	FLD-FI-00 (
ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Bar number, and address): J. Kevin Morrison (SBN 160531) and Joshua D. White (SBN 246164)	FOR COURT USE ONLY
Jones Clifford, LLP	
1390 Market Street, Suite 1200 San Francisco, CA 94102	1/0 - 1
TELEPHONE NO: (415) 431-5310 FAX NO. (Optional): (415) 431-2266	No Summons Issued
E-MAIL ADDRESS (Optional): kmorrison@jonesclifford.com	FILED
ATTORNEY FOR (Name): Plaintiffs Sandy Lim, et al.	Superior Court of California County of San Francisco
SUPERIOR COURT OF CALIFORNIA, COUNTY OF SAN FRANCISCO	ooding of our randoos
STREET ADDRESS: 400 McAllister Street	SEP 12 2017
MAILING ADDRESS: 400 McAllister Street CITY AND ZIP CODE: San Francisco 94102	OLEDIA OF THE COURT
BRANCH NAME: Civic Center Courthouse	CLERK OF THE COURT
PLAINTIFF: Sandy Lim, Elizabeth Louie, Melanie Louie, by and through her	BY: Deputy Clerk
Guardian Ad Litem, Sandy Lim, and Estate of Benson Louie	BOWMANTO
DEFENDANT: United Parcel Service, Inc., Universal Protection Service, LP	
(dba Allied Universal Security Services), Valacal, Co., and	
X DOES 1 TO 50	
COMPLAINT—Personal Injury, Property Damage, Wrongful Death	
Type (check all that apply):	
MOTOR VEHICLE X OTHER (specify): General Negligence, Premises Liability, Su	vival Action
Property Damage X Wrongful Death	
Personal Injury X Other Damages (specify): Prejudgment Interest	
Jurisdiction (check all that apply): ACTION IS A LIMITED CIVIL CASE	CASE NUMBER:
Amount demanded does not exceed \$10,000	
exceeds \$10,000, but does not exceed \$25,000	CGC-17-56 ¹²⁴¹
X ACTION IS AN UNLIMITED CIVIL CASE (exceeds \$25,000) ACTION IS RECLASSIFIED by this amended complaint	Cuc I/ 30-21-
from limited to unlimited	
from unlimited to limited	
1. Plaintiff (name or names): Sandy Lim, Elizabeth Louie, Melanie Louie, by and through her Guardia	n Ad Litem, Sandy Lim, and Estate of Benson Louis
alleges causes of action against defendant (name or names): United Parcel Service, In-	c., Universal Protection Service, LP (dba Services), Valacal, Co., and Does 1 to 50
2. This pleading, including attachments and exhibits, consists of the following number of page	ges: 14
3. Each plaintiff named above is a competent adult	
a. X except plaintiff (name): Melanie Louie	
(1) a corporation qualified to do business in California(2) an unincorporated entity (describe):	
(3) a public entity (describe):	
(4) X a minor an adult	
(a) X for whom a guardian or conservator of the estate or a guardian	lian ad litem has been appointed
(b) other (specify):	
(5) other (specify):	
b. x except plaintiff (name): Estate of Benson Louie (1) a corporation qualified to do business in California	
(2) an unincorporated entity (describe):	
(3) a public entity (describe):	
(4) a minor an adult	
(a) for whom a guardian or conservator of the estate or conservator of the estate or conservator of the estate or conservator or	tian ad litem has been appointed
(5) x other (specify): by and through Sandy Lim, successor-in-interest pu	rsuant to Code of Civil Procedure §377.20
Information about additional plaintiffs who are not competent adults is shown in Atta	schment 3.
Form Approved for Optional Use COMPI AINT—Personal Injury Property	rage i ora

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s	HORT TITLE:			CASE NUMBER:
	Sandy Lim, et al. v. United Parcel Service, Inc., et a	1.		
	Sundy Dini, et an v. Sinted Latest Service, men, et al			
4.	Plaintiff (name):			
	is doing business under the fictitious name (specify):			
	and has complied with the fictitious business name laws.			
	Each defendant named above is a natural person		J - 6	dent (name), Valagal, Ca
	a. X except defendant (name): United Parcel Service, Inc.c. X (1) a business organization, form unknown	(1) X		idant (name): Valacal, Co. usiness organization, form unknown
	(2) X a corporation	(2)	_	orporation
	(3) an unincorporated entity (describe):	(3)] an	unincorporated entity (describe):
	(4) a public entity (describe):	(4)] a p	ublic entity (describe):
	(5) other (specify):	(5)] oth	er (specify):
	b. X except defendant (name): Universal Protection Service, LPd.	excent	tefer	ndant (name):
	b. X except defendant (name): Universal Protection Service, LPd. (1) X a business organization, form unknown	(1)		pusiness organization, form unknown
	(2) a corporation	(2)	=	orporation
	(3) an unincorporated entity (describe):	(3)] an	unincorporated entity (describe):
	(4) a public entity (describe):	(4)] a p	ublic entity (describe):
	(5) other (specify):	(5)] oth	er (specify):
		!	_!	d in Adda ah ma and E
_	Information about additional defendants who are not natural person	ns is com	amec	om Attachment 5.
6.	The true names of defendants sued as Does are unknown to plaintiff. a. X Doe defendants (specify Doe numbers): 30 - 50		\A/6	ere the agents or employees of other
	a. X Doe defendants (specify Doe numbers): 30 - 30 named defendants and acted within the scope of that agency	or employ		
	b. X Doe defendants (specify Doe numbers): 1 - 50 plaintiff.	· · · · · · · · · · · · · · · · · · ·	are	persons whose capacities are unknown to
7.	Defendants who are joined under Code of Civil Procedure section	382 are	nam'	es):
8.	This court is the proper court because			
	 a. at least one defendant now resides in its jurisdictional area. b. the principal place of business of a defendant corporation or underection. 	ınincorpo	ated	association is in its jurisdictional area.
	c. X injury to person or damage to personal property occurred in its			
	d. other (specify):			
_				
9.	Plaintiff is required to comply with a claims statute, and			
	 a has complied with applicable claims statutes, or b is excused from complying because (specify): 			
	s is excused from complying because (openly).			

	PLD-PI-001
SHORT TITLE:	CASE NUMBER:
Sandy Lim, et al. v. United Parcel Service, Inc., et al.	
10. The following causes of action are attached and the statements above apply to eac causes of action attached): a Motor Vehicle bX General Negligence c Intentional Tort d Products Liability eX Premises Liability fX Other (specify): Survival Action	ch (each complaint must have one or more
11. Plaintiff has suffered a wage loss b loss of use of property c hospital and medical expenses d general damage e property damage f loss of earning capacity g other damage (specify): Prejudgment interest pursuant to Civil Code Sections 3288 and	nd/or 3291.
The damages claimed for wrongful death and the relationships of plaintiff to the a. isted in Attachment 12. b. as follows:	he deceased are
13. The relief sought in this complaint is within the jurisdiction of this court.	
 14. Plaintiff prays for judgment for costs of suit; for such relief as is fair, just, and equit a. (1)	
15. X The paragraphs of this complaint alleged on information and belief are as follows:	ows (specify paragraph numbers):
Date: September 12, 2017	, , , , , ,
J. Kevin Morrison	n' mn
(TYPE OR PRINT NAME)	(SIGNATURE OF PLAINTIFF OR ATTORNEY)

SHORT TITLE:	

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Form Approved by the Judicial Council of California MC-020 [New January 1, 1987]

Attachment 12 - Wrongful Death Damages

Plaintiffs SANDY LIM, ELIZABETH LOUIE, and MELANIE LOUIE by and through her Guardian Ad Litem SANDY LIM, by reason of the incident, and of the negligence and carelessness of defendants, and each of them, have been deprived and will continue to be deprived of a kind and loving husband and father, and of his love, companionship, comfort, care, assistance, protection, affection, society, moral support, training and guidance, all to their damage in a sum in excess of the minimum jurisdictional limits of this Court.

Plaintiffs SANDY LIM, ELIZABETH LOUIE, and MELANIE LOUIE by and through her Guardian Ad Litem SANDY LIM, by reason of the incident, and of the negligence and carelessness of defendants, and each of them, have sustained and will continue to sustain economic damages representing the past and future loss of financial support, gifts, benefits, and household services that their husband and father, Decedent BENSON LOUIE, would have provided. The exact amount of such losses are presently unknown to Plaintiffs, but exceed the minimum jurisdictional limits of this court, who therefore pray for leave to insert such elements when the same have finally been determined.

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			PLD-PI-001(2
SHORT TITLE:		CASE NUMBER:	
Sandy Lim, et al. v.	United Parcel Service, Inc., et al.		
FIRST (number)	_ CAUSE OF ACTION—General	Negligence	Page5
ATTACHMENT TO X	Complaint Cross - Complaint		
(Use a separate cause of act	ion form for each cause of action.)		
Sandy Lim, and E	dy Lim, Elizabeth Louie, Melanie Louie, by state of Benson Louie of (name): United Parcel Service, Inc., Univers Universal Security Services), Valac	al Protection Serv	
X Does	1 to50		
negligently caused the on (date): June 14			, defendant
(description of reason	ne for liability):		

See Attachment GN-1

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CASE NUMBER:

Sandy Lim, et al. v. United Parcel Service, Inc., et al.

> Form Approved by the Judicial Council of California MC-020 [New January 1, 1987]

Attachment GN-1

Defendants, and each of them, owned, leased, occupied, operated, managed, supervised, and/or controlled a United Parcel Service, Inc. ("UPS") distribution facility located at 320 San Bruno Avenue, San Francisco, CA 94103 ("Subject Premises"). Defendant Universal Protection Service, LP dba Allied Universal Security Services ("ALLIED UNIVERSAL") contracted and/or agreed to provide security services and working metal detection systems at the Subject Premises, which included, but was not limited to, monitoring safe and secure access to the Subject Premises, providing working metal detection systems and monitoring the metal detection systems at the Subject Premises that UPS's customers, invitees, and employees were required to pass through to access the Subject Premises.

As a result of the negligence, carelessness, and/or recklessness of Defendants, and each of them, on June 14, 2017, UPS employee Jimmy Chanh Lam ("LAM") was allowed to enter the Subject Premises after passing through a metal detection system monitored by Defendant ALLIED UNIVERSAL at an entrance to the Subject Premises that was controlled by Defendants UPS, Valacal Co. ("VALACAL"), ALLIED UNIVERSAL, and DOES 1 through 30. When LAM passed through the metal detection system, he was carrying or possessing firearms and ammunition, the presence of which set off the alarm(s) of the metal detection system monitored by Defendant ALLIED UNIVERSAL. After LAM passed through the metal detection system and set off the alarm(s) of the metal detection system, Defendants ALLIED UNIVERSAL, and DOES 1 through 50, negligently, carelessly and/or recklessly allowed LAM to enter the Subject Premises. Once LAM had entered the Subject Premises, LAM proceeded to fatally shoot Decedent Benson Louie and two others. Defendants ALLIED UNIVERSAL, DOES 1 through 50, and each of them, owed a duty of reasonable care toward UPS's customers, invitees, and employees to provide safe and secure access to the Subject Premises and properly functioning metal detection systems at the Subject Premises.

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Sandy Lim, et al. v. United Parcel Service, Inc., et al.

that they negligently, carelessly and/or recklessly failed to properly operate, maintain, repair, inspect, and/or service the metal detection systems at the Subject Premises, thereby creating a risk of injury to Decedent Benson Louie and others at the Subject Premises.

The negligence, carelessness, and/or recklessness of Defendants, and each of them, were the legal

Defendants ALLIED UNIVERSAL, DOES 1 through 50, and each of them, breached said duty in

The negligence, carelessness, and/or recklessness of Defendants, and each of them, were the legal (proximate) cause and a substantial factor in the death of Benson Louie. If Defendants, and each of them, had not previously authorized and/or condoned persons who were in possession of weapons, including firearms and ammunition, to access the Subject Premises, and had prevented LAM from entering the Subject Premises on the date of the shooting incident after passing through a metal detection system with guns and ammunition which set off the alarm(s) of the metal detection system, Decedent Benson Louie would not have been shot and killed. Defendants, and each of them, unreasonably increased the risks to Benson Louie and others over and above those inherent in working as a driver for UPS by authorizing and/or condoning weapons, including firearms and ammunition, to be brought onto the Subject Premises. The negligence, carelessness, and/or recklessness of Defendants, and each of them, was a substantial factor in causing the death of Benson Louie and the damages to Plaintiffs, and each of them.

UPS's employees previously complained about the safety of the workplace at UPS because of the presence of weapons, including firearms and ammunition, and because of the presence of unauthorized individuals being allowed to enter the Subject Premises. At the time of the subject shooting incident, UPS knew or, through the exercise of reasonable care, should have known, that the Subject Premises was not a safe and secure workplace, and that because of the presence of weapons, including firearms and ammunition, and because of the presence of unauthorized individuals being allowed to enter the Subject Premises, UPS's customers, invitees, and employees were unnecessarily exposed to an increased risk of harm and/or injury. Plaintiffs, by filing this

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complaint hereby reiterate those complaints and/or concerns for their ongoing safety, and the safety of UPS's customers, invitees, and employees.

Defendants UPS, DOES 1 through 50, and each of them, negligently, carelessly and/or recklessly investigated, researched, hired, employed, contracted, retained, supervised, controlled, instructed, and/or trained LAM. Defendants UPS, DOES 1 through 50, and each of them, knew or should have known that because of LAM's previous conduct he posed a serious risk of injury to himself and others. If Defendants UPS, DOES 1 through 50, and each of them had not failed to properly investigate, research, hire, employ, contract, retain, supervise, control, instruct, and/or train LAM, LAM would not have been allowed to enter the Subject Premises on the date of the subject shooting incident, and Decedent Benson Louie would not have been shot and killed. The negligence, carelessness and/or recklessness of Defendants UPS, DOES 1 through 50, and each of them, was the legal (proximate) cause of the death of Decedent Benson Louie and damages to Plaintiffs. Defendants ALLIED UNIVERSAL, DOES 1 through 50, and each of them, negligently, carelessly and/or recklessly investigated, researched, hired, employed, leased, contracted, retained, supervised, controlled, instructed, and trained the security guards who worked at the Subject Premises. If Defendants ALLIED UNIVERSAL, DOES 1 through 50, and each of them had not failed to properly investigate, research, hire, employ, contract, retain, supervise, control, instruct, and/or train the security guards who worked at the Subject Premises, and specifically the security guard posted at the entrance on the date of the subject shooting incident through which LAM entered the Subject Premises, LAM would not have been allowed to enter the Subject Premises on the date of the subject shooting incident, and Decedent Benson Louie would not have been shot and killed. The negligence, carelessness and/or recklessness of Defendants ALLIED UNIVERSAL, DOES 1 through 50, and each of them, were the legal (proximate) cause of the death of Decedent Benson Louie and damages to Plaintiffs.

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At all times relevant herein, Defendants, and each of them, were the agent, partner, joint venturer, alter ego, successor in interest, representative, servant, lessee, licensee, employee and/or coconspirator of each of the other Defendants, and were at all times mentioned herein acting within the course and scope of said agency and employment, and that all acts or omissions alleged herein were duly committed with the ratification, knowledge, permission, encouragement, authorization, and/or consent of Defendants, and each of them, and each Defendant authorized, condoned and/or ratified the conduct of all other Defendants, and were at all times mentioned herein acting within the course and scope of said agency and employment, joint venture, authority, authorization, and/or ratification. Each of the members of the joint venture and the joint venture itself, are responsible for the wrongful conduct of a member acting in furtherance of the venture.

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SHORT TITLE:	PLD-PI-001(4
Sandy Lim, et al. v. United Parcel Service, Inc., et al.	
SECOND CAUSE OF ACTION—Premis (number) ATTACHMENT TO X Complaint Cross - Complaint (Use a separate cause of action form for each cause of action.)	ses Liability Page10
Prem.L-1. Plaintiff (name): Sandy Lim, Elizabeth Louie, Melanie Louie, by and through I alleges the acts of defendants were the legal (proximate) cause of On (date): June 14, 2017 plaintiff was inj fashion (description of premises and circumstances of injury): See Attachment Prem.L-1	
Prem.L-2. Count One—Negligence The defendants who negligent operated the described premises were (names): United Protection Service, LP (dba Allied Universal S	d Parcel Service, Inc., Universal
Prem.L-3. Count Two—Willful Failure to Warn [Civil Code section or maliciously failed to guard or warn against a dangerou (names):	
Prem.L-4. Does to an invited guest on which a dangerous condition existed were (names):	
Does to	defendant public entity. The were the agents and employees of the converge (names): United Parcel Service, Inc.,
b. X Does 30 to 50 The defendants who are liable to plaintiffs for other reaso described in attachment Prem.L-5.b X as folked and thereon allege that Defendants DOES 1 - 50 are negotiated manner for the occurrences herein alleged and Plaintiffs'	ows (names): Plaintiffs are informed and believe gligently or otherwise responsible in some

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CASE NUMBER

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Attachment Prem.L-1

Defendants, and each of them, owned, leased, occupied, operated, managed, supervised, and/or controlled a United Parcel Service, Inc. ("UPS") distribution facility located at 320 San Bruno Avenue, San Francisco, CA 94103 ("Subject Premises"). Defendant Universal Protection Service, LP dba Allied Universal Security Services ("ALLIED UNIVERSAL") contracted and/or agreed to provide security services and working metal detection systems at the Subject Premises, which included, but was not limited to, monitoring safe and secure access to the Subject Premises, providing working metal detection systems and monitoring the metal detection systems at the Subject Premises that UPS's customers, invitees, and employees were required to pass through to access the Subject Premises.

On June 14, 2017, UPS employee Jimmy Chanh Lam ("LAM") was allowed to enter the Subject Premises after passing through a metal detection system monitored by Defendant ALLIED UNIVERSAL at an entrance to the Subject Premises that was controlled by Defendants UPS, Valacal Co. ("VALACAL"), ALLIED UNIVERSAL, and DOES 1 through 30. When LAM passed through the metal detection system, he was carrying or possessing firearms and ammunition, the presence of which set off the alarm(s) of the metal detection system monitored by Defendant ALLIED UNIVERSAL. After LAM passed through the metal detection system and set off the alarm(s) of the metal detection system, Defendants ALLIED UNIVERSAL, and DOES 1 through 50, negligently, carelessly and/or recklessly allowed LAM to enter the Subject Premises. Once LAM had entered the Subject Premises, LAM proceeded to fatally shoot Decedent Benson Louie and two others.

Defendants, and each of them, owed a duty of reasonable care toward Decedent Benson Louie, Plaintiffs, and others to prevent persons from gaining access to the Subject Premises who were in possession of weapons, including firearms and ammunition. Defendants, and each of them, were negligent, careless and/or reckless in the use, monitoring and/or control of the Subject Premises because they failed to monitor, control, prevent, notify, and/or warn others of potentially dangerous

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access to the Subject Premises by Lam and others, who were in possession of firearms and ammunition, thereby creating a risk of injury or death to UPS' customers, invitees, and employees accessing the Subject Premises, all of which was a substantial factor in causing the death of Decedent Benson Louie and the damages and the harm to Plaintiffs.

At the time of the subject shooting incident, Defendants knew or, through the exercise of reasonable care, should have known, that they had authorized and/or condoned persons to gain access to the Subject Premises who were in possession of weapons, including firearms and ammunition, thereby creating an unsafe and dangerous condition at the Subject Premises. Despite their ratification, knowledge, permission, encouragement, authorization, and/or consent of this unsafe condition, Defendants failed to correct it, protect against its harm, or give adequate warning of the condition to UPS' customers, invitees, and employees, including Decedent Benson Louie. Had Defendants, and each of them, corrected the unsafe condition, prevented persons in possession of weapons, including firearms and ammunition, from accessing the Subject Premises, or given adequate warning of the condition to UPS' customers, invitees, and employees, Decedent Benson Louie would not have been shot and killed. Defendants' negligence was a substantial factor in causing the death of Decedent Benson Louie and damages to Plaintiffs.

UPS's employees previously complained about the safety of the workplace at UPS because of the presence of weapons, including firearms and ammunition, and because of the presence of unauthorized individuals being allowed to enter the Subject Premises. At the time of the subject shooting incident, UPS knew or, through the exercise of reasonable care, should have known, that the Subject Premises was not a safe and secure workplace, and that because of the presence of weapons, including firearms and ammunition, and because of the presence of unauthorized individuals being allowed to enter the Subject Premises, UPS's customers, invitees, and employees were unnecessarily exposed to an increased risk of harm and/or injury. Plaintiffs, by filing this complaint hereby reiterate those concerns for their ongoing safety, and the safety of UPS's customers, invitees, and employees.

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Defendants ALLIED UNIVERSAL, DOES 1 through 50, and each of them, contracted and/or agreed to provide security services and working metal detection systems at the Subject Premises, which included, but was not limited to, monitoring safe and secure access to the Subject Premises, providing working metal detection systems and monitoring metal detection systems at the Subject Premises that UPS customers, invitees, and employees were required to pass through to access the Subject Premises. By voluntarily contracting and/or agreeing to these undertakings, Defendant ALLIED UNIVERSAL had a duty to exercise reasonable care in monitoring safe and secure access to the Subject Premises, providing working metal detection systems and monitoring metal detection systems at the Subject Premises. UPS's customers, invitees, and employees, including Decedent Benson Louie, reasonably relied upon Defendant ALLIED UNIVERSAL to monitor safe and secure access to the Subject Premises, to provide working metal detection systems and monitor the metal detection systems at the Subject Premises. Defendant ALLIED UNIVERSAL negligently, carelessly and/or recklessly allowed LAM to enter the Subject Premises and shoot and kill Decedent Benson Louie. Defendants' negligence was a substantial factor in causing the death of Decedent Benson Louie and damages to Plaintiffs.

At all times relevant herein, Defendants, and each of them, were the agent, partner, joint venturer, alter ego, successor in interest, representative, servant, lessee, licensee, employee and/or coconspirator of each of the other Defendants, and were at all times mentioned herein acting within the course and scope of said agency and employment, and that all acts or omissions alleged herein were duly committed with the ratification, knowledge, permission, encouragement, authorization, and/or consent of Defendants, and each of them, and each Defendant authorized, condoned and/or ratified the conduct of all other Defendants, and were at all times mentioned herein acting within the course and scope of said agency and employment, joint venture, authority, authorization, and/or ratification. Each of the members of the joint venture and the joint venture itself, are responsible for the wrongful conduct of a member acting in furtherance of the venture.

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THIRD CAUSE OF ACTION

Survival Action

Plaintiff ESTATE OF BENSON LOUIE, by and through Sandy Lim, his successor-in-interest pursuant to Code of Civil Procedure § 377.20, complains of the defendants, and each of them, and alleges as follows:

- 1. Plaintiff refers to all of the allegations contained in the First and Second Causes of Action, and by such reference, incorporates the same herein as though fully re-alleged and set for herein in detail.
- 2. By reason of the subject shooting incident, BENSON LOUIE was compelled to and did employ the services of paramedics and other health care providers, for medical treatment and care, and did incur medical expenses prior to his death, in a sum according to proof at trial. The exact amount of such expenses and losses are presently unknown to Plaintiff, who therefore prays leave to insert such elements when the same have been finally determined.

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