



City of Philadelphia
Managing Director's
Office of Emergency Management



Corporate Emergency Access System:

The essential tool in times
of crisis and emergency.



Table of Contents

- Putting the CEAS Program to Work for You.....3
- CEAS Mission.....4
- CEAS Goals.....4
- Cutting Edge Identification.....5
- How to Enroll.....5
- Hired Security.....6



Putting the CEAS Program to Work for You

Developed with the input of local organizations and businesses, CEAS is the only known program to offer the private sector an Access Control System through agreements with local government and provides:

Partnership - Creates a bond between local government and area businesses for the purpose of minimizing economic loss resulting from disasters or emergencies.

Identification - CEAS' unique ID Cards enable law enforcement officials to recognize those responsible for maintaining and restoring business.

Access - Allows critical employees to enter restricted areas, through the use of the CEAS ID, to sustain operations and initiate recovery.

Resiliency - Reduces enterprise risk by helping businesses rebound quickly from a disaster.

Security - Provides a formal process ensuring that the right people have access to the right places at the right time.





The Corporate Emergency Access System: The essential tool in times of crisis and emergency.

The world is more complex, demanding, and fraught with danger than ever before. From the global threat of terrorism to the looming potential for natural and human-caused disasters, it has never been more important to ensure that business and industry facilities quickly resume operations in the aftermath of a crisis.

The Corporate Emergency Access System, or CEAS, was developed to help address this new set of realities. CEAS is an Access Control System that assists government and private sector entities, many of which are considered “second responders”, in addressing the important issue of post disaster re-entry. CEAS allows critical business employees to gain access to restricted areas following a disaster or serious emergency by using a secure identification card, recognized by the police. This system was established through a partnership and formal agreement with the City of Philadelphia and the Business Network of Emergency Resources (BNET).

By expediting access to secure areas, the CEAS Program gives businesses the opportunity to plan ahead and the tools to implement the plan when it is needed.

Our Mission and Goals

The CEAS Program goal is to help businesses mitigate damage and loss resulting from a disaster or emergency. This is accomplished by allowing businesses rapid access to restricted areas following emergency events. Participating businesses select a pre-determined number of employees to receive CEAS access ID cards based on total employee population. These critical employees – or “second responders” – can quickly get back to work, assess damages and ensure their companies’ viability, continuity and recovery.

CEAS Benefits

By allowing safe and secure emergency access, CEAS gives businesses the opportunity to put a sound emergency management plan in place. Not only does this ensure the rapid recovery of essential operations, but CEAS also provides businesses with the ability to rescue valuable assets left behind in an emergency such as cash, checks, and securities; retrieve vital records, hardware and critical equipment; stabilize and sustain core IT systems, conduct damage assessments, and much more.

“CEAS is an important initiative for the business community. Having experienced the distress of recovering from a disaster first-hand, we are grateful to have a new system in place.”

— Dennis Friedrich, President & COO, Brookfield Properties
U.S. Commercial Operations

CEAS: Cutting-Edge Identification

CEAS was developed in 1999 by the Business Network of Emergency Resources, a not-for-profit organization. The CEAS system leads the way as a best practice in secure emergency access control for private sector entities. A state-of-the-art system enables business and industry to acquire a pre-event, emergency identification card that is accepted locally and regionally when it is needed the most.

The Business Network of Emergency Resources continues to optimize its web-based process with new and evolving technology. This eliminates the need for private businesses to purchase and maintain expensive software and hardware, and results in an improved customer experience from application to card production. All CEAS cards are designed with security in mind, meeting the latest physical and topographic security standards for identification cards.

Today countless businesses of all types that take the continuity of their business operations seriously have become part of the CEAS program. CEAS is accepted by government and business in some of America's most important economic and educational centers.

How to Enroll

Visit the CEAS Web site at www.ceas.com or call the Customer Support Center at 888-353-BNET to learn more about the System and to enroll. It's fast, efficient, and it will bring true peace of mind to you — and security to your company.

You can also sign up at www.oem.readyphiladelphia.org/Businesses. Then click on the CEAS logo.





Hired/Contract Security Personnel

Challenges of Contract Security

Contract security firms are widely utilized throughout the City of Philadelphia. Incorporating employees of contract security firms into a business security plan can pose challenges. Some of these challenges include the high turnover rate in this industry; the fact that contract employees move from location to location on a weekly or other basis; and that contract employees are not affiliated with the businesses they protect but are affiliated with the security company.

Businesses that use hired or contract security personnel need to determine how these contract workers will be incorporated into their CEAS program. Property/building managers, owners, contract security service firms, individual businesses, and those responsible for the administration of the CEAS program are all part of the security plan process for any business or facility.

Services Contracted Through Property/Building Management

If the security services are contracted through the Property/Building Management, then CEAS credentials issued to the contract security personnel should come from those allotted to Property/Building Management. Property/Building Management would be responsible for determining which security personnel are critical, and who should serve as the corporate coordinator. Based on the CEAS Plan of Administration, contract security personnel who are given CEAS credentials through the Property/Building Manager will have Level "C" Access.

Services Contracted Through Individual Businesses

When the security services have been contracted by an individual business, any CEAS credentials issued to security personnel will be deducted from those allotted to the business. This is based on the number of full-time employees at the site. Each individual business will be responsible for determining which security personnel are critical, and who should serve as the corporate coordinator. Contract security personnel who are issued CEAS credentials through an individual business (as opposed to from the Property/Building Manager) will be credentialed at the Access Level of the business requesting the credentials.

Cooperating For Safety

Contract security personnel will receive credentials depending on how they are contracted — whether by individual businesses or through Property/Building Managers (security service firms may acquire their own CEAS credentials for their internal staff who work at their own corporate offices). Security firms should work with clients to determine how CEAS credentials will be issued to their personnel. The credentials can be provided only through designated corporate coordinators (Property/Building Manager, building owner, or tenant).

CEAS FAQs:

The essential tool in times of crisis and emergency.

Q: What are the costs associated with the CEAS Card?

A: A \$50 fee covers all costs associated with the program for two years. For example, application management, card procuring, and training are included in the cost.

Q: Will the police recognize my CEAS card when I present it?

A: Yes, the Philadelphia Police Department has developed written procedures to implement CEAS and to train officers to recognize the card.

Q: What happens if I present my card but the police officer denies me access?

A: During all situations, every CEAS cardholder must comply with a police officer's decision to deny access. Please keep in mind that access may be limited or denied at any time during activation due to certain conditions. If during an official CEAS activation there appears to be confusion regarding enforcement of the system, please comply with the police officer's request and call BNet at 888-353-BNet (2638) to seek further advice.

Q: How will we know when restricted areas become open to CEAS cardholders?

A: The Mayor or his/her designee will authorize the activation of CEAS. Public media announcements will be made, so please tune in to your local news outlets, such as KYW 1060 AM. Additionally, the City will also seek to make this information available on the CEAS Activations / Updates page website (www.oem.readyphiladelphia.org/Businesses).

Q: Who controls access and how will they know and be trained to give CEAS cardholders access when appropriate?

A: The Mayor or his/her designee will authorize activating CEAS, but public safety officials, primarily the Police Department, control access at a site. Police officers are trained to recognize the CEAS credential along with the different levels of access that can be implemented. It is important that the CEAS Cardholder carry a second form of photo identification, preferably corporate or government-issued ID.

Q: Does CEAS offer any guarantees for access?

A: No. Even if CEAS is activated, access may be limited or denied at any time by the police due to changing conditions. The CEAS credential only provides access into the restricted area; if you do not own your facility, your building's management may deny you access inside the facility. Although access is not guaranteed, CEAS offers your business the best potential for access during an emergency.





Q: I have outside vendors that are critical to my business recovery. How do I get them in?

A: Businesses can sponsor employees from their critical vendors. Sponsored vendors are counted towards your company's allocated number of credentials. Certain vendors who meet the City's requirements may be eligible to receive All Area Access credentials. Critical vendors are only those who are essential to immediate business recovery needs.

Q: What is a Level C "critical industry" and why do they have priority access?

A: The designation of Level C critical industries allows firms that are deemed part of the "critical infrastructure" by the City priority access into a restricted area. Municipalities are NOT required to allow Level C access first and may choose to allow all levels of access at once depending on circumstances.

Q: When can I use my CEAS card?

A: After the system has been officially activated following an event within the City. However, access is limited to those cardholders who work in or are assigned to the restricted area.

Q: What is an All Area Access Card and do I need to have one?

A: All Area Access Cards are issued to a select set of businesses as well as service and supply providers who provide critical recovery services or products to government or critical industries. These businesses may be requested to provide services to a multitude of potential locations within the jurisdiction that will be defined once an emergency event occurs. The amount of All Area Access Cards will be determined on a case-by-case basis during the review process. Businesses eligible for this type of card must apply to the City of Philadelphia through BNet.

Q: What is a Multi-Facility Access Card and do I need to have one?

A: Multi-Facility Access Cards are photo identification cards that are issued to a specific individual for access to ALL company facilities within the City of Philadelphia. The Multi-Facility Access Card is made available to companies with multiple worksites within a given jurisdiction. Cards will be granted on a limited basis.

Q: How long is the cardholder training?

A: The time required for CEAS card training is approximately 30 minutes.

Q: What types of companies currently participate in the CEAS program?

A: Currently, a variety of businesses participate in the CEAS program. These businesses include: organizations from the financial services, insurance, building/property management, and pharmaceutical and bioresearch industries. Additionally, small and mid-sized companies such as law, accounting and professional service firms also participate.

Q: What type of work is involved for the businesses participating in CEAS?

A: Businesses must identify coordinators, who will be responsible to administer the program at the corporate level. Coordinators will screen and determine appropriate employees to apply for the credential. They must also manage the distribution, collection, and turnover of credentials, maintaining an accurate accounting of their credentialed employees. All cardholders must be trained using the BNet web-training tool. Businesses must also comply with specific requirements related to liability insurance coverage and indemnification as set forth by the City and BNet.

Q: What type of employees would you recommend as CEAS credential holders?

A: First, consider the people who will protect and secure your assets following an emergency. There is no guarantee as to how long you may be allowed in the restricted area, nor may the situation allow occupation of your workplace for a significant stretch of time as conditions may deteriorate. Therefore, we suggest that you consider your immediate needs for activities such as damage assessment, technology shutdowns, critical data and document removal, and physical protection and building restoration.

Q: Why are only businesses allowed into this program and not residents?

A: Businesses are allowed access on a limited basis and for specific purposes. Residential recovery and re-entry will be handled separately by the City’s public safety agencies.

Q: Many of my employees live outside of the City. Will the CEAS card be valid in other states or counties?

A: Use of CEAS credentials is established by written agreement between BNet and the City of Philadelphia. Other municipalities may recognize the credential when allowing traffic through their jurisdiction, but, without an agreement in place with a bordering municipality, restrictions may still apply.

Q: If restrictions are also placed in the areas surrounding Philadelphia, will CEAS cardholders be able to get access to get into the City?

A: Perhaps. If alternate means of accessing the City are not available, the City may ask adjoining jurisdictions to honor the credential for passing traffic. Remember, the CEAS credential is intended for use during serious emergencies and not to avoid inconvenience when alternate means of access are available.

Q: Does the government profit from the CEAS Program?

A: No. The City of Philadelphia does not receive any profit from the CEAS Program. Businesses are crucial to the City’s and the nation’s economic well-being. The City is providing this tool for businesses to gain quicker access to their facilities to mitigate potential long-term damage and financial loss from a disaster.





Q: How do you insure that terrorists don't get the cards?

A: The card would not be of practical use to anyone with ill intent as it does not allow any form of restricted access until after an event occurs. BNet does confirm the legitimacy of the company; however, the responsibility is on the business to investigate its employees' backgrounds and to ensure that they are appropriate holders of the CEAS credential.

Q: Are similar services offered by other vendors?

A: Not to our knowledge and not in the means currently available from BNet, and at no cost to the City of Philadelphia.

Q: What is BNet, and why did the City of Philadelphia partner with BNet?

A: BNet was created as a result of federal and New York State initiatives to establish emergency management partnerships between the public and private sectors. The BNet Board of Directors and public-sector Advisory Board are comprised of volunteers from businesses and government agencies across New York and its bordering states. These volunteers worked together to design a system that met the needs of businesses while maintaining appropriate controls for public safety.

The City of Philadelphia partnered with BNet because the CEAS system offered a cost-effective method to resolve the historic problem of preventing unnecessary access into a restricted area, while allowing necessary access to achieve business and economic recovery.

Q: Would it be cheaper if the City of Philadelphia provided this service instead of BNet?

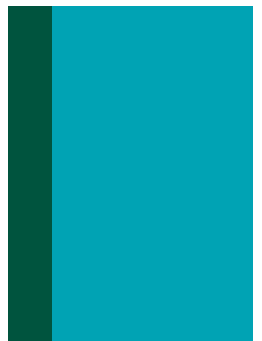
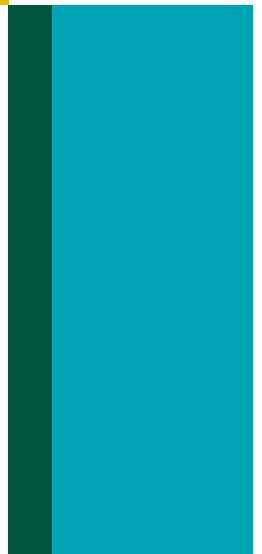
A: No. System development, management, and oversight would be far too costly to the City. BNet as an organization is better equipped to handle program startup costs and maintenance costs across implementations in several cities and regions.

Q: Are BNet and the City of Philadelphia liable if a CEAS credential holder gets injured while in the restricted zone?

A: By participating in the CEAS program, companies agree to defend, indemnify, and hold harmless the City of Philadelphia and BNet.

Q: Where can I find additional information pertaining to the CEAS program?

A: Additional information is available www.ceas.com and the CEAS Customer Support Center at 888-353-BNET.





Corporate Emergency Access System:
The essential tool in times of crisis and emergency.

Visit the CEAS Web site at www.ceas.com or call the Customer Support Center at 888-353-BNET to learn more about the System and to enroll.

Contact the Office of Emergency Management at:
www.phila.gov/ready
OEM@phila.gov
3-1-1

To sign-up for emergency alerts, visit www.phila.gov/ready and click on the "ReadyNotifyPA" link.

