

STOCK EXCHANGE TOWER SECURITY



TENANT RESPONSIBILITY FOR SECURITY

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GENERAL

All tenants should understand the importance of balancing convenience and good safety practices. Often these are not the same and it will take practice for building occupants to keep security in mind. Support and cooperate on overall building security concerns such as keeping doors locked, not propping open exits, securing personal valuables, and not leaving reception areas unattended.

Be involved in the security program and attend briefings and seminars aimed at promoting security awareness. Informational materials can be obtained through the Property Management office or Calgary Police. Consult the Property Manager about your concerns. There may be a common sense, economical solution to your problem or concern. For example, strangers encountered in your suite (even if they appear to be workmen or messengers) should not be ignored, but questioned. Find out where they are going or if they need "help". Take the time to call and check out their stories. If something is suspicious, call the building manager or security. It is better to be safe and certain that the person is legitimate, than sorry that an incident was not prevented.

Get to know your neighbors in the building. Knowledge of the routines of other tenants will help you spot someone who is not a usual vendor or service person. By acting with security in mind, you have in effect made your property safer. Keep the following guidelines in mind.

BANK DEPOSITS OR CARRYING LARGE SUMS OF MONEY

If you are going to make a deposit, contact the bank prior to your departure and let them know when to expect you. If you do not arrive on time have them call your office. Stay on busy streets, not side streets or alleys. Plan your route and have an alternate one. When possible, change routes without setting a pattern. Vary the days and times of deposit, if possible. Frequently change your money container. Do not make side trips or stops until after the money is deposited. Carry yourself with confidence. Avoid favoring the pocket, bag or container holding the money.

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DISGRUNTLED EMPLOYEES

Who can be classified as a disgruntled employee? It is a term that is generally used after the fact, meaning after there has been an incident. You should notify security whenever you are laying off, firing, or sending home an employee, or if there is a physical or verbal confrontation between employees on or off the work site. Armed with this knowledge security can assist, or at the minimum, be prepared to react should an incident happen.

IN-OFFICE THEFTS

In the Office.

Do not make it easy for someone to steal your valuables. Keep anything you do not want stolen in a secure place or at least out of sight. Purses should be kept in a locked container (desk drawer, locked closet or file cabinet). Do not leave your wallet in your jacket hanging in a closet or on the back of your office door . this is asking for trouble. Petty cash should be kept under two locks to make it harder to steal. Keep safes closed and locked if not in use.

Stairs and Halls. If you enter a hallway or stairwell that is not well lit or has several lights removed, your awareness should be increased. If it is before or after normal working hours, consider finding an alternate route. Contact the Tenant Services Hotline at (403) 777-0646 about the lighting. If you enter a hallway or stairwell and encounter someone who looks suspicious, take the first exit or enter the first office you can.

Elevators.

Do not get on if you sense something is not right or if you feel uncomfortable. If someone gets on the elevator later and your "sixth sense" warns you of danger, exit as soon as you can. The same applies for exiting: if the situation does not look safe, do not get off. Report your concerns to the Security Desk at (403) 777-5883 at the first opportunity.

ON THE STREET

Keep in the center of the sidewalk. Watch the crowd as you move. Avoid side streets and short cuts through alleys. Try not to get lost in thought but focus on the task at hand: getting safely to your destination.

OPENING AND CLOSING

Whenever possible, the office should not be opened or closed by a single person. Working late or opening early can make you a target if you neglect to practice security awareness.

PARKING AREAS

Stay to the middle of the road and in well-lit areas. Park your vehicle in the best-lit area you can find . Ideally away from corners, bushes, dumpsters, or any place a person can hide. When returning to your car, check the back seat before opening the doors. Have your keys ready prior to arriving and entering the vehicle



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REPORTING SUSPICIOUS PERSONS

Report any suspicious person to the Security Desk at (403) 777-5883. If you encounter someone who does not seem to belong on the property, question them, and if you do not feel comfortable with the response, notify security immediately. The best policy is to contact security and let them ask the questions. Once the word gets out that the people on our property are quick to challenge anyone, local perpetrators will seek a softer target.

SECURITY MINDSET

Always act with security in mind and expect the worst. Wherever you are or whatever you are doing, have a plan of action. Ask yourself: Where will I go if there is a problem? What will I do? If you find something or someone out of place in your building consider who should be alerted. Remember the old adage, "An ounce of prevention is worth a pound of cure."

All tenants are generally responsible for their suite, and that area is usually considered to be under their control. However, the tenant could be found liable if they knowingly violate established security policy, such as propping open a fire door. Keep informed of any security matters that will or could affect your premises. Keep copies of all security related correspondence sent to you or any signs, notices or announcements posted.

SECURITY POSTURE

Walk with a confident, steady pace; develop a demeanor or awareness. If you act and move with confidence and awareness you will appear less vulnerable. Most people who have been mugged say they never saw their assailant until the incident happened. The assailant, however, was no doubt scouting for a target that was unaware and appeared vulnerable.

TENANT SECURITY CHECKLIST

Safety in the Building and Your Office

Do not assist outsiders or strangers to enter the building or your tenant office. Notify the Security Desk at (403) 777-5883 if any solicitors visit your office.

Challenge any strangers with a simple "May I help you?" Call the Security Desk at (403) 777-5883, if any unauthorized persons are detected in your office.

Physically secure desktop PCs, laptop and notebook computers, and floppy disks, or other valuable equipment, or lock these items up when not in use.

Record serial numbers and engrave identifying marks on equipment to assist in its recovery if it is "borrowed" by a fellow employee or is stolen.

STOCK EXCHANGE TOWER SECURITY

Never leave valuable items such as billfolds, purses, wallets, blank checks, petty cash, and keys unattended. If necessary, lock them in a desk drawer or cabinet.

Keep a "clean desk" policy and secure all confidential files and information before leaving your office.

When working alone in the office, lock all perimeter doors and activate any security systems. When working late, notify your supervisor or a friend or relative. When you are ready to leave, notify Security Desk at (403) 777-5883 and request an escort.

If you are in an elevator with a suspicious person, stand near the elevator control panel. If emergency assistance is required press the emergency call, emergency alarm, or emergency only button.

Safety in The Parking Garage

On leaving your vehicle, always lock its doors. If you possess a building or parking access card, do not leave it in your vehicle when you go to your office.

Secure any belongings in the trunk or out of sight. Do not leave any valuables or possessions in plain view.

Be alert to your surroundings and any people around you. Avoid using stairwells, alleyways and areas that are out of the way or isolated.

If you observe suspicious activity in the garage, immediately report it to the Security Desk at (403) 777-5883.

When approaching your vehicle, be aware of your surroundings and any people around you. Have the keys ready in your hand and, on reaching your vehicle, check the back seat before entering. Once you enter, immediately lock your doors.

Observe speed limits and drive safely at all times.

VISUAL AWARENESS

When most people are walking or moving, their zone of vigilance is only a few feet in front of them. Expand this zone by looking around, being aware, scanning the crowd or adjacent area. Identify the threat before it identifies you as a target. Look for people who seem out of place or suspicious in some way.