

# STOCK EXCHANGE TOWER SECURITY



## OFFICE SECURITY

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### GENERAL

The following items are good general guidelines to follow in any office:

Do not assist outsiders or strangers to enter the building or your tenant office. Notify Tenant Services if any solicitors visit your office.

Challenge any strangers with a simple "May I help you?" Call Police if any unauthorized persons are detected in your office.

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.

On Secure Access floors watch out for people who will follow you in with your access card ("tailgaters").

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.

### ACCESS CONTROL

Some tenants have installed their own access control device: electric locks; mechanical or electrical push-button combination locks; or card-operated locks that control the operation of entry door(s) to tenant areas.

Before an access control device can be considered, the local fire authority having jurisdiction should be consulted to determine whether such an installation is permitted by local and provincial codes. This is particularly important when the access control devices are to be installed on doors leading directly from elevator lobbies to the tenant space. These doors involve paths of egress during emergency evacuation and therefore require special locking arrangements permitted by the local codes.

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## EMERGENCY TENANT CONTACT LIST

GWL Realty Advisors maintains a complete registry of Emergency Contacts for each Tenant. This listing contains the name(s) of authorized representatives who would be contacted in the event of an emergency, or other significant event at the property. The persons listed are generally authorized to allow access to the suite in the event that employees get locked out or forget their keys and/or Building Passcard. Please relay any changes in this information immediately to the Security Desk at (403) 777-5883 for inclusion in our registry

## PASSCARD AND KEY CONTROL

All tenants requiring access to the building are generally issued an access system passcard. It is important to designate a responsible individual to maintain your passcard issuance system. Regular physical inventories of cards should be conducted in order to confirm that all cards are regularly accounted for. As a general rule, only one or two key individuals in each company should be authorized to order and issue passcards. This is essential to proper passcard management. They may also be programmed according to varying time parameters to further control overall employee access to the premises.

Access cards are the property of the building management and must be returned to Security in the event of an employee leaving the company.

All changes and updates to access cards, such as access level, must be submitted to the Security Desk by email or a company letterhead memo to give authorization.

### Lost or stolen cards

Lost or stolen cards must be immediately reported to the Security Desk at (403) 777-5883 for immediate cancellation. Damaged passcards should also be replaced before they break off in a card reader, or register a false signature when read by the access Control System. Passcards not immediately returned by terminated or laid-off employees should also be reported without delay.

Key control must also be well maintained and restricted to as few persons as possible. Should keys not be returned after an employee has departed, it may be advisable to have any affected doors re-keyed.

There is no initial cost for Access cards, however, an administration fee will be charged for each replacement card for lost or stolen cards

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## SCREENING VISITORS

The receptionist must question incoming persons of all types to determine whether they are authorized to enter the tenant space. Over the years a common ploy in high-rise buildings has been for a person to pose as a photocopier or telephone repairman, and, after gaining entry, proceed to steal purses, billfolds, petty cash, credit cards, and other small valuable items left unattended in the tenant space. These criminals are aided by two common practices:

1. Businessmen often leave their suit coat, containing their billfold, hung on a clothes stand or behind their door;
2. Businesswomen, similarly, often hang a handbag on a chair or leave it under their desk.

Another trick has been for an intruder, having gained access to a tenant space, to memorize a name from a desk or a directory board. If challenged by an occupant, the intruder simply states the name to avoid detection: "Oh, I'm looking for Mr. Searcy!" Unfortunately, on hearing such a reply, many unknowing occupant has escorted the person to Mr. Searcy's desk, and left them there to continue with their deception and possible theft. This type of criminal behaviour can occur more easily on open floors, where elevator lobbies open into corridors, which in turn, open without any form of barrier into the main floor areas.

Once it is established that a person is permitted to enter tenant space, the receptionist should arrange for it to take place in a manner that does not compromise security.

The person may be issued temporary "visitor" or "contractor" identification badge for the day and asked to fill in and sign the appropriate register. Commonly, the receptionist telephones the employee expecting the visitor to come to the reception area to escort the guest. Also, with some large companies there can be a mailroom with a separate entrance where all couriers, messengers dropping off or picking up merchandise from the tenant space can be directed. This eliminates the need to escort these individuals.

## SECURITY AFTER NORMAL BUSINESS HOURS

After normal business hours in most high-rise commercial office buildings, access control to all areas is stricter. Each tenant needs to establish a specific policy and procedure for access after this time. Passcards and keys should be issued to those requiring access after hours, ideally only to a few select individuals. This alleviates some key control problems, but can create the need for one of these persons to be present when special after-hours access is required. Passcard listings should be kept up-to-date.

There is no clear-cut answer to the issue factors such as the number of employees requiring after-hours access, the frequency of after-hours access and tenant management's attitude toward its employees, as well as building management policies, all need to be taken into consideration before a well-defined key policy is formulated. Many large companies who have around-the-clock operations provide a security staff member or receptionist to control after-hours employee access, and many maintain an after-hours access register or log.

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Despite any access control measures that may be implemented, there still exists the possibility that a "Building creeper" may slip through the net. The "building creeper" dresses in conservative business attire. Late in the afternoon on a normal business day, the creeper confidently enters through the main lobby and nonchalantly passes the building security staff. Taking an elevator to an upper floor, this individual will often hide in a washroom until just before closing time, and then try to slip into an office to obtain various items of value.

Tenants are to advise the Security Desk at (403) 777-5883 by email or company letterhead memo of any contractors working in a tenant space after normal business hours or they will not be given access.

If any furniture or equipment is to be removed from a tenant space, the Security Desk must be advised by email or company letterhead memo.

### **SECURITY DURING NORMAL BUSINESS HOURS**

Tenants in most high-rise commercial office buildings practice some form of access control to their space. A receptionist often is present at the main point of entry to a tenant area, acting as the tenant's first line of defense.

If possible, it is helpful to channel incoming persons through one area and keep all other access points properly secured. Establish a staffed reception area that is separated by physical barriers from interior tenant space. Once a person has been cleared for admittance, the receptionist should ensure that another staff member always escorts them.

Large companies occupying a series of full floors served by one elevator bank can establish access control to their floors from street level. If there is no elevator bank serving the tenant floor exclusively, the elevators can be programmed to stop at only one floor of that particular tenants premises. A reception area at this point can be used to control access to the other floors by way of an internal staircase or card-controlled access to the elevator. It is the responsibility of the receptionist often, in addition to answering telephones and handling other duties, to monitor both incoming and outgoing pedestrian traffic for the tenant space. The security of your space will be considerably enhanced if the receptionist is properly trained to screen and direct incoming persons as required.

### **SOLICITORS**

Receptionists also can play an important role in building security by reporting solicitors they encounter. As defined by the high-rise community, solicitors are persons who come into high-rises and attempt to sell their wares to tenants. They often come to buildings with items for sale secreted in a container such as a bag or briefcase. Once past the lobby, they will open up the container, take out their product, and proceed from floor to floor, tenant to tenant, touting their merchandise. Even though many solicitors may be legitimate, their presences can be disruptive to tenant business; furthermore, many criminals pose as solicitors.

For the protection of all tenants, it is best to ask any solicitors to leave immediately and to call the Security Desk at (403) 777-5883. The tenant should never buy anything the solicitor is selling. To do so provides an

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excuse for the solicitor to attempt to re-enter the building. If it is not possible to delay the solicitor, it is helpful if the receptionist can at least notify security staff as soon as possible and supply a good description of the person involved, including physical characteristics as well as clothing.