



**SINGLE-TENANT OFFICE BUILDING SECURITY SURVEY REFERENCE MATERIAL AND  
ASSESSMENT FORM**  
SDPD Crime Prevention  
April 17, 2017

This paper contains reference material and an assessment form for a security survey of an office building with a single tenant. The section numbers correspond to the areas of assessment in the form that is included at the end of this paper. The small section letters correspond to the specific items assessed in the attached survey form. Items that need attention can be checked and security enhancement measures suggested.

The reference material deals with the following areas of assessment: (1) exterior doors, (2) windows and other entry points, (3) interior office doors, (4) lighting, (5) utilities, (6) landscaping, (7) signs, (8) property condition, (9) parking, (10) security guards, and (11) other security measures. It is designed primarily for use by the property manager. It can also be used by the SDPD Community Relations Officer (CRO) in your area, who can be called to do the survey and security assessment at no cost. SDPD Division addresses and phone numbers are listed at the end of this paper. In this case the officer should do the following to prepare for the assessment. Information should be reviewed for the past two years.

- Read the reports of past crimes at the building address.
- Review the past calls for service from the building address.
- Look at past crimes and arrests in the immediate area, e.g., within 0.25 miles of the building.

The officer should also ask the following questions.

- Why did you call to request an assessment? Usually this will be because of a recent crime, e.g., a burglary.
- Who else works regularly in and around the building other than office workers? This may be a gardener, pest controller, maintenance worker, janitor, etc.
- What contract work has been done recently? This may be carpeting, window cleaning, remodeling, etc.
- How many separate offices are in the building? What are their normal business hours? How many people work in them? Do some people work after hours and on weekends and holidays?
- Who has access to the building? What access means do they have, e.g., keys, cards, fobs, or keypad codes?
- Is there on-site security? What do the guards do? Are there security patrols? What hours?
- Is there a receptionist or security guard at the main entrance? What hours is the entrance staffed?
- Are there cameras? Where are the monitors? How are they used?
- Are there burglar alarms? What are your procedures for responding to a call?

## **SINGLE-TENANT OFFICE BUILDING SECURITY REFERENCE MATERIAL**

During the day when office and building workers are normally in the building, the lobby doors can be either open or locked. When they are open there are four options for having a guard (or receptionist) in the lobby:

1. No guard, workers and visitors go directly to the offices
2. Guard present to watch people entering the building, answer visitors' questions, direct visitors to offices, monitor cameras installed at other building entrances and exits, in the parking areas, around the building, and in other common areas, etc.
3. Guard present to check worker's IDs, log in visitors, and get visatee's approval for visitors to go to their offices or wait in the lobby for an escort
4. If there are turnstiles in the lobby to control access to the offices, guard present to respond to tailgating alarms, log in visitors, and get visatee's approval for visitors to go to their offices or wait in the lobby for an escort

When the lobby doors are locked during the day when workers are normally in the building, workers would use their cards, fobs, or keypad codes to open them. If the doors are swinging or sliding, a guard should be present to prevent tailgating. He or she might also monitor cameras. A guard would not be needed if lobby entry is through a mantrap or a revolving door. Visitors would use a telephone-entry or a video-intercom system to call the guard or the visatee to be "buzzed" in.

There are two options controlling access at night and on weekends and holidays. In one, the building would be closed and its doors locked and alarmed so workers cannot come and go. A guard would be present to deal with possible break-ins. In the other the building would be locked but its doors would not be alarmed so workers can come and go with their cards, fobs, or keypad codes. Visitors would use the telephone-entry or video-intercom system to be "buzzed" in. If the doors are swinging or sliding, a guard would be needed to deal with tailgating.

### **1. EXTERIOR DOORS**

The doors that people use to enter and leave a building must be readily openable from the egress side without the use of a key or special knowledge or effort per California Fire Code Sec. 1008.1.9. And the door hardware shall not require tight grasping, tight pinching, or twisting of the wrist to operate per Sec. 1008.1.9.1. This means that egress doors must open with push or press bars, or lever arms. Also, they should always close and lock securely after a person goes through.

#### **a. Access Means**

When the lobby doors are locked, workers would enter the building with individual cards, fobs, or keypad codes that make it possible to: (1) keep a record of their use, (2) deactivate a card, fob, or code when a worker leaves, (3) deactivate a card or fob if one is reported lost or stolen, (4) trace the use of a card, fob, or code to the worker it was issued to, and (5) restrict their use by day of the week, hours of the day, and period of time. A telephone-entry or video-intercom system can be installed outside the lobby doors to enable visitors, including delivery and service people, to call offices to be "buzzed in" or met at the lobby doors to be let in.

Side and back doors that provide emergency exits or access to separate parking facilities should be kept locked all the time. Workers would be able to enter the building through the latter with their cards, fobs, or keypad codes. Signs at these doors should direct others to enter through the main lobby.

#### **b. Preventing Break-ins through Swinging Double Doors**

Doors with a post between them and beveled latches that are visible from the outside should have latch guards that extend at least 12 inches above and below the latches. This will prevent a person from sliding something between a door and the post to push in a latch.

Doors that don't have posts between them and don't have latches on their sides should have latches on both their tops and bottoms that go into the tops of their frames and the floor, respectively. Doors that only have latches that go

into the tops of their frames can be opened by a person pushing on one door near the floor to create enough space between the doors for a hand to reach in and depress a push bar or press bar on the other door.

Doors that are opened on the inside by push or press bars and have a gap between them can be opened with an L- or T-shaped rod that is inserted between them next to the bars, turned 90 degrees, and pulled to depress one or both bars. This can be prevented by attaching a strip of metal or some other material to one door to cover the gap. It is better if the doors have no gap or a post between them.

Doors that are opened on the inside by press bars, i.e., bars that rotate downward when pushed, and have a gap underneath them, can be opened with a lever-opening tool like the Keedex K-22. This tool has a curved wire that is inserted under the door and raised to hook over the bar on the inside of the door. The wire is then pulled to rotate the bar downward to open the door. The easiest way to prevent this is to attach a threshold strip to the floor under the doors and brush-sweeps to the bottoms of the doors. They would close the gap and prevent the tool from being inserted.

### **c. Preventing Break-ins through Swinging Single Doors**

Doors with beveled latches that are visible from the outside should have latch guards that extend at least 12 inches above and below the latches. This will prevent a person from sliding something between the door and its frame to push in the latch.

Doors that are opened on the inside by a push or press bar and have a gap between them and their frames can be opened with an L-shaped rod that is inserted next to the bar, turned 90 degrees, and pulled to depress the bar. This can be prevented by attaching a strip of metal or some other material to the door to cover the gap. It is better if there is no gap between the door and its frame.

Doors that are opened on the inside by a lever arm and have a gap underneath them can also be opened with a lever-opening tool like the Keedex K-22. Its wire would be inserted under the door and raised to hook over the lever arm on the inside of the door. The wire is then pulled to rotate the lever arm downward to open the door. This can be prevented by attaching a threshold strip to the floor under the door and a brush-sweep to on the bottom of the door. They would close the gap and prevent the tool from being inserted.

Doors that are opened on the inside by a press bar, i.e., one that rotates downward when pushed, and have a gap underneath them can be opened with a lever-opening tool like the Keedex K-22 as described above. Use of a threshold strip and door brush-sweep would close the gap and prevent the tool from being inserted.

### **d. Preventing Break-ins through Magnetically-Locked Doors**

Doors that are locked magnetically and do not have a push or press bar that unlocks them from the inside must open automatically when a person approaches them from inside the building. The sensor that detects this motion or heat needs to be aimed far enough back from the door so a person outside cannot slip something between double doors or single doors and their frames to create motion or a heat signature and to open the doors. Or a strip of metal or other material can be attached to the outside of a door to close the gap and prevent a person from inserting anything between double doors or single doors and their frames. Another way to prevent this is to replace the sensor with a button that would be pushed to open a door from the inside. Doors with magnetic locks will need backup power to keep them locked and enable the button to work during a power failure.

### **e. Glass Doors**

Glass doors are usually made of tempered or safety glass that is made by placing a piece of standard glass in an oven, bringing it almost to the melting point, and then chilling it rapidly. This causes a skin to form around the glass. Then it is four to five times stronger than standard glass, which shatters when hit with a sharp object. A burglar can easily smash a hole in the glass and enter the building. This can be prevented by using a burglar-resistant material in doors that meets Underwriters Laboratories (UL) 972 standards. These materials look like standard glass but will not shatter easily, even after repeated blows. The following materials can be used:

- **Laminated glass** is made with a vinyl or plastic inter-layer sandwiched between two layers of glass. This type of glass adds additional strength to your windows. To gain entry a burglar would have to strike the glass repeatedly in the same spot in order to make a small opening. Most burglars are reluctant to create this type of noise for fear of being detected.
- **Wired glass** adds the benefit of a visible deterrent. Extra effort will be needed to break the glass and then cut through the wire located within the glass in order to gain entry.
- **Plastic acrylics** are more than ten times stronger than glass of the same thickness and are commonly called Plexiglas.
- **Polycarbonate** sheets are superior to acrylics and are advertised as 250 times more impact resistant than standard glass, and 20 more times than other transparent plastic.
- **Glass with a security film attached to the inside** can also be burglar-resistant. It requires repeated blows to break through, which take time and make noise. A burglar faced with this task might give up and go away or look for another way or place to break in.

Glass doors and windows in the lobby facing the street or parking lot should be kept clear so receptionists and security guards there can see people approaching the building.

#### f. Swinging Door Hardware

Exterior doors should be metal or glass and have steel frames.

**Hinges** should be located on the interior side. Doors with exterior hinges can be a problem if their pins can easily be removed. Then the door can be opened from the outside. Pins can be secured in various ways, depending on the construction of the door and frame.

**Strikes** are the metal plates that are attached to the doorframe or jamb to receive the latch or bolt throw. They should be of heavy-duty construction and installed with at least 4 screws that are 3 to 4 inches long and anchored securely into a wall stud. Otherwise, they become a weak link in door security.

**Panic deadbolts** operated by push-bars can be used to secure egress doors that are designated for emergency use only. They can be alarmed to ring a bell or sound a horn when the door is opened.

**Latch guards** are steel plates that are attached to doors to prevent a tool from being inserted between the door and the frame to push in a beveled latch and open the door.

**Threshold strips** attached to the floor installed under doors that open from inside with a lever arm will prevent a lever-opening tool from being inserted in the gap between the door and the floor. **Brush sweeps** attached to the bottoms of doors can close any gap that might remain.

**Lever-arm shields** are cylinders that surround the lever arm on the inside of the door. They will prevent the wire of a lever opening tool from hooking the lever arm, which would otherwise be pulled to rotate the arm and open the door.

#### g. Mantraps

One way to prevent tailgating, i.e., someone following a worker into the building, which might occur as might occur with swinging or sliding doors when a guard isn't in the lobby to check people entering the building, is to install a mantrap. A mantrap has a space with two interlocking doors to insure that only one person at a time can pass through. Workers would open the exterior door with their fobs, cards, or keypad codes to enter the space one at a time. That door would close and lock behind them if they are alone in the space. They could use their same or some other access means to open the door to the lobby if the exterior door is closed and locked. A biometric sensor like a fingerprint reader could be installed in the space to open the lobby door to prevent someone who has stolen a worker's access means from entering the lobby.

## **h. Revolving Doors**

These are designed to revolve when workers use their access means and enter the space between the door wings alone.

## **i. Problems with Doors**

Many buildings have access control problems because doors (1) don't close and lock securely when a person enters or leaves the building or (2) get propped open to allow unauthorized persons to enter the building. To prevent the first, all doors should be well maintained and have strong springs that close and lock them securely when a person enters or leaves the building. While it is not practical to prevent the second, cameras can be installed at these doors so people who prop them open can be identified and measures taken against them. Propping a door open for delivery or service people who need to make repeated trips into the building would be permitted. The building's security office should be informed when this occurs.

If propping persists, other measures and procedures are needed to deal with the problem. But first, the building's security office needs to know a door is unlocked. This is possible with an alarm system that will call that office's cell phone when a door is unlocked for longer than the time it would normally take for someone to go through. Someone would then go and lock it. If a camera is installed, its imagery would be reviewed and the cause of the alarm investigated.

Doors that are only emergency exits should have signs saying FOR EMERGENCY USE ONLY. Their use in non-emergencies can be deterred by cameras that record people using them, audible alarms that sound when a door is opened, and delayed-egress door hardware. The latter would be overridden if there is a fire or smoke alarm, or a loss of power in the building.

## **j. SDPD Building Access**

Provisions should be made for access by SDPD officers conducting an investigation or responding to a call for service if there will be times when a receptionist or security guard is not on duty in the building. These are necessary because patrol cars do not carry means to enter individual secure buildings.

SDPD access to office buildings will be especially useful in dealing with after-hours burglaries when no one is present or coming to let the responding officers in. Officers will need to enter the building to investigate the cause of the alarm. Often burglars enter the building with access cards, fobs, or keypad codes, or are let in by someone working there, e.g., a janitor, and leave no sign of break-in. With no access and no signs of a break-in, officers will leave the scene.

If officers can enter with a code to an access keypad or a telephone-entry system, one should be given to the SDPD. It would be stored in the Department's computer system and transmitted in dispatch messages to officers who need to enter the building. The property manager should call the CRO in the SDPD Division that covers the building to have the code entered in the SDPD's Premises Information (PIN) file.

If this isn't possible and an access card or fob is needed to open the door, a wall-mounted combination lock box should be installed near the door and a card or fob put in it. (This box would be similar to the Knox box used by the San Diego Fire-Rescue Department.) The combination of the box should be given to the CRO to be stored in the SDPD's PIN file. It would be transmitted in dispatch messages to officers who need to enter the building. Officers would open the box, remove the card or fob, use it to enter the building, and return it to the box when they leave the building. It would also be used to operate the elevator and enter a floor from a stairwell if access to them is controlled. In this case a code to telephone-entry system would not be needed.

Once officers enter the building they will need to go straight to the location of the problem. To make this possible a map showing the locations of all offices and a YOU ARE HERE reference point should be posted in the lobby where the officers will be sure to see it. The map should also show all elevators, stairways, entrances and exits, common areas, and other rooms.

## **2. WINDOWS AND OTHER ENTRY POINTS**

### **a. Ground-Level Windows**

Material that meets UL 972 standards should be used in ground-level windows, especially if computers and other office equipment are visible through them. These materials look like standard glass but will not shatter easily, even after repeated blows. Material types for preventing break-ins are covered in Sec. 1.e above for glass doors.

Measures are also needed in ground-level windows to prevent burglary casers from looking in for computers, laptops, and other things to steal. Windows with reflective films or glass are effective only during daylight hours. At night, a person on the outside can see in if there is internal lighting. To prevent casing at night, ground-level windows should also have shutters or blinds. These should be closed all the time if the windows don't have reflective film or glass.

Additional locking measures are needed for louvre and sliding-glass ground-level windows. The former are difficult to secure because the individual panes can easily be removed. This can be prevented by applying a two-part epoxy resin to glue the panes together. However, it is much better to replace this type of window with solid glass or some other type of ventilating window. The latter can be secured with a thumbscrew-type lock mounted on the top or bottom track, a wooden or metal dowel placed snugly in the lower track to prevent horizontal movement, and a few metal screws in the track above the window to prevent vertical movement.

### **b. Other Openings and Roof Access Control**

All crawl spaces, ventilation windows, and other utility openings larger than 10 inches need to be secured.

Ladders, trees, stacked items, fences, drainpipes, and adjoining rooftops can provide roof access if measures are not taken to deny it. Ladders should have locked security guards. Stacked items should be removed and stored elsewhere. Tree limbs should be trimmed. But because other means of access may be difficult to deny, it is necessary to secure all rooftop openings. Hatches, skylights, ventilation shafts, air conditioning and heating ducts, and other rooftop entrances need to be secured on the inside with grilles. Those that cannot be secured should be alarmed.

If anything of value is located on the roof, e.g., air conditioning units with copper tubing, consider installing a motion detector that would sound an alarm if someone goes on the roof.

### **c. Common Walls and Attics**

Where a building shares a hollow wall or attic with an adjoining building, these potential entry points need to be sealed off or alarmed.

### **d. Air Conditioners**

Window units in ground-level offices should be installed securely so they cannot easily be removed from the outside.

## **3. INTERIOR OFFICE DOORS**

When an interior office is occupied, its hallway doors must be readily openable from the egress side without the use of a key or special knowledge or effort just like the building's exterior doors. However, when the office is unoccupied at night or on weekends and holidays, egress doors can also use single-cylinder deadbolts that are separate from other locking mechanisms. These locks usually have a throw of at least one inch and are key-operated on the outside with a thumb turn on the inside. When a deadbolt is installed a sign must be posted on or adjacent to the door saying THIS DOOR TO REMAIN UNLOCKED WHEN BUILDING IS OCCUPIED per California Fire Code Sec. 1008.1.9.3. Deadbolts can also be used on interior storage rooms. They are the most difficult lock for burglars to defeat as long as the door has a steel frame or a steel reinforcing device on the lock side that extends well above and below the strike plate to prevent the door from being kicked in.

If the doors don't have deadbolts, they should fit tightly in their frames or have latch guards so their latches can't be pushed in with a burglar tool, have brush-sweeps attached to their bottoms and threshold strips attached to the floor underneath them to close any gaps under the doors that burglar tools could be inserted through, and have non-removable pins on door hinges that are accessible from the outside when the door is closed or hinges with studs that prevent the hinge leaves from being slid apart with the pin removed. Security measures for various kinds of doors are covered in Sec.1 above.

#### **4. LIGHTING**

##### **a. Exterior**

Exterior lighting should illuminate all areas of the property, including entry areas, storage yards, trash enclosures, and parking lots. Such lights are usually mounted on poles, the sides of buildings, or the edges of roofs. Timers or photoelectric cells can be used to turn lights on at dusk and off at dawn. And motion sensors can be used to turn lights on when any motion is detected. Streetlights or lights from adjoining properties should not be relied on for lighting the property at night.

Consider replacing traditional outdoor lights with Light-Emitting Diodes (LEDs). Although they are more expensive, they last longer and use less energy, e.g., they can last 40,000 to 50,000 hours compared with 2,000 to 4,000 hours for halogen lights and use 85 percent less energy.

It is also important that burnt-out bulbs are replaced promptly and wire covers be installed over lights to protect them from vandals. Also, the lights should be directed so they don't shine into the eyes of passing motorists or police patrols.

##### **b. Interior**

Good interior lighting is needed in the building's common areas, i.e., in hallways, stairwells, elevator lobbies, parking garage, etc.

#### **5. UTILITIES**

##### **a. Secure Boxes or Backup Electric Power**

Because lights, magnetic door locks, and security systems work on electric power it is important that measures be taken to prevent disruption of external power or provide a source of internal backup power. At a minimum, external circuit breakers should be installed in a sturdy metal box with a shielded- or hidden-shackle padlock that can withstand assaults with a large bolt cutter or pry bar.

##### **b. Telephone Lines in Secure Boxes**

Telephone lines should also be secure, especially those that carry signals to alarm companies. External boxes that contain the lines should also be sturdy and have a shielded- or hidden-padlock.

#### **6. LANDSCAPING**

##### **a. Bushes**

Overgrown landscaping helps criminals by blocking visibility and providing hiding places. Bushes should be trimmed to less than 3 feet except where privacy or environmental noise mitigation is a primary concern, or where higher plants would not block any views or provide hiding places. For example, higher bushes could be planted next to a blank wall or the side of a building. And plants with prickly leaves or thorns along fences serve as barriers to control access.

## **b. Tree Canopies**

Tree canopies should be maintained at least 8 feet above the ground. Also, trees should be planted away from walls, fences, and buildings so they cannot be used to enable someone to climb over or onto them.

## **c. Visibility**

Bushes and trees should also be planted away from light poles and cameras, and trimmed so they do not block illumination on the ground or camera fields of view.

## **d. Water Backflow Preventers**

Water backflow preventers are being stolen for their brass and copper fittings. The following can be done to prevent these thefts:

- Paint the device. Paint is a deterrent because painted metal is a little less valuable. If copper is painted black it can look like worthless plastic tubing.
- Camouflage the device. Fake rocks work well. Just make sure there is a one-foot clearance around the device.
- Hide the device. Paint it green and place it in a bush or hedge. This is a low-cost measure.
- Use a device with plastic parts. They won't be stolen because they are worthless.
- Enclose the device in a protective cage. Secure the cage to its base with a padlock that is hard to cut or else the thieves will steal the cage too.
- Install a locking-cable system with shielded-shackle locks and a concrete foundation.

Painting also informs the scrap dealer to question the seller for proof of ownership. And it can also be used to identify the owner. This would deter the thief from going to a scrap dealer who complies with the California Business and Professions Code sections that attempt to limit the ability of a thief to convert stolen metals into immediate cash. Unfortunately, there are some rogue dealers who buy scrap metal and don't follow the law. Etch or paint some identifying words or numbers on pieces of metal that might be stolen. Or use metal products with serial numbers and other identifying symbols etched on them. This will also enable you to identify your metal if it is recovered.

## **e. Decorative Rocks**

Loose rocks should be removed or cemented in place so they cannot be moved. Vandals can use them to break glass windows and doors.

# **7. SIGNS**

## **a. No Loitering or Trespassing**

NO LOITERING signs on private property should cite California Penal Code (PC) Sec. 647(h). In this subdivision "loiter" means to delay or linger without a lawful purpose for being on the property, and for the purpose of committing a crime as opportunity may be discovered.

If a Letter of Agency has been filed with the SDPD as discussed in Sec. 11.i below, the property should be posted with NO TRESPASSING signs stating that. The sign would have the address of the property, the name and phone number of the property owner or manager, and the non-emergency SDPD phone number to report suspicious activities. That number is (619) 531-2000 or (858) 484-3154. The signs should be at least 18 by 24 inches in size, have a font visible from the nearest public street, not be accessible to vandals, and be posted on the entrances and spaced evenly on the boundaries of the property. A sample sign is available by clicking on View a Sample Sign on the Forms page of the SDPD website at [www.sandiego.gov/police/forms/forms](http://www.sandiego.gov/police/forms/forms). If a Letter of Agency has not been filed, signs on privately operated business premises should just say NO TRESPASSING and cite San Diego Municipal Code (SDMC) Sec. 52.80.01.

## **b. Towing Unauthorized Vehicles**

Signs on private property prohibiting public parking (or stating that parking is for customers only) and indicating that unauthorized vehicles will be removed at the owner's expense should cite California Vehicle Code (VC) Sec. 22658(a) and must contain the telephone number of the local traffic law enforcement agency. The SDPD number for towing impounds is **(619) 531-2844**. The name and telephone number of each towing company that is a party to a written towing authorization agreement with the property owner or possessor must also be on the sign. The sign must be displayed, in plain view, at all entrances to the property. It must not be not less than 17 by 22 inches in size, with lettering not less than one inch in height. These sign requirements are specified in California VC Sec. 22658(a)(1).

Signs stating that unauthorized vehicles parked in designated accessible spaces not displaying placards or special license plates issue for persons with disabilities will be towed away at the owners expense, must also contain the address where the towed vehicles may be reclaimed or the telephone number of the local traffic law enforcement agency. The SDPD number for towing impounds is **(619) 531-2844**. Other requirements for these signs are specified in California VC Sec. 22511.8.

## **8. PROPERTY CONDITION**

### **a. Address Numbers**

The address numbers should be easy to read from either direction of approach from the street fronting the property. They should be at least 12 inches high on a high-contrast background, and lighted so they can be seen at night.

If the building is set back from the street fronting the property, and address numbers on the building is not clearly identifiable from it, the address numbers must also be posted on a monument sign at the street driveway serving the building.

If the building is one of several in an office park, an illuminated directory and map must be located on the right side of the entry points. The map must show the name of the park, all access roads and gates, private roads, building locations with addresses and unit numbers, and a YOU ARE HERE reference point. Directional signs should be located within the park. And individual building and unit numbers should be located where they are easy to see and read.

### **b. Graffiti and Trash Removal**

Graffiti should be removed as soon as possible after it is found. This will discourage further vandalism. The graffiti should be covered with matching paint so a "canvas" is not left for the vandals. While prompt graffiti removal helps to deter further vandalism, any graffiti on the property should be photographed before it is painted over or otherwise removed. Also, pick up (without leaving fingerprints) and save discarded paint cans, etc. The photographs and any other evidence should be given to the investigating law enforcement officers.

Hardware or paint stores should be consulted regarding the best products for removing various types of graffiti from specific surfaces without damaging the surface. Extreme care should be used in applying special graffiti removal products like MEK (Methyl Ethyl Ketone) or "Graffiti Remover" on glass or unpainted surfaces.

Graffiti-resistant paint or anti-graffiti coatings should be used on the sides of the building and any other design features that could be vandalized. The San Diego Park and Recreation Dept. specifies the use of anti-graffiti materials manufactured by Monopole Inc. Four coats are applied. The first is Aquaseal ME12 (Item 5200). The second is Permashield Base (Item 6100). The third and fourth are Permashield Premium (Item 5600 for matte finish or Item 5650 for gloss finish). Various protective films are available that can be installed on the outside of windows to prevent window damage from graffiti, knife gouging of scratching, and acid etching.

The premises should be neat and clean. Trash, litter, junk, etc. invite criminal activity because they indicate that the owner or the property manager don't care about the property.

### **c. Dumpster Enclosures and Dumpsters**

Dumpster enclosures should be locked after office hours. Dumpsters for recyclables should have locked lids with open spaces through which material can be put in but not taken out. This is to prevent scavenging. Also, NO SCAVENGING signs should be posted on the enclosures citing SDMC Sec. 66.0402.

## **9. PARKING**

### **a. Office and Building Workers**

Secure gated parking should be provided for office and building workers in a parking garage under to the building, or a parking structure or an open lot adjacent to the building. Workers would use their building access cards, fobs, or keypad codes to drive into and leave these facilities. Parking structures should have separate gates for workers to leave and enter the structure on foot. Pedestrian access to open lots is usually not controlled. Thus, they can have simple barrier-arm gates to prevent vehicle thefts.

To prevent the queuing of vehicles entering and leaving these facilities at the beginning and ending of the work days, the entry gates could be left open during the time most workers arrive in the morning and the exit gates could be left open during the time most workers leave in the evening. An attendant or security guard could be located at the gates at these times to check worker and vehicle IDs. At other times the gates would be closed and workers would use their cards, fobs, or keypad codes to open them.

Signs should be posted in these parking areas to remind workers to lock their vehicles and not leave anything of value in sight in them. This should help prevent vehicle break-ins, which are often a problem in office building parking facilities.

### **b. Visitors**

Visitors, including clients, patients, delivery/service people, and others, should have a separate parking area with spaces that are clearly marked as VISITOR PARKING. If a simple barrier-arm gate is installed at the entrance and exit to this area, it can be open during the day when visitors and others would normally arrive and depart and closed at night to prevent burglars and other trespassers from parking on the property.

## **10. SECURITY GUARDS**

Security guards are usually provided by a Private Patrol Operator (PPO), who must register with the California Bureau of Security and Investigative Services (CBSIS) and obtain a PPO license. Guards must also be licensed by the CBSIS. They will need to pass a criminal history check and complete a 40-hour training course.

### **a. Controlling Building Access**

During the day when office and building workers are normally in the building, the lobby doors can be either open or locked. When they are open there are four options for having a guard (or receptionist) in the lobby:

1. No guard present. Workers and visitors go directly to the offices.
2. Guard present to watch people entering the building, answer visitors' questions, direct visitors to offices, monitor cameras installed at other building entrances and exits, in the parking areas, around the building, and in other common areas, etc.
3. Guard present to check worker's IDs, log in visitors, including delivery and service people, and get visatee's approval for visitors to go to their offices or wait in the lobby for an escort. Visitees would be responsible for their visitors inside the building. Visitors should also be logged out when leaving the building. For additional security, visitors could be required to show a photo ID and wear a visitor badge.
4. If there are turnstiles in the lobby to control access to the offices, the guard would respond to tailgating alarms, log in visitors, and get visatee's approval for visitors to go to their offices or wait in the lobby for an escort.

When the lobby doors are locked during the day when workers are normally in the building, workers would use their cards, fobs, or keypad codes to open them. If the doors are swinging or sliding, a guard should be present to deal with tailgating. He or she might also monitor cameras. A guard would not be needed if lobby entry is through a mantrap or a revolving door. Visitors would use a telephone-entry or a video-intercom system to call the guard or the visitee to be “buzzed” in.

There are two options controlling access at night and on weekends and holidays. In one, the building would be closed and its doors locked and alarmed so workers cannot come and go. A guard would be present to deal with possible break-ins. In the other the building would be locked but its doors would not be alarmed so workers can come and go with their cards, fobs, or keypad codes. Visitors would use the telephone-entry or video-intercom system to be “buzzed” in. If the doors are swinging or sliding, a guard would be needed to deal with tailgating.

## **b. Dealing with an Armed Intruder or an Active Shooter**

Many things can be done to protect people in the building from an armed intruder or an active shooter. They start with actions that a security guard in the lobby can take if he or she recognizes the threat in time to do the following:

- Call **911** and provide the dispatcher with a good description of what the person looks like, what he or she is wearing, what weapon he or she has, where he or she is located or going, what he or she is doing, etc.
- Push a silent panic-alarm button if **911** cannot be called. The alarm company would know to call **911** immediately and not call back to verify the alarm.
- Push buttons to do the following:
  - Broadcast a recorded emergency code inside the building to initiate evacuation and lock-down procedures.
  - Close doors or shutters in hallways and other places to limit the movement of the person in the building.
  - Lock the elevators and stairwell doors to the office floors.

## **11. OTHER SECURITY MEASURES**

### **a. Cameras**

Cameras are usually used just to record persons and activities in their fields of view. They can be wired or wireless. They can record continually, when motion is detected, at specified times, or on an alarm. After a crime occurs the imagery can be reviewed for usable evidence. Any camera system that is installed should be designed to provide high-quality, color imagery of persons and activities on the premises in any lighting condition for use by the SDPD in investigating crimes. And it should have backup power for at least 12 hours in the event of a power failure. Camera imagery should enable clear and certain identification of any individual on the premises. Its recordings should be kept in a secure place for at least 30 days.

Cameras can be analog or digital, viz. closed-circuit television (CCTV) or Internet Protocol (IP). Imagery from both can be stored and monitored on site and viewed remotely over the Internet. Camera imagery can be used in several ways. In one, recorded imagery is stored for use in future crime investigations. In another, imagery is used as it is being recorded to report and deal with crimes in progress. However, because it is unrealistic to expect someone to monitor cameras all the time, the monitoring might be done at random times or when an alarm or alert condition occurs. Monitoring at random times is usually adequate for dealing with crimes that exist for several hours, e.g., illegal lodging on a sidewalk. Monitoring when an alarm or alert condition occurs is necessary for dealing with crimes that could occur at any time and last a few minutes, e.g., a burglary or a robbery.

Alarms can be triggered by a break-in, motion in an area covered by cameras, an open door or gate, a robbery, etc. Either CCTV or IP cameras can be used to record on alarms. Alert conditions include motion in and out of an area, an unattended object, irregular motion, objects that have moved or are missing, overcrowding, behavior, e.g., casing or tailgating, etc. Programmable IP cameras with video-analytics software, so-called “smart” cameras, are needed to record when specific conditions occur. They have other advantages over CCTV cameras. These include higher resolution, better video quality, and video encryption.

If the building has a 24/7 security guard or staffed security office, cameras and various alarms can be installed and monitored on site. If a crime in progress is seen, **911** would be called and the dispatcher given the details. This will

lead to a higher call priority and a faster response than would occur for an unverified alarm call. Also, the dispatcher can relay real-time information to officers en route to the building. This will enable them to make better, more-informed tactical decisions in dealing with the suspects. Officers might even arrive in time to arrest them. For example, if an armed intruder or an active shooter gets into the building, the person monitoring the cameras might be able to follow that person(s) through the building and locate him or her for the responding officers as suggested in Sec. 11.c below. If the monitoring is done at an off-site security company or on a web-enabled mobile device, the imagery would be accessed over a secure, password-protected Internet link. In either case, **911** would be called if a crime in progress is seen, and the SDPD non-emergency number, **(619) 531-2000** or **(858) 484-3154**, called if something suspicious is seen. Or the on-site guard or a security company car could be called to investigate before the SDPD is called.

For activities that don't trigger alarms, "smart" IP cameras can be used to record unusual or suspicious activities in and around the building. Those activities can be defined by various alert conditions that can be set by day of the week and time of the day. When an alert condition occurs, the imagery would be viewed to see what's happening so appropriate actions can be taken. For example, to deal with vehicle thefts and break-ins in a parking facility, the software could be programmed to alert the guard or security office when any of the following occurs: someone walks between several vehicles apparently looking for a vehicle to break into, someone loiters between vehicles, a vehicle drives up and down aisles without parking in empty spaces perhaps looking for a particular vehicle to steal, and a vehicle stops in an aisle and someone gets out and goes to a parked vehicle.

Because cameras are susceptible to damage by criminals attempting to hide their actions, measures should be taken to make the camera systems less vulnerable. Here are some possibilities.

- Mount cameras on high sturdy poles.
- Use vandal-resistant cameras.
- Use armored conduits for electrical cables.
- Install cameras where they are within the field of view of at least one other camera.
- Include measures to detect lens blockage and other tampering.

Regarding camera signs, don't use words like SECURITY, PROTECTED, or MONITORING unless the cameras are monitored all the time. They can give people a false sense of security by expecting timely help if they are threatened or attacked, or that they and their property is somehow being protected by the cameras. And if a person is attacked and not protected, he or she might file a lawsuit against the property owner. Thus, signs should normally state that RECORDED VIDEO SURVEILLANCE IN USE or ALL ACTIVITIES ARE RECORDED TO AID IN THE PROSECUTION OF CRIMES COMMITTED ON THE PREMISES.

## **b. Burglar Alarms**

When the building is closed at nights and on weekends and holidays, its doors would be locked and alarmed and workers cannot come and go. Then a good alarm system can help deter burglars and detect break-ins. A basic system has sensors attached to all exterior doors and windows. Sensors attached to windows can also detect glass breakage. Sensors can also be installed to detect motion or attempts to enter specific areas. It is assumed that the last worker to leave at the end of the day will check that all doors and windows are secured and locked, sign a sheet posted near the alarm control panel that the building is secure, and turn on the alarm. Then the first worker to arrive at the beginning of the day would turn the alarm off.

Even if the alarm system fails to deter a burglary, it may limit the time burglars will spend in the building and thereby reduce the number of things stolen. Burglars will want to be gone before the police arrive. An exception to this is when the burglars enter the building without leaving any signs of a force entry. This may occur if they have an access card, fob, or keypad code, or are let in by someone working in the building, e.g., a janitor. The burglars might assume that the officers responding to the alarm call will not have a means of entering the building and they will just check for signs of a forced entry and leave the scene if they don't find any. If building access for the SDPD is provided as suggested in Sec. 1.j above, officers will be able to go directly to the location of the alarm to investigate its cause. But if there are no signs of a forced entry there and no one from the building is coming to let them in, they will leave with the alarm still sounding. Thus, it is necessary for someone from the building to respond to an alarm to let the officers in.

### **c. Protection from an Armed Intruder or an Active Shooter**

The following measures can help protect workers in the building from an armed intruder or an active shooter.

- Metal detector at lobby doors
- Doors or shutters in hallways and other places that can be closed and locked remotely to limit the movement of an intruder or a shooter in the building.
- Cameras in the hallways and open areas that can follow an intruder or a shooter through the building so the SDPD can locate him or her.
- Strong office doors and locks that cannot easily be breached by an intruder or a shooter
- Shades or vertical blinds on glass walls of offices or windows of rooms that people might hide in

### **d. Worker IDs**

All office and building workers should wear photo ID badges or some other means of distinguishing them from others entering in the building. Badges could be color-coded to indicate the areas that the worker or employee is authorized to enter.

### **e. Secure Office Equipment**

Thefts of computers and other expensive equipment can be prevented by anchoring them to a desk or installing them on shelves that can be rolled into lockable furniture. If these measures aren't feasible, equipment should be stored in a room with strong walls, doors, and locks.

### **f. Property Identification and Inventory**

Place the name of the business or an identification number in two places, one obvious and one hidden, on all equipment. This can be done by engraving or etching, with a permanent adhesive, or by attaching microdots. The business owner's driver license number preceded by CA is a good identifier.

Also, keep an inventory of all furniture, equipment, etc. in the office. Include serial and ID numbers. And photograph or videotape all valuables.

### **g. Key Control**

Some measures that can be taken to prevent unauthorized entries are listed below:

- Issue as few keys as possible. Issue keys to specific areas only to employees authorized to be in those areas. Keep a record of all keys issued. Recover all issued keys when an employee leaves.
- Lock keys in a cabinet or secure area when they are not being used.
- Have different keys for outside doors and inside offices. Do not have a master key to all locks.
- Stamp keys DO NOT DUPLICATE. Remind employees not to leave keys in places where they might be taken, e.g., with a parking lot attendant.
- Stamp or etch a code on each key so identifying tags are not needed.
- Consider changing lock cores and keys when key losses occur.

### **h. Vetting Contractors and Their Employees**

The property manager should be concerned with possible theft and other crimes by employees of contractors who work in the building, especially those that work after hours, e.g., janitors and security guards. He or she should check the contractor's references and make sure it is insured and bonded. Insurance will cover damage caused by the contractor's employees. (Note that a PPO who employs armed security guards must have at least \$1 million in insurance -- \$500,000 for any one loss due to bodily injury or death and \$500,000 for any one loss due to injury or destruction of property.) A surety bond will guarantee that the work will be performed as stated in the contract. For janitorial contractors the manager can require a janitorial services bond that will cover theft or other losses resulting

from dishonest acts committed by an employee acting alone or in collusion with other persons. Some bonds require that the employee be prosecuted and convicted of the crime. Others require evidence of employee dishonesty. The conditions for coverage would be negotiated in drafting the bond.

The manager should also check that the contractor is licensed to work in the City of San Diego, i.e., that it has a Business Tax Certificate. This can be done on the Master Business Listing page of the City's website at [www.sandiego.gov/treasurer/taxesfees/btax/nblactive.shtml](http://www.sandiego.gov/treasurer/taxesfees/btax/nblactive.shtml). Construction contractors should be licensed by the State of California. You can check the status of a contractor's license on the Contractors State License Board's website at [www2.cslb.ca.gov/OnlineServices/CheckLicenseII/CheckLicense.aspx](http://www2.cslb.ca.gov/OnlineServices/CheckLicenseII/CheckLicense.aspx).

The manager can also require that the contractor conduct a background investigation on each employee that will work in the building. For this he or she need to specify the following: (1) information an employee will have to provide, e.g., personal history, references, fingerprints, etc., (2) kinds of checks to be made, e.g., employee's name and SSN, criminal history, DMV record, credit record, civil action history, etc., and (3) criteria for passing each check, e.g., no criminal convictions or outstanding warrants, no bankruptcies, no civil judgments, etc. The contractor should also be prohibited from substituting a cleared employee with one that is not cleared, or subcontracting any of the services.

The opportunities for employee crime can be reduced by having the contract work done during normal business hours. If it is done after hours, as with most janitorial and security services, the contractor's employees will need access to the building and the offices to be cleaned.

#### **i. SDPD Letter of Agency**

Discuss any continuing crime and disorder problems with the CRO in the SDPD Division in your area to determine whether a Letter of Agency should be filed. This Letter would authorize the SDPD to act as your agent and enter your property for purposes of enforcing laws against any person(s) found on the property without your consent or lawful purpose. The form for this Letter must be filled out on the SDPD website in the following steps and filed by clicking on Email Form on the bottom left. You can skip the first step if you know what SDPD Division covers your property.

1. Go to [www.sandiego.gov/police/pdf/2013policecitywidemap.pdf](http://www.sandiego.gov/police/pdf/2013policecitywidemap.pdf) to find out what SDPD Division covers the neighborhood in which your property is located.
2. Go to the Forms page on the SDPD website at [www.sandiego.gov/police/forms/forms](http://www.sandiego.gov/police/forms/forms) and click on Trespass Authorization/Letter of Agency Form.
3. Click RESET FORM to get the start and expiration dates. The Letter must be renewed every 12 months.
4. Use the drop down menu to enter the Police Division.
5. Fill in the blue blanks on the form.

#### **j. SDPD Citizen Request Form**

In addition to filing a Letter of Agency as described above, you can submit a Citizen Request Form by going to the Forms page on the SDPD website at [www.sandiego.gov/police/forms/forms](http://www.sandiego.gov/police/forms/forms), clicking on Citizen Request Form, filling out the Form online with as much information as possible about the problem, and then clicking on the Submit Request button at the bottom of the Form. You can use this Form to request additional patrol and/or to report criminal activity at a specific address. It will be sent to the responsible Division for review and response as appropriate.

### SDPD AREA STATIONS

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Central	2501 Imperial Ave. SD 92102	(619) 744-9500
Eastern	9225 Aero Dr. SD 92123	(858) 495-7900
Mid-City	4310 Landis St. SD 92105	(619) 516-3000
Northeastern	13396 Salmon River Rd. SD 92129	(858) 538-8000
Northern	4275 Eastgate Mall SD 92037	(858) 552-1700
Northwestern	12592 El Camino Real SD 92130	(858) 523-7000
Southeastern	7222 Skyline Dr. SD 92114	(619) 527-3500
Southern	1120 27th St. SD 92154	(619) 424-0400
Western	5215 Gaines St. SD 92110	(619) 692-4800

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# SINGLE-TENANT OFFICE BUILDING SECURITY ASSESSMENT FORM

Building name \_\_\_\_\_

Name, phone number, and e-mail address of property manager \_\_\_\_\_

Address \_\_\_\_\_

Check items that need attention and suggest corrective measures in the space below and other side:

## 1. EXTERIOR DOORS

- a. Access means
- b. Preventing break-ins through swinging double doors
- c. Preventing break-ins through swinging single doors
- d. Preventing break-ins through magnetically-locked doors
- e. Glass doors
- f. Swinging door hardware (hinges, deadbolts, etc.)
- g. Mantraps
- h. Revolving doors
- i. Problems with doors
- j. SDPD building access

## 2. INTERIOR OFFICE DOORS

## 3. WINDOWS AND OTHER ENTRY POINTS

- a. Ground-level windows
- b. Other openings and roof access control
- c. Common walls and attics
- d. Air conditioners

## 4. LIGHTING

- a. Exterior
- b. Interior

## 5. UTILITIES

- a. Secure or backup electric power
- b. Telephone lines in secure boxes

## 6. LANDSCAPING

- a. Bushes trimmed to less than 3 ft.
- b. Tree canopies trimmed to at least 8 ft.
- c. Not blocking lights or cameras
- d. Water backflow preventers
- e. No loose decorative rocks

## 7. SIGNS

- a. No loitering or trespassing
- b. Towing unauthorized vehicles

## 8. PROPERTY CONDITION

- a. Address numbers are at least 12-in. high
- b. No graffiti, trash, junk, loose rocks, etc.
- c. Locked dumpsters and enclosures

## 9. PARKING

- a. Office and building workers
- b. Visitors

## 10. SECURITY GUARDS

- a. Controlling building access
- b. Dealing with an armed intruder or an active shooter

## 11. OTHER SECURITY MEASURES

- a. Cameras
- b. Burglar alarms
- c. Protection from an armed intruder or an active shooter
- d. Worker IDs
- e. Secure office equipment
- f. Property identification and inventory
- g. Key control
- h. Vetting contractors and their employees
- i. SDPD Letter of Agency
- j. SDPD Citizen Request Form