program intends to:

- Pay 100% of the cost for an engineering study
- Pay up to 30% of implementation cost for energy measures
- Reduce energy costs (without impact to occupant comfort)
- Provide quick payback and return on investment (typically 1-2 years)

Thank you to Ryan Hoffman and Sumeta Medicherla with Heapy as well as Bob Baird with CenterPoint Energy and Todd Bruner with CLEAResult for their time.

If you have any questions regarding the CenterPoint Energy rebate programs, please reach out to:

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Sumeta Medicherla, LEED AP BD+C, WELL AP

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Dayton BOMA 36th Annual Golf Outing

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Scott McFall
Brian Sockley

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Sue Turner
Jordan Smith

Closets to the Pin

Victoria Hassen
Nathan Lucas



This event could not take place without the hard work and dedication of our volunteers. THANK YOU!

Emily Griggs, Otis
Wes Eversole, Rieck Services
Dave Wallace, Reed Elsevier
Jennifer Blair, Austin Landing
Miles McCollum, White Hat Industrial
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Ryan Zeman, Sonshine Commercial Cleaning
Shonna Moore, Shaw Construction & Electric
Sean Turner, Turner Property Services Group
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Your support is greatly appreciated!



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THE IMPACT OF COVID-19 ON OPERATING EXPENSE PASS-THROUGHS IN COMMERCIAL REAL ESTATE

The abrupt changes in the way we work as a result of COVID-19 have already considerably impacted commercial real estate, and they will only continue to do so throughout budget season. In addition to preparing business plans for the coming year, property professionals are also working to forecast income, operating expenses and capital expenses to predict their property's financial performance at the end of 2020. In finalizing their reforecasts, they are also recalculating projected operating expense pass-throughs to tenants for the current year.

Significant vacancy levels and other factors related to the pandemic have had unintended consequences for operating expense (OpEx) calculations and reconciliations. COVID-19 is expected to have a substantial impact on OpEx pass-throughs for 2020—and perhaps even several more years into the future—as certain expenses (like cleaning and janitorial service) increase, while other expenses (like utilities and trash removal) decrease. With the economic pain of these uncertain times being felt across the board, “we are in this together” has become a popular catchphrase in the COVID-19 era—one that will indeed be tested as tenants and landlords sit down at the virtual negotiating table.

BOMA International and InspiRE Commercial Real Estate Services have partnered to create a resource to help you navigate the new uncertainties surrounding operating expense calculations and reconciliations. The Impact of COVID-19 on Operating Expense Pass-Throughs in Commercial Real Estate provides guidance on steps to take now to ensure a smooth start for 2021.

This new publication builds on an extensive collection of COVID-19 guidance documents and resources produced and curated by BOMA International. To learn more about BOMA's ongoing efforts to support commercial real estate professionals throughout the pandemic go to www.boma.org and click on Research & Resources.

INDUSTRIAL REAL ESTATE

Demand for industrial real estate is on the rise! Growth in manufacturing, e-commerce, consumer spending, and international trade, and expansion of the Panama Canal are driving the demand for industrial and warehouse space across the United States. As the demand for industrial space grows, so does the need for information on management and operational best practices. BOMA International offers a number of resources to help industry professionals understand and take advantage of the burgeoning industrial real estate market.

BOMA Industrial Committee

Open to BOMA members, BOMA's Industrial Committee tracks trends; facilitates business networking and exchange of ideas; and develops education, training, and other resources. Please contact Patricia Areno, CAE, BOMA's Senior VP at pareno@boma.org if you are interested in joining the committee.

NEW! BOMA International's Virtual Industrial Real Estate Conference – January 19, 2022

Join us for this one-day program where industry experts will discuss the many trends impacting industrial real estate and the long-term outlook for the sector. You'll learn the steps owners and managers should be taking to create asset value, improve operations, and attract and retain industrial tenants. Plus, you'll have an opportunity to interact with service providers offering the latest technologies and solutions for industrial properties.

Registration Opens in December 2021
Registration Fee: \$225

AFTER HOURS NETWORKING EVENTS



A big THANK YOU to Wes Eversole and Rieck Services for sponsoring our After Hours Event at Brix Ice in July. This was our first After Hours event

since the pandemic came about. It was nice to hear some laughter and see the smiles on everyone face.

If you weren't able to join us in July, please mark your calendar for our next After Hours Event to be held Tuesday, September 21st. Mike Houser and Houser Asphalt and Concrete will be sponsoring this event. We'll let you know as soon as a location is determined.

If you're interested in sponsoring an After Hours Event, please give Nancy a call at (937) 299-2662.



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CYBERSECURITY A TOP PRIORITY



Cyberattacks have surged in 2021 and there's no end in sight. According to CyberCrime

Magazine, "Global cybercrime costs are expected to grow by 15% year over year the next five years, reaching \$10.5 trillion USD by 2025, up from \$3 trillion USD in 2015."

Unfortunately, many believe "that only happens to big business" but this same magazine also reported "More than half of all cyberattacks are committed against small-to-mid-sized businesses and 60% of them go out of business within six months of an attack."

Here are some tips from professional sources to help you guard against cyberattacks:

1. Have appropriate insurance

coverage. Understand your coverage and your limits and review coverage annually.

2. Train employees to be proactive. Cybint reported 95% of cybersecurity breaches are caused by human error. Implement cybersecurity best practices and include reviewing risks for copy machines and mobile devices; have appropriate password management/updates; train specifically on email inboxes, attachments, and identifying phony emails from authentic ones.

3. Identify someone internally to take the lead and develop and test a response plan: Everyone knows planning is key to any successful emergency response and planning for a cyberattack should not take a back seat.

Cyber criminals and cyberattacks are growing at an alarming rate. While we cannot control the bad guys, we can control and manage our plan and response. Start by assessing your risks and make data security part of every employee's responsibility.

TIPS FOR KEEPING CALM IN AN EMERGENCY



Keeping calm in an emergency is essential. Stress can trigger a fight-or-flight response and lead to panic. Learn to focus

on your breathing; it will help clear your mind and allow your body to relax so that you can make better choices and more effectively manage the situation.

Practice taking deep breaths: when under stress in an emergency, people often take shallow breaths. It is important to take deep breaths so you can think clearly. Focusing on the facts will also help you stay calm.

Follow the emergency plan in your workplace and practice often to help minimize stress during emergencies.



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BOMA International’s National Advisory Council (NAC), which is made up of senior real estate industry executives, gathered for a virtual program in mid-June on the high-priority topic of protecting commercial buildings from cyberattacks. The program was led by three distinguished guest speakers, Rick Varnell, James Trainor and Lucian Niemeyer, who brought valuable insights from their decades of experience working within the cybersecurity field in both the public and private sectors. The presentation closed with a live Q&A segment, during which NAC members sought guidance on the specific actions owners of commercial buildings should take to better safeguard their buildings. Below are 12 key takeaways from the virtual program:

- 1. Modern threats demand modern solutions.** As one expert put it, “The past is not indicative of the future as it relates to cybersecurity.” What once worked to protect your building from cyberattacks might not hold up in today’s rapidly evolving tech-first environment. The modern property professional must remain vigilant of emerging threats and opt for a proactive approach, rather than one that is reactive.
- 2. It pays to be prepared.** While the financial impact of a cyber threat varies depending on the specific attack and the organization targeted, the experts revealed that the reported losses of businesses impacted by cyberattack are growing at a rate of approximately \$1 billion per year.
- 3. Risk of threat—and financial losses—are projected to rise.** According to cybersecurity experts, both the likelihood and frequency of cyberattack is expected to climb due to numerous factors, including heightened connectivity, changing diplomatic relations and the availability of ransomware.
- 4. Be aware of ransomware.** Cyberattacks can come in many different forms, but ransomware tops the chart as one of the most significant cyber threats facing property professionals today. The U.S. Department of Homeland Security’s Cybersecurity & Infrastructure Security Agency defines

ransomware as an “ever-evolving form of malware designed to encrypt files on a device, rendering any files and the systems that rely on them unusable. Malicious actors then demand ransom in exchange for decryption.” Roughly 40 percent of all cyber insurance claims nowadays are related to a ransomware event, according to Trainor, who led the Cyber Division at the Federal Bureau of Investigation (FBI) before joining Aon Risk Solutions in 2016.

- 5. Know your risk.** Experts warn that adversaries are targeting industries that have a lack of investment in cybersecurity protections, as evidenced in recent attacks on the manufacturing and energy industries. Commercial real estate is an increasingly attractive target to attackers as buildings become more tech-enabled and as ransomware attack tools become more accessible.
- 6. Know your attacker.** The familiar hacker trope depicted in movies is far from an accurate portrayal of the malicious actors behind cyber breaches today. In fact, you might be surprised to learn that ransomware attacks can be launched by almost anyone in this day and age. According to Trainor, the most significant evolution in this form of cyberattack over recent years has been the emergence of a marketplace for bad actors to access the technology needed to complete an attack. In other words, these attacks are being pre-packaged for potential assailants in a “ransomware-as-a-service” fashion, further expanding the pool of bad actors in cyberspace.
- 7. Real-world impact.** While cyberattacks might occur online,

it’s important to understand the very real impacts they can have on the physical world. For example, cyberattacks have the potential to seize a building’s information technology (IT) system, gaining control of critical equipment like elevators, fire controls and HVAC systems. “We see this today as a [business disruption risk], but tomorrow, we see it having a physical impact on any building or asset,” explained Niemeyer, who oversaw the U.S. Department of Defense’s real property portfolio as an Assistant Secretary of Defense before launching the non-profit organization Building Cyber Security.

- 8. Consider investing in cyber insurance.** Cyber insurance is one box businesses can check to better protect themselves in the event of an attack. However, due to the events of 2020, experts anticipate the cost of cyber insurance premiums will increase anywhere from 20 to 50 percent over the next year. It’s also likely you’ll have to go through a supplemental application just for ransomware, where you’ll be asked



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to provide information on the controls you currently have in place. And, you might see some limits on your policy. Simply put, investing in cyber insurance is not enough to adequately prepare for a cyberattack, and in some cases, a robust preparedness plan will serve as a prerequisite to even be considered eligible for coverage.

9. **Know your budget.** Experts report the ballpark range for businesses to spend on cybersecurity investments is generally around 10 percent of the IT budget, although that figure will vary depending on the organization and its level of risk. To paraphrase Neimeyer, the goal isn't to be the best at investing in cybersecurity preparedness, so much as it is to be the second worst.

10. **Cybersecurity preparedness = strong leadership.** Leadership sets the tone on how well an organization is equipped to prevent and manage a cyberattack. "Most organizations have to go through pain before making changes," shared Trainor. "Have a framework in place before it's too late."

11. **Are you asking the right questions?** With buildings facing an increased risk of cyberattack, the dialogue between building owners and their IT teams must be improved. To get started, owners should be sure they're asking their IT teams the four fundamental questions listed below:

- *Can you track where every exposure within the building system is? (i.e. unprotected VPNs and devices, etc.)*
- *How integrated is our IT with our OT (operating technologies), and are we comfortable with our ability to monitor them to the degree that we can identify a data anomaly or intrusion?*
- *What else could we be doing to enhance the safety of our tenants?*
- *How do we know that the tools we're using, such as firewalls, are working?*

12. **Make changes, keep quiet.** Once you've taken action to bolster your building's cybersecurity, be sure to keep that information confidential. As Building Cyber Security co-founder Rick Varnell stressed, you don't want to taunt bad actors with a challenge.

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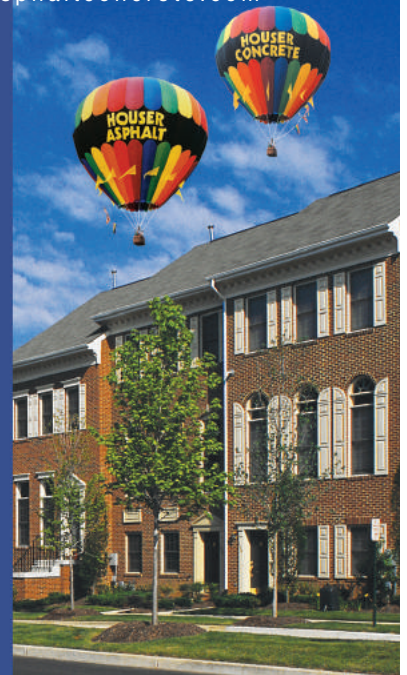
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