CALSTRS®

POLICY MEMORANDUM

Branch	Administrative Services	Number	15-037
Division	Facilities Management	Effective Date	4/29/16

Title Physical Security & Emergency Management

Policy It is the policy of the California State Teachers Retirement System (CalSTRS) to establish security of operations for the headquarters (HQ) building, grounds, parking facility and all member service centers (MSC's) located throughout the state. High standards and continuous security risk management practices must be upheld, maintaining the flexibility to swiftly adapt security measures to the changing world conditions and threats, so as to continue to provide a safe and secure working environment.

Background CalSTRS is the largest educator only - pension fund in the world and administers retirement and disability and survivor benefits to over 850,000 of California's public school educators and their beneficiaries from pre-kindergarten through community college. As such, CalSTRS must manage and protect its property, information, assets and resources with due diligence and take appropriate proactive measures to safeguard and protect our employees, contractors and guests.

References CalSTRS Emergency Response Plan 2015, approved by West Sacramento Fire Department and consultant, Lt. John Kane Retired, D-Prep, LLC
High Rise Security and Fire Life Safety 2003

Requirements CalSTRS' employees and contractors must comply with the requirements of this policy. The objective is to assure the continued delivery of services through the application of reasonable security requirements both at HQ and the MSC's.

The CalSTRS' Physical Security Office (PSO) is under the direction of Facilities Operations (FO) and is responsible for ensuring the program meets all applicable federal and state requirements, while maintaining organizational standards and creating a work environment that minimizes the risk of personal injury as well as promoting a sense of individual and organizational responsibility towards security.

Definitions

Physical Security -The part of security designed to safeguard staff and other building occupants, and to prevent or delay unauthorized access to property, especially high risk or high value areas with equipment, material or classified documents. This includes the proper design and layout of facilities.

Security Policy- A security policy establishes the organization's intentions, objectives and responsibilities for managing physical security. The policy is used as a directive for decision making, to ensure that decisions are fair and consistent and fall within guiding principles. Policies are essential and must be supported by procedures.

Procedure - Procedures create actions, help to facilitate training, establish an audit trail, improve quality and performance and provide structure for the security program. They provide a detailed series of steps and instructions for performing a task or function and are designed to be followed consistently in support of a policy.

Process - A process tends to be across business areas and where there is a separation of responsibilities. They are helpful in identifying policy and procedure requirements, the business area responsible, and the major functions performed.

Standards - Standards explain requirements, specifications, or guidelines to adhere to consistency, thereby ensuring that processes meet their purpose.

Access Control - Access Control prevents or delays unauthorized persons from entering facilities; prevents or delays the unauthorized removal of property and helps to prevent crime, violence and other disruptive behavior.

Risk - Risk is defined as the exposure to an unfavorable event, i.e. threat, which could cause damage/death/injury to people or assets. Risk is measured by the asset value and the probability of the event occurring.

Risk Management - Risk management is the continuous identification and assessment of risk or vulnerabilities, followed by measures put in place and resources to physically control, mitigate, or minimize the impact of an incident.

Threat - A threat is any event that, if it occurs, may cause harm or death to persons (themselves or to others); or loss/damage/destruction of property and assets. Examples of threats include but are not limited to such things as unauthorized access to a secure area, assault, vandalism, fire or computer virus.

Violence -Violence includes any physical act which may cause physical or mental injury/harm; any verbal or written threat; and any other intimidating behavior.

Vulnerability-Vulnerability is a security weakness that can be taken advantage of.

Awareness and Information
The PSO will provide continuous security awareness and education to capture the interest and support of staff. Standards, processes and procedures are established and maintained that support the policy and provide information and clear direction that enable compliance with the policy.

Roles and Responsibilities
For security to be effective, all employees must be responsible for their own security and understand the purpose of the processes put in place as well as the procedures that support them. The PSO must maintain or establish security protocol for HQ as well as the remote MSC's, ensuring that security is fully integrated early in the process of selecting, planning or designing a new facility for CalSTRS. The PSO coordinates the evaluation of security needs, including conducting a vulnerability analysis prior to CalSTRS occupying any new facility. The minimum security safeguards needed to protect CalSTRS' personnel, property and assets, must be considered and put in place.

All staff must take responsibility for awareness of their area and business processes. Any change in surroundings causing concern or recommendation for risk mitigation should be brought forth to management.

Physical Security Information Management (PSIM)

- Access Control System
  For the protection of CalSTRS staff, property and assets, an access control system is in place. The PSO is responsible for the administration and maintenance of this system to satisfy CalSTRS' security objectives.

  Staff and vendors that meet established criteria will be provided access to those areas, assets and information required to perform their job duties. Access to protected information and other assets must be limited to those persons who have a need to know and have the proper security clearance.

  No one individual must be allowed independent control of all aspects of a process or system. Measures are in place to monitor and control access to all perimeter areas and the interior of the building is designed to prevent or delay unauthorized access to the tower and all other sensitive or high value areas.

  The PSO is responsible for the maintenance, testing and upgrading of all

components of the PSIM system such as distress signals, CCTV, camera and surveillance videos and badge readers. Further responsibilities include trouble shooting and quality control checks of the security software system to maintain accurate personnel records and clearances. Checks must be in place for the deactivation and destruction of badges and for approval criterion for high security areas for all CalSTRS locations.

Security of Operations
The Security Operations Center (SOC) and vendor property management will provide and maintain their own security processes and procedures to support CalSTRS.

Security Breach Detection
Security systems operations must be continuously monitored by the SOC for any irregularities that might occur. Mechanisms are in place to expose breakdowns in deterrence measures that could result in a security breach. The PSO must continue to recommend and or implement the latest proven security technologies as necessary and approved by senior leadership and in accordance with best practices.

Security Badge
A CalSTRS permanent security badge provides information regarding a person's identity and employment and must be visible at all times in the tower, around the facility and in the parking structure. It also acts as an access control card and state identification.

Security badges must not be shared with or loaned to anyone. Employees and contractors/vendors must have proper credentials in place to be issued a badge for unescorted tower access. Furthermore, access change requests must be supported by approved documentation. Lost badges must be reported to the PSO immediately and arrangements made for a replacement badge. Security badges are the property of CalSTRS and must be surrendered to the PSO upon separation.

Extended Leave and Separation
Security badges should be disabled when staff is off duty for a period of time beyond 30 days or when termination occurs.

Security Incidents- Reporting and Response
It is the policy of CalSTRS to report observed or suspected incidents of threat or security breach, including suspicious persons or objects out of place. If there is risk of imminent harm, staff should call 9-911 for law enforcement and then immediately notify the PSO at (916) 813-7417 or the SOC at (916) 414-5911 and the EEO Officer at (916) 414-4933.

Security incidents reported will be investigated and records retained for a reasonable period of time.

After Hours
Contact the Security Operations Center at (916) 414-5911 or for assistance. In the case of an emergency, always dial (9) 911.

Life Threatening Incident
(9) 911 should be called immediately if the incident is life threatening.

Non-Life Threatening Incident
The incident shall be reported to the PSO at 916 414-4029 or the PSO mailbox.

Weapons
The possession of any and all weapons, with the exception of those worn by on duty law enforcement, in the workplace is prohibited. Examples of weapons include but are not limited to:
- Guns
- Knives
- Clubs
- Explosive Devices
- Any item used to threaten or inflict harm on another person.

Fire Life Safety , Hazard Assessment, Threats and other Building Emergencies
CalSTRS has a Building Emergency Response Team (BERT) in place to safely facilitate the evacuation or relocation of building occupants in a fire.

The BERT will conduct monthly hazard safety checks on the tower floors. Safety hazards reported or identified will be investigated for corrective action. Life Safety training and awareness is provided for CalSTRS staff as well as an emergency response plan and building safety procedures.

Drills and Lockdowns
- CalSTRS will conduct annual fire drills and earthquake drills.

- CalSTRS will test the building lockdown systems annually. The California Highway Patrol, West Sacramento Police Department, Property Management, Physical Security Office and Facilities Operations Management have authority to initiate a full or partial building lockdown.

Accidents, Injury and Medical Emergencies
Facilities Management is automatically notified of 911 calls. The safety officer has responsibility to act as the CalSTRS representative between the first responders and the injured/ill person.

Injuries that occur on CalSTRS property, regardless of severity, must be reported to the Safety Officer and the Return to Work Coordinator.

Permits
It is the policy of CalSTRS to comply with any special event (e.g. any assembly, demonstration, free speech rally etc.) permit requirements as specified by the City of West Sacramento, per the City Municipal Code Section 12.08. Furthermore, any stakeholder intending to hold a non CalSTRS endorsed event on or near the property shall be directed to External Affairs.

Leafletting
No flyers, leaflets or printed material may be placed on vehicles parked in the CalSTRS parking facility.

Approved _____
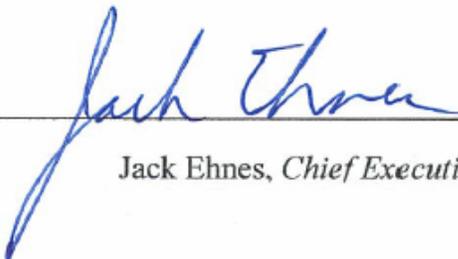
Jack Ehnes, *Chief Executive Officer*