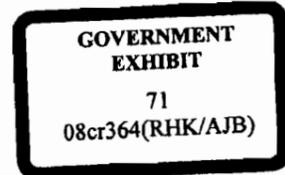


*Tom -
for your information.
S. Ford*

Technical Surveillance
Countermeasures Survey

April 30, 2004

Confidential



0071.0001

Objectives and Procedures

On April 30, 2004 Steve Russell conducted an electronic sweep of the offices of the Petters Group, 4400 Baker Road, Minnetonka, Minnesota, at the request of Stuart Romenesko. Russell was assisted by Bill Kimberly, and was observed by Shawn Monighan, of Petters Group. The purpose of the sweep was to determine if any electronic eavesdropping devices were in place in the designated offices and rooms.

A thorough physical search was made of each room. This included removal of outlet and switch covers, physical examination of telephones, and a search of ceiling areas, including suspended ceilings. In addition, a short-range broadband detector sweep with coverage up to 4.5 Gigahertz was used in the physical inspection process.

Audio sources were placed within each office to activate possible voice-operated bugs and to provide continuous audio output from unoccupied rooms. The radio frequency spectrum from 25 MHz to 1300 MHz was searched manually with a specialized communications receiver. All anomalies were noted for future comparisons. No audio was detected on any of these signals.

The following offices and rooms examined:

- Patty Hamm office
- Deanna Munson office
- Robert White office
- Stuart Romenesko office
- Tom Hay office
- Ted Deikel office
- Tom Petters office
- Tammy Tesar office
- Executive area conference room
- Vacant office directly across the hall from the executive offices
- Board room
- Large storage room across from Munson office

Telephone wiring, wiring closets, and the Intertel Axxess 1024 telephone switch were examined.

The digital telephone switch employed by Petters Group, an Intertel Axxess 1024, is an effective preventative measure in avoiding electronic wiretaps in itself. All but the most sophisticated penetration attempts would fail. Only the federal government currently has the resources and technology required to directly penetrate such a system. However, there are approximately 80 analog lines, which are used for applications such as modems, facsimile, cordless phones, and the Polycorn conference phones. These are always a concern as audio can be more easily directed out of the building on these lines.

Note -

Conclusion

Our conclusion, based on the physical search, radio frequency spectrum search, and examination of the telephone system, is that there are currently no electronic eavesdropping devices within the area searched. While we cannot guarantee that there have not been any devices in the past, we found no evidence of any.

General Security issues

There were several security items that could, or should be addressed:

*Comments from
SLL:*

*John
Jordan*

- In the executive suite reception area there is a coat closet in which is located a key cabinet. The cabinet was unlocked and there were approximately 19 keys, including keys to Mr. Deikel's office and desk. Having a hidden key cabinet like this is a good idea, but it becomes a liability when it is not locked. A small safe, built into the wall, with a digital combination could be used for that purpose. This appears unchanged since the last inspection in December, 2003.
- In the office of Deanna Munson there is a safe which is clearly visible from the window. This might prove to be a temptation to the criminal element, or to teenagers looking for an opportunity. Moving the safe to a location not visible from the window or concealing it within or behind

*John Jordan
will remove
the key box.*

*I asked John
to speak w/
Deanna on
a solution.*

another object would eliminate this temptation. This is unchanged since the inspection of December, 2003.

- In the large storage room across from Munson's office, there are unused phone jacks and coiled up telephone wire in the ceiling. Unused wiring should always be removed as these can easily be used to run microphone audio from the room to another place in the building, or to a transmitter. Unchanged since December, 2003.
- There are several Polycom speaker phones throughout the office spaces, used for voice conferencing. These are analog devices, as opposed to the normal digital telephones you have. As such, they are vulnerable to taps and should be checked for those periodically. *Noted.*

*John
Judson
↓*

• In the telephone wiring closet just outside the executive spaces, which is used by janitorial personnel, there is a wiring cabinet that is made of thin wood, and is not locked. That should be corrected. Ideally, there should be a metal door and it should be locked. At a minimum, there should be a lock on this cabinet. The utility closet in which this cabinet is located was not locked either. This is unchanged since December, 2003.

*John Judson
will fix
this.*

- There were various combinations of unlocked office doors, unlocked desks and cabinets. which may, or may not be of concern to you. *Policy to lock all offices.*
- It appeared there were a number of paper shredders in these offices. Assuming they are used regularly, this enhances your information security. *Noted.*

Done.

• In Tammy Tesar's office, the keys for the locked small credenza and desk were in an empty flowerpot on the shelf above the credenza. They were locked but possibly she could find a better hiding spot for the keys.

*Tammy will
lock-up keys
in Stuart's
office.*

- Obviously, your Service Master janitors have no real allegiance or loyalty to Petters Group. They have access to very important documents. Once all of those documents are gathered up with the trash and bagged they are then placed in the dumpster at the rear of your building where they become available to anyone wishing to search through your trash. This is a vulnerability many companies have and is difficult to protect against. Religious use of shredders is a big help and some companies

arrange for services to shred or burn large quantities of documents. You would have to evaluate the cost/benefit for your company.

This report was compiled by Steve Russell
May 3, 2004