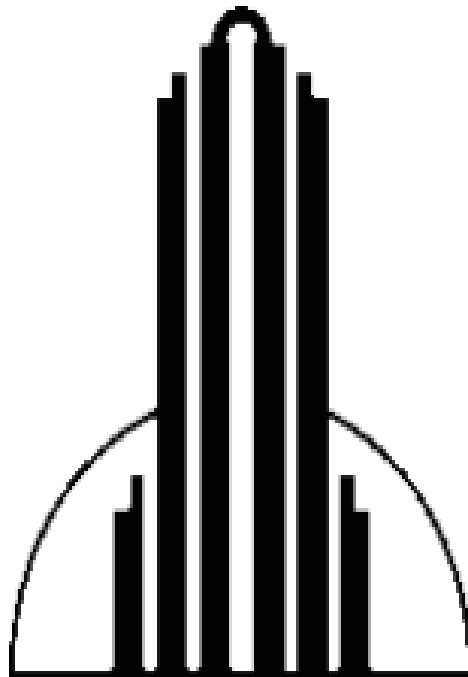


TENANT ACCESS COORDINATOR HANDBOOK



CHILDRESS KLEIN

December 11, 2013

CHILDRESS KLEIN CARD ACCESS PROCEDURES

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CARD ACCESS REQUEST FORM

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CHILDRESS KLEIN CARD ACCESS PROCEDURES

I. CARD 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 Childress Klein Access Control Administrator at 704-330-2530. Access Coordinators may not assign alternates without notifying the Childress Klein Access Control Administrator.

A. Access Coordinator Responsibilities

1. Authorize card issuance to employees, temporaries, and support personnel within your department.
2. Authorize and coordinate access levels for each individual.
3. The Access Coordinators should periodically audit personnel who have been assigned access through their authorization.
4. Communicate access policies and procedures to employees, temporaries and support personnel.
5. Assist personnel with badge concerns (such as lost, damaged, etc) and communicate the concerns to the Access Control Administrator for resolution.
6. Inform Access Control Administrator of terminated employees so that access can be suspended.

II. BADGE ISSUE

A. Badge Types

1. Tenant Employee: This badge is used for all tenant permanent employees. This is a photo badge.
2. 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 year or less. This is also a photo badge.
3. 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.
4. Security: This photo badge is for security personnel only.
5. Property Management: This photo badge is for Childress Klein property management personnel only.

B. Badge Access

Access Badges for tenants will only allow access to the elevator lobby though which the tenant must travel to go to and from their premises.

Badges will not allow access to the freight elevators or to any other secure and restricted areas unless the additional “Tenant/Employee request for Secure Area Access” form is approved by the Regional Director of Security and Regional Property Manager.

C. Badge Issue Process

1. Photo ID

a) Provide the Childress Klein Access Control Administrator with the names of new employees.

b) Photos may be taken at the Duke Energy Center Badging Office on Mondays and Wednesdays from 10am until noon, or in the “Security Management Office,” located on the mall level of One Wells Fargo Center, on Tuesdays and Thursdays from 10am until noon. If you are unable to come at the scheduled times please call and make an appointment @ 704-330-2530 or via email to cdtsecAdmin@childressklein.com. Instruct employees and provide them with Card Access Request Forms.

c) Card Access request forms can be obtained from the Badging Office in the Duke Energy Center, or via email from cdtsecAdmin@childressklein.com. The form should be filled out completely, and signed by the Access Coordinator, prior to the photo session for badge issue.

d) Fill out the Access Coordinator portion of the form (Access Authorization and Access Coordinator Information) and include an original signature. Childress Klein will not process any badge if the Access Coordinator authorization box and Employees status box is not complete or if the Access Coordinator signature is a photocopy.

e) Return the completed form to the employee to ensure they understand where to go, when to be there, and that they must bring the completed form with them, along with 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 Childress Klein Security Access Control Administrator ahead of time.

III. AUDIT OF BADGES/ACCESS

All badges will expire three years after issuance, on the recipient's date of birth. (Example: If the date of birth is 6/17/64 and the card is issued 5/14/08, then the expiration will be 6/17/11).

Every six months (or more frequently) the Access Coordinator should audit the badge information to ensure that internal employee records are up-to-date. This may be done by requesting a Badge Listing by Tenant report from Childress Klein Card Access Administrator.

IV. COMMUNICATING ACCESS POLICIES

In order for the access control system to work properly, employees must adhere to the policy prescribed.

- Each employee should be issued a copy of the 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.

V. ASSISTING EMPLOYEES WITH BADGE CONCERNS

The Access Coordinator should be the first person the employees come to when they experience problems with their badge. Access Coordinators must instruct all new employees that they are the first point of contact for badge problems. Specific procedures are outlined for lost, stolen, damaged, or non-functional badges. Prior to sending the individuals for a replacement badge, a few questions can be asked to determine what might be wrong:

A. Trouble Shooting Tips

1. If the badge does not unlock any door, but the reader does beep and flash, it indicates that the badge has been suspended.
2. If the badge does not read at any reader or makes no noise when scanned, it indicates that the badge is inoperable and should be replaced.
3. A replacement form is required for a reissue. The form must be completed by the Access Coordinator and signed. Access Coordinators should make (2) copies of the form. The Access Coordinator should keep one for their personal records, and the original should be sent with the employee for our records. The employee will need an appointment for a reissue, and will have to be present for a badge to be remade. Childress Klein will not reissue any badge via email.

B. Lost or Stolen Badge

Access Coordinators must advise their employees to:

1. Immediately call the Childress Klein Card Access Administrator to report lost/stolen, so it may be blocked from someone else using it.
2. Check in at the Security Control Center (24 hours) to be issued a visitor badge until the card has been replaced.
3. See your Access Coordinator for a replacement form, and instructions.
4. \$10.00 cash only fee to be paid at the time of receiving their replacement badge.

C. Badge Failed to Read Properly

When an employee's badge fails to register, the employee should be instructed to report the issue the nearest security desk and to their Card Access Coordinator. The Security Officer at the security desk will check the badge and verify that the cause of the failure is a defective badge. The employee will then be issued a visitor badge, which will be valid for 1 day. The employee's Access Coordinator should notify the Childress Klein Card Access Administrator about the problem. The Childress Klein Card Access Administrator will correct the problem as soon as possible.

D. Terminations

It is extremely important that the employee badge access rights are suspended and that the card is retrieved immediately when an employee is terminated. The Access Coordinator or Supervisor may suspend the card by notifying the Childress Klein Card Access Administrator via e-mail at cdtsecAdmin@childressklein.com.

It is also important to collect the employee's badge upon termination. This should be done as part of the employee's exit interview. Badges that have been collected should be returned to Childress Klein Card Access Administrator.

**CHILDRESS KLEIN
REPLACEMENT BADGE REQUEST FORM**

Name of cardholder:

First: _____

Last: _____

Company: _____

Employee ID: _____

Suite #: _____

Reason for Replacement:

_____ Lost

_____ Stolen

_____ Damaged (return card)

_____ Other

Fee _____

Employee Signature

Date

Access Coordinator Signature

Date

Childress Klein Badge Issue and Access Control System Policy

Access Badges

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

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 while working within the building and must be presented for identification upon request by Childress Klein Security.

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

Childress Klein Properties 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.

Childress Klein Access Control System Policy:

Each person directly or indirectly employed by Childress Klein and/or its subsidiaries, vendors, contractors or tenants to whom an access badge, code to a mechanical door, or key to a door is issued must be knowledgeable and adhere to the guidelines and procedures set forth.

- It is the responsibility of each person to whom an access badge, mechanical code, or key is issued, to maintain proper custody and control at all times. In the event the access badge, code or key is lost, missing, stolen, or damaged - immediately notify your manager.
- 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:
 1. Allowing entry of another person(s) into a secured area, except through established procedures.
 2. Allowing use of access badge, code or key by another person(s).
 3. Propping open a door to a secured area.