

Physical and Environmental Protection (PE)

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Approved by	<ul style="list-style-type: none"> • Cydni Sanchez, LOPD, Deputy Chief Public Defender • Theresa Edwards, Deputy Director of Policy and Administration • Matt Bevington, IT Director
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Revision Number	
Purpose of policy	<p>This Policy outlines safeguards for LOPD physical assets, personnel, and the environment from various threats, ensuring the confidentiality, integrity, and availability of information and systems and the safety of LOPD personnel. This policy aims to prevent damage, theft, and environmental disasters, ultimately protecting the organization's valuable resources. By implementing a comprehensive environmental safety policy, LOPD can create a safer environment for all occupants and minimize the impact of potential disasters.</p>
Authority and Guidelines	<p>While LOPD is not mandated to comply with the following statutes, they provide authority for LOPD to create this policy and guidelines for the provisions outlined in the document:</p> <ul style="list-style-type: none"> • NMAC 1.12.20.8 (Documentation of Security Operations) • NMAC 1.12.20.16 (User Authentication for External Connections (Remote Access Control)) • NMAC 1.12.20 (Records Management Requirements) • NMSA 50-9 (Occupational Health and Safety Act) • NMAC 1.6.4 (State Loss Prevention) • New Mexico DoIT Risk Management Standard STD 003.3 • New Mexico DoIT IT Physical Security Standard S-STD-009 • New Mexico DoIT IT Personnel Security Standard S-STD-011 • New Mexico DoIT Physical Access Control Policy DoIT 361-713 • NIST SP 800-53, Rev 5: Security and Privacy Controls for Information Systems and Organizations
Definitions	<ul style="list-style-type: none"> • Confidential Data – Confidential data, if compromised in some form or fashion, is likely to result in significant and/or long-term harm to the institution and/or individuals who own the data. It includes, but is not limited to, data that is marked as confidential, data a reasonable person would know is confidential, and data designated as confidential under State or federal laws or regulations. • LOPD IT Resource Users – all LOPD employees, contractors, vendors, consultants, temporary staff, seasonal staff, and any other users of LOPD ITresources. • Physical Security Perimeter – perimeters of buildings containing data centers or server infrastructure that feature such security controls as physically sound external walls, external doors with control mechanisms such as bars and alarms, locked and

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	<p>barred ground-level windows, alarmed fire doors, closed-circuit television at data center entry points</p> <ul style="list-style-type: none">• Public areas – areas that are freely accessible to the public and visitors to LOPD• Security zones – facilities and locations at LOPD housing sensitive systems, case records, or infrastructure.• Visitor – an individual whom LOPD security has signed into a LOPD facility and must be escorted and sponsored by LOPD staff throughout their visit while on the premises.
Aligned Policies and Plans	<p>This policy aligns with all relevant LOPD policies and plans, including LOPD Access Control Policy, LOPD Albuquerque Office Crisis Management Plan, and LOPD Disaster Recovery Plan.</p> <p>In addition, this policy aligns with measures to ensure LOPD personnel safety:</p> <ul style="list-style-type: none">• NM OSHA standards reflected in New Mexico Occupational Health and Safety Act (NMSA 50–9), which are identical to federal OSHA standards• New Mexico State Loss Prevention and Control Program (NMAC 1.6.4)
Scope	<p>This Policy applies to all LOPD facilities, systems, and personnel.</p>
Facility Perimeter Protection	<p>LOPD data center facilities and rooms containing server infrastructure must be protected by a physical security perimeter. LOPD IT Director must ensure appropriate controls are in place to establish secure areas.</p> <p>Controls that must be applied to secure areas are:</p> <ul style="list-style-type: none">• The perimeters of buildings containing data centers or server infrastructure must be physically sound (i.e. there must be no gaps in the perimeter or areas where a break-in could easily occur).• External walls must be of solid construction and all external doors must be suitably protected against unauthorized access with control mechanisms, e.g. bars, alarms, locks, etc.• Doors and windows must be locked when unattended.• Doors must be fitted with an audible alarm that triggers when the doors have been kept open beyond a pre-determined length of time. While this is not a current practice of LOPD, we retain this requirement for future consideration.• External protection must be considered for windows, particularly at ground level.• All fire doors on a security perimeter must be alarmed and monitored.• Fire doors and external walls must be tested at least annually, to establish the required level of resistance in accordance with suitable regional, national, and international standards. While this is not a current practice of LOPD, we retain this requirement for future consideration.• Where appropriate, data center entry points must be monitored by a closed-circuit television (CCTV) system on a 24/7 basis. All video surveillance data must be

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	protected from unauthorized disclosure, modification, and erasure, and maintained for at least 30 days. While this is not a current practice of LOPD, we retain this requirement for future consideration.
Protecting Against External and Environmental Threats	<p>Physical protection against natural disasters, malicious attacks, or accidents must be designed and applied.</p> <p>Information owners, system owners, planners, and architects must incorporate, to the extent possible, physical security controls that protect LOPD's information, personnel, and assets against damage from fire, flood, earthquake, explosion, civil unrest, and other forms of disasters.</p> <p>Consideration must also be given to any security threats presented by neighboring premises or streets.</p> <p>In addition to building code and fire regulations:</p> <ul style="list-style-type: none"> • Backup equipment and media must be located at a safe distance to avoid damage from a disaster affecting the main site. • Environmental alarm systems, fire suppression systems, and firefighting systems must be installed and tested.
Access Points	<p>Access points, such as reception, delivery, and loading areas, must be controlled and, if possible, isolated from secure areas or offices to avoid unauthorized access.</p> <p>Visitor logs must be maintained in the reception area. See Visitor Access section below for more details.</p> <p>Information owners, system owners, planners, and architects must ensure that:</p> <ul style="list-style-type: none"> • Loading docks and delivery areas must be regularly inspected and actively monitored. • Incoming material must be inspected for potential threats before this material is moved from the delivery and loading area to the point of use. • Incoming material must be registered on entry to the site. Delivery logs must be monitored and reviewed. • Incoming and outgoing shipments must be physically segregated where possible.
Public Areas	<ul style="list-style-type: none"> • To avoid theft, the public areas of LOPD offices are continuously monitored during business hours. The value of IT assets situated in public areas shall be low. • All LOPD equipment not intended for public use should be situated to minimize the risks of unauthorized access and the compromise of information. • LOPD IT Resource users shall sign off whenever leaving their workstation. • Systems located in public areas that may be used to access confidential information must be situated in such a way as to prevent unauthorized individuals from viewing the displayed data. • All publicly accessible IT assets should be appropriately defended against vandalism, modification, and theft.

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Visitor Access	<p>To improve safety of all LOPD employees, visitor access at each site must be controlled:</p> <ul style="list-style-type: none">• Visitors, including vendors, must sign the security register and be always escorted by an authorized staff member.• A visitor log must document the visitor's name, associated entity, signature, date of access, entrance time, exit time, purpose of visit, and authorized personnel escort. LOPD must retain the visitor log for a minimum of ninety (90) days.• Visitors must be allowed access for only specific and authorized purposes.• Maintenance workers must identify themselves and their identity verified before access is granted.
Physical Access Control	<p>To ensure the confidentiality, integrity, and availability of critical LOPD assets, physical access controls shall be implemented in all LOPD security zones (facilities and locations housing sensitive systems, case records, or infrastructure). These requirements also apply to alternate facilities (if used).</p> <p>Access levels include:</p> <ul style="list-style-type: none">• Secured: applies to LOPD personnel, contractors, and vendors. These personnel have building access as needed to fulfill their job duties.• Visitor: applies to persons who are not employed or contracted with LOPD who have no secured building access and must be escorted at all times when in secured LOPD areas. <p>Secured Building Access Requirements:</p> <ul style="list-style-type: none">• Secured Identification and Entry Requirements:<ul style="list-style-type: none">✓ Access to secured LOPD buildings or spaces must require one or more of the following:<ul style="list-style-type: none">○ Agency-issued ID badge○ Biometric authentication (e.g., fingerprint or facial recognition)○ Proximity-based keycard or smart card system✓ Physical credentials must be:<ul style="list-style-type: none">○ Issued only after verification of employment or contract authorization○ Deactivated immediately upon employee separation○ Reviewed and reconciled quarterly• Server Rooms and Sensitive Storage Areas:<ul style="list-style-type: none">✓ Server Rooms and Sensitive Storage Areas include:<ul style="list-style-type: none">○ Data centers○ On-site server closets○ Secure backup storage vaults• Confidential records rooms must be restricted to authorized personnel only• Visitor Access:<ul style="list-style-type: none">✓ Visitors must:

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	<ul style="list-style-type: none">○ Be signed in and escorted at all times• Physical Security Reviews:<ul style="list-style-type: none">✓ Physical access controls must be reviewed:<ul style="list-style-type: none">○ Annually by the IT Director and Safety and Loss Control Coordinator○ After significant renovations, relocation, or incidents✓ Doors, locks, and readers must be tested quarterly• Best Practices for Legal Environments:<ul style="list-style-type: none">✓ Keep physical records in fire-resistant, locked file cabinets or safes✓ Segregate access to criminal, juvenile, and agency civil litigation record archives✓ Ensure that no client-related paper records are left unsecured in shared or open office spaces✓ Individuals with authorized access are not permitted to allow unknown or unauthorized persons to access Secured Areas, including by way of Tailgating.✓ Employees must notify their LOPD manager or supervisor when they encounter unescorted visitors✓ Individuals with Access Control Badges that have been lost or stolen, or are suspected of being lost or stolen, are required to report the loss/theft to the Office Administrator or manager immediately.✓ Display screens that handle sensitive or confidential information must be positioned to not be viewable by unauthorized individuals (e.g., from public windows, doors with windows, waiting areas, etc.). <p>These measures align with NIST SP 800-53 Rev. 5 PE-2 (Physical Access Authorizations) and PE-3 (Physical Access Control) and meet physical access policy requirements in NMAC 1.12.20.16(A).</p>
Non-digital Record Protection	<p>Confidential non-digital records must be:</p> <ul style="list-style-type: none">• Stored in secure, environmentally controlled spaces with restricted access, such as locked file cabinets and secure rooms with controlled access.• Stored in a facility with stable temperature and humidity• Stored in a way that protects them from fire, water damage, pests, and other hazards, such as storing records off the floor to prevent water damage from leaks or flooding.• Stored in an area where only authorized personnel have access <p>Records must be organized and labeled clearly to facilitate retrieval and ensure that the correct records are accessed.</p> <p>Vital records, which are essential for an organization's survival after a disaster, must be stored in a location that is separate from the main facility and protected against environmental threats. While this is not a current practice of LOPD, we retain this requirement for future consideration.</p>

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Equipment Protection	<p>Equipment must be protected to reduce the risks of unauthorized access, environmental threats, and hazards.</p> <ul style="list-style-type: none">• System Owners, planners, and architects must ensure that LOPD facilities are designed in a way that will safeguard sensitive information and assets.• Servers, routers, switches, and other centralized computing equipment must be located in a room with access restricted to only those personnel who require it.• Equipment should be located, and monitors angled, in such a way that unauthorized persons cannot observe the display.• Staff printers and scanners should not be located in an area that is accessible to the public.
Regular Facility Monitoring and Security Assessment	<p>LOPD IT Director and Safety Officer must continuously monitor the physical facilities for perimeter protection, for protection against external and environmental threats, and for consistent support of necessary utilities.</p> <p>LOPD IT Director and Safety Officer must assess the overall physical security of LOPD physical facilities, including completing a risk assessment to identify gaps, at least once a year, shall implement needed changes, and shall revise the Physical and Environmental Policy as needed to reflect these changes. In addition, LOPD IT Director and Safety Officer must ensure that the review includes assessment of consistency of practices with New Mexico DoIT standards and policies. While this is not a current practice of LOPD, we retain this requirement for future consideration.</p>
Protection Against Failure of Supporting Utilities and Response to Outages	<p><u>Protection Against Utility Failure</u></p> <p>LOPD IT infrastructure must be protected from power supply interruption and other disruptions caused by failures in supporting utilities.</p> <p>The following controls must be implemented to help ensure availability of critical services:</p> <ul style="list-style-type: none">• All supporting utilities such as electricity, water supply, sewage, heating/ventilation, and air conditioning must be adequate for the systems they are supporting.• Supporting utilities must be regularly inspected and, as appropriate, tested to ensure their proper functioning and to reduce any risk of malfunction or failure.• LOPD must provide a short-term uninterruptible power supply (UPS) at all sites to utilize if the primary power source fails. While this is not a current practice of LOPD, we retain this requirement for future consideration.• Where possible, LOPD must implement long-term backup power through the use of generators or other alternate power production. While this is not a current practice of LOPD, we retain this requirement for future consideration.• UPS equipment and generators must be checked regularly to ensure they have adequate capacity and are tested in accordance with the manufacturer's recommendations.

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- Automatic emergency lighting must be provided in case of main power failure. This lighting should activate in the event of a power outage or disruption where possible.
- Emergency lighting must be tested at least once a year. While this is not a current practice of LOPD, we retain this requirement for future consideration.
- The water supply must be stable and adequate to supply air conditioning, humidification equipment, and fire suppression systems (where used).
- An alarm system to detect malfunctions in the supporting utilities must be installed to limit any damage that a fault may cause to equipment. While this is not a current practice of LOPD, we retain this requirement for future consideration.
- Telecommunications equipment must be connected to the utility provider by at least two diverse routes to prevent failure in one connection path impacting voice or data services.
- Voice services must be adequate to meet local legal requirements for emergency communications.

Response to Outages

Planned Power Outage – For scheduled power interruptions, LOPD staff must take the following steps to ensure safety, minimize downtime, and maintain productivity during outages:

- Advance Notification and Planning:
 - ✓ Confirm the date, time, and expected duration of the outage with the provider.
 - ✓ Notify employees and affected departments well in advance.
 - ✓ Identify critical equipment that must be shut down properly before the outage.
- Preparation Steps:
 - ✓ Save all work, and back up important files.
 - ✓ Power down computers, servers, and sensitive electronic equipment safely.
 - ✓ Ensure alternative power sources (generators) are operational if available.
 - ✓ Arrange for remote work options if necessary.
- During the Outage:
 - ✓ Restrict access to affected areas for safety.
 - ✓ Keep refrigerators and other critical appliances closed to maintain temperature.
 - ✓ Use available backup lighting and emergency power sources as needed.
- After Power is Restored:
 - ✓ Allow time for systems to stabilize before turning equipment back on.
 - ✓ Check for any damages or issues before resuming normal operations.
 - ✓ Confirm with facilities or IT that all critical systems are functioning properly.
 - ✓ Provide an update to employees regarding resumption of regular work activities.

Unplanned Power Outage – In the event of an unexpected power outage, employees must follow these procedures to ensure safety and continuity:

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	<ul style="list-style-type: none">• Assess the Situation:<ul style="list-style-type: none">✓ Check if the outage is limited to your office or a widespread issue.✓ Confirm if emergency lighting and backup systems (if available) are functioning.✓ Report the outage immediately to the building management or facilities team.• Ensure Safety:<ul style="list-style-type: none">✓ Unplug sensitive electronic devices to prevent damage from power surges.✓ Avoid using elevators during an outage.✓ Use flashlights instead of open flames (candles) for visibility.✓ If necessary, secure doors and access points to prevent security risks.• Communicate with Staff and Leadership:<ul style="list-style-type: none">✓ Notify your supervisor or designated point of contact.✓ Follow instructions from management regarding continued work or evacuation.✓ Use backup communication methods if needed (e.g., mobile phones, Everbridge alerts).• Determine Next Steps:<ul style="list-style-type: none">✓ Await updates from the utility provider on estimated restoration time.✓ If the outage is prolonged, follow emergency procedures for office closure or remote work. Record the incident details for reporting and follow-up.
Emergency Power Shut Off	<ul style="list-style-type: none">• LOPD must provide the capability to shut off power to information systems in a facility or individual system components in emergency situations.• Shut-off switches or devices must be placed in a defined location to facilitate safe and easy access for personnel, while protecting emergency power shutoff capability from unauthorized activation.
Cabling Security	<p>Power and telecommunications cabling carrying data or supporting information services must be protected from interception or damage:</p> <ul style="list-style-type: none">• Power and telecommunications lines into information processing facilities must be underground or subject to adequate alternative protection.• Network equipment must be protected from unauthorized physical access or damage by placing it within a secured data center, or a locked cabinet or room.• Power cables should be segregated from communications cables to prevent interference.• Cables and equipment must be clearly marked to minimize handling errors such as accidental patching of incorrect network cables. A documented patch cabling standard should be used to reduce the possibility of errors.
Fire Damage Prevention	<p>LOPD must require the following to prevent fire and its accompanying damage:</p> <ul style="list-style-type: none">• Regular inspections and maintenance of fire alarms, sprinklers, and fire extinguishers.• Prohibition of smoking inside the building.

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	<ul style="list-style-type: none">• Safe storage and handling of flammable materials.• Proper maintenance of electrical equipment to prevent overloading and sparks.• Fire drills and training for all employees, including recognition of fire hazards.• Immediate notification of Fire Department, building occupants, visitors, and staff by activating a fire alarm and calling 911 if a fire occurs.• Immediate evacuation procedures in the event of a fire. This includes closing doors and windows, feeling closed doors for heat before opening, use of stairs to evacuate, and staying low and covering mouth if encountering smoke. Evacuation chairs are available in LOPD buildings with more than one story.• Designated assembly points outside the building for accounting of employees.• Communication plan to notify emergency services and relevant personnel.• Use of fire extinguishers, if trained and appropriate.• Clearly posted evacuation plans on each floor.• Clear instructions if trapped inside a burning building, including sealing rooms, not breaking windows, staying low, and signaling for help.• Regular communication with employees about fire safety procedures.• Training on the use of fire extinguishers and emergency procedures.
Forest Fire Response	<p>LOPD must require the following actions from staff at sites where forest fires may occur to prevent loss and to ensure safety in the event of a forest fire. Keeping these steps in mind and preparing in advance can significantly mitigate risks associated with nearby forest fires. It's crucial to prioritize the safety of all employees and to follow the guidance of local emergency services.</p> <ul style="list-style-type: none">• Stay Informed: Keep updated on the fire's status through local news, weather channels, or emergency notifications. Use apps or websites that provide real-time updates on wildfires.• Prepare to Evacuate: Make sure everyone in the office knows the evacuation plan. Identify multiple escape routes in case roads are blocked. Pack essential items like documents, medicines, and necessities in case of immediate evacuation.• Safety Measures: Close all windows, doors, and vents to prevent smoke infiltration. If you have an air conditioning system, switch it to recirculate mode to avoid drawing in smoky air from outside.• Communicate: Notify all employees about the situation and the steps being taken. Keep communication lines open, and ensure that all employees have contact numbers for emergency coordination.• Protect Sensitive Equipment: Cover electronics and sensitive equipment with plastic sheets to protect it from ash and fine debris.

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	<ul style="list-style-type: none">• Employee Safety: If evacuation isn't yet mandated, consider allowing employees to work from home if the air quality worsens and it's safe to travel. Prioritize the health and safety of the team, especially those with respiratory conditions.• Evacuate If Ordered: If local authorities issue an evacuation order, follow it immediately. Use the predetermined evacuation routes, and check for updates as you move.• Aftermath and Return: Do not return to the office until it is declared safe by authorities. Assess any damage, and contact insurance providers if necessary. Ensure the office is thoroughly cleaned to remove ash and debris before resuming work.
Water Damage Prevention and Flooding Response	<p><u>Water Damage Prevention</u></p> <p>LOPD must require the following to prevent facility water damage. All LOPD leases contain a clause stating that the landlord has a duty to maintain the premises, which includes maintaining functional plumbing and water delivery, as well as damages if this duty is violated. While the following specific provisions are not currently included in LOPD leases, we retain these requirements for future consideration.</p> <ul style="list-style-type: none">• Regular inspections of plumbing systems and drainage systems.• Installation of backup power systems for critical equipment.• Use of waterproof containers for sensitive documents and equipment.• Prevention of any water or sewage backups.• Evacuation procedures for flood-affected areas.• Designated safe areas for relocation of personnel and equipment.• Communication with emergency services and relevant personnel.• Procedures for cleaning and restoration after a flood.• Clear evacuation plans and procedures for flood-affected areas.• Training on flood preparedness and response procedures.• Monitoring of weather forecasts and flood warnings. <p><u>Response to Flooding:</u></p> <p>LOPD shall require the following inside and outside the building to deal with flooding:</p> <p>Flooding inside the building (busted pipes, etc.)</p> <ul style="list-style-type: none">• Cease using electrical equipment.• If necessary, evacuate the building and proceed to your building's Evacuation Assembly Area. Evacuation chairs are available in LOPD buildings with more than one story.• Call Facilities Maintenance Section on-call at your site: 505-314-1345 (Albuquerque number)• If there are injuries, call 911.

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	<p>Outside Flooding (flash floods and rising water)</p> <ul style="list-style-type: none"> • Stay indoors. • Never attempt to walk or drive through floodwaters. • Avoid areas where electricity is exposed or near water.
General Safety Procedures	<p>LOPD general safety procedures include:</p> <ul style="list-style-type: none"> • A comprehensive emergency action plan outlining procedures for all types of emergencies, including fire and flood. • Regular drills and training for all employees to ensure familiarity with the plan. • Adequate first aid supplies and equipment readily available. • Training for designated employees on first aid and CPR. • Designated emergency contact list for employees and supervisors. • Regular communication regarding safety procedures and updates. • Emergency communication systems, such as paging or email. • Inspections as mandated by the New Mexico Occupational Health and Safety Act NMSA 50-9 • Loss prevention planning, training, investigation, and reporting as required by NMAC 1.6.4 (State Loss Prevention and Control Program)
Explosion	<p>LOPD must require the following actions from staff to prevent loss in the event of an explosion:</p> <ul style="list-style-type: none"> • Taking cover under sturdy furniture. • Evacuating if directed to do so by emergency responders. • If instructed to evacuate, using the stairs, not using the elevators. Evacuation chairs are available in LOPD buildings with more than one story. • Staying away from windows. • Not using lighters or matches or creating any spark or open flame. • Moving away from the hazard site to a safe location.
Hazardous Materials Spills/Release Inside the Building	<p>LOPD must require the following actions from staff to prevent hazardous materials spills/release inside an LOPD building and to prevent loss in the event of a hazardous materials spill or release:</p> <ul style="list-style-type: none"> • Staff involved in the use hazardous materials must be trained on the proper use and storage of hazardous materials, including proper procedures for preventing spills and the appropriate emergency procedures to be implemented if a spill occurs. • Untrained staff shall take the following actions if a hazardous material is released or spilled near them <ul style="list-style-type: none"> ✓ Calling 911 immediately. ✓ Moving away from the release area, informing others as they go.

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	<ul style="list-style-type: none">✓ If spilled material is combustible or flammable, turning off ignition sources as they leave.✓ Closing doors to affected area(s).✓ Providing information to emergency personnel.✓ Leaving the area and warning others.
Bombs and Bomb Threats	<p>LOPD must require the following actions from staff to deal with bomb threats at an LOPD site and to prevent loss from an explosion:</p> <p><u>Bomb Threat Via Phone:</u></p> <p>If a bomb threat is delivered by phone, the person who takes the call should:</p> <ol style="list-style-type: none">1. Remain calm.2. Keep the caller on the line as long as possible to learn more information.3. Ask for information about the bomb's location, appearance, triggering mechanism; the bomber's name and reason for placing the bomb; and when the bomb will explode.4. Use the record button on the phone if possible.5. Note details about the caller's voice, background sounds, and the state of mind the caller showed in the threat.6. Listen carefully, be polite, and show interest.7. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them.8. If your phone has a display, copy the number and/or letters on the window display.9. When the caller hangs up, DO NOT HANG UP, but, using a different phone, contact authorities immediately, and await instructions.10. After the call, write down what you remember about what the caller said about the bomb and about themselves, as well as the details about the call itself. Write as much detail as possible, and try to get exact words. Pass this information to authorities. <p><u>Bomb Threat Via Handwritten Note</u></p> <p>If a bomb threat is received via handwritten note, the person who receives the note should:</p> <ul style="list-style-type: none">• Call 911 immediately• Handle the note as little as possible <p><u>Bomb Threat Via Digital Media</u></p> <p>If a bomb threat is received via digital media, such as email or text, the person who receives the note should:</p> <ul style="list-style-type: none">• Call 911 immediately• Not delete the message <p><u>Suspicious Object or Potential Bomb</u></p>

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	<p>If a suspicious object or potential bomb is discovered, the person who discovers the object or potential bomb should:</p> <ul style="list-style-type: none">• Not touch, move, or disturb any suspicious object you feel might be a bomb.• Keep people away from the area where the suspicious object is• Call 911 and include a description of the object and its location when reporting. <p>Signs of a suspicious package include:</p> <ul style="list-style-type: none">• No return address• Excessive postage• Stains• Strange odor• Strange sounds• Unexpected delivery• Poorly handwritten addresses• Misspelled words• Incorrect titles• Foreign postage• Restrictive notes <p><u>Evacuation</u></p> <p>If an evacuation is ordered, LOPD staff should:</p> <ol style="list-style-type: none">1. Collect personal belongings (e.g. purse, briefcase, etc.) and take them with you as you exit the building.2. Look around your desk and/or office for any suspicious items. Do not touch anything suspicious; instead, report it to the Police after you exit the building.3. After evacuation, report to an Evacuation Assembly Area.4. Not re-enter the building until instructed to do so by authorized personnel.
Active Shooter	<p>LOPD must require the following actions from staff to deal with an active shooter at an LOPD site:</p> <p><u>Protecting your Life</u></p> <p>Quickly determine the most reasonable way to protect your own life. Remember that clients and visitors are likely to follow the lead of employees and managers during an active shooter situation. Options include:</p> <ul style="list-style-type: none">• Running. If there is an accessible escape path, attempt to evacuate the premises. Be sure to:<ul style="list-style-type: none">✓ Have an escape route and plan in mind.✓ Evacuate regardless of whether others agree to follow.✓ Leave your belongings behind.

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Medical Emergencies	<p>LOPD must require the following actions from staff in response to a medical emergency at an LOPD site:</p> <ul style="list-style-type: none">• Dial 911 and tell the dispatcher that you require medical assistance. Be prepared to provide the following information:<ul style="list-style-type: none">✓ Location of injured person (e.g. which floor, room, office number, etc.)✓ Type of injury or problem✓ The individual's present condition✓ The sequence of events leading to the emergency

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	<ul style="list-style-type: none">✓ Medical history and name of injured person's doctor, if known✓ The phone number where you are• Do not move the victim unless it is necessary to remove them from a dangerous location or situation.• If trained, use pressure to stop bleeding.• If trained, use CPR if the victim has no pulse and is not breathing.• If the victim has no pulse and is not breathing, use the automated external defibrillator (AED) if trained or you are comfortable using the automated instructions.
Personal Injury	<p>Office Manager or Safety Lead shall ensure that all first aid kits in each LOPD office are fully stocked and accessible. First aid kits are available in common areas such as break rooms, printer rooms, or other easily accessible locations within each office. These kits are intended for use by all employees in the event of minor injuries or medical needs.</p> <p>LOPD must require the following actions from staff to deal with a personal injury at an LOPD site:</p> <ul style="list-style-type: none">• Clothing on Fire:<ul style="list-style-type: none">✓ Do not run; drop to the floor and roll around to smother the flame, or drench with water.✓ Obtain medical attention; if necessary, call 911.✓ Report to incident to supervisor and/or Risk Management.• Hazardous Material Splashed in Eye:<ul style="list-style-type: none">✓ Immediately rinse eyeball and inner surface of eyelid with water continuously for 15 minutes.✓ Forcibly hold eye open to ensure water wash reaches under eyelids.✓ Obtain medical attention.✓ Report incident to supervisor and/or Risk Management.• Minor Cuts and Puncture Wounds:<ul style="list-style-type: none">✓ Vigorously wash injury with soap and water for several minutes.✓ Obtain medical attention.✓ Report incident to supervisor and/or Risk Management.• Suspected Opioid Emergency (overdose):<ul style="list-style-type: none">✓ If you suspect an overdose, check whether the person is unconscious, is very sleepy, or is not breathing well. If the person is unconscious or is very sleepy, yell "Wake up!" and shake the person gently.✓ If the person does not wake up and you have NARCAN nasal spray, insert the spray nozzle into the victim's nostril, and press the plunger firmly.✓ Call 911.✓ Wait 2-3 minutes. If the person does not wake up, give another dose of the NARCAN spray. Repeat this every 2-3 minutes until the person wakes up.✓ Stay with the person until an ambulance arrives. If the person gets sleepy again, give another dose of NARCAN.

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Psychological Crisis	<p>A psychological crisis may occur as a result of emergencies, disasters, or other critical incidents such as suicide, rape, violence, death, serious accidents, fires, explosions, bomb threats, threats to the public welfare, or other traumatic or tragic events affecting the community.</p> <p>LOPD must require the following actions from staff to deal with a dangerous psychological crisis at an LOPD site:</p> <ul style="list-style-type: none">• Never try to handle a dangerous situation by yourself.• Call 911.• Clearly state that you need immediate assistance. Give your name, your location, and state the nature of the problem.
Civil Demonstration / Protest	<p>LOPD must require the following actions from staff to deal with a civil demonstration or protest at an LOPD site:</p> <ul style="list-style-type: none">• Remember that most demonstrations are peaceful.• If protestors begin to enter your building, let them in and call 911.• Try to carry on business as usual.• If the noise becomes too great or the crowds become too large, close and lock office doors and windows. This is a departmental decision.• If it becomes necessary to evacuate, follow directions from the police or proceed to your building's Evacuation Assembly Area and wait for additional instructions. Evacuation chairs are available in LOPD buildings with more than one story.
Other Hazards and Incidents	<p>LOPD shall require the following actions from staff to deal with the noted hazard/incidents at an LOPD site:</p> <p><u>Trapped in an elevator:</u></p> <ul style="list-style-type: none">• Use the emergency telephone inside the elevator to call for assistance; if no emergency telephone is available, call 911.• Call building security at your location. Albuquerque number is 505-699-3640.• Press the elevator alarm inside the elevator to signal for help. <p><u>Earthquake</u></p> <ul style="list-style-type: none">• Stay indoors.• Crawl under a table or desk, or brace yourself by standing in an interior doorway.• Do not use elevators, electrical equipment, or telephone.• Do not use open flame.• Be prepared for aftershocks. <p><u>Tornado / High Winds</u></p> <ul style="list-style-type: none">• Stay indoors.• Move away from windows and open doors (preferably into an interior hallway).• If possible, move to the lowest level of the building

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Employee Responsibilities	<ul style="list-style-type: none">• All employees are expected to follow safety procedures and report any hazards.• Employees must participate in training and drills.• Employees should be aware of emergency procedures and contact information.
Policy Review	<ul style="list-style-type: none">• This policy must be reviewed and updated regularly to ensure it remains current and effective.• Feedback from employees should be solicited to improve the policy.
Parties responsible for implementing policy	Matt Bevington, IT Director Richard Pacheco, LOPD Safety Officer