

# **DUKE ENERGY CENTER BUILDING CARD ACCESS SYSTEM POLICY**



January 19, 2010

## **I. CARD ACCESS SYSTEM**

The Childress Klein Charlotte Uptown base building card access system consists of GE Access Card Readers, GE Access Cards and the GE Facility Commander, Enterprise Edition, Version 7.5.

The system contains one card access database containing all of the cards for all of the Childress Klein/Wells Fargo-owned buildings managed by Childress Klein, including the Duke Energy Center. This database currently contains over 4300 cards (active and inactive) and over 4000 person records. The limit of potential cards supported by the system is 500,000.

For purposes of this document, the terms “card” and “access card” are interchangeable.

### **A. Card Reader Locations**

The GE card readers are located at all access points entering the secured common areas of the buildings including:

1. Turnstiles located at passenger elevator lobbies
2. Inside the service elevator cabs
3. Pedestrian access to loading dock areas
4. Various other highly secured areas, including but not limited to some electrical rooms, telecommunications rooms and Security Command Centers

### **B. Access Control Requirements**

All building occupants are required to have an access card or they will not be allowed through the secured common areas of the buildings. Those who have not yet been issued a card or do not have their card in their possession may be provided with an employee card at the Visitor Desk if authorized by their work area contact/card access coordinator. Employees should be encouraged to wear their access card while on building premises. Card visibility significantly enhances building security.

### **C. Tenant’s Use of Tenant’s Corporate Access Cards in Lieu of Building Access Cards**

Tenant corporate access cards can be used to access the building readers if the cards are compatible with the building card access system. A thin cover card will be fastened to the back of all tenant corporate access cards used for building card readers. This cover card will contain the name of the building, name of the card holder, the tenant company name, photo of the card holder and the expiration date of the card. This use of Tenant’s corporate cards in lieu of using the building access cards will be restricted to tenant employees and permanent contract workers who either work in the building or visit the building frequently. A person record must be created on the base building security system

for each person to whom access rights are granted. Therefore, the process of making Tenant corporate access cards active in the building readers follows the same basic process as acquiring a building access card.

## **II. CARD ACCESS ISSUES**

### **A. Access Rights Types**

There are 3 types of access rights that may be requested:

1. Permanent Employee: Issued for a period of three years, is used for all permanent tenant employees. The card will allow access rights for employees who either work in the building or visit the building regularly (at least 3 times per week is a good rule of thumb).
2. Temporary Contract Employee: Issued for a period of one year or less, will be issued to any tenant employee who either works in the building on a temporary basis or visits the building regularly (at least 3 times per week is a good rule of thumb)
3. Contractor or Vendor: Issued for a period of one year, is used for any tenant sponsored vendor or contractor personnel who will be working in the building or regularly visiting the building to support tenant on continuing basis.

Non-permanent couriers, vendors, and contractors will not be issued cards and must check in at the visitor's desk (in the building's lobby level) or the loading dock (on parking level 8) to be issued temporary visitors / contractors credentials.

### **B. Applying Building Access Rights to Tenant Corporate Access Cards**

The following actions must occur for Tenant employees to have building card access rights applied to their tenant corporate cards:

1. The Tenant Card Access Coordinator must fill out the attached Card Access Request Form (see attachment 1) and to send it to the CKP Card Access Administrator at email address [cdtsecAdmin@childressklein.com](mailto:cdtsecAdmin@childressklein.com).
2. The Tenant employee must visit the Childress Klein Card Access Administrator to create a person record in the building access system, to activate their card for the building readers and to have a thin cover card fastened to the back of the card containing required information.

Building card access rights are issued from 10am-noon on Tuesdays and Thursdays at the One Wells Fargo Center Card Access Office located on the Mall Level, Suite 125; and Mondays and Wednesdays at Duke Energy Center in the Lobby Level Card Access Office. In certain circumstances individual appointments outside these times may be scheduled with the

CK Card Access Administrator. The CK Card Access Administrator may be reached at either [cdtsecAdmin@childressklein.com](mailto:cdtsecAdmin@childressklein.com) or 704-330-2530.

To request an access card, the Tenant Access Coordinator should:

1. Complete the card access request form (Attachment 1).
2. Email the form to the CK Card Access Administrator.
3. Instruct the employee, vendor or contractor to report to the Card Access Office.
  - a. If the employee has a corporate access card, the CK Card Access Administrator will scan the access card BID into the building system. A photograph of the employee will be taken at this time for the person record, and the thin cover card will be fastened to the back of the corporate card. Immediately following this process the tenant employee's corporate card will be active in the building system.
  - b. If the employee does not have a corporate access card, the CK Card Access Administrator will issue a building access card. A photograph of the employee will be taken at this time for the person record and will be displayed on the card. Immediately following this process the tenant employee's card will be active in the building system.

### **C. Secured Area Access**

Standard Tenant employee access rights will not allow access to the freight elevators or to any other secured or restricted areas. Access to these areas may be requested through the CK Card Access Administrator using the "Request for High Security Area Access" forms (attachments 3 & 4). The Tenant Card Access Coordinator should carefully review the requests to insure requestors have a true need for the access. Each "Request for High Security Area Access" form must be approved by the Senior Director of Security and Regional Property Manager.

### **D. Automatic Card Deactivation after 60 Days of Non-Use**

The building access system is set up to automatically suspend any card not used over any 60-day period. The card will be suspended but the person record information will be retained in the system. If a card does not work at the turnstiles because it has not been used for 60 days, the employee may present the card to the Visitor Desk. The Visitor Desk operator will look up the card, verify the card status. If the card is suspended for non-use the Visitor Desk will call the Tenant Card Access Coordinator and request permission to issue a temporary employee visitor pass. The suspended employee will then be directed to contact the Tenant Card Access Coordinator for reactivation through the CK Card Access Administrator. Once permission is granted, the card will be reactivated.

## **E. Lost or Stolen Card**

In the event a card is lost or stolen, the Tenant Card Access Coordinator should immediately contact the Childress Klein Access Control Administrator to report the lost/stolen card. The card will be blocked so no one else may use it. The employee may obtain a temporary employee visitor pass from the Security Visitor's Desk until the card is replaced. The Tenant Card Access Coordinator should use the form identified as Attachment 2 to request a replacement card. The tenant employee will be charged \$10 for each lost or stolen building access card. Replacement of thin access card covers (used in conjunction with corporate access cards) will be provided at no additional expense.

## **F. Card Problems**

If a tenant employee's card fails to read any building access reader correctly, the employee should report the issue the nearest security desk and to the Tenant Access Control Coordinator. The Security Officer at the security desk will check the card and verify that the cause of the failure is a defective card. The employee will then be issued an employee visitor card which will be valid for 1 day. If the card is required to be replaced the Tenant Card Access Coordinator will issue the new tenant corporate card, notify the CK Access Control Administrator and direct the employee to the CK Card Access Administrator to enable the new card in the building card access system.

## **G. Renewals**

Tenant employee cards are active for the building card reader system for a term of three years. Contractor card are only active for one year but follow the same process as the tenant cards. The CK Card Access Administrator will send the Tenant Card Access Coordinator a list of upcoming expirations 30 days prior to the expiration dates. Once the Tenant Card Access Coordinator verifies that the employee is still active, the access card(s) will be renewed.

## **H. Terminations**

It is extremely important that the tenant employee card access rights are suspended and that the card is retrieved immediately when an employee is terminated. The Tenant Card Access Coordinator may suspend the card by notifying the CK Card Access Administrator via e-mail at [cdtsecAdmin@childressklein.com](mailto:cdtsecAdmin@childressklein.com).

When an employee is terminated for cause and especially when the access card cannot be retrieved, Security should be notified immediately. If the CK Card Access Administrator cannot be reached directly at 704-330-2530, Building Security may be reached by calling the building emergency number at 704-330-2525.

# Attachment 1

## CARD ACCESS REQUEST FORM Childress Klein Properties Card Access System

Date: \_\_\_\_\_

**CARD ACCESS REQUEST FOR: (To be completed by employee)**

Last Name \_\_\_\_\_ First Name \_\_\_\_\_ MI \_\_\_\_\_ Date of Birth \_\_\_\_\_

Home Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ Home Phone \_\_\_\_\_

Work Street Address \_\_\_\_\_ Floor/Suite \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ Work Phone \_\_\_\_\_

**ACCESS COORDINATOR AUTHORIZATION:** (To be completed by access coordinator before access badge can be processed).

Company Name: \_\_\_\_\_

Access Coordinator Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Access Coordinator Signature: \_\_\_\_\_

**EMPLOYEE STATUS:** (please check one)

Prop Mgmt: \_\_\_\_\_ Security: \_\_\_\_\_ Tenant: \_\_\_\_\_ Temporary: \_\_\_\_\_ Contractor: \_\_\_\_\_ Routine Cust/Visitor: \_\_\_\_\_

**ACCESS LEVELS REQUESTED:** (Access Coordinators, list any categories of access the employee needs which your are authorized to assign).

Does this individual need after hours access? \_\_\_\_\_

**For Office Use Only**







