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Emergency Number Quick Reference

Emergency .................................................................................................................. 911
for Ambulance, Fire, or Crime in Progress
Non-Emergency - Call LSUS Police ................................................................. 318-455-5497
to report a crime or other non-emergency communication
Division of Student Affairs ................................................................. 318-797-5116
Student Development and Counseling .................................................... 318-797-5365
Shreveport Police Department ................................................................. 318-673-7300

LSUS Mission
The Louisiana State University Shreveport Police Department is committed to providing a safe
environment for students, faculty, and staff to live, learn, and work.

The LSUS Police Department
The LSUS Police Department is the law enforcement agency serving Louisiana State University in
Shreveport. The officers of the LSUS Police Department are trained and certified under the guidelines of
the Louisiana Commission on Law Enforcement Standards and Training. They are commissioned police
officers with full power of arrest under Louisiana State Statute (State of Louisiana Code R.S. 17:1805) on
all property owned and controlled by the University, including all streets and state highways contiguous
to and running through the campus, as well as statewide jurisdiction while on official business. The
campus falls under the jurisdiction of several police agencies and the LSUS Police Department maintains
a close working relationship with those agencies. Officers are expected to exercise law enforcement
authority in a manner consistent with the educational mission and purpose of the institution and are
dedicated to providing first-class service to the community. Officers patrol the campus on foot, by
bicycle, and in vehicles and are on duty 24 hours a day.

Crime statistics are compiled by coordination with the local police agencies and by an electronic record
keeping system dedicated to the department.

Crime Reporting Policy
Every crime should be reported to law enforcement officials as soon as possible. This is the most
effective way to ensure the well being of the campus community. If this is not possible for some reason,
the crime should be reported to one of the following: Dean of Students in the Division of Student Affairs,
Student Development and Counseling, or to a faculty or staff member who the student is comfortable
talking to about the crime.

The LSUS Police Department will investigate every crime and request assistance from other state and
local law enforcement agencies if needed. The serial numbers of all vehicles, equipment, and other
personal property stolen from the campus are reported to a central dispatch location at the Caddo
Parish Sheriff’s Department for appropriate circulation. The LSUS Police Department policies and practices are similar to the practices of local law enforcement agencies.

Local police agencies provide information to the LSUS Police Department on matters of criminal activity at off-campus recognized student activities. (This includes student organizations recognized by the University and any organization with off-campus housing facilities. At this time, there is no off-campus housing recognized by any campus organization.)

In the area of sexual assault, all faculty and staff are strongly encouraged to get the victim into a supportive environment through Student Development and Counseling even if there is not a report filed with the LSUS Police Department.

Confidential crime reporting is an essential, if not preferred, method of reporting. The primary point of crime reporting should be to the LSUS Police Department or Division of Student Affairs. If you are the victim of a crime and do not want to pursue action within the University system or the criminal justice system, you may still want to consider making a confidential report. If you choose to file a confidential report through the LSUS Police Department, with your permission, the Chief of Police or a designee can file a report on the details of the incident without revealing your identity. The purpose of a confidential report is to comply with your wish to keep the matter confidential, while taking steps to ensure the future safety of yourself and others. With such information, the University can keep an accurate record of the number of incidents involving students, employees and visitors; determine where there is a pattern of crime with regard to a particular location, method, or assailant; and alert the campus community to potential danger. Reports filed in this manner are counted and disclosed in the annual crime statistics for the institution. It is the policy of the University to encourage the reporting of crimes even if the victim does not wish to file a complaint. All faculty and staff are encouraged to report any crime, but if the victim chooses not to report to the police, then the faculty or staff member is required to report the crime and exclude the name of the victim. Any information received will be reported to the LSUS Police Department for crime reporting notifications, campus crime statistics reporting, and campus education programs. The Chief of Police at LSUS is responsible for the collection, reporting, and disseminating of the annual crime statistics from the local police agencies and campus security authorities for inclusion in the annual crime report.

**Timely Warnings**

Timely warnings are made about any occurrences that would pose a threat to the University community through the LSUS Police Department and the Division of Student Affairs. These reports are distributed in various ways depending on the nature of the information. Among the methods used are text messages, e-mails, faxes, press releases, warning posters, campus meetings, and announcements. Timely warnings shall be made without delay, and taking into account the safety of the community.
Testing and Evaluation
LSUS will test the emergency response and evacuation procedures on a regular basis. The LSUS Police Department will publicize these procedures in conjunction with this test and document the date and time of the event, as well as provide a description of the exercise and state whether it was announced or unannounced.

Evacuation
Buildings on campus have a notification system in place for emergency evacuation. Each building and all outdoor areas are equipped with loud speakers. During an emergency, messages are relayed over the speakers. First, an alarm sounds, then a spoken message directing people to take an appropriate action for the situation.

The University Emergency Operations Plan calls upon all employees to be familiar with the Quick Reference Emergency Procedures Handbook. For additional information on University emergency procedures and safety resources, consult the Handbook at http://www.lsus.edu/police/.

Emergency Notification
Louisiana State University Shreveport has two campus-wide emergency notification systems that can rapidly provide mass notification during natural disasters or other emergencies to the LSUS community: the RAVE Beacon emergency text message system and an intercom system with speakers located in all buildings and outdoor areas. The LSUS Police Department will initiate all notifications, and will, without delay and taking into account the safety of the community, determine the content of any notification and initiate the notification system, unless the notification will, in the professional judgment of responsible authorities, compromise efforts to assist victims or to contain, respond to, or otherwise mitigate the emergency.

University Website
Up-to-date information regarding the status of the university is always available on the university's website. During and following emergency situations, information as it applies to the university public will be posted on the website as it becomes available, including information about such things as university closure, etc. The website also provides links to department-specific information (Crime Statistics, Parking Regulations and emergency operations procedures). In the event of an emergency situation or campus crises, it is the responsibility of each department to update the website with department-specific information as it becomes available. Other information will be posted as deemed appropriate.

University E-mail
Mass e-mails will be used to provide students, faculty, and staff with information regarding potential threats to the safety and security of the campus community. E-mails will also be used as a way to notify
these groups of emergency situations and keep them updated on the situation. The university employs
the following types of e-mails:

- **Informational**: any communication that increases the awareness of campus activities, events, or
  services (i.e., parking disruptions).
- **Operational**: communication that requires some action on the recipient’s part or a required
  notification by the university (i.e., a message about benefits eligible information).
- **Official**: a non-urgent communication from an executive officer (i.e., a message from the
  Chancellor).
- **Emergency**: an emergency announcement from an executive officer regarding an imminent
  event, such as a tornado warning.

**Missing Residential Student Policy and Procedures**
The following policies and procedures are utilized by LSU to provide the necessary notifications within
24 hours if a campus residential student has been determined to be missing. The policies and
procedures comply with the requirements of the Higher Education Opportunity Act of 2008.

**Registration Procedures**
1. Each campus residential student age 18 and over will designate a Confidential Contact who
   may be the same person listed as the student’s emergency contact, or the confidential
   contact may be an additional person. The person designated as the confidential contact will
   be notified not later than 24 hours after the student is determined to be missing.
2. If a campus residential student is under the age of 18 and has not been emancipated, the
   student’s custodial parent or guardian shall be notified immediately once the student is
determined to be missing.
3. Each student will be provided a data form which he or she will complete and return to the
   Resident Adviser. The information regarding the student’s Confidential Contact will be
   collected and maintained by the Campus Living Villages and distributed once a semester to
   the LSUS Police and Dean of Students Office. Each student is responsible for maintaining the
   accuracy of the contact information for the identified Confidential Contact.

**Missing Person Procedures**
1. Any individual on campus who has information that a campus residential student may be
   missing must notify LSUS Police immediately.
2. LSUS Police will gather all essential information about the missing student from the
   reporting person, from the student’s acquaintances, and from LSUS faculty, staff and official
   university information sources. Such information will include, but is not limited to, a
   physical description, cell phone number, clothes last worn, information concerning where
   the student may be and/or who the student may be with, vehicle descriptions, information
   about the physical and emotional well-being of the student, a current photograph, a class
   schedule, and class attendance records.
3. The reporting individual will provide information concerning efforts made to contact the student by telephone, texts, emails, and/or social media directed to the student to others who may have information concerning the student. LSUS Police will attempt contact with the student through those methods as well.

4. LSUS Police will notify the campus residential student’s Confidential Contact or custodial parent or guardian not later than 24 hours after receiving the initial report that the student is missing.

5. If the student is not located in a reasonable amount of time or if it is apparent immediately that the campus residential student is missing or it has been determined that the campus residential student has been missing for more than 24 hours, LSUS Police will contact the Shreveport Police Department, the Caddo Parish Sheriff’s Department, and/or the Louisiana State Police to report the campus residential student as a missing person. LSUS Police will continue to assist the investigation and attempts to contact and locate the student.

Campus Prevention Activities
Students, faculty, and staff should report potential safety or security hazards by calling the LSUS Police at (318) 455-5497 or the Physical Plant at (318) 797-5360.

The LSUS Police Department presents a variety of safety and crime prevention programs by request. These programs include Basic Personal Safety, Introduction to Louisiana Alcohol Laws, Personal Property Theft Deterrence, Public Property Theft Deterrence, Crime Prevention through Environment Design, and Internet Safety. Information concerning safety and security is regularly provided to students, faculty, and staff by crime alert bulletins, posters, news releases, and presentations.

A police escort is available for the safety of anyone walking alone on campus. This service is available for anyone during the semester and also during weekends, holidays, and during semester breaks.

Maintenance of Campus Facilities
Proper lighting and building security are major factors in reducing crime on campus. Facility Services maintains the buildings and grounds with a concern for safety and security. Inspections of campus facilities are conducted regularly, and repairs are made as quickly as possible. Individuals should report potential safety and security hazards, such as broken locks and windows.

Access to Louisiana State University Shreveport Grounds and Buildings
The grounds of LSUS are open to visitors on a daily basis with tours available when organized through the Office of Admissions and Records. Vehicular access to campus is carefully controlled by uniformed officers of the LSUS Police Department. Visitor parking is allowed in designated areas or by temporary permit only. To obtain parking permission, please call the LSUS Police Department at (318) 455-5497.
Alcohol and Drug Policy
LSUS strictly prohibits the possession, use, or distribution of marijuana, cocaine, LSD, or any hallucinogens or other controlled substances by anyone in a campus facility or on property owned or controlled by the University. LSUS is a drug free campus. Any individual known to be possessing, using, or distributing such drugs or alcohol is subject to disciplinary actions and possible arrest, imprisonment, or fine according to state and federal law.

Drug and Alcohol Abuse Education
LSUS assists students in finding alternatives to alcoholic beverages to promote social interaction and stress reduction. LSUS also provides services for students who experience alcohol related difficulties. Student Activities provides classes, workshops, and conferences on alcohol abuse, relationship issues, domestic violence, and health and wellness.

For students with substance abuse problems or concerns, assistance is available through Student Development and Counseling. Experienced professional counselors offer support for students in an atmosphere of understanding and confidentiality. Student Development and Counseling offers individual assessment and referral to both on- and off-campus resources.

Anyone aware of substance abuse problems that exist with friends, roommates, classmates, university personnel, or family members is encouraged to contact Student Development and Counseling. Remaining silent or waiting until the situation is out of control is neither respectful nor responsible.

Sexual Assualts: Reporting a Rape or Sexual Assault
As soon as possible following an incident of rape or sexual assault, a victim should report the incident to the LSUS Police Department at (318) 455-5497. Reporting to the LSUS Police Department can help: (1) protect you and others from future victimization; (2) apprehend the assailant; and (3) open options regarding criminal prosecution, action against the perpetrator, and University disciplinary action.

When you report a rape or sexual assault, a University Police officer will gather information from you concerning the specifics of the incident. These questions are necessary to obtain a description of your assailant, where the crime occurred, who may have been present, and other data pertinent to investigation and prosecution.

Reporting a rape or sexual assault and choosing to prosecute are two separate things. When you file a report, you are encouraged, but not obligated to continue with legal proceedings or with University disciplinary action.

After the report is filed, a rape or sexual assault victim is escorted to a local hospital for a medical examination. The medical examination is necessary to eliminate the possibility of venereal disease and other contagious diseases and obtain necessary lab specimens for prosecution.
Do not shower, bathe, or change clothes. If you do, vital evidence may be lost. Do not brush your teeth. All evidence is needed when the medical examination is performed after the rape.

The University Police report is important whether or not prosecution is desired. The LSUS Police Department will also assist you in reporting a rape or sexual assault to the Shreveport Police Department or to the Caddo Parish Sheriff's Department if the incident occurred in the jurisdiction of either of these agencies.

If you choose not to report rape or sexual assault to the police, it should be reported to the Student Development and Counseling. This can be done on a confidential basis. While reporting to the police is the best method for dealing with rape and sexual assault, it is essential that it be reported to someone so that support activities can be provided to victims.

**Rape Awareness Programs**

Programs on rape, acquaintance rape, and sexual assault are offered by the LSUS Police Department, Student Development and Counseling, and other areas of the university. First time freshmen will participate in Haven - Understanding Sexual Assault™. It is an online, population-level platform for sexual assault prevention. Programs are also offered any time during the semester by request of campus organizations. Student Development and Counseling is located in the Administration Building Room 220 and provides support to victims of rape, acquaintance rape, or sexual assault on a confidential basis.

National Sexual Assault Hotline 1800-656-HOPE(4673) provide assistance for sexual assault victims.

**Changing Classes and Living Accommodations for Sexual Assault Victims**

If you are the victim of sexual assault, you are entitled to changes in academic and living situations if these changes are reasonably available. To request such changes, contact the Dean of Students, UCA Manager, or Student Development and Counseling.

**Sanctions**

Students found guilty of violations of the conduct standards relating to assault, sexual assault, rape, and other forms of violence are subject to the full range of disciplinary sanctions outlined in the Student Handbook. Possible sanctions include, but are not limited to, expulsion, suspension, probation, restitution, and a loss of privileges. University disciplinary proceedings may be carried out prior to, simultaneously with, or following civil or criminal proceedings off campus.

Student Development and Counseling or the Division of Student Affairs will provide assistance to any accuser/victim in reporting crimes to law enforcement authorities.
During disciplinary proceedings both the accuser and the accused may have an advisor present who may give the student encouragement on matters either substantive or procedural and who may assist in the student's defense if requested by the student. Both will be informed of the outcome of the proceedings.

**Procedures for On-Campus Disciplinary Action**

Any member of the university community may file charges against a student for violence and misconduct. Charges shall be prepared in writing and directed to the Dean of Students. Detailed filing and hearing procedures and regulations are listed in the Student Handbook. The complainant and the accused have the right to be assisted by an advisor and to have that advisor present during the hearing. Following the final decision of the hearing body, both the victim and the accused will be informed of the determination and any recommended sanctions.

**Sex Offender Registration**

The University Police Department maintains a folder of all registered sexual offenders in Caddo Parish. If you wish to view this folder, please come by the LSUS Police Department in AD 133 between the hours of 8 a.m. and 5 p.m. A departmental representative will be present to answer any questions you may have regarding the information. Sex offender information can also be obtained through the Caddo Parish Sheriff’s Office at their website http://www.caddosheriff.org or National Sex Offender Registry at http://www.familywatchdog.us/

**Annual Disclosure and Distribution**

The Chief of Police at LSUS is responsible for the collection, reporting, and dissemination of the annual crime statistics from the local police agencies and campus security authorities. This information is included in the annual crime report following the guidelines of the code of federal regulations.

By October 1 of each year, notification of the new annual disclosure report is provided to students and employees by electronic mail with one-click hyperlinks to the report on the University Web page. A hard copy of the report is available at the LSUS Police Department, Division of Student Affairs, and Admissions and Records. The availability of the annual security report to prospective students and employees is provided upon request to the departments mentioned above. The crime statistics are also submitted to the U.S. Department of Education every year as prescribed by the department.

**Safety Tips on Campus**

**Personal Safety**

- The keys to personal safety are awareness and assertiveness.
- Look assertive, confident, and aware of your surroundings.
- Trust your intuition. If a particular situation makes you feel uncomfortable or unsafe, choose an alternative. Don't be afraid to ask for help.
• Keep keys accessible and wear comfortable clothing for added safety and defense.
• Turn around and confront someone you think is following you; the surprise of a hostile look will deter most assailants.
• In attempted sexual assaults, approximately half of the women escape if they scream, and up to 85 percent escape if they physically resist quickly and vigorously. Trust your instincts.
• Know vulnerable targets of the assailant; eyes, nose, throat, stomach, kneecaps, and groin.

Home Safety
• Make a habit of keeping your doors locked. Lock your doors when sleeping, or when leaving a roommate asleep inside.
• Do not leave valuables in open view. Take valuables home during vacation.
• Never prop open doors.
• Never allow unknown persons to enter your room. Report suspicious individuals to LSUS Police.
• Require identification and authorization from maintenance staff requesting access to your room.
• Report to the resident hall staff all door, locks, and windows that are in need of repair.
• Be suspicious of unknown persons loitering or checking doors in your hall, and call LSUS Police, (318) 455-5497.
• Backpacks, purses, book bags. etc., should never be left unattended.
## LSUS Police Department Crime Statistics

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Public Property is defined as Youree Drive to North of the University Court Apartments, Kings Hwy to North of Baptist Student Association, LSUS boundary south of the Campus, LSUS boundary north of the Campus.
Appendix

Sex Offenses Definitions
Prepared by the National Incident-Based Reporting System edition of the Uniform Crime Reporting Program

Sex Offenses-Forcible
Any sexual act directed against another person, forcibly and/or against that person's will; or not forcibly or against the person's will where the victim is incapable of giving consent.

A. Forcible Rape
The carnal knowledge of a person, forcibly and/or against the person's will; or not forcibly or against the person's will where the victim is incapable of giving consent because of his/her temporary or permanent mental or physical incapacity (or because of his/her youth).

B. Forcible Sodomy
Oral or anal sexual intercourse with another person, forcibly and/or against that person's will; or not forcibly against the person's will where the victim is incapable of giving consent because of his/her youth or because of his/her temporary or permanent mental or physical incapacity.

C. Sexual Assault with an Object
The use of an object or instrument to unlawfully penetrate, however slightly, the genital or anal opening of the body of another person, forcibly and/or against that person's will; or not forcibly or against the person's will where the victim is incapable of giving consent because of his/her youth or because of his/her temporary or permanent mental or physical incapacity.

D. Forcible Fondling
The touching of the private body parts of another person for the purpose of sexual gratification, forcibly and/or against that person's will; or, not forcibly or against the person's will where the victim is incapable of giving consent because of his/her youth or because of his/her temporary or permanent mental or physical incapacity.

Sex Offenses-Non-Forcible
Unlawful, non-forcible sexual intercourse.

A. Incest
Non-forcible sexual intercourse between persons who are related to each other within the degrees wherein marriage is prohibited by law.

B. Statutory Rape
Non-forcible sexual intercourse with a person who is under the statutory age of consent.

Crime definitions from the Uniform Crime Reporting Handbook
Aggravated Assault: An unlawful attack by one person upon another for the purpose of inflicting severe or aggravated bodily injury. This type of assault usually is accompanied by the use of a weapon or by
means likely to produce death or great bodily harm. It is not necessary that injury result from an
aggravated assault when a gun, knife, or other weapon is used which could or probably would result in a
serious potential injury if the crime were successfully completed.

Arson: Any willful or malicious burning or attempt to burn, with or without intent to defraud, a dwelling,
house, public building, motor vehicle or aircraft, personal property, etc.

Burglary: The unlawful entry of a structure to commit a felony or a theft. For reporting purposes this
definition includes: unlawful entry with intent to commit a larceny or a felony; breaking and entering
with intent to commit a larceny; housebreaking; safecracking; and all attempts to commit any of the
aforementioned.

Motor Vehicle Theft: The theft or attempted theft of a motor vehicle. (Classify as motor vehicle theft all
cases where automobiles are taken by persons not having lawful access even though the vehicles are
later abandoned, including joy riding).

Murder and Non-negligent Manslaughter: The willful (non-negligent) killing of one human being by
another.

Manslaughter by Negligence: The killing of another person through gross negligence.

Robbery: The taking or attempting to take anything of value from the care, custody, or control of a
person or persons by force or threat of force, violence, and/or causing the victim fear.

Weapon Law Violations: The violation of laws or ordinances dealing with weapon offenses, regulatory in
nature, such as manufacture, sale, or possession of deadly weapons; carrying deadly weapons,
concealed or openly; furnishing deadly weapons to minors; aliens possessing deadly weapons; all
attempts to commit any of the aforementioned.

Drug Abuse Violations: Violations of state and local laws relating to the unlawful possession, sale, use,
growing, manufacturing, and making of narcotic drugs. The relevant substances include: opium or
cocaine and their derivatives (morphine, heroin, codeine); marijuana; synthetic narcotics (demerol,
methadones); and dangerous non-narcotic drugs (barbiturates, benzedrine).

Liquor Law Violations: The violation of laws or ordinance prohibiting the manufacture, sale,
transporting, furnishing, possessing of intoxicating liquor; maintaining unlawful drinking places;
bootlegging; operating a still; furnishing liquor to minor or intemperate person; using a vehicle for illegal
transportation of liquor; drinking on a train or public conveyance; all attempts to commit any of the
aforementioned. (Drunkenness and driving under the influence are not included in this definition).

Geography definitions from the Clery Act

On-campus: Defined as (1) Any building or property owned or controlled by an institution within the
same reasonably contiguous geographic area and used by the institution in direct support of or in a
manner related to the institution's educational purposes, including residence halls; and (2) Any building
or property that is within or reasonably contiguous to the area identified in paragraph (1), that is owned by the institution but controlled by another person, is frequently used by students and supports institutional purposes (such as a food or retail vendor).

Non-campus building or property: Defined as (1) Any building or property owned or controlled by a student organization that is officially recognized by the institution; or (2) Any building or property owned or controlled by an institution that is used in direct support of or in relation to the institution's educational purposes, is frequently used by students, and is not within the same reasonably contiguous geographic area of the institution.

Public property: Defined as all public property, including thoroughfares, streets, sidewalks, and parking facilities within the campus or immediately adjacent to and accessible from the campus.

The LSU Shreveport crime statistics do not include crimes that occur in privately owned homes or businesses within or adjacent to the campus boundaries.

**Louisiana State University Shreveport**
One University Place, Shreveport, LA, 71115

LSUS is a LSU System University campus serving working professionals by offering 25 undergraduate and 12 graduate programs.

Louisiana State University Shreveport is located at: One University Place, Shreveport, LA. The facility grounds can be accessed by vehicle. Students may park only in those areas designated for student parking.

**Access to Facilities**
University facilities are open only to members of the University and school community and escorted or authorized visitors. Academic and administrative buildings are locked after normal working hours.

**Maintenance of Facilities**
Proper lighting and building security are major factors in reducing crime on campus. The Facility Services maintains LSUS buildings and grounds with a concern for safety and security. Inspections of facilities are conducted regularly, and repairs are made as quickly as possible.

**Reporting Procedures**
Crimes and public safety related incidents should be reported to the LSUS Police Department at (318) 455-5497.
Fire Safety

The Higher Education Opportunity Act, enacted on August 14, 2008, requires institutions that maintain on-campus student housing facilities to publish an annual fire safety report that contains information about campus fire safety practices and standards of the institution. The following are fires which occurred in 2013:

January 2013-Stove fire caused by resident cooking.

March 2013-Stove fire caused by resident cooking.

October 2013-Grease fire caused by resident cooking.

All fires shall be reported to the University Court Apartments Management and LSUS Police.

Description of On-Campus Student Housing Fire Safety Systems

Each apartment has a smoke detector

Each apartment has a fire suppression system in the vent hood of the stove

Each apartment is equipped with a fire extinguisher

Fire Evacuation Procedures

1. Close the door when leaving to prevent fire and smoke from spreading.
2. Proceed quietly to your exit route and out of the nearest exit door.
3. Walk swiftly. **DO NOT RUN OR PUSH.**
4. After leaving the building, move to the front of the building or further away if necessary.
5. Do not return to the building **FOR ANY REASON** until the all clear is given by the staff.
6. Horseplay will not be tolerated at the time of any alarm; **LIFE SAFETY IS A SERIOUS BUSINESS.**

Mandatory Supervised Fire Drills

University Court Apartment’s management and LSUS Police will conduct and evaluate at least one fire drill per semester.

Prohibited Items

Using lighted candles, incense or other open flamed devices
Cooking in unapproved areas (bedrooms), including use of toaster ovens, etc.
Use/possession of space heaters
Tampering with or blocking any fire protection equipment
Possession of fireworks
Use of flammable cleaning fluids
Storage of any flammable liquids in open or unsound containers
Lights larger than miniature bulbs on Christmas trees
Inadequate room trash disposal
Removal of smoke detector
Plans for Future Improvements

Coordinate with Fire Marshall to conduct training on fire safety and response once per semester.

Notes

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