



Reporting Lost or Stolen Mattel Owned Devices

Please refer to the below process to report ANY lost or stolen Mattel owned device as well as any private property that has been lost or stolen while on company premises. Mattel owned devices include and are not limited to company issued laptops, iPhones, iPads and handhelds.

- 1) As soon as the respective device has been deemed lost or stolen:
 - a) **Please inform Mattel Global Security WITHIN 24 hours of the incident by calling +1 310 252 4500 or by emailing Global.Security@mattel.com**. Please note that this number is manned 24 X 7 and accessible globally. A Mattel Global Security representative will receive your phone call or respond to your email to advise you of the next steps.
 - b) **Please file a police report with local police authorities for the stolen device WITHIN 24 hours of the incident.**
- 2) Employees will need to provide as much detail as possible about the incident when calling and/or emailing global security. Details include:
 - Who, What, Where, When and How the incident occurred.
 - Full description of the device in question including any serial numbers, model numbers, and asset tags if applicable/available.
 - Employee contact information including email address, work telephone and mobile numbers.
 - Names of any witnesses who were present during the incident.
 - Names of any law enforcement agencies that were contacted to report the theft (i.e. local police officials) as well as any case number details if relevant. When available, obtain a copy of the police report and send it via interoffice mail to Mattel Global Investigations, El Segundo, CA, Mail Stop M1-0201 or email a scanned copy to global.security@mattel.com.
- 3) Mattel Global Security will then proceed to open a ticket with Global IT to have the respective MDM profile, iPhone, iPad and/or handheld device profile disabled as soon as possible to prevent further compromise of the device in question. IT security will also proceed to remove the asset from Mattel domain.

Below are some safe practices that GIT would like to recommend:

- *Do not Store your RSA VPN token in your laptop bag.* Keep your token and laptop in separate locations to minimize chances of loss or theft of both items together.
- *Do not tape your property pass on to your laptop (Note: Property passes may not apply in all regions).* Store your pass with your badge or in a separate location.
- *Do not leave your laptop, iPhone or iPad unattended in public places.*
- *Do not document and store your device passwords along with your devices under any circumstances.*
- *Do not leave laptops or other portable devices unattended or in plain sight in a vehicle when travelling. Place them in the trunk of the vehicle for safe keeping if you are unable to take devices with you when you need to leave the vehicle.*
- *Do lock up or secure your laptop when away from your desk.*

GIT support would like to thank you in advance for your cooperation with respect to following the safe practices outlined above.