



# Standard Classification for Serviceability of an Office Facility for Protection of Occupant Assets<sup>1,2</sup>

This standard is issued under the fixed designation E1693; the number immediately following the designation indicates the year of original adoption or, in the case of revision, the year of last revision. A number in parentheses indicates the year of last reapproval. A superscript epsilon ( $\epsilon$ ) indicates an editorial change since the last revision or reapproval.

## 1. Scope

1.1 This classification covers pairs of scales for classifying an aspect of the serviceability of an office facility, that is, the capability of an office facility to meet certain possible requirements to protect occupant assets.

1.2 Each pair of scales, shown in Figs. 1-8, printed side by side on a page, are for classifying one topic of serviceability within that aspect of serviceability. Each paragraph in an Occupant Requirement Scale (see Figs. 1-8) summarizes one level of serviceability on that topic that occupants might require. The matching entry in the Facility Rating Scale (see Figs. 1-8) is a translation of the requirement into a description of certain features of a facility that, taken in combination, indicate that the facility is likely to meet that level of required serviceability.

1.3 The entries in the Facility Rating Scale (see Figs. 1-8) are indicative and not comprehensive. They are for quick scanning, to estimate approximately, rapidly, and economically, how well an office facility is likely to meet the needs of one or another type of occupant group over time. The entries are not for measuring, knowing, and evaluating how an office facility is performing.

1.4 This classification can be used to estimate the level of serviceability of an existing facility. It can also be used to estimate the serviceability of a facility that has been planned but not yet built, such as one for which single-line drawings and outline specifications have been prepared.

1.5 This classification indicates what would cause a facility to be rated at a certain level of serviceability, but it does not state how to conduct a serviceability rating nor how to assign a serviceability score. That information is found in Practice

E1334. The scales in this classification are complementary to and compatible with Practice E1334. Each requires the other.

## 2. Referenced Documents

### 2.1 ASTM Standards:<sup>3</sup>

E631 Terminology of Building Constructions

E1334 Practice for Rating the Serviceability of a Building or Building-Related Facility

E1679 Practice for Setting the Requirements for the Serviceability of a Building or Building-Related Facility

### 2.2 ISO Documents.<sup>4</sup>

ISO 6240 International Standard, Performance Standards in Building—Contents and Presentation

ISO/DIS 7162 Draft International Standard, Performance Standards in Building—Contents and Format of Standards for Evaluation of Performance

ISO/DIS 7164 Draft International Standard, Performance Standards in Building—Definitions and Means of Expression for the Performance of a Whole Building

## 3. Terminology

3.1 *Definitions*: For standard definitions of terms applicable to this classification, see Terminology E631.

3.1.1 *facility, n*—a physical setting used to serve a specific purpose. **E631**

3.1.1.1 *Discussion*—A facility may be within a building, or a whole building, or a building with its site and surrounding environment; or it may be a construction that is not a building. The term encompasses both the physical object and its use.

3.1.2 *facility serviceability*—the capability of a facility to perform the function(s) for which it is designed, used, or required to be used. **E631**

3.1.2.1 *Discussion*—The scope of this performance is of the facility as a system, including its subsystems, components, and materials and their interactions, such as acoustical,

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<sup>2</sup> Portions of this document are based on material originally prepared by the International Centre for Facilities (ICF) and © 1993 by ICF and Minister of Public Works and Government Services Canada. Their cooperation in the development of this standard is acknowledged.

<sup>3</sup> For referenced ASTM standards, visit the ASTM website, [www.astm.org](http://www.astm.org), or contact ASTM Customer Service at [service@astm.org](mailto:service@astm.org). For *Annual Book of ASTM Standards* volume information, refer to the standard's Document Summary page on the ASTM website.

<sup>4</sup> Available from American National Standards Institute (ANSI), 25 W. 43rd St., 4th Floor, New York, NY 10036, <http://www.ansi.org>.

**A.8. Protection of Occupant Assets**

**Scale A.8.1. Control of access from building public zone to Occupant reception zone**

Occupant Requirement Scale	Facility Rating Scale
<p><b>9</b> <input type="checkbox"/> ○ <b>CONTROL OF STAFF AND VISITOR ENTRY:</b> Operations require maximum control over staff and visitors entering occupant premises, including occupant reception zone, at all times, and complete absence of intrusions. All visitors entering occupant reception zone must be identified and accompanied in reception and operations zones.</p> <p>○ <b>CONTROL OF MAIL AND DELIVERIES:</b> Mail, courier and parcel delivery personnel must not have access to operations zone of occupant premises, and may only enter occupant reception zone when admitted by a receptionist or security guard.</p>	<p><b>9</b> <input type="checkbox"/> ○ <b>Staffing of entry control station:</b> Entry control station in building lobby is staffed 24 hours.</p> <p>○ <b>Control of elevators:</b> Entry control staff have control of movement of elevators during silent hours.</p> <p>○ <b>TV monitoring:</b> All entrances and all elevator lobbies on office floors can be monitored on TV from building entry control station, by security personnel.</p> <p>○ <b>Control of deliveries:</b> Mail sorting and mailboxes or places for occupant pick-up are in secure rooms. Parcels are delivered to entry control station, whose personnel inform occupants or mailroom staff by telephone.</p> <p><b>8</b> <input type="checkbox"/> ○ <b>Entry to reception zone:</b> The reception zone is separated from the public zone by a solid wall to the slab above, and from the operational zone by a high-security wall to the slab above. Entry from the public access zone to the reception zone can be controlled at all times, and closed if a staff member is not present.</p>
<p><b>7</b> <input type="checkbox"/> ○ <b>CONTROL OF STAFF AND VISITOR ENTRY:</b> Operations require special control over staff and visitors entering occupant reception zone, and complete absence of intrusions.</p> <p>○ <b>CONTROL OF MAIL AND DELIVERIES:</b> Mail, courier and parcel delivery personnel must not have access to operations zone of occupant premises, and may only enter occupant reception zone when a member of occupant staff or a security guard is present.</p>	<p><b>7</b> <input type="checkbox"/> ○ <b>Staffing of entry control station:</b> Entry control station in building lobby is staffed during transition and silent hours.</p> <p>○ <b>Control of elevators:</b> Entry control staff have view of elevator lobby on main floor, and of display panel indicating elevator travel.</p> <p>○ <b>TV monitoring:</b> TV monitoring of all entrances and surrounding areas, and indoor parking access from entry control station.</p> <p>○ <b>Control of deliveries:</b> Mail sorting and parcel delivery have secure, locked holding rooms within view of entry control station, or TV monitoring to control station.</p> <p>○ <b>Entry to reception zone:</b> The reception zone is separated from the public access zone and from the operational zone by a wall to the slab above. Entry from the public access zone to the reception zone can be controlled at all times, and closed if a staff member is not present.</p>
<p><b>5</b> <input type="checkbox"/> ○ <b>CONTROL OF STAFF AND VISITOR ENTRY:</b> Operations require that at all times when the premises are not locked, entry of staff and visitors to the reception zone of occupant premises is observed, persons entering the operations zone are challenged, and there must be no unauthorized intrusions.</p> <p>○ <b>CONTROL OF MAIL AND DELIVERIES:</b> Mail, courier or parcel delivery personnel must not have access to the operations zone of occupant premises.</p>	<p><b>5</b> <input type="checkbox"/> ○ <b>Staffing of entry control station:</b> Entry control station is staffed during transition hours only. Each occupant controls visitors at their own reception.</p> <p>○ <b>Control of elevators:</b> One elevator is kept in automatic operation for occupants in silent hours.</p> <p>○ <b>TV monitoring:</b> Entry control station can monitor on TV the outside of the front entrance doors, unless the entry area outside the building is directly visible.</p> <p>○ <b>Control of deliveries:</b> Mail sorting room off loading dock has postal key. Adjacent mail pick-up room requires occupant key.</p> <p>○ <b>Entry to reception zone:</b> Reception zone is separated from the public access zone by a wall to the ceiling, not to slab above. The wall may include large windows, and doors which are normally open during working hours.</p>
<p><b>4</b> <input type="checkbox"/></p>	

Scale A.8.1. continued on next page

FIG. 1 Scale A.8.1 for Control of Access from Building Public Zone to Occupant Reception Zone

**A.8. Protection of Occupant Assets**

**Scale A.8.1. Control of access from building public zone to Occupant reception zone (continued)**

Occupant Requirement Scale	Facility Rating Scale
<p><b>3</b> <input type="checkbox"/> <b>CONTROL OF STAFF AND VISITOR ENTRY:</b> Operations require that during transition hours, entry of staff and visitors to occupant premises is controlled, persons entering are challenged, and there must be no intrusions.</p> <p><b>CONTROL OF MAIL AND DELIVERIES:</b> Mail delivery personnel must not have access to the operations zone of occupant premises.</p> <p><b>1</b> <input type="checkbox"/> <b>CONTROL OF STAFF AND VISITOR ENTRY:</b> There is no requirement at this level.</p> <p><b>CONTROL OF MAIL AND DELIVERIES:</b> There is no requirement at this level.</p>	<p><b>3</b> <input type="checkbox"/> <b>Staffing of entry control station:</b> No staffed entry control station. Entry from public access zone is locked during transition and silent hours.</p> <p><input type="checkbox"/> <b>Control of elevators:</b> There is no special control of elevators during transition or silent hours.</p> <p><input type="checkbox"/> <b>TV monitoring:</b> There is no TV monitoring.</p> <p><input type="checkbox"/> <b>Control of deliveries:</b> Mail room off lobby has postal key.</p> <p><input type="checkbox"/> <b>Entry to reception zone:</b> A reception zone is provided where visitors wait for service. It is not physically separate from the public access zone.</p> <p><b>2</b> <input type="checkbox"/></p> <p><b>1</b> <input type="checkbox"/> <b>Staffing of entry control station:</b> There is no entry control station.</p> <p><input type="checkbox"/> <b>Control of elevators:</b> There is no control of elevator use.</p> <p><input type="checkbox"/> <b>TV monitoring:</b> There is no TV monitoring.</p> <p><input type="checkbox"/> <b>Control of deliveries:</b> There is no control of deliveries.</p> <p><input type="checkbox"/> <b>Entry to reception zone:</b> No clear definition or boundaries between public access areas and work areas.</p>

<input type="checkbox"/> Exceptionally important. <input type="checkbox"/> Important. <input type="checkbox"/> Minor Importance.	
Minimum Threshold level =	<input type="checkbox"/> NA <input type="checkbox"/> NR <input type="checkbox"/> Zero <input type="checkbox"/> DP

**NOTES** Space for handwritten notes on Requirements or Ratings

FIG. 1 Scale A.8.1 for Control of Access from Building Public Zone to Occupant Reception Zone (continued)

hydrothermal, air purity, and economic; and of the relative importance of each performance requirement.

3.1.3 *office*—a place, such as a room, suite, or building, in which business, clerical, or professional activities are conducted. **E631**

3.2 *Definitions of Terms Specific to This Standard:*

3.2.1 *hours of operation:*

3.2.1.1 *active hours*—the time during which a facility is normally fully occupied and operational.

3.2.1.2 *normal working hours*—the time during the day when staff are normally at work, starting with the normal arrival in the morning of the first staff and ending with the normal departure time of the last staff. This excludes the time of an evening or night shift, the time when staff are working later than normal, weekends, and legal holidays.

3.2.1.3 *silent hours*—the period when a facility is essentially unoccupied, although security, cleaning, and building operations staff may be present.

3.2.1.4 *transitional hours*—the time during the morning after the first workers normally arrive until a facility is fully operational, and during the evening from the end of normal work until the normal workers have left, although security, cleaning, and building operations staff may be present.

3.2.2 *security functions:*

3.2.2.1 *detection*—devices and methods such as guards, alarms and access control, and monitoring systems, designed to indicate, and possibly verify, attempted or actual unauthorized access.

3.2.2.2 *protection*—physical and psychological barriers that will delay or deter someone attempting unauthorized access.

3.2.2.3 *response*—reactions to attempted or actual unauthorized access, such as the involvement of a guard or police forces, damage assessments, and remedial measures to forestall the repetition of a security breach.

3.2.3 *zones of physical security:*

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Scale A.8.2. Interior zones of security

Occupant Requirement Scale	Facility Rating Scale
<p>9 <input type="checkbox"/> ○ <b>CONTROL OF ENTRY TO OPERATIONS ZONE:</b> Operations require maximum protection for assets and information, including secure barriers between each zone of security. Entry to the operations zone must be controlled at all times.</p> <p>○ <b>CONTROL OF ENTRY TO SECURE ZONE:</b> The secure zone requires exceptional protection, special control of entry from the operations zone, and no access from the reception zone or public access zone.</p>	<p>9 <input type="checkbox"/> ○ <b>Operational zone:</b> Persons can enter or leave the operational zone only through secure doors, either through the reception zone when it is staffed, or, through a security checkpoint that can be sealed whenever a security officer is not present. The operational zone is separated from the reception zone and from the public zone by a high-security wall to the slab above. Any ducts that traverse the separation have security barriers and sound baffles.</p> <p>○ <b>Secure zone:</b> Persons can enter or leave the secure zone only via the operational zone, through secure doors. The secure zone is separated from the operational zone by a high-security wall to the slab above. The secure zone does not abut the reception or public zones. Any ducts that traverse the separation have security barriers and sound baffles.</p>
<p>7 <input type="checkbox"/> ○ <b>CONTROL OF ENTRY TO OPERATIONS ZONE:</b> Operations require special protection for assets and information. Physical barriers, such as secure doors, are required to assist staff in controlling entry to the operations zone, and to the secure zone.</p> <p>○ <b>CONTROL OF ENTRY TO SECURE ZONE:</b> The secure zone must only be accessible through the operations zone, and not directly from the reception or public access zones.</p>	<p>7 <input type="checkbox"/> ○ <b>Operational zone:</b> Persons can enter or leave the operational zone only through secure doors or other physical means of control, or through the reception zone when it is staffed. The operational zone is separated from the reception zone and from the public zone by a solid wall to the slab above.</p> <p>○ <b>Secure zone:</b> Persons can enter or leave the secure zone only via the operational zone, through secure doors. The secure zone is separated from the operational zone by a solid wall to the slab above.</p>
<p>5 <input type="checkbox"/> ○ <b>CONTROL OF ENTRY TO OPERATIONS ZONE:</b> Operations require basic protection for assets and information. A special level of security is not required. The operations zone must be visibly separated from the public access zone, so that visitors are in no doubt about where they may and may not go; and this may be done informally using furniture such as counters, desks or screens, together with signs.</p> <p>○ <b>CONTROL OF ENTRY TO SECURE ZONE:</b> If a secure zone is required, it must be protected as necessary to compensate for the informal control over access to the operations zone.</p>	<p>5 <input type="checkbox"/> ○ <b>Operational zone:</b> The separation between the operational zone and the reception zone may be defined by a counter or desk, or by furniture screens with appropriate signage.</p> <p>○ <b>Secure zone:</b> Persons can enter or leave the secure zone only via the operational zone, or through doors that can be secured by key, combination lock or access control card. The secure zone is separated from the operational zone by a solid wall to the slab above.</p>
<p>3 <input type="checkbox"/> ○ <b>CONTROL OF ENTRY TO OPERATIONS ZONE:</b> Operations require minimum protection for assets and information by defining reception and operations zones, but without secure boundaries.</p>	<p>3 <input type="checkbox"/> ○ <b>Operational zone:</b> Persons can go direct from either the reception zone or the public access zone, or both, into the operational zone, without being stopped by screens or barriers or walls.</p> <p>○ <b>Secure zone:</b> Persons can enter the secure zone direct from the public access zone or from the reception zone through a door that can be locked, or from the operational zone without passing through a door that can be locked.</p>

Scale A.8.2. continued on next page

FIG. 2 Scale A.8.2 for Interior Zones of Security

**A.8. Protection of Occupant Assets**

**Scale A.8.2. Interior zones of security (continued)**

<b>Occupant Requirement Scale</b>	<b>Facility Rating Scale</b>
<p><b>1</b>   <input type="radio"/> <b>CONTROL OF ENTRY TO OPERATIONS ZONE:</b> There is no requirement at this level.</p> <p><input type="checkbox"/>   <b>CONTROL OF ENTRY TO SECURE ZONE:</b> There is no requirement at this level.</p>	<p><b>1</b>   <input type="radio"/> <b>Operational zone:</b> No clear definition or boundaries between public access or reception areas and work areas.</p> <p><input type="checkbox"/>   <b>Secure zone:</b> Boundaries separating the secure zone from one of the other zones are not secure.</p>
<p><input type="checkbox"/> <u>E</u>xceptionally important.   <input type="checkbox"/> <u>I</u>mportant.   <input type="checkbox"/> <u>M</u>inor Importance.</p>	
<p>Minimum <u>T</u>hreshold level =</p>	<p><input type="checkbox"/> <u>N</u>A   <input type="checkbox"/> <u>N</u>R   <input type="checkbox"/> <u>Z</u>ero   <input type="checkbox"/> <u>D</u>P</p>

**NOTES** Space for handwritten notes on Requirements or Ratings

FIG. 2 Scale A.8.2 for Interior Zones of Security (continued)

3.2.3.1 *high-security zone*—an area that is monitored continuously and where access is limited to authorized personnel.

3.2.3.2 *occupant zone*—the occupant’s premises, which includes all of the zones listed below. It may be the same as the occupied area if that does not include any public access zone.

3.2.3.3 *operations zone*—an area to which access is limited to employees and visitors with a legitimate reason for being there.

3.2.3.4 *public access zone*—that area to which the public has free access. These are normally the grounds of a facility and the public corridors in multi-tenant buildings.

3.2.3.5 *reception zone*—an area to which the general public’s access can be limited. Access could be limited to specific times of day or for specific reasons.

3.2.3.6 *secure zone*—an area that is monitored continuously and where access is controlled. (See Fig. 9.)

**4. Significance and Use**

4.1 Each facility rating scale in this classification provides a means for estimating the level of serviceability of a building or facility for one topic of serviceability, and for comparing that level against the level of any other building or facility.

4.2 This classification can be used for comparing how well different buildings or facilities meet a particular requirement for serviceability. It is applicable despite differences such as location, structure, mechanical systems, age, and building shape.

4.3 This classification can be used to estimate the amount of variance of serviceability from target or from requirement, for a single office facility, or within a group of office facilities.

4.4 This classification can be used to estimate the following: (1) the serviceability of an existing facility for uses other than its present use; (2) the serviceability (potential) of a facility that has been planned but not yet built; and (3) the serviceability (potential) of a facility for which a remodeling has been planned.

4.5 The use of this classification does not result in building evaluation or diagnosis. Building evaluation or diagnosis generally requires a special expertise in building engineering or technology and the use of instruments, tools, or measurements.

4.6 This classification applies only to facilities that are building constructions or parts thereof. (While this classification may be useful in rating the serviceability of facilities that are not building constructions, such facilities are outside the scope of this classification.)

4.7 This classification is not intended for, and is not suitable for, use for regulatory purposes, nor for fire hazard assessment or fire risk assessment.

**5. Basis of Classification**

5.1 The scales shown in Figs. 1-8 contain the basis for this classification.

5.2 Instructions for the use of this classification are contained in Practices E1334 and E1679.

**6. Keywords**

6.1 building; facility; facility occupants; function; office; performance; protection; of assets of building occupants; rating; rating scale; requirements; serviceability; use; vaults (secure rooms); zones of security



**A.8. Protection of Occupant Assets**

**Scale A.8.3. Vaults and secure rooms**

Occupant Requirement Scale	Facility Rating Scale
<p><b>9</b> ○ <b>LEVEL OF PROTECTION:</b>  <input type="checkbox"/> Operations require maximum protection from fire and theft for exceptionally valuable assets or money and information (e.g. related to national security, evidence of courts) by storing in vaults.</p>	<p><b>9</b> ○ <b>Location:</b> The available location has no danger of flooding and no overhead ducts or pipes.  <input type="checkbox"/> ○ <b>Floor loads:</b> The structure is capable of combined vault plus storage loads over the entire floor.            ○ <b>Wall construction:</b> Walls of reinforced concrete or reinforced masonry extend to the slab above, or equivalent.            ○ <b>Doors and hardware:</b> Fire rated security door and frame, with security hardware.            ○ <b>Ventilation:</b> Special air supply with fan in operational area, where it can be serviced without entering the secure zone.            ○ <b>Alarms:</b> Intrusion alarm and communication phone to manned security desk.</p>
<p><b>7</b> ○ <b>LEVEL OF PROTECTION:</b>  <input type="checkbox"/> Operations require added protection, more than basic, from fire and theft for valuable assets (e.g. checks), and/or information (e.g. personnel records or evidence) by storing in vaults.</p>	<p><b>7</b> ○ <b>Location:</b> The available location has no danger of flooding. Overhead pipes are in watertight sleeves.  <input type="checkbox"/> ○ <b>Floor loads:</b> The structure is capable of combined vault plus storage loads over 40% of office floors.            ○ <b>Wall construction:</b> Walls of plaster and studs, or concrete or reinforced masonry, or equivalent, extend to the slab above.            ○ <b>Doors and hardware:</b> Fire rated metal door with security hardware.            ○ <b>Ventilation:</b> Building air supply with fire damper and smoke control damper.            ○ <b>Alarms:</b> Intrusion alarm to manned security desk or nearby private security firm.</p>
<p><b>5</b> ○ <b>LEVEL OF PROTECTION:</b>  <input type="checkbox"/> Operations require basic protection from fire and theft for valuable assets and information by storing in vaults.</p>	<p><b>5</b> ○ <b>Location:</b> The available location has no danger of floor flooding and minimum danger of leakage from overhead pipes.  <input type="checkbox"/> ○ <b>Floor loads:</b> The structure is capable of supporting combined vault plus storage loads in limited areas, e.g. only at the building core and along beam lines.            ○ <b>Wall construction:</b> Walls of plaster and studs, or masonry, extend to ceiling height with mesh screening above ceiling, up to the slab above.            ○ <b>Doors and hardware:</b> Fire rated metal door with heavy duty hardware.            ○ <b>Ventilation:</b> Ventilation supply and return wall grilles.            ○ <b>Alarms:</b> Local alarm sounds when the door is not opened by key.</p>
<p><b>3</b> ○ <b>LEVEL OF PROTECTION:</b>  <input type="checkbox"/> Operations require minimum protection from fire and theft for valuable assets and information by storing in vaults.</p>	<p><b>3</b> ○ <b>Location:</b> The available location has minimum danger of flooding.  <input type="checkbox"/> ○ <b>Floor loads:</b> The structure has marginal capability of supporting combined vault plus storage loads.            ○ <b>Wall construction:</b> Walls terminate at slab above, but easy entry through wall finish.            ○ <b>Doors and hardware:</b> Non-rated metal door with commercial grade hardware.            ○ <b>Ventilation:</b> No ventilation except one wall opening with transfer grille.            ○ <b>Alarms:</b> No alarms.</p>

Scale A.8.3. continued on next page

FIG. 3 Scale A.8.3 for Vaults and Secure Rooms

**A.8. Protection of Occupant Assets**

**Scale A.8.3. Vaults and secure rooms (continued)**

Occupant Requirement Scale	
<input type="checkbox"/> 1	<input type="radio"/> <b>LEVEL OF PROTECTION:</b> There is no requirement at this level.

Facility Rating Scale	
<input type="checkbox"/> 1	<input type="radio"/> <b>Location:</b> The available location is subject to floor and overhead flooding. <input type="radio"/> <b>Floor loads:</b> The structure is not capable of supporting concentrated storage loads. Loads must be widely distributed. <input type="radio"/> <b>Wall construction:</b> Walls terminate at ceiling line, not at the slab above. <input type="radio"/> <b>Doors and hardware:</b> Wood doors with residential grade hardware. <input type="radio"/> <b>Ventilation:</b> No ventilation. <input type="radio"/> <b>Alarms:</b> No alarms.

<input type="checkbox"/> Exceptionally important. <input type="checkbox"/> Important. <input type="checkbox"/> Minor Importance.	
Minimum Threshold level =	<input type="checkbox"/> NA <input type="checkbox"/> NR <input type="checkbox"/> Zero <input type="checkbox"/> DP

**NOTES** *Space for handwritten notes on Requirements or Ratings*

FIG. 3 Scale A.8.3 for Vaults and Secure Rooms (continued)

**A.8. Protection of Occupant Assets**

**Scale A.8.4. Security of cleaning service systems**

Occupant Requirement Scale	Facility Rating Scale
<p><b>9</b> <input type="checkbox"/> ○ <b>SECURITY FOR CLEANING SECURE ZONES:</b> To provide appropriate protection of assets and information, all staff entering secure and high-security zones, including cleaning staff, must have the appropriate security clearance.</p> <p>○ <b>SECURITY CLEARANCE FOR CLEANING STAFF:</b> All other cleaning staff must pass basic reliability check, have no criminal record, etc.</p>	<p><b>9</b> <input type="checkbox"/> ○ <b>Staff security:</b> Staff that cleans in security or high security zones have the appropriate security clearance. All other cleaning personnel are required to pass basic reliability check. Current list of cleaning personnel with photographs is posted at the security guard station. This includes special contract cleaning, e.g. carpets or windows.</p> <p>○ <b>Monitoring:</b> Cleaning staff are identified and admitted to secure and high security zones by occupant-directed security personnel, and monitored and controlled by occupant staff.</p>
<p><b>7</b> <input type="checkbox"/> ○ <b>SECURITY FOR CLEANING SECURE ZONES:</b> To provide appropriate protection of assets and information in secure zones, all cleaning staff must pass basic reliability check, have no criminal record, etc.</p> <p>○ <b>SECURITY CLEARANCE FOR CLEANING STAFF:</b> Cleaning staff, when in secure zones, must work in active hours under supervision of occupant staff, or group clean secure zones after-hours under monitoring and control by security or occupant staff.</p>	<p><b>7</b> <input type="checkbox"/> ○ <b>Staff security:</b> Staff that cleans in secure areas have passed basic reliability check, have no criminal record, etc. All cleaning personnel are permanent employees of building owner or occupant, and very little turnover. Current list of cleaning personnel is posted at security guard station. This includes special cleaning, e.g. carpets.</p> <p>○ <b>Monitoring:</b> Secure areas are either cleaned in the daytime under supervision of occupant staff, or are cleaned by a group of cleaning staff, after-hours, under monitoring and control by security or occupant staff.</p>
<p><b>5</b> <input type="checkbox"/> ○ <b>SECURITY FOR CLEANING SECURE ZONES:</b> To provide protection of assets and information in secure zones, occupant group will admit the cleaning crew to secure zones and will contact cleaning supervisor if any problems arise. Cleaning crew for secure zones should be regular employees of building owner or operator or cleaning contractor (i.e. not casual labour).</p> <p>○ <b>SECURITY CLEARANCE FOR CLEANING STAFF:</b> For cleaning in reception zone and operations zone, normal practice for the building is adequate.</p>	<p><b>5</b> <input type="checkbox"/> ○ <b>Staff security:</b> After-hours cleaning crews are under contract to the building owner or operator. Current list of cleaning personnel is posted at the security guard station or room assigned to cleaning crew for supplies and equipment. This includes special contract cleaning, e.g. carpets.</p> <p>○ <b>Monitoring:</b> Personnel who clean in secure areas are admitted by occupant or security personnel who can easily reach cleaning supervisor on duty, e.g. by cellular phone or beeper.</p>
<p><b>3</b> <input type="checkbox"/> ○ <b>SECURITY FOR CLEANING SECURE ZONES:</b> Normal cleaning procedures for the building are acceptable.</p> <p>○ <b>SECURITY CLEARANCE FOR CLEANING STAFF:</b> Use of casual labor on cleaning crew acceptable.</p>	<p><b>3</b> <input type="checkbox"/> ○ <b>Staff security:</b> After-hours cleaning personnel are contracted or employed by the building owner or operator.</p> <p>○ <b>Monitoring:</b> The building owner or operator does not have a current list of cleaning personnel. If a question arises, security personnel or building manager have night phone number of cleaning contractor or head of cleaning crew.</p>

**Scale A.8.4 continued on next page**

FIG. 4 Scale A.8.4 for Security of Cleaning Service Systems



**A.8. Protection of Occupant Assets**

**Scale A.8.4. Security of cleaning service systems (continued)**

Occupant Requirement Scale	
<b>1</b>	<input type="radio"/> SECURITY FOR CLEANING SECURE ZONES: There is no requirement at this level.
<input type="checkbox"/>	<input type="radio"/> SECURITY CLEARANCE FOR CLEANING STAFF: There is no requirement at this level.

Facility Rating Scale	
<b>1</b>	<input type="radio"/> <b>Staff security:</b> After-hours cleaning personnel is by casual labour, contracted by the building operator.
<input type="checkbox"/>	<input type="radio"/> <b>Monitoring:</b> No control over cleaning personnel.

<input type="checkbox"/> Exceptionally important. <input type="checkbox"/> Important. <input type="checkbox"/> Minor Importance.	
Minimum Threshold level =	<input type="checkbox"/> NA <input type="checkbox"/> NR <input type="checkbox"/> Zero <input type="checkbox"/> DP

**NOTES** Space for handwritten notes on Requirements or Ratings

FIG. 4 Scale A.8.4 for Security of Cleaning Service Systems (continued)

A.8. Protection of Occupant Assets

Scale A.8.5. Security of maintenance service systems

Occupant Requirement Scale	Facility Rating Scale
<p><input type="checkbox"/> 9 ○ SECURITY FOR MAINTENANCE OF SECURE ZONES: To provide appropriate protection of assets and information in secure zones, all staff entering secure and high security zones, including maintenance staff, must have the appropriate security clearance. ○ SECURITY CLEARANCE FOR MAINTENANCE STAFF: All other maintenance staff must pass enhanced reliability check, have no criminal record, etc.</p>	<p><input type="checkbox"/> 9 ○ <b>Staff security:</b> Staff that does maintenance work in secure or high security zones have the appropriate security clearance. All other maintenance personnel are required to pass enhanced reliability check. Current list of maintenance personnel with photographs is posted at security guard station. ○ <b>Monitoring:</b> Maintenance staff are identified and admitted to secure and high security zones by occupant security personnel, and monitored and controlled by occupant staff.</p>
<p><input type="checkbox"/> 7 ○ SECURITY FOR MAINTENANCE OF SECURE ZONES: Maintenance staff, when in secure zones, must work in active hours under occupant staff supervision, or work after-hours under monitoring and control by security or occupant staff ○ SECURITY CLEARANCE FOR MAINTENANCE STAFF: To provide appropriate protection of assets and information in secure zones, all maintenance staff must pass basic reliability check, have no criminal record, etc.</p>	<p><input type="checkbox"/> 7 ○ <b>Staff security:</b> All maintenance personnel are permanent employees of the building owner or occupant, and very little turnover. Staff that does maintenance work in secure zones have passed basic reliability check, have no criminal record, etc. Current list of maintenance personnel is posted at security guard station. ○ <b>Monitoring:</b> Maintenance work in secure zones is done in the daytime under occupant staff supervision; or if done after-hours, then maintenance staff are admitted to work in secure zones by security staff.</p>
<p><input type="checkbox"/> 5 ○ SECURITY FOR MAINTENANCE OF SECURE ZONES: To provide basic protection of assets and information in secure zones, occupant group will admit the maintenance staff to secure zones and contact maintenance supervisor if any problems arise. Maintenance staff should be regular employees of building owner or operator or maintenance contractor (i.e. not casual labor). ○ SECURITY CLEARANCE FOR MAINTENANCE STAFF: For maintenance in reception zone and operations zone, normal practice for the building is adequate.</p>	<p><input type="checkbox"/> 5 ○ <b>Staff security:</b> Maintenance staff who work in secure zones have passed basic reliability check, have no criminal record, etc. Current list of maintenance personnel is available to security personnel. ○ <b>Monitoring:</b> In secure zones, maintenance staff are monitored and controlled by occupant or building security staff.</p>
<p><input type="checkbox"/> 3 ○ SECURITY FOR MAINTENANCE OF SECURE ZONES: ○ SECURITY CLEARANCE FOR MAINTENANCE STAFF: Normal maintenance procedures for the building are acceptable.</p>	<p><input type="checkbox"/> 3 ○ <b>Staff security:</b> Landlord's own maintenance staff or contract personnel do most maintenance. ○ <b>Monitoring:</b> No occupant control unless complaint about specific personnel.</p>
<p><input type="checkbox"/> 1 ○ SECURITY FOR MAINTENANCE OF SECURE ZONES: There is no requirement at this level. ○ SECURITY CLEARANCE FOR MAINTENANCE STAFF: There is no requirement at this level.</p>	<p><input type="checkbox"/> 1 ○ <b>Staff security:</b> Landlord contracts for maintenance on a casual basis. ○ <b>Monitoring:</b> No occupant control.</p>

<input type="checkbox"/> Exceptionally important. <input type="checkbox"/> Important. <input type="checkbox"/> Minor Importance.	
Minimum Threshold level =	<input type="checkbox"/> NA <input type="checkbox"/> NR <input type="checkbox"/> Zero <input type="checkbox"/> DP

NOTES Space for handwritten notes on Requirements or Ratings  
 FIG. 5 Scale A.8.5 for Security of Maintenance Service Systems

**A.8. Protection of Occupant Assets**

**Scale A.8.6. Security of renovations outside active hours**

Occupant Requirement Scale	Facility Rating Scale
<p><b>9</b> <input type="checkbox"/> ○ <b>LEVEL OF PROTECTION OF OCCUPANTS ASSETS:</b> Operations require maximum protection to the occupant's assets during renovations. ○ <b>CONTROL OF CONTRACTOR'S PERSONNEL:</b> The contractor's personnel working after-hours must each be subject to a security check, and be admitted by security staff. ○ <b>DEFINING BOUNDARIES OF WORK:</b> Work areas to be defined by full height temporary partitions.</p>	<p><b>9</b> <input type="checkbox"/> ○ <b>Contractor's staff:</b> All contractor personnel must have passed an appropriate security check before being listed for admission to the site. ○ <b>Control of admission:</b> Security guard admits contractor staff and directly monitors and controls activity during their occupancy of the renovation area. ○ <b>Temporary enclosure:</b> Work area is defined by full height temporary partitions to prevent intrusion into adjacent operational and secure zones.</p>
8	<input type="checkbox"/>
<p><b>7</b> <input type="checkbox"/> ○ <b>LEVEL OF PROTECTION OF OCCUPANTS ASSETS:</b> Operations require special security to the occupant's assets during renovations. ○ <b>CONTROL OF CONTRACTOR'S PERSONNEL:</b> The contractor's personnel working after-hours must each have passed an enhanced reliability check, and be admitted and monitored at the worksite by security staff. ○ <b>DEFINING BOUNDARIES OF WORK:</b> Work areas to be fully defined, e.g. by plastic film dust barriers.</p>	<p><b>7</b> <input type="checkbox"/> ○ <b>Contractor's staff:</b> Contractor must file list of personnel at security desk with proof that all listed have passed enhanced reliability check, e.g. no criminal record. ○ <b>Control of admission:</b> Security guard admits contractor staff, who are monitored by occupant personnel during the time they work in the occupant space. ○ <b>Temporary enclosure:</b> Boundaries of work area defined by floor to ceiling plastic film dust barriers.</p>
6	<input type="checkbox"/>
<p><b>5</b> <input type="checkbox"/> ○ <b>LEVEL OF PROTECTION OF OCCUPANTS ASSETS:</b> Operations require basic security to the occupant's assets during renovations. ○ <b>CONTROL OF CONTRACTOR'S PERSONNEL:</b> Contractor must provide a list of personnel to security staff, who will admit and escort contractor's staff to work area. ○ <b>DEFINING BOUNDARIES OF WORK:</b> Work areas to be defined by safety warning tape and security screens or barriers, or by furniture screens.</p>	<p><b>5</b> <input type="checkbox"/> ○ <b>Contractor's staff:</b> Contractor must file list of personnel at security desk. ○ <b>Control of admission:</b> If work outside active hours is required, security guard must admit contractor staff to the building and escort staff to work location. ○ <b>Temporary enclosure:</b> Boundaries of work area are defined by safety warning tape, and security or furniture screens.</p>
4	<input type="checkbox"/>
<p><b>3</b> <input type="checkbox"/> ○ <b>LEVEL OF PROTECTION OF OCCUPANTS ASSETS:</b> Operations require minimum security to the occupant's assets during renovations. ○ <b>CONTROL OF CONTRACTOR'S PERSONNEL:</b> Contractor will list his personnel and keep attendance on-site. ○ <b>DEFINING BOUNDARIES OF WORK:</b> Work areas to be defined by signage.</p>	<p><b>3</b> <input type="checkbox"/> ○ <b>Contractor's staff:</b> Contractor must provide a list of personnel who will be on the site. ○ <b>Control of admission:</b> The only control is that the contractor keeps current attendance records of his personnel on-site. ○ <b>Temporary enclosure:</b> Signage designates work area as separate from occupied office area.</p>
2	<input type="checkbox"/>

**Scale A.8.6 continued on next page**

FIG. 6 Scale A.8.6 for Security of Renovations Outside Active Hours

**A.8. Protection of Occupant Assets**

**Scale A.8.6. Security of renovations outside active hours (continued)**

<b>Occupant Requirement Scale</b>	<b>Facility Rating Scale</b>
<p><b>1</b>    <input type="radio"/> <b>LEVEL OF PROTECTION OF OCCUPANTS ASSETS:</b> There is no requirement at this level.</p> <p><input type="checkbox"/>    <b>CONTROL OF CONTRACTOR'S PERSONNEL:</b> There is no requirement at this level.</p> <p><input type="radio"/>    <b>DEFINING BOUNDARIES OF WORK:</b> There is no requirement at this level.</p>	<p><b>1</b>    <input type="radio"/> <b>Contractor's staff:</b> No record of contractor's personnel.</p> <p><input type="checkbox"/>    <input type="radio"/> <b>Control of admission:</b> No control of admission, e.g. contractor has key to premises.</p> <p><input type="radio"/>    <b>Temporary enclosure:</b> No separation of work area and occupied office area.</p>

<input type="checkbox"/> <u>E</u> xceptionally important. <input type="checkbox"/> <u>I</u> mportant. <input type="checkbox"/> <u>M</u> inor Importance.	
Minimum <u>T</u> hreshold level =	<input type="checkbox"/> NA <input type="checkbox"/> NR <input type="checkbox"/> Zero <input type="checkbox"/> DP

**NOTES** *Space for handwritten notes on Requirements or Ratings*

FIG. 6 Scale A.8.6 for Security of Renovations Outside Active Hours (continued)

**A.8. Protection of Occupant Assets**

**Scale A.8.7. Systems for secure garbage**

Occupant Requirement Scale	Facility Rating Scale
<p><input type="checkbox"/> <b>9</b> ○ <b>LEVEL OF PROTECTION FOR SECURE WASTES:</b> Operations require maximum protection of information including storage of waste. ○ <b>HANDLING AND DISPOSAL OF SECURE WASTE:</b> Secure waste to be separated and destroyed, or suitably treated in a secure manner, on-site.</p>	<p><input type="checkbox"/> <b>9</b> ○ <b>Storage containers:</b> Secure garbage is stored in covered, lockable containers which are separate from general garbage and are locked when not being filled or emptied. ○ <b>Location of storage:</b> All garbage is held in room(s) within a secure area that is supervised by security guard. ○ <b>Separated waste:</b> Secure waste is held separately and is shredded and either compacted or incinerated on-site.</p>
<p><input type="checkbox"/> <b>7</b> ○ <b>LEVEL OF PROTECTION FOR SECURE WASTES:</b> Operations require special protection of secure waste. ○ <b>HANDLING AND DISPOSAL OF SECURE WASTE:</b> Secure waste must be separated from general garbage, and held in secure containers in a secure area for secure disposal off-site.</p>	<p><input type="checkbox"/> <b>7</b> ○ <b>Storage containers:</b> Secure garbage is stored in covered, lockable containers which are separate from general garbage. ○ <b>Location of storage:</b> Secure waste is held separately in a locked room(s), separate from general garbage. ○ <b>Separated waste:</b> Separate secure waste holding area is monitored by TV at security guard station.</p>
<p><input type="checkbox"/> <b>5</b> ○ <b>LEVEL OF PROTECTION FOR SECURE WASTES:</b> Operations require basic protection of secure waste. ○ <b>HANDLING AND DISPOSAL OF SECURE WASTE:</b> Secure waste by separating it from general garbage and storing it in a protected area before secure disposal.</p>	<p><input type="checkbox"/> <b>5</b> ○ <b>Storage containers:</b> Secure garbage is stored in covered containers which are separate from general garbage. ○ <b>Location of storage:</b> Containers of secure waste are stored in a room accessible by truck from street or alley. ○ <b>Separated waste:</b> Secure waste is separated and protected.</p>
<p><input type="checkbox"/> <b>3</b> ○ <b>LEVEL OF PROTECTION FOR SECURE WASTES:</b> Operations require minimum protection of waste. ○ <b>HANDLING AND DISPOSAL OF SECURE WASTE:</b> Storage in covered containers. No requirement for separating secure waste, e.g. have cross-cut shredder for paper that must be destroyed.</p>	<p><input type="checkbox"/> <b>3</b> ○ <b>Storage containers:</b> Secure garbage is stored in covered containers with no separation from other garbage. ○ <b>Location of storage:</b> Containers adjacent to street or alley. ○ <b>Separated waste:</b> No special protection of waste from secure areas.</p>
<p><input type="checkbox"/> <b>1</b> ○ <b>LEVEL OF PROTECTION FOR SECURE WASTES:</b> There is no requirement at this level. ○ <b>HANDLING AND DISPOSAL OF SECURE WASTE:</b> There is no requirement at this level.</p>	<p><input type="checkbox"/> <b>1</b> ○ <b>Storage containers:</b> Garbage is stored in open containers. ○ <b>Location of storage:</b> Waste directly accessible from street or alley. ○ <b>Separated waste:</b> No separation of waste from secure areas.</p>

<input type="checkbox"/> Exceptionally important. <input type="checkbox"/> Important. <input type="checkbox"/> Minor Importance.	
Minimum Threshold level =	<input type="checkbox"/> NA <input type="checkbox"/> NR <input type="checkbox"/> Zero <input type="checkbox"/> DP

**NOTES** Space for handwritten notes on Requirements or Ratings

FIG. 7 Scale A.8.7 for Systems for Secure Garbage



**A.8. Protection of Occupant Assets**

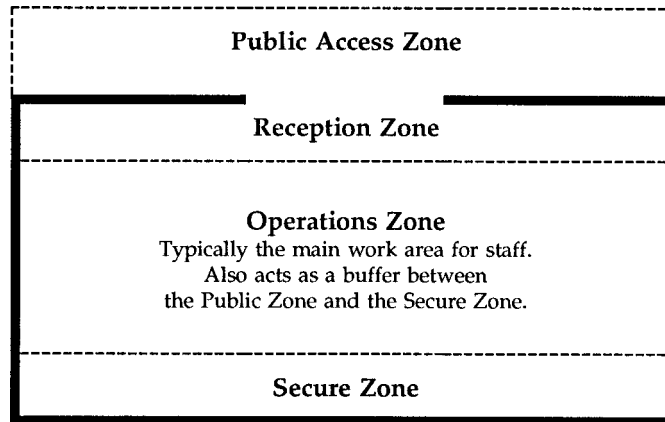
**Scale A.8.8. Security of key and card control systems**

Occupant Requirement Scale	Facility Rating Scale
<p><input type="checkbox"/> <b>9</b> ○ LEVEL OF PROTECTION OF OCCUPANT PREMISES: Operations require maximum protection of occupant premises. ○ OCCUPANT CONTROL OF KEYING: Complete occupant control of a card-access or high-security keying system.</p>	<p><input type="checkbox"/> <b>9</b> ○ <u>Occupant keying system</u>: Card-control access system or high-security keying system. System ensures that each secure area can be entered only by those holding key or card for such area. ○ <u>Key identification</u>: Exclusive keyway or card control system to prevent unauthorized copying. ○ <u>Key distribution</u>: Key distribution includes signing for security keys and returning them to security desk after each use. No key is issued to the landlord.</p>
8	8
<p><input type="checkbox"/> <b>7</b> ○ LEVEL OF PROTECTION OF OCCUPANT PREMISES: Operations require special protection of occupant premises. ○ OCCUPANT CONTROL OF KEYING: Occupant control of a card-access or new keying system. Landlord may be issued a key for emergency entry to public access and reception zones.</p>	<p><input type="checkbox"/> <b>7</b> ○ <u>Occupant keying system</u>: Card-control system or new occupant key system. Master keys for building and for occupant areas do not provide access to operational or secure zones. ○ <u>Key identification</u>: No direct codes on keys or cards and all marked Do Not Copy. ○ <u>Key distribution</u>: Key distribution includes signing for keys and reporting lost keys. The landlord has a key to non-secure areas for emergencies, stored in sealed container.</p>
6	6
<p><input type="checkbox"/> <b>5</b> ○ LEVEL OF PROTECTION OF OCCUPANT PREMISES: Operations require basic protection of occupant premises. ○ OCCUPANT CONTROL OF KEYING: Requires a new occupant keying system.</p>	<p><input type="checkbox"/> <b>5</b> ○ <u>Occupant keying system</u>: Occupant changes all locks to new occupant systems. ○ <u>Key identification</u>: Standard key identification system. ○ <u>Key distribution</u>: Key distribution records updated. The landlord is given a duplicate master key.</p>
4	4
<p><input type="checkbox"/> <b>3</b> ○ LEVEL OF PROTECTION OF OCCUPANT PREMISES: Operations require minimum protection of occupant premises. ○ OCCUPANT CONTROL OF KEYING: Accept an existing keying system with master keys. Duplicate master key in possession of the landlord.</p>	<p><input type="checkbox"/> <b>3</b> ○ <u>Occupant keying system</u>: Occupant accepts an existing keying system, complete with master key. ○ <u>Key identification</u>: Keys coded to occupant groups. ○ <u>Key distribution</u>: Record of initial key distribution. The landlord retains a duplicate master key.</p>
2	2
<p><input type="checkbox"/> <b>1</b> ○ LEVEL OF PROTECTION OF OCCUPANT PREMISES: There is no requirement at this level. ○ OCCUPANT CONTROL OF KEYING: There is no requirement at this level.</p>	<p><input type="checkbox"/> <b>1</b> ○ <u>Occupant keying system</u>: Occupant accepts assorted keys in use in the facility. No keying system and no master key. ○ <u>Key identification</u>: Keys coded to door numbers. ○ <u>Key distribution</u>: No record of key distribution. The landlord has a duplicate set of keys.</p>

<input type="checkbox"/> Exceptionally important. <input type="checkbox"/> Important. <input type="checkbox"/> Minor Importance.	
Minimum Threshold level =	<input type="checkbox"/> NA <input type="checkbox"/> NR <input type="checkbox"/> Zero <input type="checkbox"/> DP

**NOTES** Space for handwritten notes on Requirements or Ratings

FIG. 8 Scale A.8.8 for Security of Key and Card Control Systems



**FIG. 9 Scale Zones of Physical Security**

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