

Building Security Policies & Procedures

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# **General Security Services**

The security of Coda and the safety of building tenants and visitors is a critical concern for the Portman Management team. A team of professional security officers are on duty 24 hours per day, 7 days per week to patrol the building, operate security equipment, and to provide assistance to occupants. Security officers will be dressed in marked uniforms and will primarily be making routine patrols throughout the interior and exterior common areas of the building.

Coda is equipped with a variety of security and life safety systems, including over 75 Closed-Circuit Television (CCTV), automatic door locking and monitoring mechanisms for internal, stairwells and perimeter doors. Intercoms and emergency call buttons are located at areas of refuge, parking levels and stairwells. The Avigilon CCTV system and the C-Cure 9000 access control system are integrated, floor plans and alarm points on an alarm monitor. The building also contains a state-of-the-art Honeywell fire alarm system, as well as two-way radios. The building life safety emergency plan has been approved by the fire safety division of the Atlanta Fire Department. Each of these systems are controlled from the Fire Command Room and/or security lobby desk. The fire system is monitored offsite 24 hours per day. The security lobby desk is staffed 24 hours per day, 7 days per week and may be reached by calling 404-920-2510.

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# **Building Access**

The normal business hours for Coda are 7:00 am – 6:00 pm, Monday through Friday and 7:00 am – 1:00 pm on Saturday. Lobby Level exterior doors will close and lockdown each day at the end of business.

Tenants will be required to use their building approved access cards to access the card readers located at the elevator lobbies.

Tenants may escort guest during non-business hours. However, guest will need to sign in at the lobby desk.

Visitors are required to be pre-registered in the online Visitor Management Systems. They must present a valid photo ID and check in at the Lobby Security Desk. The passenger elevators require an access card to access floors above the second floor. Security will grant access for visitors once they have been screened. Tenant is responsible for ensuring access for visitors once they arrive on tenant floor.

**After-Hours Access**

**Security Hours:** 24 hours per day, 7 days per week

**Security Console Telephone:** 404-920-2510

* **Tenants and Employees**

Tenants and employees requesting access into the building outside of normal business hours will be required to use their Access Card to enter the building.

* **Visitors**
	+ From 6pm – 7am, Monday through Friday, all day Saturday & Sunday, visitors must sign in/out at lobby desk, providing a valid photo ID. The registry must show tenant name, occupant they are visiting, time of arrival and departure. Visitors must be pre-registered, by a tenant of Coda, by adding them to the online Visitor Management System.
	+ Persons needing visitor access after normal business hours must be registered before 6:00 pm on the day of their visit and must be escorted by a building access card holder during their time in the building.
	+ Telephone requests will not be accepted because they cannot be properly authenticated.
	+ If a visitor is not pre-registered, they must contact their Tenant POC in order to arrange registration in the VMS.
	+ A minimum of 24 hours’ notice is recommended to ensure adequate time for processing.

## **Security Access Cards**

To maintain a secure environment at the property, all tenants and employees are required to have a Security Access Card to gain access into the buildings and parking facility.

All regular tenant employees will be issued a ID access badge/card. (The term “badge” and “card” may be used interchangeably throughout this document.) Approved temporary employees, vendors, and service personnel may be issued photo badges.

The C-Cure 9000 system will be partitioned into different sectors for individual Tenant access. Pre-defined Privileges and Permissions will allow the Tenant to add and delete proprietary access card information. Tenants will only be able to see their assigned Partition and will not be able to view other Tenant or Owner Partitions. Portman Management, LLC (Owner) will serve as the overall system Administrator, and as such, have access to all Partitions on the system.

Tenant access cards will initially be integrated in the Coda C-Cure 9000 server via the Import process by supplying an XML and CSV file to the Owner. After the initial Import, Tenants with access to their assigned Partition will manage additions and deletions of their access cards.

Tenants will access their assigned Partition through C-Cure Web v2.70. Each Tenant will logon with a username and password, provided by Owner, which will provide access from any computer or mobile device with an Internet connection without the need to install the application software.

Tenants who occupy an entire floor can decide if their floor will be on or off security during business hours.

**Access Coordinator Assignment**

Tenants will be responsible for assigning Access Coordinators and any alternates, who will act as the security liaison for their office. Typically, this person is the tenant office manager. The Access Coordinator will be responsible for coordinating badge issues with the Coda Director of Security. Access Coordinators may not assign alternates without notifying the Coda Director of Security.

* **Badge Issue**

**Badge Types:**

* + Permanent Employee:
		- This badge is used for all permanent tenant employees.
	+ Temporary Employee:
		- This badge will be issued to any employee working on a temporary basis (including any outside contracted company), for a period for one (1) year or less. This is also a photo badge.
	+ Contractor or Vendor:
		- This badge is used for vendor support personnel who will be working through your department on a permanent basis. This badge is a photo ID with the contracting company’s name on it.
* **Badge Issue Process**
	+ - Card Access Request forms are submitted through the Coda Work Order System. The form should be filled out completely, and authorized by the Access Coordinator, prior to the photo session for badge issue.
		- When approved, direct the employee to ensure they understand where to go, when to be there, and that they must bring a government issued photo ID. Badge appointments are to be scheduled by the Access Coordinator including any special arrangements. If the employee cannot make their appointment, they should notify their Access Coordinator and contact the Security Department ahead of time.
* **Audit of Badges / Access**

Every twelve (12) months (or more frequently) the Access Coordinator should audit the badge information in conjunction with the Coda Director of Security to ensure that internal employee records are up-to-date. For Tenants not managing their own Partition, this may be done by requesting a Badge Listing by Tenant report from Coda Director of Security.

* **Communicating Access Policies**

In order for the access control system to work properly, employees must adhere to the policy prescribed. Each employee should be provided access to review the Coda Badge Issue and Access Control System Policy. Violations of this policy will compromise the security program and adversely affect the safety and security of all employees.

* **Lost or Stolen Badge Access**
	+ Access Coordinators must advise the Property Management Office of a lost/stolen badge, so it may be blocked from someone else using it.
	+ A Work order must be entered and then Employee can check in at the Security Lobby Desk to be issued a temporary Employee badge until the card has been replaced.
	+ Any associated fees may be charged per the Tenant Lease.
* **Terminations**
	+ It is extremely important that the employee badge access rights are terminated and that the card is retrieved immediately when an employee is terminated. The Access Coordinator or Supervisor may suspend the card submitting a request through the Coda Work Order System. In urgent situations Tenants may notify the Security Department first at 404-920-2510 to have a card terminated, followed by a subsequent Work Order request.
	+ It is important to collect an employee’s badge upon termination. Badges that have been collected should be returned to the Coda Director of Security.
* **Access Badge Use and Care**

All badge readers are proximity readers, which makes badge use very easy. It is not necessary to insert or swipe the badge in the reader. Simply pass the badge approximately 1 to 5 inches in front of the reader and the badge will read.

Badges should be worn at all times on the outermost garment of clothing while working within the building and must be presented for identification upon request by Coda Security or Property Management.

Proper badge care will ensure trouble free service for a long time. Please:

* Do not bend, cut or otherwise deface your badge.
* Do not leave your badge inside your vehicle or use as an ice scraper.
* Do not store badge in anything that causes it to bend.
* Do not store badge near other magnetized objects.
* **Ownership and Privileges**

Portman Management, LLC retains ownership of all access cards issued. Badges are issued to employees and other personnel for purposes of identification and access control. All persons must return badges upon request.

## **Access Control System Policy**

* It is the responsibility of each person to whom an access badge is issued to maintain proper custody and control at all times. In the event the access badge is lost, missing, stolen, or damaged, immediately notify your Access Coordinator.
* It is considered a violation of security policy to allow another person(s) to use their access badge, code, or key to enter a secured area.
* The following constitutes grounds for revocation of badge privileges:
	+ Allowing entry of another person(s) into a secured area, except through established procedures.
	+ Allowing use of access badge, code, or key by another person(s).
	+ Propping open a door to a secured area.

Although Property Management maintains a 24-hour security operation, tenants are responsible for the security of their Premises. We ask that tenants take these precautionary steps to prevent theft in your offices:

* Report any security concerns to Security at 404-920-2510 immediately after they occur.
* Do not give access cards to any other individuals.
* Do not prop or hold open any secured door.
* Ensure that your suite doors are closed and secured at all times.
* Challenge unknown or unidentified individuals (persons without a tenant/employee/visitor ID badge visibly displayed on their outermost clothing).
* Solicitors are not allowed in the building.  Please notify Security and Property Management if approached by a solicitor.

# **Reporting Security Incidents**

Crimes in progress and suspicious people or activity should be immediately reported to the Security Department at 404-920-2510, who will coordinate calls to 911, if necessary. In general, if there is any doubt about whether a situation should be reported, we would prefer that it is reported rather than not.

All burglaries, thefts, and vandalism should always be reported to Security and the Property Management Office. To effectively manage the Security program, it is important that the Property Management be aware of all criminal activity occurring at the building.

**Reporting Security Violations**

Examples of security violations include people propping open secured doors, letting unknown people into secured areas, or the loaning out of keys or access cards to other individuals.

All security violations observed by Tenants should be promptly reported to Security. If you see something that compromises building security, report it. Your name will be kept confidential.

**Vendor/Contractor Security Clearance**

The following Rules and Regulations apply to all Vendor and/or Contractor personnel performing work on the Coda Property. These requirements are intended to facilitate Contractor and Vendor activities, while maintaining a safe and comfortable working environment for our Tenants. We respect the needs of the Contractors and Vendors and ask that they respect the needs of Property Management and Security. Please contact the appropriate Property Management Office with any questions.

**Building Access**

* Building access at all hours (including after hours and weekends) must be approved in advance through the Work Order by Property Management.
	+ All Tenants with Contractors performing work at the facility must submit a request on the Coda Work Order System at least twenty-four (24) hours prior to beginning work.
* All contractors requesting access to spaces within the building must have an authorized sponsor. To qualify as an approved sponsor, a person must be a current Tenant of Coda. No contractors may sponsor or approve their own access request.
* A valid government-issued photo ID will be required of ALL Contractor personnel on the premises.
* Access to building mechanical and electrical rooms is granted only upon approval from the Engineering Department.
* All personnel are required to check in and out with the Security Dockmaster, indicating the company and floor where work is being performed or where supplies/materials are being delivered.
* The issuance of keys and/or access cards requires a valid, government-issued photo ID which must be presented and left with the Dockmaster as collateral. Keys and access cards must be signed out and returned daily even if the duration of work extends for more than one (1) day. Under no conditions are contractors to remove keys or access cards from the premises.
* Building Contractor identification badges will be issued and must be worn and visible at all times while in the building or on the premises.

# **Loading Dock**

The Security Dockmaster is responsible for managing dock traffic and coordinating Contractor access. Loading and unloading times are limited to 30 minutes.

Contractors and vendors may not park any vehicles in fire lanes, loading zones, visitor parking areas, Loading Dock, handicap stalls, or other designated “No Parking‟ areas identified around the building.

**Movement of Materials and Personnel:**

* Contractors are not permitted to obstruct common areas with supplies, tools, etc., or remove any materials from the buildings except for construction trash and debris. Any Contractor found removing unauthorized building materials will be prosecuted and banned permanently from the building.
* Any Contractor tampering with the latch, propping or using tools to open a locked secured area door may be fined, prosecuted, and/or permanently dismissed from the building. Freight elevator lobby doors may be temporarily propped open using wood blocks, but only while materials are being moved through the doors.
* Contractors must remain within authorized work areas. Contractors found outside of such areas will be removed from the building.

# **Freight Elevator**

* Tenant employees are prohibited from using the Freight Elevators to access their floors unless they are transporting equipment or materials that are not allowed in the Passenger Elevators to or from their office area.
* The Freight Elevator is operated by card access only. All deliveries must sign-in with the Security Dockmaster, show proper photo ID, and obtain an access card for the floor of delivery.
* Tenant employee use of the freight must be authorized by the Property Management Office. If authorized, access privileges will be programmed to the employee’s access card.
* The Freight Elevator is not to be used as a Passenger Elevator.
	+ In emergencies, the elevator may also be used to transport emergency personnel and for medical evacuations.
* The Freight Elevator & Loading Dock are available for scheduled deliveries only and on a first-come, first-serve basis, Monday through Friday, 8:00 am - 6:00 pm. All work orders must be received at least 24 hours in advance of delivery.
* After-hour Freight Elevator service is available with advance coordination and the proper after-hours access approvals. Please contact the Property Management Office at 404-920-2500 to arrange for such service.

# **Common Use Areas Access**

Common Use Areas in Coda such as the Conference Rooms, Collaborative Core, The Collective and Roof Recreation Area are meant to serve as enhancements to the Tenant experience, and as such should be treated with the same level of regard as secured areas in the building.

## **Collaborative Core & The Collective**

* Access to the common areas is exclusive to current Coda Tenants and their on-site employees, as well as authorized Visitors under direct supervision of a Tenant.
* Access to The Collective is open to the public Monday – Friday, 11:00 am – 9:00 pm.
* Soliciting and Loitering is not permitted. For procedures on how to handle this activity, please see the Section titled “Solicitation and Trespassing”.
* While using Common Use Areas, do not disrupt the actions of or harass other users.
* Do not perform negligent, abusive, or exploitive acts in the area.

## **Roof Recreation Area**

Access to the roof recreation area is exclusive to current Coda Tenants and their Visitors.

* Admittance into the roof recreation area requires Tenants to use their building access badge.
* Building Security cannot grant individuals access to the roof recreation area.
* Tenants are responsible escorting their Visitors to and from this area.
* Alcohol is prohibited.
* Pets are prohibited.
* While using the roof recreation area, do not disrupt the actions of or harass other users.
* Do not perform negligent, abusive, or exploitive acts in the area.
* Please contact Security at 404-920-2510 and/or Property Management at 404-920-2500 should an accident and/or injury occur. Security must fill out an incident report and furnish the report to the Management Office.

# **Property Removal**

A completed Property Removal Authorization Form is required when individuals depart from the Property with items belonging to a Tenant. This form should be presented to a Security Officer posted in the Lobby or Loading Dock for vetting of proper authorization. Security has the authority to challenge anyone leaving the premises with items other than personal goods. The Property Removal Authorization Form is found on the Tenant website. This form can only be authorized by a Tenant representative who has submitted their name and contact information on their company letterhead to the Coda Director of Security.

# **Parking Garage**

All vehicles are parked in the Coda garage at the parker's risk. Parkers are encouraged to lock all doors and remove any valuables from the vehicle. Property Management will not be responsible, in any event, for theft, damage or loss of vehicle or items contained within the vehicle while parked in the facility. Parkers are encouraged to contact Security immediately at 404-920-2510 if suspicious activity is observed in the garage.

Any accident occurring inside the garage that involves damage to vehicles and personal injury should be reported to the Property Management Office and Security at 404-920-2510.

# **Solicitation & Trespassing**

Soliciting and Loitering is not permitted. In the unlikely event a solicitor or other unauthorized individual gains entrance to your suite, ask him or her to have a seat while you contact your Office Manager.  Your Office Manager should call the Security Lobby Desk at 404-920-2510 immediately to request that a Security Officer be dispatched to your suite to escort the solicitor off the premises.  The solicitor should never be left alone or unobserved while in your suite.

If the solicitor leaves your suite prior to the arrival of the Security Officer, please make note of his or her general description, approximate age, and color of clothes.  This information will assist the Security Officer in identifying the solicitor.

# **Weapons Policy**

**No persons are permitted to possess weapons while on Coda property.**

Persons found to be in possession of weapons or firearms in violation of this policy will be asked to leave the property.

Coda will not store weapons nor permit them to be stored anywhere on Coda property. Tenants in violation of this policy may face criminal prosecution. If a visitor refuses to leave the property call the Security Lobby Desk at 404-920-2510 or the Coda Director of Security at 404-694-0373.

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# **Lost and Found**

All Lost and Found items should be turned over to the Security Department for safe keeping and disposition. Security will maintain an accurate Lost & Found Log that records final disposition of all Lost & Found items.

* Items not claimed within 30 days will be disposed of in accordance with local regulations.
* Do not leave found item(s) unsecured or unattended.
* Item(s) that appear to be of significant value or potentially hazardous must be reported to Security immediately .
* Do NOT move hazardous item(s) – await the arrival of a Security Officer or Engineer.