

**Physical Security**

**Guidelines for Wizeline Employees**

**Nov 2017**



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|  |  |
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|  |  |

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**Visible Badge Policy**

* All employees will be provided with a Wizeline badge and badge holder. All employees are required to display their badges visible at all times during their physical presence at Wizeline ofce premises.
* **Tailgating** will not be permitted. If someone is following (tailgating) you into the ofce building without swiping or having a badge, do ask them if they have a Wizeline badge. If they do not, escort them to the Ofce Manager.
* Visitors: We will provide visitor’s badges in the main security gate so that visitors are always identifed and appropriately escorted.
* Visitors should not be wandering around the ofce, the host will be responsible to accompany their visitors.
  + If you see any visitor without an escort, please ask them about who is the host and have them meet the host.
  + If the visitor cannot name their host, please escort them to the ofce manager.

**Prevention**

These actions should be taken immediately by every employee:

* Securely close the door behind you when entering the ofce or when leaving the ofce. Always double check that doors into buildings are closed and locked, if you fnd the door not closing or functioning correctly, please inform the Ofce Manager.
  + These also include the emergency exits.

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* Don’t leave your valuables unsecured or out of your sight. Make sure all valuables are locked in your cabinet when you are not at your desk.
* Keep your drawer locked at all times.
* If you see an unknown person wandering around the ofce, ask them who they are and who they are looking for in the room. If said person does not provide a clear or valid response, please report immediately to the Ofce Manager and escort them back to the lobby.
* Visitor and vendor access will not be allowed through backdoors or kitchen pantry doors; access will be allowed only through the front door. Point them in that direction.
* If you are hosting a visitor, you are responsible for that person during their time at Wizeline. Visitors should not be wandering around alone and should be escorted out of the front door.
* If you need to secure some items and don’t have a safe place to do it, please reach out to the Ofce Managers who can help you.

**What to do in case of loss or potential robbery**

1. Take note of the time you noticed you were missing your belongings.
2. Report the incident immediately and directly to the Facilities Team. We want to avoid causing panic among employees if the incident was not a robbery.
3. An ofce manager will investigate the incident.
4. If you fnd any unattended items or valuables, please give it directly to an ofce manager who will keep it safe until the owner is identifed.

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**Witnessing an act of robbery**

If you believe you witnessed an act of robbery or suspicious behavior that could potentially be related to theft, please notify the Ofce Manager right away. Your report and identity will remain strictly confdential. Contact [facilities@wizeline.com](mailto:facilities@wizeline.com) and [security@wizeline.com](mailto:security@wizeline.com)

**Ramifcations**

* 1. If you are caught stealing at Wizeline, we will notify the police of this illegal activity, and your employment will be immediately terminated for cause. You will also be responsible for returning or replacing any stolen items or paying back the full amount of the value of stolen items. You may also face legal consequences.

1. If you are caught breaking security rules, we may need to fle an administrative report that will be kept on your personal record.
2. Once a person accumulates three administrative reports in their personal records during a one year period, we may need to take further action, including employment termination.

**Physical Security Threat Conditions**

Because of growing threats facing organizations, it is important for Wizeline to educate our employees about Physical Security threat conditions and guidelines. Employees are requested to follow threat conditions process and guidelines. Threats could be in any form, it may include, but not limited to, the following:

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* Threats of terrorism
* Threats of hostage/kidnapping situation
* Physical or environmental conditions resulting in structural integrity of ofce facility
* Chemical or Gas leakage related conditions

**Employees are advised to take the following measures:**

* Always know your surroundings, be aware of area/streets and tell your co-worker, friends or family where you are heading or where you will be at
* Remember to keep your phones always charged, if you are aware of any security related issues; dial local public safety authority (police) right away and inform them about the situation.
* Take reasonable precautions in new or unknown area
* Don’t walk alone late at night in dark streets or unknown area
* Always take legitimate and government approved rides when you are taking transportation to and from ofce - (Public bus, taxi or Uber/Lyft)
* If you are aware of any retaliation or feel threatened by anyone inside or outside the ofce, do inform the Security team (security@wizeline.com) and your manager right away. Don’t walk out of ofce alone without having appropriate precautions.
* When you feel that your co-worker is under threat or their physical security is endangered, inform the Wizeline security team and your manager right away.
* If you see any damage to the Wizeline ofce location or gas leak or other situation where employees' physical security is in danger, do inform security or facilities right away.
* If you receive threats via email, phone call or in-person inform Wizeline Security team and your manager right away

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If you are outside of the ofce, In any emergency situation it is always recommended to inform the local physical security authority (police/freman or any local authority) right away about your situation.

**Emergency Telephone Numbers**

**Wizeline México Emergency Contacts**

Your safety, security, and wellness are of utmost importance to us. If you are having an emergency and require guidance, please feel free to reach one of us, we will be available for you 24 hours a day.

* Berenice Gonzalez +521 33 3403 9172
* Claudia Madrigal 01 33 8526 2290
* Chema Gómez 01 33 85 26 22 91
* Ana Torres 01 33 4170 8484

The following individuals are to be called in the event of an emergency. Employees are instructed to notify the responsible individual at the work location when there is an emergency.

Additionally, Wizeline leadership team is always available to provide assistance.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Department** | **Contact Number** | |
|  |  |  |  |
| Chirag Shah | Security & IT | +1 | (408) 218-4331 |
|  |  |  | |
| Vidal Gonzalez | eStaf | +52 33 1810 0011 | |
|  |  |  |  |
| Sung Hae Kim | eStaf | +1 | (415) 608 2552 |
|  |  |  |  |
| Bismarck Lepe | eStaf | +1 | (650) 492 0198 |
|  |  |  |  |

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In the event of an emergency at Wizeline the local fre department or other emergency needs can be reached by dialing 911.

**Medical Emergency**

Report the incident to your manager as soon as possible, call Ambulance by dialing 911.

In the GDL ofce the following team has been trained to provide medical assistance such as: First Aids, CPR, evacuation, search and rescue and fre combat.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Multi-functional: First Aid, rescue,** | **Fire combat on the feld** |  |
|  | **emergency drills** |  |
|  |  |  |
|  |  |  |  |
|  | Karina Gutierrez Guitron | Alan Murgia |  |
|  | Edgar Alejandro Garcia Chavez | Azael Mercado |  |
|  | Ana Mora Higa Tomashiro | Damaris Contreras |  |
|  | Karla Robles Diaz | Enrique Sanudo |  |
|  | Gabriela Gutierrez Guitron | Francisco Tejon |  |
|  | Berenice Beltran Valenzuela | Gustavo Lopez |  |
|  | Luis Mario Morales Llamas | Hector Vela |  |
|  | Daniel Álvarez del Castillo Martinez | Isaac Valadez |  |
|  | Joaquin A. Romo Espejel | Juan Orozco |  |
|  | Christian Barraza | Natalie Suarez |  |
|  | Julio A. Palomino Franciol | Said Montiel |  |
|  | Adrian Gallardo | Vanessa Diaz de Leon |  |
|  | Diego Guzman | Vicente Ramos |  |
|  | Maria Isela Borroel Mora | Viviana Flores |  |
|  |  |  |  |
|  | David nuñez Hernandez |  |  |
|  | Lizeth Heredia Manzano |  |  |
|  | Mauricio Javier Núñez Jiménez |  |  |
|  | Ivan Garcia Elizondo |  |  |
|  | Leslie Carolina Medina Duran |  |  |
|  |  |  |  |

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Ana Patricia Torres Garcia

Follow simple guidelines shown below to report an incident:

Give the location of the emergency, employees name, type and extent of the injury.

Request assistance if needed.

* Take any necessary steps to comfort the victim,
* If an immediate threat to the life of an injured employee is imminent, render frst aid.
* If the victim can be moved they should be loaded into a vehicle and transported to the nearest medical facility.
* Victims who are not in a life threatening situation may elect to be transported to a facility of their choice.

Your health is very important for us, if you are having a medical emergency and would like some guidance on how to use our medical insurance coverage, please contact our brokers:

* 1st contact: Ivette García

36150388/36157744/36165135 Ext. 109 igarcia@lorantmms.com

* Backup: Leticia Valle +521 33 1405 3418 36150388/36157744/36165135 Ext. 103

lvalle@lorantmms.com

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**Other Emergency**

* Egress (move away) from the hazard, such as a vapor release, liquid release, and etc. Always egress upwind to a safe area.
* Always use protective equipment as required for any emergency.
* Report your location to your supervisor as soon as possible after you have evacuated an area.
* Make sure you notify your manager or other management team members. Take a headcount of employee(s) as soon as possible and report this (use telephone) to the Security team right away.

**For any questions or concerns - contact us at** [**security@wizeline.com**](mailto:security@wizeline.com)

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