

# Physical Security Administration Standards for Suppliers

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Version	Date Published	Business Process Owner (Region)	Document Writer	Summary Of Changes
1.0	9/11/2020	Jeff Hay	Brandon Gipson	First Release
2.0	3/11/2025	John Pierson	John Pierson	2025 Update
3.0	2/20/2026	John Pierson	John Pierson	2026 Update

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## 1. Overview

### 1.1. Purpose

Lumen expects all agents, consultants, contractors, subcontractors, suppliers and other business partners (collectively “Suppliers”), as well as their respective employees, agents, contractors, subcontractors and representatives (“Supplier Personnel”) with whom Lumen does business to embrace and share Lumen’s commitment to security and compliance with the law.

As part of Lumen’s ongoing effort to protect its information, equipment and personnel, Lumen requires all Suppliers to adhere to certain physical security standards while doing business with Lumen. This document sets forth the minimum physical security standards required by Lumen of its Suppliers.

Supplier contracts may contain security standards or provisions that are more specific than the standards set forth in this document. Nothing in this document is intended to supersede any more specific contractual provisions. To the extent any provision of this document is inconsistent with any applicable contractual provision, the contractual provision will control to the extent not inconsistent with applicable law.

### 1.2. Exceptions to Standards

Exceptions to these Standards are not permitted unless approved in writing by Lumen Physical Security. Exception requests may be sent to: [DL-PhysicalSecurity@Lumen.com](mailto:DL-PhysicalSecurity@Lumen.com).

## 2. Documentation

### 2.1. General

Suppliers are expected to maintain written documentation incorporating these minimum physical security standards into Supplier security programs or procedures. This written documentation must be made available to Lumen Physical Security upon request.

## 3. Security Reporting

### 3.1. Security Incident Reports

All security incidents that impact or may impact the security of Lumen information, equipment, or personnel must be documented and immediately reported to Lumen through the Security Reporting Tool (SECREP) or UNICall, depending on the nature of the incident.

- **UNICall** - Please report cybersecurity incidents, physical injury, illness, motor vehicle accidents, building evacuation, chemical spills, and government inspections to UNICall at 866-864-2255 (U.S.) or 303-797-3995 (outside of U.S.).
- **SECREP** - Please use SECREP to report property crime (e.g., theft, vandalism, and damage), facility issues impacting security (e.g., exterior lighting, fencing, doors), and security maintenance or project requests:

- **Desktop** - the app on this page is optimized for Microsoft Edge and Google Chrome
- **Mobile** - download "Power Apps" from the mobile device app store and open SECREP. The app routes all reports to the appropriate contacts in Security.

Supplier is expected to exercise sound judgment in assessing whether a particular incident does or may impact Lumen information, equipment or personnel. In the event of uncertainty, the event should be reported.

## 4. Responsibilities When Working in Lumen Facilities and Premises

### 4.1. General

Suppliers working in Lumen facilities have the following security-related general responsibilities:

- protect and safeguard all Lumen property, personnel and information within their control
- ensure all doors and other entry points are appropriately locked and secured
- report malfunctioning locks, doors and other security devices
- report known or suspected physical or information security breaches
- report known or suspected damage, destruction, misappropriation or misuse of Lumen property or information
- ensure all individuals under Suppliers' control, including visitors, comply with security rules, policies and procedures and do not pose a risk to people, property or information
- comply with all postings or notices located on Lumen premises regarding safety, security and weapons
- immediately report all known, perceived or suspected security concerns

### 4.2. Supplier Personnel Responsibilities

Suppliers are responsible for ensuring any Supplier personnel, employees, contractors, vendors, agents and partners given or obtaining access to Lumen premises or facilities comply with all security standards.

As part of their security-related responsibilities, Supplier and Supplier personnel shall **not**:

- carry weapons or ammunition onto Lumen premises or use or carry weapons while performing services or attending Lumen-sponsored activities
- attempt to circumvent security rules, policies and procedures
- attempt to circumvent, disable or defeat locks or other security devices or systems
- attempt to enter facilities or areas of facilities they are not authorized to enter
- loan or share access/identification badges, access codes, keys, combinations or other access devices/methods assigned to them
- use their access/identification badges, access codes, keys and other access devices/methods assigned to them to grant facility or area access to unauthorized individuals
- otherwise permit unauthorized personnel to enter facilities or restricted areas of facilities

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## 5. Access Control

### 5.1. General

Suppliers must establish access control processes and procedures that apply to all Supplier general facilities containing Lumen information, personnel and equipment. These processes and procedures must minimally meet the security standards for access controls set forth in this document and must be sufficiently tailored to protect against unauthorized access to Lumen information, personnel and equipment.

### 5.2. Access Cards/Identification Badges

Where Suppliers use access cards and/or identification badges to control access to their facilities, the following is required:

- Suppliers must only provide access cards and/or identification badges to individuals who are authorized and have a frequent and recurring need to access areas containing Lumen information, personnel and/or equipment.
- Suppliers must retrieve access cards and identification badges on a timely basis when it is determined that access is no longer required by the individuals to whom this access was issued.
- Suppliers must revoke or reprogram access when individuals to whom access was granted is no longer authorized.
- Suppliers must review and validate access lists for areas containing Lumen information, personnel and/or equipment at least quarterly to ensure individuals on those lists require continued access.
- The loss or theft of access cards/identification badges must be reported and acted upon immediately.

### 5.3. Lost or Forgotten Access/Identification Cards

Where Suppliers use access cards and/or identification badges to control access to its facilities, Suppliers must establish appropriate procedures to ensure that Supplier personnel or other individuals who claim they have lost or forgotten issued access/ identification cards are authorized prior to granting access. The procedures must include:

- verifying authorization of Supplier personnel (a) by contacting the employee's supervisor or Human Resources; (b) for non-employees, by contacting an appropriate management official or authorized representative and verifying identity through either government-issued photo identification or visual recognition

If temporary access cards are issued, Suppliers must implement a process to document issuance of the card and to retrieve and/or deactivate any temporary card promptly when it is no longer required to provide services to Lumen.

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## 6. Visitor Processing and Control

### 6.1. General

Visitors are individuals who have not been granted specific, unescorted access privileges to a particular area or facility via an access device (e.g. access card, identification badge, key, lock code or combination). All Supplier personnel without unescorted access privileges to a particular area or facility must be treated as a visitor if the area or facility to which they require access contains Lumen information, personnel or equipment.

Suppliers must establish and implement the following minimum-security procedures for the documentation and control of visitors to Supplier facilities or areas containing Lumen information, personnel, or equipment:

- verify the identity of all visitors through government-issued photo identification (e.g., driver license, passport, etc.) or a supplier-issued photo identification badge
- maintain a record of all visitors inclusive of the visitor's full name, organization, date and time of arrival, date and time of departure and individual(s) visited
- visitors must wear a distinctive and highly visible "visitor badge" while in the facility
- visitors must be escorted at all times while in areas containing Lumen information, personnel or equipment
- visitor registration documentation and records must be retained for a period of two (2) years and provided to Lumen for review upon request

## 7. Access Devices

### 7.1. Usage

Supplier personnel may be issued an access device (e.g., access card, identification badge, key, lock code, etc.) authorizing access to certain Lumen facilities.

Identification badges/access cards **must be visibly worn** by Supplier personnel at all times while on Lumen property. Any incident resulting in the loss or compromise of the access device must be immediately reported to the Lumen sponsor of the individual to whom the device was issued.

Supplier Personnel **are not permitted** to:

- loan an access device to another person
- use an access device to grant access to another person or other persons
- enter Lumen premises, except during authorized hours and in conjunction with their Lumen-related duties
- enter Lumen premises to solicit business or to develop contacts to solicit business in the future
- engage in any other activity that would constitute abuse of their access privileges

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## 8. Lock and Key Programs

### 8.1. General

If building locks are used to protect Lumen information, personnel and/or equipment, Suppliers must establish an effective lock and key program that complies with this section.

### 8.2. Spare Equipment Storage

Suppliers must establish an appropriate level of protection over spare keys, key blanks, key manufacturing equipment, key records, etc. to ensure access only by authorized individuals.

### 8.3. Awareness

Supplier Personnel must be trained in their duties and obligations related to the employee safeguarding of issued keys. These include, but are not limited to:

- never loaning keys to others
- never duplicating keys
- immediately reporting lost or stolen keys
- returning keys upon request or when they are no longer needed for assigned duties

### 8.4. Lost or Stolen Keys

Suppliers must conduct risk assessments for all lost or stolen keys. When a risk assessment indicates the lost or stolen key creates a vulnerability, Suppliers must take appropriate steps to mitigate the vulnerability as it pertains to Lumen information, personnel and/or equipment.

### 8.5. Push-Button Type Locks

Lumen, at its discretion, shall prohibit the use of push-button type locks for the protection of some areas containing Lumen information, personnel and/or equipment. Where push-button type locks are employed, Supplier must ensure:

- codes are distributed only to authorized individuals
- individuals to whom the codes are issued understand they must be safeguarded and not provided to others
- codes are changed no less frequently than on a semi-annual basis
- codes are changed immediately if there is reason to believe the code has been compromised or when prior authorization to any individual has been revoked or is no longer needed

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## 9. Intrusion Detection Systems

Where Suppliers employ intrusion detection systems to protect Lumen information, general personnel and/or equipment:

- alarm signals must terminate in a monitoring location that is staffed 24x7
- the alarm system or individual sensors shall not be masked
- defined response procedures must be established and implemented for all alarm types
- there must be a human response to all alarms for alarm analysis purposes

Please note that Lumen may require the use of intrusion alarms in certain situations.

## 10. Photography and Tours

### 10.1. General

Image recording within areas containing Lumen information, personnel and/or equipment, and tours of such areas, are not permitted without the written authorization by Lumen Physical Security. This applies to all image capturing devices with traditional or digital imaging capabilities. This includes but is not limited to all cellular phones, tablets, electronic devices with digital imaging capabilities, cameras, camcorders, etc.

## 11. Physical Security Assessments

### 11.1. General

It is the responsibility of Lumen Corporate Security to conduct physical security assessments of facilities housing Lumen information, equipment, personnel and/or operations for the purpose of identifying risks to Lumen. Suppliers will cooperate with these assessments by providing timely access to pertinent facilities, areas, personnel, systems, equipment and documentation.