

EMERGENCY RESPONSE Standard

Operating Procedures

Comprehensive Day & Night Shift Protocols for Emergency Response Team (ERT) Operations

Standard ERT Roles & Command Structure

This manual establishes standardized, actionable tactical responses for high-rise residential properties. Every operational response is categorized by standard ERT operational roles:

ERT Role	Core Operational Responsibilities
ERT Leader (EL)	Overall scene command, tactical decision-making, direct liaison with government/first responder agencies, and authorization of emergency measures.
Communications & Documentation (CD)	Public Address (PA) announcements, emergency dispatch calling (911/BFP/Police), CCTV forensics, and real-time chronological event logging.
Responders (RES)	Frontline tactical execution, initial suppression, search & rescue, primary medical triage, physical containment, and physical de-escalation.
Logistics & Facility (LF)	Life safety systems control, utility isolation (gas/power/water), elevator recall/control, emergency generator deployment, and physical building hardening.
Crowd Control (CC)	Resident evacuation direction, perimeter locking/securing, crowd dispersion, scene isolation, and maintaining clear ingress pathways for emergency vehicles.

Incident 1: Small Fire (Incipient Stage)

Shift Considerations (Day vs. Night)	Day: Higher foot traffic in common areas; immediate notification via security guards and staff. Night: Slower initial discovery unless detected by Smoke Detectors/FAS; reduced night staffing requires automated alarm verification protocols.
Operational Guidelines (Why & How)	Small fires (e.g., trash bin, kitchen flare-up) must be contained before passing the flashover point. Responders use PASS (Pull, Aim, Squeeze, Sweep) with portable fire extinguishers. Facility staff isolate localized ventilation (HVAC) to prevent smoke distribution through shafts.
Critical Risks (WHAT WE DO NOT WANT)	Misjudging a growing fire and risking responder trapped scenarios; unnecessary full-building panic or premature total evacuation for a localized, easily extinguished event; using inappropriate extinguishing agent (e.g., water on electrical/grease fires).
ERT Step-by-Step SOP	1. Assessment & Verification: RES arrives at the scene within 3 minutes with proper extinguisher type to verify fire class and scope. 2. System Isolation: LF isolates localized ventilation (HVAC) to prevent smoke spread; readies standpipe connection if needed. 3. Suppression: RES attacks the fire using the PASS method while keeping an unblocked evacuation route behind them. 4. Perimeter Control: CC restricts entry to the affected floor/zone to prevent resident exposure to toxic fumes. 5. Clearance & Log: EL verifies complete extinction; CD documents root cause and files mandatory incident report.

Incident 2: Big Fire (Fully Developed / Spreading)

Shift Considerations (Day vs. Night)	Day: Elevated risk of panic in high-occupancy spaces; rapid stairwell congestion. Night: Deeply sleeping residents requiring aggressive, loud-audible voice evacuation alarms and door-to-door physical alerts.
Operational Guidelines (Why & How)	High-rise fires create stack effects (vertical smoke movement). Total containment is impossible internally once flashover occurs. Focus shifts strictly to phased/total evacuation, life safety, and assisting external Fire Departments (BFP/Local FD).
Critical Risks (WHAT WE DO NOT WANT)	Residents using elevators during evacuation resulting in trapped occupant casualties; crowd panic in stairwells causing trampling or blocked evacuation routes; delayed notification to external fire authorities.
ERT Step-by-Step SOP	1. Emergency Callout & Alarm: CD immediately dials Fire Department and activates Public Address (PA) voice alarm system. 2. Elevator Recall & Systems: LF forces elevator recall to Main Lobby (Phase I/II Fire Service) and engages fire pumps. 3. Phased Evacuation Execution: CC guides occupants down emergency stairwells (fire floor, two floors above, two floors below first). 4. Search & Suppression Support: RES performs clear-and-check on designated floors while guiding residents out; hands over to Fire Dept upon arrival. 5. Headcount & Command Handover: EL establishes external Incident Command Post (ICP) and briefs incoming Fire Commander.

Incident 3: Mild Earthquake

Shift Considerations (Day vs. Night)	Day: Immediate disruption to elevator transit and office/amenity spaces. Night: Widespread occupant disorientation; higher volume of calls to security desk.
Operational Guidelines (Why & How)	Minor tremors can cause superficial architectural cracks, elevator cable displacement, or gas line micro-leaks. Immediate building inspection prevents cascading secondary hazards (e.g., fires or stuck elevators).
Critical Risks (WHAT WE DO NOT WANT)	Premature mass evacuation down stairwells during active shaking causing falls or injury; ignoring mechanical systems that may have suffered unseen alignment damage.
ERT Step-by-Step SOP	1. Drop, Cover, and Hold: All personnel and residents take immediate shelter under sturdy structures during shaking. 2. Systems Check: LF inspects elevator banks (places on hold), gas main lines, water mains, and structural columns. 3. Status Announcement: CD broadcasts a calming PA message advising residents to remain indoors while checks are underway. 4. Physical Inspection Sweep: RES sweeps common areas, parking basements, and stairwells for glass or structural debris. 5. Incident De-escalation: EL reviews inspection reports, resumes elevator operations post-clearance, and logs event.

Incident 4: Strong Earthquake

Shift Considerations (Day vs. Night)	Day: Debris falling from glass curtain walls into street loading areas; immediate street-level traffic gridlock. Night: Loss of primary electrical power combined with panicked residents descending dark stairwells in sleeping attire.
Operational Guidelines (Why & How)	Structural compromise, major fires, utility ruptures, and casualties are imminent risks. Self-evacuation must happen post-shaking using emergency stairs. Elevators are strictly out of service due to counterweight jump risks.
Critical Risks (WHAT WE DO NOT WANT)	Elevator usage or structural collapse trapping occupants; mass hysteria, balcony jumping, or evacuation into external falling-debris zones (glass facade falling).
ERT Step-by-Step SOP	1. Immediate Protection: All occupants 'Drop, Cover, and Hold' until ground motion completely ceases. 2. Utility Shutdown: LF immediately cuts off main gas supply and non-essential main electrical breakers to prevent post-quake fires. 3. Evacuation Direction: CC directs residents down stairwells to designated external assembly areas away from glass facades. 4. Triage & Rescue: RES conducts primary search and basic triage for trapped or injured occupants in accessible zones. 5. External Agency Coordination: EL communicates building status to City Disaster Risk Reduction Management Office (CDRRMO) / First Responders.

Incident 5: Small Storm (Typhoon Signal No. 1–2)

Shift Considerations (Day vs. Night)	Day: Flying light debris from balconies and open amenity decks; window leakage monitoring. Night: Loose objects on high-floor balconies blowing off undetected; drainage basin overflows.
Operational Guidelines (Why & How)	Moderate winds convert loose balcony furniture and unsecured construction items into high-velocity projectiles. Proactive securing of exterior areas prevents property damage and pedestrian injury.
Critical Risks (WHAT WE DO NOT WANT)	Balcony furniture or loose architectural elements blowing off high floors into street traffic; basement level water ingress due to clogged perimeter storm drains.
ERT Step-by-Step SOP	1. Advisory Broadcast: CD issues a memo to all residents to clear items from balconies and close windows tightly. 2. Facility Lockdown: LF secures roof hatches, amenity furniture, temporary signage, and drainage grates. 3. Drainage Checks: RES verifies basement sump pumps and perimeter storm drains are fully operational. 4. Monitoring Patrols: RES conducts periodic floor-by-floor patrols checking for window frame water leaks or high-wind whistle gaps. 5. Status Logging: EL logs environmental conditions and secures property assets until weather warnings expire.

Incident 6: Big Storm / Super Typhoon (Signal No. 3+)

Shift Considerations (Day vs. Night)	Day: Massive urban traffic standstills; high volume of resident return requests; flooded entry ramps. Night: Prolonged power grid failures; localized utility loss; severe window glass stress under storm gusts.
Operational Guidelines (Why & How)	Extreme hydrostatic pressure against windows and severe wind loads threaten high-rise envelope integrity. Sump pumps require backup generator power. Property must transition to self-sustained survival mode.
Critical Risks (WHAT WE DO NOT WANT)	Flooding of basement level critical switchgears, generator rooms, or pump rooms; failure of emergency generator fuel supply during main grid failure.
ERT Step-by-Step SOP	1. Hardening Perimeter: LF deploys flood barriers at driveway ramps, seals low-level access points, and engages generator backup readiness. 2. Resident Shelter Advisory: CD issues urgent instructions for residents to move away from perimeter glass windows to inner rooms if winds breach design thresholds. 3. Emergency Power Allocation: LF prioritizes emergency lighting, life safety systems, and sump pump power loops. 4. Tactical Rescue Shift: RES responds strictly to life-threatening internal emergencies; halts non-essential external movements. 5. Post-Storm Audit: EL coordinates post-storm building audit once external authorities clear wind velocity safety levels.

Incident 7: Active Shooter / Violent Intruder

Shift Considerations (Day vs. Night)	Day: High traffic in lobbies and delivery bays creates multiple potential access points. Night: Limited staff at lobby counters; delayed manual access control response if intruder breaches perimeter.
Operational Guidelines (Why & How)	Active shooter scenarios require immediate isolation of the threat, lockdown of access points, and rapid police tactical response (SWAT). ERT staff must NOT attempt direct tactical engagement unless in direct self-defense.
Critical Risks (WHAT WE DO NOT WANT)	ERT staff attempting heroics and becoming casualties; panic-driven movement of residents into active line-of-fire zones (corridors/lobbies); misidentification of police tactical units by building staff.
ERT Step-by-Step SOP	1. Immediate System Lockdown: CD/LF triggers building lockdown—securing magnetic doors, restricting elevator floor calls, and dialing emergency police (911). 2. Mass Alert Broadcast: CD broadcasts low-tone plain-language advisory: 'Lockdown in progress. Run, Hide, Fight. Shelter in place immediately.' 3. Containment & Evacuation: CC directs individuals in common areas into secure, lockable office/utility rooms away from corridors. 4. Tactical Intelligence Gathering: EL monitors CCTV to track threat movement and prepares floor plans for incoming police. 5. Law Enforcement Handover: EL meets arriving SWAT units with access cards, master keys, and precise threat coordinates; hands over scene command completely.

Incident 8: Bomb Threat

Shift Considerations (Day vs. Night)	Day: Higher background noise making telephone threats harder to record; larger crowds to evacuate. Night: Suspicious unattended packages in dimly lit perimeter zones or parking levels go undetected longer.
Operational Guidelines (Why & How)	Bomb threats must be treated as authentic until proven otherwise by specialized K9/EOD teams. Radio/RF communications are restricted near suspected devices due to potential remote detonation frequencies.
Critical Risks (WHAT WE DO NOT WANT)	Using two-way radios or mobile phones right next to a suspected explosive device; touching, moving, or opening a suspicious package; uncontrolled, chaotic evacuation causing stampedes in public corridors.
ERT Step-by-Step SOP	1. Information Gathering: Caller receiver uses standard Bomb Threat Checklist (note voice characteristics, background noise, exact wording). 2. Silent Alert & Notification: CD alerts EL and Police EOD silently without using loud sirens or public alarm systems initially. 3. Physical Visual Sweep: RES and Facility staff conduct non-intrusive visual sweeps of public areas (looking for out-of-place items without touching them). 4. Phased Stand-Off Evacuation: CC executes orderly floor-by-floor evacuation if a device is confirmed/suspected, maintaining a safe distance outside. 5. EOD Handover: EL briefs Police Explosive Ordnance Disposal (EOD) team and holds perimeter until clearance is certified.

Incident 9: Law Enforcement Activity (e.g., Police Warrant/Entrapment)

Shift Considerations (Day vs. Night)	Day: Media presence risk; potential resident interference or spectator crowding in lobbies. Night: Heightened risk of resident misidentifying undercover officers as armed intruders.
Operational Guidelines (Why & How)	The building team must maintain strict legal compliance, protect non-involved residents, and ensure law enforcement officers are verified. Avoid interfering with active operations while protecting property rights and privacy of unrelated units.
Critical Risks (WHAT WE DO NOT WANT)	Security guards physically denying entry to credentialed law enforcement officers carrying valid judicial warrants; leaking operational details to target units or outside media; resident crossfire or civilian panic.
ERT Step-by-Step SOP	1. Credential Verification: EL verifies credentials and legal documentation (Warrant/Operation Order) of lead law enforcement officers in a private room. 2. Tactical Support Isolation: LF restricts target floor elevator access solely to operating units to prevent target escape or civilian entry. 3. Perimeter Containment: CC isolates the hallway/floor zone where the operation occurs to keep bystanders safe. 4. Discreet Documentation: CD logs officer badge numbers, unit details, time of entry/exit, and general action flow without obstructing officers. 5. Post-Operation Debrief: EL ensures facility integrity post-operation, secures copy of police inventory receipt if items/persons were seized, and briefs management.

Incident 10: Medical Incident (Non-Trauma / Cardiac / Illness)

Shift Considerations (Day vs. Night)	Day: Rapid ambulance arrival times; potential lobby bottleneck during patient transport. Night: Locked building access points require pre-positioning guards to clear pathways for paramedics.
Operational Guidelines (Why & How)	Rapid response during medical emergencies (e.g., cardiac arrest, stroke) directly dictates survival rates (Brain death begins at 4–6 minutes without oxygen). AED deployment and paramedic escort must occur within minutes.
Critical Risks (WHAT WE DO NOT WANT)	Paramedics delayed at security gates or elevators due to access control restrictions; inappropriate basic life support (BLS) execution by untrained personnel.
ERT Step-by-Step SOP	1. First Response Dispatch: CD dispatches RES equipped with First Aid Kit and Automated External Defibrillator (AED) to unit/location immediately. 2. Initial Stabilization: RES assesses ABCs (Airway, Breathing, Circulation), applies CPR/AED if unresponsive, and administers high-level first aid. 3. EMS Escort Clearance: CC/LF captures an elevator in dedicated Service Mode and opens perimeter gates for incoming ambulance crew. 4. Paramedic Handover: RES briefs arriving Emergency Medical Services (EMS) on patient state, timeline, and interventions performed. 5. Incident Documentation: CD logs patient details, EMS arrival/departure timestamps, and hospital transport destination.

Incident 11: Trauma Incident (Falls, Deep Cuts, Crushing)

Shift Considerations (Day vs. Night)	Day: Higher likelihood of contractor/maintenance accidents during physical work hours. Night: Higher probability of alcohol/substance-related slips, glass cuts, or fall injuries.
Operational Guidelines (Why & How)	Major trauma involves active hemorrhaging or spinal compromise. Moving a spinal trauma patient without stabilization can cause permanent paralysis. Direct pressure controls bleeding; spinal alignment must be maintained.
Critical Risks (WHAT WE DO NOT WANT)	Moving a victim with suspected spinal injuries without proper immobilization devices; exposure of bystanders to bloodborne pathogens without Personal Protective Equipment (PPE).
ERT Step-by-Step SOP	1. Scene Safety Check: RES verifies scene safety (no electrical hazards, falling objects) before entering. 2. Trauma Control: RES applies universal PPE, controls severe arterial bleeding using direct pressure/tourniquets, and immobilizes head/neck. 3. Logistics & Escort: LF holds designated elevator; CC clears common area spectators to protect patient privacy. 4. EMS Transfer: Paramedics take over medical management; RES assists with stretcher transit through building corridors. 5. Biohazard Clean-Up: LF isolates and sanitizes the blood/biohazard area following proper bio-waste protocols.

Incident 12: Suicide (Attempt or Completed)

Shift Considerations (Day vs. Night)	Day: High potential for public visibility (e.g., jump threat on balcony/roof); high crowd/media risk. Night: Isolated occurrence; discovery during routine physical guard patrols.
Operational Guidelines (Why & How)	Threat of jumping or self-harm requires empathetic negotiation by professionals, strict visual containment, and preserving potential crime scenes. ERT must focus on isolation, crisis intervention containment, and psychological shock prevention for other residents.
Critical Risks (WHAT WE DO NOT WANT)	Non-trained ERT members escalating the situation through aggressive or judgmental confrontation; spectators taking photos/videos, cheering, or filming the individual; destruction of evidence in completed incidents prior to police forensic arrival.
ERT Step-by-Step SOP	1. Scene Containment: EL/RES isolates immediate area (roof deck, balcony, unit) while maintaining a non-threatening distance. 2. Emergency Dispatch: CD contacts specialized Crisis Negotiators, Police, and EMS immediately; notifies executive management. 3. Visual & Crowd Shielding: CC places privacy screens/barricades on ground levels to block public view and disperse crowds. 4. De-escalation Attempt: Trained personnel or EL maintains calm, low-tone verbal contact strictly to delay action until professional negotiators arrive. 5. Crime Scene Preservation: If completed, RES/EL seals area immediately, touches nothing, and hands scene over to Homicide/Forensic units.

Incident 13: Fist Fight / Physical Altercation

Shift Considerations (Day vs. Night)	Day: Occurs mainly in public amenity decks, lobbies, or parking structures; high resident witness volume. Night: Driven often by intoxication in residential hallways or visitor areas; higher noise complaints.
Operational Guidelines (Why & How)	Physical violence threatens bystander safety and causes property damage. ERT staff must de-escalate verbally first. Physical intervention must strictly adhere to self-defense and reasonable force guidelines to avoid legal liability.
Critical Risks (WHAT WE DO NOT WANT)	ERT staff taking sides, using excessive physical force, or sustaining injuries from concealed weapons; escalation from a verbal/physical fight into a lethal force encounter.
ERT Step-by-Step SOP	1. Response Team Presence: RES arrives in pair minimum to establish visual authority and presence. 2. Verbal Separation: RES commands involved parties to stop immediately using clear, firm, non-confrontational language; separates parties physically if safe. 3. First Aid & Restraint: If injuries exist, RES renders immediate medical aid; if an actor remains actively hostile, CC/RES detains party until police arrival. 4. Police Intervention: CD calls local police precinct if physical assault occurred or parties refuse to disengage. 5. Evidence Collection: CD logs names, captures CCTV footage of the entire sequence, and drafts an official security report.

Incident 14: Customer / Resident Complaint (Aggressive Behavior)

Shift Considerations (Day vs. Night)	Day: High presence in Property Management Office (PMO); disruption of normal operations. Night: Verbal abuse focused on front desk security or night engineers regarding noise/utility issues.
Operational Guidelines (Why & How)	Highly agitated residents can quickly cross the line into physical aggression, harassment, or staff intimidation. Professional de-escalation protects staff psychological safety while maintaining professional service standards.

Critical Risks (WHAT WE DO NOT WANT)	Staff losing composure, shouting back, or reciprocating threats; allowing an aggressive individual access to private staff offices or back-of-house security monitoring rooms.
ERT Step-by-Step SOP	1. De-escalation Shift: Staff member uses active listening, maintains a neutral posture, and refrains from interrupting the agitated party. 2. Private Relocation: CC/EL guides the individual away from public lobbies into a secure, CCTV-monitored conference room. 3. Executive Involvement: EL or Property Manager addresses core issues calmly, establishing firm boundaries against abusive language. 4. Refusal & Removal: If person becomes physically threatening, EL orders them to leave non-public management spaces; RES stands by. 5. Formal Incident Logging: CD files an incident log, attaches audio/CCTV recordings, and notifies legal/board if rule breaches or threats occurred.

Incident 15: Mild Flooding (Pipe Burst / Unit Overflow)

Shift Considerations (Day vs. Night)	Day: Rapid notification by occupants or staff; fast access to affected private units. Night: Unattended units leaking water downward through floor slabs for hours before discovery.
Operational Guidelines (Why & How)	Water travels via gravity through electrical conduits, elevator shafts, and expansion joints, risking massive structural and electrical damage. Rapid source isolation is mandatory to prevent vertical damage progression.
Critical Risks (WHAT WE DO NOT WANT)	Water penetrating main electrical busducts, causing short circuits or catastrophic building power trips; slip injuries to residents in common areas.
ERT Step-by-Step SOP	1. Source Isolation: LF locates and turns off localized water riser gate valve/isolation valve immediately. 2. Electrical Hazard Check: LF cuts off electrical power to affected units/zones if water drips near outlets or panel boards. 3. Water Extraction: RES and housekeeping deploy wet vacuums, squeegees, and water diverters to contain spread. 4. Forced Emergency Entry: EL authorizes lock-break/master key entry if water originates from a locked, non-responsive unit under emergency

	rules. 5. Damage Assessment: CD logs affected areas, photographs structural/property damage, and informs insurance adjusters.
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Incident 16: Extreme Flooding (External Surge / Basement Inundation)

Shift Considerations (Day vs. Night)	Day: Vehicle evacuation from basements causes massive garage ramp traffic jams. Night: Rapid water rise in underground structures while residents are asleep; high life-safety risk in basement spaces.
Operational Guidelines (Why & How)	Extreme external flooding threatens critical infrastructure (generators, transformer vaults, transfer pumps) usually located in lower basements. Life safety takes absolute precedence over asset recovery (e.g., retrieving parked vehicles).
Critical Risks (WHAT WE DO NOT WANT)	Residents becoming trapped in basement parking levels due to rapidly rising waters or failing electrical access gates; electrocution hazards from submerged transformer vaults.
ERT Step-by-Step SOP	1. Basement Lockdown: CC immediately closes all pedestrian and vehicular access ramps to underground basements—strictly prohibiting entry. 2. Flood Barrier Deployment: LF deploys heavy flood gates, sandbags, and automated flood barriers at all street-level perimeters. 3. Pumping Operations: LF activates emergency flood pumps and monitors backup generator power circuits. 4. Vertical Relocation: CD issues urgent PA warnings instructing occupants to stay on mid-to-high floors; directs ground floor occupants higher. 5. Emergency Service Coordination: EL liaises with local disaster management for external water rescue support if surrounding streets are impassable.

Incident 17: Power Outage (Total Grid Failure)

Shift Considerations (Day vs. Night)	Day: Primary impact involves trapped elevator passengers and HVAC shutdown in interior spaces. Night: Immediate total darkness in unlit corridors; resident disorientation and panic risks.
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Operational Guidelines (Why & How)	Automatic Transfer Switches (ATS) must engage Emergency Generators within 10–15 seconds to support life safety systems, emergency lighting, and fire pumps. Elevator entrapments must be addressed immediately as heat builds up in stalled cabs.
Critical Risks (WHAT WE DO NOT WANT)	Failure of Emergency Generator to pick up critical emergency power loads; prolonged, unmonitored elevator passenger entrapment leading to panic or medical distress.
ERT Step-by-Step SOP	1. Generator Verification: LF confirms Emergency Generator start and ATS load transfer within 15 seconds. 2. Elevator Entrapment Sweep: RES/LF checks elevator control panels to locate stalled cabs and establishes voice contact with trapped passengers. 3. Manual Extraction: Trained LF personnel perform manual brake release to lower trapped cabs to floor levels and extract occupants safely. 4. Security Patrol Placement: CC posts security guards at main access gates, lobby turnstiles, and dark stairwells to maintain access security. 5. Power Restoration Audits: LF monitors city grid stability, oversees seamless transition back to utility power, and resets systems.

Incident 18: Major Facility Equipment Breakdown (Generator, Chiller, Main Pumps)

Shift Considerations (Day vs. Night)	Day: Rapid vendor service deployment possible; high commercial/residential inconvenience. Night: Delayed vendor response times; potential noise/vibration disturbances during emergency mechanical repairs.
Operational Guidelines (Why & How)	Breakdown of major equipment (e.g., domestic water pumps, central chillers, main switchgear) threatens building habitability and hygiene. Controlled bypasses and load shedding protect secondary systems from consequential damage.
Critical Risks (WHAT WE DO NOT WANT)	Uncontrolled mechanical failures escalating to fires, electrical explosions, or total building shutdowns; resident panic or mass complaints due to lack of transparent communication.

ERT Step-by-Step SOP	1. System Isolation: LF isolates failed machinery electrically/mechanically to prevent secondary system damage or safety hazards. 2. Backup System Engagement: LF manually engages secondary redundant pumps, backup loops, or chillers if available. 3. Vendor Emergency Escalation: CD contacts contracted specialist service vendors for immediate emergency on-site dispatch. 4. Resident Communication: CD issues a clear advisory memo detailing nature of breakdown, estimated repair timeframe, and conservation advice. 5. Repair Supervision: EL monitors repair progress, verifies system post-repair testing, and files an engineering audit report.
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Incident 19: Hit and Run (Property Driveways / Basements)

Shift Considerations (Day vs. Night)	Day: Higher vehicle/pedestrian traffic volume; higher likelihood of eye-witnesses. Night: Speeding vehicles in dark basement ramps; delayed discovery of damaged parked assets.
Operational Guidelines (Why & How)	Motor vehicle accidents on private residential driveways involve potential pedestrian injuries, property damage, and legal hit-and-run liabilities. Rapid perimeter isolation stops fleeing vehicles.
Critical Risks (WHAT WE DO NOT WANT)	Allowing a fleeing driver to exit property gates without identification or vehicle capture; contaminating physical evidence or accident debris before police traffic investigation completes.
ERT Step-by-Step SOP	1. Perimeter Gate Lockdown: CC instructs security boom gates to close immediately to intercept fleeing suspect vehicles. 2. Medical First Response: RES renders immediate first aid if pedestrians or drivers suffered physical injuries; CD calls EMS. 3. Scene Preservation: CC secures collision zone using cones/tape, preserving tire marks, broken parts, and vehicle positioning. 4. CCTV & Data Capture: CD pulls high-resolution CCTV footage, license plate recognition (LPR) logs, and gate entry card data. 5. Traffic Police Handover: EL briefs investigating Traffic Police officers, hands over driver/vehicle data, and files a comprehensive log.

Incident 20: Theft (Unlawful Taking - No Forceful Entry)

Shift Considerations (Day vs. Night)	Day: Often executed by unauthorized visitors, dishonest contractors, or tailgating individuals. Night: Internal theft targeting unoccupied common areas, delivery storage, or unattended amenities.
Operational Guidelines (Why & How)	Theft without forced entry implies compromised access control, key management failure, or insider access. The response centers on crime scene preservation, access card audit logs, and CCTV forensic analysis.
Critical Risks (WHAT WE DO NOT WANT)	Accusing staff, contractors, or residents without clear physical/electronic evidence; contaminating latent fingerprints or physical surfaces in the affected unit/area.
ERT Step-by-Step SOP	1. Scene Securing: RES isolates affected unit/area; instructs victim not to touch any handles, counters, or surfaces. 2. Access Card Audit: LF pulls digital door lock access logs, floor keycard lift logs, and visitor sign-in registries for preceding 48 hours. 3. CCTV Investigation: CD reviews relevant corridor and elevator CCTV footage to identify all individuals entering the threshold. 4. Police Reporting: EL assists resident in filing an official report with responding police investigators. 5. Security Vulnerability Review: EL audits internal access procedures to close identified operational security gaps.

Incident 21: Robbery (Forceful Entry of Unit Door)

Shift Considerations (Day vs. Night)	Day: Loud mechanical forced entry attempts; immediate neighbor reports likely. Night: High-risk life-safety encounter; potential resident hostage or direct physical assault scenario inside units.
Operational Guidelines (Why & How)	Forced entry indicates aggressive criminal intent. Responders must approach with maximum tactical caution—prioritizing resident safety over property. Immediate police tactical involvement is mandatory.
Critical Risks (WHAT WE DO NOT WANT)	ERT staff entering an actively breached unit unprepared, resulting in hostaged staff or violent physical harm; allowing suspects to blend into

	resident populations or escape via emergency stairwells.
ERT Step-by-Step SOP	1. Emergency Callout: CD dials 911/Local Police immediately, reporting an active home invasion/robbery in progress. 2. Stairwell & Exit Lockdown: CC locks outer perimeter gates and monitors emergency stairwell exit doors to trap suspects in building zones. 3. Tactical Staging: RES positions safely in adjacent corridors to observe unit from a distance without exposing themselves to weapon fire. 4. Victim Extraction: RES extracts and renders medical/psychological first aid to victims once suspects flee or are neutralized by police. 5. Forensic Site Handover: EL isolates breached unit completely, preserving door frame damage and footprints for police forensic teams.

Incident 22: Coup d'État / Armed Political Takeover

Shift Considerations (Day vs. Night)	Day: Street chaos, sudden loss of public order, high resident return spikes, supply panic. Night: Military troop movements near high-profile residential high-rises; communication blackouts.
Operational Guidelines (Why & How)	National political instability can bring armed forces or civil conflict near high-profile properties. The facility must adopt a strict neutral shelter-in-place doctrine, hardening physical access and protecting residents from stray munitions or political spillover.
Critical Risks (WHAT WE DO NOT WANT)	ERT staff taking political sides or allowing armed combatants access to property facilities/roofs for tactical advantage; residents gathering on balconies or glass lobbies during active street-level fire exchanges.
ERT Step-by-Step SOP	1. Total Facility Hardening: CC closes all vehicle gates, locks down exterior pedestrian turnstiles, and lowers security shutters. 2. Shelter-In-Place Directive: CD issues urgent notice directing residents to stay indoors, draw curtains, and keep away from exterior glass windows. 3. Critical Resource Allocation: LF switches water and fuel distribution systems to maximum conservation mode to extend emergency supply duration. 4. Strict Neutrality Maintenance: EL enforces strict

	neutrality—denying non-resident armed groups entry to premises, roofs, or parking levels. 5. Command Monitoring: EL maintains continuous contact with local embassy/diplomatic protection contacts or municipal emergency boards.
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Incident 23: Civil Disturbance / Mob Actions

Shift Considerations (Day vs. Night)	Day: Protests expanding quickly into street blockades, thrown projectiles, and verbal harassment. Night: Mob violence escalating into vandalism, arson attempts, or gate breach forces under cover of darkness.
Operational Guidelines (Why & How)	External mobs threaten glass curtain walls, access gates, and ground-floor retail zones. Physical defense focuses on non-confrontational containment barriers and preventing property perimeter breaches.
Critical Risks (WHAT WE DO NOT WANT)	ERT staff provoking the crowd through aggressive verbal exchanges or physical counter-attacks; breach of perimeter gates allowing mob access into basement parking or residential lobbies.
ERT Step-by-Step SOP	1. Perimeter Sealing: CC locks down main entrance doors, lowers roll-up shutters, and secures all ground-floor access points. 2. Police Tactical Callout: CD contacts Riot Control / Police Mobile Units to deploy external containment forces. 3. Bystander Clearing: CC/RES clears residents away from ground-floor glass lobbies, directing them to interior spaces or upper floors. 4. CCTV Tracking & Documentation: CD records all perimeter activity via exterior CCTV for subsequent legal prosecution. 5. Riot Police Coordination: EL meets arriving riot control commanders to coordinate perimeter clearing and secure safe transit for residents.

Incident 24: Looting

Shift Considerations (Day vs. Night)	Day: Large opportunist groups taking advantage of natural disaster chaos or major civil breakdown. Night: High stealth infiltration risk into low-level retail, storage, and basement loading docks.
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Operational Guidelines (Why & How)	Looting targets commercial spaces, supply stores, and accessible storage facilities within the building complex during crises. Hard perimeter defenses and visible security deterrence prevent violent intrusion.
Critical Risks (WHAT WE DO NOT WANT)	ERT staff placing themselves in lethal danger to defend non-essential commercial property; allowing looters access to main residential elevators or residential floor corridors.
ERT Step-by-Step SOP	1. Layered Access Isolation: LF disables floor-call permissions on main elevators and locks down central stairwell access doors from lobby side. 2. Deterrence Deployment: RES/CC positions behind fortified lobby/basement barriers with non-lethal protective gear. 3. Emergency Callout: CD alerts regional police task forces and disaster military units regarding coordinated criminal breaches. 4. Safe Retreat Protocol: If looters breach outer physical perimeter with lethal force, RES falls back to secondary internal security checkpoints. 5. Post-Incident Lockdown: Once cleared by authorities, EL audits property breaches, secures structural gaps, and logs stolen assets.

Incident 25: Major Political Rally

Shift Considerations (Day vs. Night)	Day: Dense crowds blocking vehicular access; extreme noise levels; high pedestrian traffic around ground-floor perimeter. Night: Lingered crowds, litter, public intoxication, and noise ordinance violations near residential gates.
Operational Guidelines (Why & How)	Planned or semi-spontaneous political rallies generate severe traffic gridlock, noise pollution, and unauthorized public entry into private amenities/restrooms. Operational focus centers on maintaining perimeter integrity and ensuring smooth resident ingress/egress.
Critical Risks (WHAT WE DO NOT WANT)	Rally participants using private condo facilities (restrooms, parking, lobbies) as public assembly areas; blocked emergency vehicle routes surrounding property perimeter.

ERT Step-by-Step SOP

1. Access Point Restriction: CC closes non-essential perimeter entry points, establishing dedicated resident-only credentialed access lanes.
2. Traffic Management: LF/CC manages front driveway lanes to ensure emergency vehicle clearance remains unobstructed.
3. Private Property Enforcement: RES patrols lobby doors and amenity decks to enforce private property rules and prevent unauthorized entry.
4. Resident Traffic Guidance: CD sends traffic advisories to residents recommending alternate transit routes and ingress points.
5. Post-Event Audit & Clean-up: LF coordinates immediate post-event perimeter cleaning, structural check of gates, and normal operations reset.