

SECURITY

The security at 4040 Civic Center 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. Specific elements of our comprehensive security system are outlined below.

THEFT AND INSURANCE

Any suspected theft, no matter how small, should be reported to the Management Office. The San Rafael Police should also be notified immediately by calling 415-485-3000 and a report should be filed. The Police need to be informed of any thefts in the building in order to establish a pattern to the thefts and to effectively complete an investigation. The insurance policy for 4040 Civic Center does not cover the personal belongings of tenants. Personal property insurance is the responsibility of each Tenant.

Office Theft

Theft in the office place is not uncommon. Also, for several simple reasons, thefts invariably increase in frequency during the Holiday 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, 4040 Civic Center 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.

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.

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 4040 Civic Center 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.

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 Thefts:** All thefts should be reported to Building Management. 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 Management 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 the most effective measures in stopping theft are those that prevent it from happening in the first place.

5. **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 4040 Civic Center Building 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.

TELECOMMUNICATIONS

Emergency Service and/or Repairs

1. Call AT&T.

They can check the lines leading to the building to determine if the problem occurs at or before the MPOE. Whenever you have a problem with your telephone lines, call AT&T first. In our experience, most problems originate outside of the building. If the problem is not found within AT&T telephone lines, then it is typically an equipment malfunction. It is very rare that a problem will occur with the house system cabling.

Please note the following before scheduling work:

Please remember to let the management office know before you schedule vendors. Insurance must be on file **before** work can commence in order to eliminate any delays.