

SECURITY

The security of 303 Second Street is one of our highest priorities. Consequently, we have developed and implemented a system to maximize personal safety and to minimize the chance of property damage and theft. Our security system is composed of many elements including on-site security presence 24 hours per day, closed-circuit televisions, and two-way radio communication between the Management Office, engineering staff, and building security. Specific elements of our comprehensive security system are outlined below.

Bear in mind, however, the ultimate responsibility for security in your premises rests with you, the Tenant.

Tenants having large quantities of furniture, computers, etc. delivered or picked up, must make arrangements with the Building Office staff at least 48 hours in advance, in writing (e-mail from the authorized personnel in your office is fine). Typically a large quantity is an amount that will require more than one trip in the freight elevator. If the delivery is quite large and the elevator is required for more than 20 minutes, Building Management requires that the delivery occur during non-business hours (before 8:00 a.m. and after 5:00 p.m.).

A Security Officer **may** be required to be present to oversee the delivery/pick-up.

B. THEFT AND INSURANCE

Any suspected theft, no matter how small, should be reported to the Management Office. The San Francisco Police should also be notified immediately by calling 415-553-0123 and a report should be filed. Police and Building Security need to be informed of any thefts in the complex in order to establish a pattern to the thefts and to effectively complete an investigation. The insurance policy for 303 Second Street does not cover the personal belongings of

SECURITY (cont.)

tenants. Personal property insurance is the responsibility of each Tenant.

Office Theft

Theft in the office place is not uncommon. Unfortunately, it happens frequently in one office building or another in the City's Financial District. Also, for several simple reasons, thefts invariably increase in frequency during the Christmas season. Usually small personal items such as checkbooks, wallets, purses, radios, coins, and other easily concealable property are targets. Larger items, such as clothing, shoes, umbrellas, desk items, gift packages, and clocks, are also stolen.

The reality is that almost anyone can easily enter most offices in a typical office building and take whatever they want. As with most office buildings, 303 Second Street is open to the public during the working day, five days each week. Professional thieves make a specialty of office buildings because the pickings are easy. If they are bold enough to walk in and act like they belong there, they can make a living just by strolling through office spaces and taking personal items.

Even the most alert security officer in the building lobby or on patrol in the building cannot prevent this kind of theft. The solution to this problem lies within each tenant's control. There are some very effective deterrents to office theft and they are simple to carry out. The following steps will increase the security and safety of everyone in the office:

1. **Security Awareness:** It is quite typical for people to wander through office spaces that have no business there. Frequently they are lost, just looking around, or are involved in some kind of activity that gives them legitimate need to see a particular person or be in a specific place. They may have strayed for perfectly innocent reasons into other areas.

SECURITY (cont.)

Any employee who **does** belong in the area should simply ask strangers who they are looking for or how they might be of assistance. This security awareness act on the part of employees will typically prevent a great deal of theft in offices and in retail environments, according to studies done by the American Society for Industrial Security. A would-be thief will generally leave empty handed when he has been "greeted" (i.e. observed or noticed). It is the employee who **does** belong in an area who can most easily prevent crime.

2. **Reception Areas:** Traffic into or out of an area should be funneled through places where company employees may observe who is coming and going. When non-company individuals pass through, they should be greeted and asked who they wish to see or where they are planning to go. Coupled with proactive efforts on the part of employees in general, this traffic-control measure extends the effectiveness of theft prevention to even greater levels.

3. **Locking Valuables:** Almost every case of personal theft from office spaces in 303 Second Street involves the theft of an item that was left on a desk or shelf. Many were in a jacket pocket left hanging in an office, in an unlocked desk drawer, or simply sitting on an office or cubicle floor. The common denominator here is that anyone who wanted the item could have easily taken it. The solution is to avoid leaving valuable personal items lying in plain sight or in unlocked desk drawers. Put them away in locked drawers or cabinets. Don't leave wallets, check books, or purses lying around. If your office or cubicle is not usually locked it is "publicly" accessible.

The security people down in the lobby can easily detect grossly undesirable visitors and send them away. They cannot, however, evaluate all others for personal honesty, nor can they tell if an individual is entering the building for entirely legitimate purposes. If you would leave your personal belongings in your open, unlocked office and desk, it is nearly equivalent to leaving them in the hallway or the

elevator lobby. While it is surely inconvenient to lock things up when you leave your area, there is no other, more effective, way of protecting your possessions. We have very few recorded cases on file of breaking into an office, desk, briefcase, or locked cabinet.

4. **Reporting Suspicious People:** The roles of security and the police department are to stop, identify, and question those individuals who are in our building with no clear reason for their presence. Whenever this kind of situation arises call the Building Management Office FIRST at **777-5548**. If it is **after** hours please contact the Security Department at **777-3821**.

Security will respond immediately and confront the intruder to find out if they have legitimate business. When it is determined that they have no real purpose in being on our property, security will escort them away.

The employee who calls building security should not confront the individual beyond the initial greeting, or take in-depth measures to determine the suspicious person's intentions. The security personnel will do those things. But the Security Team **must** rely on the Tenant to identify persons who do not belong here.

5. **Reporting Thefts:** All thefts should be reported to the Building Security Department. In many cases the theft report adds information, which helps us identify a trend or a consistency, which leads us to the thief, or gives us clear direction in preventing further thefts of that type. Whether or not the stolen item is of significant value, information about the theft may be of great value. Building security will respond promptly and take a complete theft report on any item stolen. Those reports are reviewed, compared, and correlated in efforts to determine who is stealing on our property. We genuinely want to catch thieves, but statistics and experience show that the most effective measures in stopping theft are those that prevent it from happening in the first place.

SECURITY (cont.)

6. **Internal vs. External Theft:** Most thieves look like ordinary people, and although most people do not steal, there is no way to distinguish thieves from other people. It is very unlikely that stolen goods will be recovered and it is nearly impossible to catch a thief in the act. A co-worker might steal repeatedly and never be caught.

The solution: **Lock your valuables and challenge strangers!!**

C. INCIDENT REPORT

To provide an accurate record of every incident, the 303 Second Street Security staff is required to write an incident report for any theft or other incident occurring on the property.

We would appreciate your cooperation in answering any questions the building staff may have.