



Tenant Handbook

The Lincoln

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Miami Beach, FL 33139

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TABLE OF CONTENTS

SECTION 1 – PROPERTY CONTACTS AND HOURS	1
Management Team	1
Hours of Operation	2
Service Hours	2
After-Hours Service	2
Holidays	2
Security Guard Services	3
Rental Payment Information	3
Insurance Certificate – Additional Insured	3
SECTION 2 – PROPERTY INFORMATION	4
Additional Charges Fee Schedule	4
Amenities	4
Property Amenities	4
Local Area Amenities	4
Exterminator Information and Services	5
HVAC System Information	6
Janitorial Information and Services	6
Mail and Drop Box Information	7
Maintenance/Engineering Information and Services	7
Parking Information	7
Reporting a Loss	9
Safety Guidelines	9
Trash Removal and Recycling	12
SECTION 3 – RULES AND REGULATIONS	14
Cable/Internet/Satellite Services	14
Guest Policy	14
Keys/Locks	14
Loading Dock/Deliveries	14
Lock Outs	15
Property Removal	15
Roof Access	15
Signage	15
Smoking Policy	15
Solicitation Policy	15
Vendor/Contractor Guidelines & Certificate of Insurance Requirements	15
SECTION 4 – MOVE-IN INFORMATION	17

Forms Required Prior to Move-In	17
Information for your Move-In	18
Move-In Checklist	18
SECTION 5 – EMERGENCY PROCEDURES	20
Emergency Phone Numbers	20
Medical Emergencies	20
Emergency Response Team	22
Assembly Areas	22
Evacuation or Building Closure	22
Bomb Threats	25
Suspected Bomb Safety Precautions	28
Civil Disturbances	28
Earthquakes	29
Explosions	32
Fire / Smoke	33
Fire Safety Reminders	33
Fire Prevention Tips	33
Hurricanes	34
Tornados	36
Utility Outage	38
Weather Emergencies	39
APPENDIX	40

SECTION 1 – PROPERTY CONTACTS AND HOURS

Colliers Welcomes You –

The Management Team is here to offer you quick, courteous response to Tenant requests, maintenance and security concerns. Please take time to read this handbook and familiarize yourself with its important and useful content. The handbook was designed to cover all aspects and provide you necessary contacts, management information, maintenance procedures and emergency protocol. We hope that this handbook will assist you with any questions you may have regarding the Property.

Management Team

Department/Duties	Name and Title	Phone	Email
Property Management	Elinne M Dominguez	305 672 6907	Elinne.dominguez@colliers.com
Engineers	Franchel Gaitor	305 672 6936	Franchel.gaitor@colliers.com
Property Assistant	Melissa Leyva	305 672 6936	Melissa.leyva@colliers.com
On-Site Security or Patrol Service	G4S Secure Solutions	786 719 9316	
Janitorial Services	Victor Valderamma <i>Pritchard Industries</i>	305 471 0411	
Leasing Information	Stephen Rutchik	786 517 4985	Stephen.rutchik@colliers.com
Parking Information	TruPark	786 605 9304	
Marketing Information	Carmen Aquino	786 433 5304	Carmen.aquino@colliers.com



Hours of Operation

Management Office

Monday - Friday: 8:30 a.m. – 5:30 p.m.

Building Access- 24 hours a day 7 days a week

Business Hours Monday – Friday: 7 a.m. - 6 p.m.

Anyone requiring access at times after normal business hours must sign in at security desk.

Service Hours

Building Standard Air Conditioning Hours

Monday - Friday: 12 a.m. – 11:59 p.m.

Saturday: 12 a.m. – 11:59 p.m.

Please note each tenant space has control of the HVAC for their Suite

After-Hours Service

Contact: Management Office

Services for freight elevators, loading dock, security, engineering and janitorial after normal business hours and on holidays must be scheduled in advance and will be charged at the current market rate.

Holidays

The building will be closed in observance of the following holidays (subject to change):

New Year's Day

Martin Luther King Jr.'s Birthday

President's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day



Security Guard Services

Company: G4S
Phone: 786 719 9316
Days of Coverage: 7
Hours of Coverage: 24
Security Guard Location on Property: Lobby Security Desk

Rental Payment Information

Send rental payments to:
Brooklyn Lockbox # 32161
Lockbox Title: **CLPF - LINCOLN, LLC**

Remittance Mailing Address

CLPF - LINCOLN, LLC
P.O. Box 32161
New York, NY 10087-2161

Overnight/Courier Address

JPMorgan Chase – Lockbox Processing
Attn: CLPF - LINCOLN, LLC, 32161
4 Chase Metrotech Center
7th floor East

Important points of reference to ensure the proper processing of your payment:

- Please include the lease identification number with payment.
- Notify the Management Office in writing of any billing address changes.

Insurance Certificate – Additional Insured

CLPF – Lincoln, LLC, c/o Collier's International REMS US, LLC and Clarion Partners LLC are additional insured.

SECTION 2 – PROPERTY INFORMATION

Additional Charges Fee Schedule

The following is a summary of fees and charges for services:

- After-Hours HVAC - N/A per hour/per zone (Two Hour Minimum)
- Additional janitorial services (e.g., clean-up after an event) - Negotiable per hour
- Additional security services (e.g., for moving, tenant event) - Negotiable per hour

The above fees may be adjusted periodically and are subject to a 10% administrative fee.

Amenities

Property Amenities

Bank/ATM

Name: BB&T

Location: The Lincoln, Suite 100

Hours: 9 a.m. – 5 a. m.

Local Area Amenities

SERVICE

Airports

CONTACT INFORMATION

Miami Airport 305-876-7000

Banks/ATM	BB&T Suite 100 ATM located on 17 th Street
Car Wash	Green Shine 786 263 1237
Dry Cleaning Service	A & t Dry Cleaners 305 215 1809
Employment Agencies	Robert Half-OfficeTeam (305) 374-5380
Florists	KM Flowers 786 719 4645
Health & Fitness Center	Crunch Gym 305-531-4743
Hospitals/Urgent Care	Mount Sinai 305 459 3397
Hotels	W South Beach 305-938-3000
Libraries	Miami Beach Regional Library 305-535-4219
Metro Access (Bus/Train)	Miami Metro/Bus (305) 770-3131
Movers	Moving APT 800-360-0037
Office Supplies	Office Depot 305-531-1050
Postal Offices	US Post Office 305-672-5618
Restaurants/Cafes	Lincoln Road
Transportation Services (Taxi/Sedans)	Central Cab (305) 532-5555
Utilities	FPL (305) 442-8770

Exterminator Information and Services

General Information

If pest control services are the responsibility of the property management company, the Management Office will contract with a pest control provider to service the property. From time to time, the pest control provider may require access to your premises to ensure quality of services provided. Advanced notice will be provided, when possible. Please also contact the Management Office to report any pest control issues.

Tips for Limiting Pest Issues

Ensure all food waste is properly disposed of prior to nightly cleanings to prevent food from being in the space overnight or over the weekend. Also be sure to keep sinks clean by putting all dishes directly into the dishwasher, if available.

HVAC System Information

General Information

Building heating, ventilation and air conditioning (HVAC) will be provided during the service hours as indicated under **Property Contacts and Hours** unless otherwise noted in your lease. It is our goal to provide optimum HVAC to both your suite and the building at the industry standard set temperature by season. Our Engineering staff routinely maintains all of the components to the systems that provide HVAC to your suite and the building.

Hot/Cold Calls

If you are experiencing discomfort due to insufficient HVAC in your suite or notice an issue with the HVAC in the common areas, please immediately report the issue to the Management Office or Engineering staff. Please refer to **Maintenance Information and Services** for instructions on reporting an issue to our Engineering staff. It is the goal of our staff to remedy all HVAC issues as quickly as possible. During dramatic season changes, please be patient as most systems will experience difficulties with changing load requirements. You will be updated periodically as these issues are remedied.

Requesting HVAC During Off-Hours

To request HVAC overtime for your premises, please contact the Management Office. Overtime HVAC requests should be submitted at least one business day prior to the day of the requested overtime to ensure that the request can be fulfilled. HVAC overtime will be provided at an hourly/zone rate, and your office will be billed accordingly for these requests. **See Additional Charges Fee Schedule.**

Janitorial Information and Services

General Information

If janitorial services are the responsibility of the property management company, the Management Office will contract with the janitorial company to service the property. The employees of the janitorial company will be required to wear a uniform with the company name and/or wear an ID badge.

The janitorial company will work after business hours and provide a detailed cleaning as per the specifications set forth in their contract. To request additional attention or to report an issue, please contact the Management Office or Engineering staff.

Day Porter Information

If day porter services are the responsibility of the property management company, the Management Office will contract with the company providing day porter services at the property. The employees of the janitorial company will be required to wear a uniform with the company name and/or wear an ID badge.

Services provided by a day porter may include, but are not limited to, restroom checks, lobby sweeping, mat services during bad weather, glass cleaning, and other light cleaning and maintenance. Services will be provided without impeding on your space, unless special

circumstances require special attention. To report an issue in the common area that needs attention during service hours, please contact the Management Office or Engineering staff.

Special Cleaning Requests

From time to time your premises may require additional services above and beyond the scope of work for the janitorial company (such as refrigerator cleaning, etc.). These services will be provided at an hourly rate, and your office will be billed accordingly for these requests. **See Additional Charges Fee Schedule.** To obtain the cost for and/or schedule special cleaning services, please contact the Management Office or Engineering staff.

Mail and Drop Box Information

Mail Room

The property has a central mailroom, located on the first floor. The Management Office will provide you with a key for your assigned mail box. The mail delivery/pick up schedule is posted in the mailroom.

Drop Box

For drop box locations and pick up schedule (i.e., Fed Ex, UPS, DHL).

Maintenance/Engineering Information and Services

If maintenance/engineering services are the responsibility of the property management company, the Management Office will contract with the maintenance/engineering company to service the property. The employees of the maintenance/engineering company will be required to wear a uniform with the company name and/or wear an ID badge.

General Maintenance Requests

The maintenance/engineering service providers are hired to maintain normal building operations, to provide standard building maintenance service requests and respond to after-hour emergencies. All service requests should be made via email or phone call to the Management Office. **NOTE: *If the property has a web portal that supports this function, you will be provided with instructions.***

When requesting Maintenance, please provide the following information:

1. Your name, company name and suite number
2. Contact phone number
3. Clearly identify the nature and location of the problem (please be specific)

Urgent Requests

Please have your tenant contact **IMMEDIATELY** notify the Management Office of any **URGENT** maintenance or repair requests, or requests requiring immediate attention.

Parking Information

General Information

If there are any questions or problems with regards to parking, please contact the Management Office.

Parking Permit/Parking Pass Information

If assigned parking is required at the property, an Access Request may be required to be completed. **See Appendix.** The Management Office will process the access request and assign parking accordingly.

Parking Guidelines & Reminders

To ensure the safety of our visitors and proper use of our parking areas, please adhere to the following guidelines:

1. E-mail or call the Parking Management Office if you observe any hazards in the parking areas.
2. Always lock your vehicle and remove any valuables. All parking on the property is at your own risk.
3. Please be considerate and ask guests to be mindful of short term parking restrictions.
4. Please observe all directional, speed limit and stop signs throughout the parking area.
5. Do not park illegally or in fire lanes. Cars parked in these areas are subject to citation and/or towing.
6. Overnight parking is not normally permitted. Please notify the parking Management Office if it is necessary to park a vehicle overnight.
7. Trailers and towed vehicles are not permitted in the parking areas.
8. Handicapped spaces are reserved for disabled persons only. Cars illegally parked in these areas are subject to citation and/or towing.
9. All vehicles must be parked in designated spaces and may occupy only one space.
10. If applicable, under parking deck/garage restricted access is granted through access cards. There is a limited number of spaces and are divided between tenants based on the ratio of spaces to the building square footage. The numbers of spaces are designated by this ratio.
11. Should any violation of parking guidelines occur, your vehicle may be towed at the expense of the vehicle owner. Should your vehicle be towed, contact the Management Office for Towing Company name and contact information.

Visitor & Short Term Parking

Designated parking spaces for visitor and short term parking are clearly marked. Please remind your staff not to use these spaces for daily parking and remind your visitors of the designated time limit.

REMINDER: To gain entrance to the building, all guests must follow the current security access measures and request access from the on-site Security or the Management Office.

Handicap Spaces

Parking spaces reserved for handicapped individuals are clearly marked. As a reminder, do not park in these spaces unless you have a valid handicapped license. Management cannot “grant” temporary usage of handicapped parking spaces.

Reporting a Loss

Property Management Company and Property Owner are not liable for any items stolen from the property or your suite at any time. We encourage you to report all losses to the local police by filing a police report. **See *Emergency Procedures*** for the local police department contact information.

After filing a police report, contact the Management Office to file an Incident Report. You are encouraged to file the police report and Incident Report with your insurance company to attempt to replace any items lost.

Safety Guidelines

It is important to understand that each tenant is fully responsible for the security of their own space. To minimize incidents that may occur in your premises, it is important that you establish and periodically review policies, procedures, rules and regulations as a means of preventing losses and identifying wrongdoing. All employees must understand the importance of their part in helping to ensure a more safe and secure working environment.

1. Collect keys and building access cards from employees who have resigned or have been terminated from your firm.
2. Develop and distribute your company’s safety policies and/or guidelines to each of your employees and also provide a copy to the Management Office.

We offer the following loss prevention guidelines to assist you in successfully maintaining a safe and secure working environment.

Loss Prevention Guidelines for Tenants and Their Employees

- Immediately report any suspicious persons or activities (e.g., persons loitering in a public corridor, elevator, garage, rest rooms, or stairway, unknown persons in your leased space, the tying of several doors to other spaces, etc.) to the local police and notify the Management Office. Do not attempt to detain these persons. Provide the following information. **See *Emergency Procedures***.
 - ✓ Property address
 - ✓ Floor
 - ✓ Specific description of individual

✓ Clothing worn

This may aid the police in locating a suspect being sought who has taken refuge on the property or inside your building immediately after committing a crime. It can also aid the police in apprehending a suspect whom they have earlier identified while investigating a crime reported in the vicinity.

- Check doors to ensure locking mechanisms are in working order.
- As a control measure, employees should sign for keys and be instructed never to loan their key to another employee for any reason. If a key is lost or stolen, you may wish to replace the lock cylinder. Please report all lost or stolen keys and access cards immediately.
- When entering the building or your individual suite before or after hours, do not allow anyone to enter behind you without using his or her own security key.
- A "Visitor Admit" authorization policy should be enacted and followed for the property where a tenant may require a large number of visitors on a regular basis (i.e., a tenant that conducts training). The "Visitor Admit" pass should indicate the tenant name, suite number and length of visitor status for the particular event, as necessary.
- Receptionists are the first-line of control to recognize a potential intruder. Therefore, it is important that they be responsible and properly trained. Reception desks should never be left unattended while your office door is open for entry.
- Visitors, guests and applicants for employment should not be allowed beyond the reception desk without an escort. If the situation warrants, require ID tags for employees and visitors to your office. Arrange in advance for after-hours visitors to the building, and give their names and expected times of arrival. Advise visitors of the correct procedure for building entry during afterhours. Employees and visitors must be instructed that, when entering the building by use of access card or access entry phone, not to admit unauthorized entry to other persons. Authorized persons should understand they must, on each occasion, follow the proper entry procedure in order to maintain the integrity and proper continuity of loss prevention procedures.
- Persons announcing a delivery, pick-up, repair or service of equipment should be identified and escorted on each occasion when responding to your suite. It may be advisable to appoint a person(s) as coordinator of these functions. If the repair or delivery person appears suspicious, obtain identification and phone his/her company for verification. As an added security measure, you may wish to institute a check-in or badge policy for all delivery and repair personnel.
- Never be fooled by a uniform. Demand identification. Uniforms are easily obtainable and are often used as a disguise.
- All members of the janitorial or day porter service providers must wear uniforms or have ID. If you encounter anyone who claims to be with the cleaning service and is not wearing appropriate identification or attire, call the Management Office or the security desk immediately.

- Do not accept bargains for sale by strangers. The merchandise may be stolen. Immediately notify the management office when there are solicitors on the property or in the building, as this is in violation of building rules and regulations.
- All business equipment of value on the premises, whether large or small in size, should be registered in a master file by serial number or marked permanently in some identifiable fashion in the event of theft. Employees who use personal equipment for business should also personally mark or record serial numbers in the event items are stolen. With accurate description and identification, the police will be able to enter this information in the National Criminal Information Center computer, accessible by all U.S. law enforcement agencies. In the event items are found or recovered in the course of any police investigation, they can be confiscated and returned to the legal owner.
- Employees should keep purses and small, yet easily concealed items of value under lock when not in their immediate control. Do not leave office equipment (calculators, recorders, laptops, etc.) visible on desks and tables in unoccupied offices. Also, it is important not to place purses under desks, on floors of restaurants, or on the floor in a restroom stall. Employees should be cautioned against hanging coats containing wallets or their valuables on doors of unattended restroom stalls. Employees should be especially alert on elevators, bus stops or public transportation facilities to pickpockets. Employees should be informed that a door routinely kept locked should be tested on each occasion to be certain it has latched closed and locked. This is also important for the safety of fellow employees using toilet facilities in public corridors.
- Never leave a rear or side entry door to your suite propped open. Immediately close any door you encounter which has been propped open and report this security violation to your office manager.
- Doors to street, corridors or exits must be kept latched at all times. This is a fire protection requirement and also helps maintain the integrity of preventive and precautionary measures designed to restrict an intruder access to a limited area. Be conscious upon entering your suite prior to regular business hours (when a receptionist is not on duty) that your suite door handle is locked from outside and has latched securely when closed. This is also applicable for after-hours work and closing the office. If your office suite entrance door has a dead bolt lock, use it!
- Keep any unoccupied or seldom used offices locked.
- Never allow visitor traffic in storage areas. Do not make storage rooms easily accessible from the main business area.
- Keep desks, file cabinets, safes, etc. locked when not in use and especially in unoccupied offices. Never leave a combination safe on a day-lock position. Thieves will turn the dial back to zero if it is in a day-lock setting. Always spin the dial when locking the safe.
- Designate persons to be responsible for securing equipment and the office at close of business.
- When securing the office at the end of the business day, check to make sure unauthorized persons are not in the office area.

- Quietly leave if you are surprised by an unauthorized person in your suite. Call the police immediately.
- If credit cards are stolen, report immediately to the issuing company and to the police.
- In self-park garages, always remove keys from ignition, secure windows and lock doors. If keys must be left with an attendant, leave only the required key.
- Avoid leaving valuable items in a parked vehicle. Any items that must be left should be placed out of sight or locked in the trunk.
- Avoid leaving a registration card in a parked vehicle.
- Have your car keys in your hand when leaving the office so you may enter your vehicle quickly. As you approach your parked vehicle, be on the lookout for loiterers in the area. Stay clear of alleys, abutments, and other parked vehicles when walking to your car. Always look inside your vehicle before entering.
- Employees may wish to carry a small plastic police type whistle on a key ring when working, walking in a secluded area inside the building outside on the property or while traveling at night.
- If you are the victim of a robbery, cooperate with the criminal by relinquishing your money or other personal objects. Personal items can be replaced. Appeasing the thief may discourage him from physically harming you.
- You are law enforcement's strongest ally in reducing crime, so be alert (and remove the opportunity for crime).

Trash Removal and Recycling

Trash Removal

Trash from your suite is removed nightly by the janitorial company. All paper products in marked recycling containers and cardboard are removed and placed in the appropriate recycling containers for pick up. All garbage or contaminated recycling are placed in the appropriate trash receptacles for pick up. Trash will not be collected unless it has been placed in an appropriate trash receptacle. Cardboard boxes must be broken down and clearly marked as "TRASH/BASURA".

Recycling

Property Management's goal is to ensure that all building recycling is in accordance with the local, county and city codes.

Recyclable Materials:

Mixed Paper – Please place all mixed paper in appropriate recycling containers.

- White paper
- Colored paper
- Corrugated cardboard (must be flattened in order for us to pick up)
- Newspapers

- Magazines
- Catalogs
- Telephone directories
- Paperback and hardcover books
- Unwanted mail
- Shredded paper
- Other clean, dry paper

Commingled Material – Please place all commingled materials in appropriate recycling containers.

- Aluminum cans and foil products
- Bi-metal steel/tin cans
- Glass bottles and jars
- Plastic bottles, containers, jars, tubs, lids, pails, buckets, and flower pots

SECTION 3 – RULES AND REGULATIONS

Refer to your lease for the standard rules and regulations relevant to your premises at the property. The items below may be included in your standard rules and regulations but are listed for your convenience.

Cable/Internet/Satellite Services

Contact the Management Office for the provider servicing the property. Should you desire the services of the current provider, contact them directly. Should an alternate service provider be desired, contact the Management Office for prior approval and, if approved, access to the building. Remember that prior to the commencement of work a current certificate of insurance that is in compliance with all insurance requirements must be provided to Management.

Guest Policy

To gain entrance to the building, all guests must follow the current security access measures and request access from the on-site Security or the Management Office.

Keys/Locks

Keys, access cards and/or FOBS to your premises as well as for building access will be furnished by the Management Office pursuant to the terms of your lease. Any additional keys, access cards and/or FOBS can be provided upon request at an additional charge. **See *Additional Charges Fee Schedule***.

Door locks within the premises are the responsibility of the tenant. The Management Office or Engineering staff can provide a list of local locksmiths. Once you have selected a locksmith, prior to the commencement of work, contact the Management Office with the locksmith's information as well as a current certificate of insurance that is in compliance with all insurance requirements.

An Access Card & Key Request form is available, to request additional, replacement keys and access cards and/or reassign or remove access. **See *Appendix***.

There is a non-refundable fee for each replacement access card. **See *Additional Charges Fee Schedule***. This fee applies to any access card purchase over the allotment in your lease.

Loading Dock/Deliveries

The loading dock area is to be used for shipping and receiving only. Any unattended vehicles in the loading dock will be promptly towed at the vehicle owner's expense. Should your vehicle be towed, contact the Management Office for Towing Company name and contact information.

The loading dock should be used during normal business hours for smaller deliveries only. All large shipments such as furniture, large equipment, etc. must be delivered after hours and must be coordinated with the Management Office and/or Engineering staff.

Lock Outs

The Management Office or Engineering staff is not responsible, or permitted to open any office door or grant access to any tenant space. In the event an employee is locked out or does not have the correct keys, it is their responsibility to contact a member of their office to gain access.

Property Removal

To remove property from the premises, a Property Removal Pass may be required. To inquire about removing property, contact the Management Office. Should you be required to complete a Property Removal Pass, an authorized representative in your company must sign off on the pass. Please coordinate with the Management Office.

Roof Access

Roof access is restricted to Management and Engineering staff. Should your contractor require access to the roof, please coordinate with the Management Office or Engineering staff.

Signage

Suite and common area signage is provided by Management pursuant to the terms of your lease. Any signage outside those provided by Management must have prior approval by Property Management and will be at the tenant's expense. Should any unapproved signage be installed, Management may require that it be removed and any damage to the property repaired at tenant's expense.

Smoking Policy

Smoking is prohibited on the property or in the building except for specially designated smoking areas. Please ensure that all lit cigarettes are properly disposed of in the smoking receptacles located in the smoking area.

Solicitation Policy

Solicitation of any kind is not permitted on the property, whether on the exterior grounds, in the common areas or offices of the building at any time. Please report any violations of this policy immediately to the security guard and/or Management Office.

Vendor/Contractor Guidelines & Certificate of Insurance Requirements

When arranging for services and prior to commencement of any work by an outside vendor in your leased premises, tenants and their vendors are asked to please comply with the following guidelines:

- Inform the Management Office.
- Tenant's outside vendors are allowed access to the building during normal business hours. Vendors requiring after-hours access are to be supervised by the tenant.
- Vendors may not solicit work from other tenants in the building.



- Vendors will be required to provide a Certificate of Insurance with coverage for General Liability, Worker's Compensation and Auto Liability. The building owner and manager must be named as Additional Insured and as the Certificate Holder. A SAMPLE Certificate of Insurance with Additional Insured Endorsement has been provided. **See Appendix.**
- Insurance certificates and endorsement information must be provided to the Management Office.

SECTION 4 – MOVE-IN INFORMATION

In preparation for your move, we have included the following checklist of forms and other information required by the Management Office.

When using forms, please keep one copy and return the original to the Management Office.

It is required that the following forms be completed and return them to the Management Office at least two weeks prior to your scheduled move-in.

Forms Required Prior to Move-In

See Appendix for these forms:

- Move-In/Out Form
- Mover's Rules and Regulations
- Access Card/FOB & Key Request
- Tenant Sign Order Form
- Tenant Contact Information
- Emergency Procedures Acknowledgement

Move-In/Out Information Form

The Move-In/Out Form requests information regarding your move-in day. If there are any changes, please notify the Management Office as soon as possible. We want to ensure that there will be no scheduling conflicts and that all the proper information has been received.

Mover's Rules & Regulations

The form provides the guidelines to be followed by the moving company. Tenant is responsible for providing these rules and regulations to their movers and having it signed and returned to the Management Office prior to the scheduled move date.

Access Card/FOB & Key Request

This form is used to request keys and access cards and/or FOBs. After tenant moves in, the form is also used to add, rename and delete access cards/FOBs or order duplicate keys.

There is a non-refundable fee for each replacement access card/FOB. **See Additional Charges Fee Schedule**. Additionally, this fee applies to any access card/FOB purchase over the allotment prescribed in your lease agreement.

Tenant Sign Order Form

Completing the form with the name of your company as you wish it to be displayed outside your suite door and lobby directory. Door signs must be ordered at least three weeks prior to your move in order for installation to occur upon occupancy.

Tenant Contact Information Form

Complete this form with the on-site and two emergency contacts who the Management Office will communicate with regarding various situations at the property (e.g. authority to terminate access cards, order duplicate keys, verify after-hour access, authorize unscheduled property removal, and/or after-hours emergencies).

Emergency Procedures Acknowledgement

Complete this form to acknowledge receipt of the Emergency Procedures information found in this handbook.

Information for your Move-In

Movers Insurance

When moving, your moving company will be required to provide a Certificate of Insurance with coverage for General Liability, Worker's Compensation and Auto Liability. The building owner and manager must be named as Additional Insured and as the Certificate Holder. A SAMPLE Certificate of Insurance with Additional Insured Endorsement has been provided. **See Appendix.**

Insurance certificates and information should be provided to the Management Office.

Move-In or Move-Out Hours

We request that your move be scheduled before 8:00 a.m. or after 6:00 p.m. Monday through Friday, anytime on Saturday, or Sunday. Arrangements must be made for after hour's security to be present during move-in or move-outs by contacting the Management Office.

Loading Dock

The building is equipped with a loading dock. The loading dock will be made available for use during your move-in or move-out. Please contact the Management Office in advance to schedule use of the loading dock.

Move-In Checklist

Please refer to the following checklist, provided for your convenience, to ensure a smooth transition to your new offices.

1. Order new stationery, envelopes and business cards with new address and contact numbers



2. Contact the Telephone Company regarding installation of phone service to your premises.
3. Notify the post office of your change of address and set up your new location.
4. Send a change of address card or note to clients, vendors and friends.
5. Complete required forms and return to the Management Office.
6. Furnish your moving company with a copy of the Moving Company Guidelines and insurance requirements included in this handbook.

SECTION 5 – EMERGENCY PROCEDURES

Emergency Phone Numbers

Emergency:	911
Fire Department (Non-Emergency):	305-673-7130
Police Department (Non-Emergency):	305-673-7900
Poison Control	800-222-1222
Management Office:	305-672-6936
After-Hours Emergencies:	305-673-6654
Security (On-Site or Patrol Service)	305-673-6654

It is tenant's responsibility to review the Emergency Procedures with all employees and to ensure that the handbook is available for immediate reference in the event of an emergency. It is imperative that tenant's understand these procedures are merely suggestions and should not be considered the wherewithal advice for safety of them or their employees. It is the SOLE responsibility of each tenant to develop/create, train and reiterate their company's emergency/safety policies and procedures. The following information is given as general and common information for building emergencies.

Medical Emergencies

Should a medical emergency situation develop which requires immediate intervention by trained personnel, proceed as follows:

Do you need help?

Is the person responsive?

- Ask for his/her name.
- If the person is not responsive, immediately call 911.

911

If the person is responsive, send someone to call 911 and ask the person

- Where does it hurt?

- What hurts?
- Do you have difficulty breathing?
- Do you have a headache, stomach pains or chest pains?

When calling 911

- State your name.
- State your exact location: e.g. 3900 Wisconsin Avenue, NW, Ground Floor, Room A450.
- State the reason you are calling: e.g. “My coworker is on the floor unresponsive. He/she complained about chest pains before becoming unconscious.”
- Send a co-worker to meet the paramedics and to lead them directly to your location.
- Follow the 911 operator’s instructions and wait calmly for further medical assistance. **NOTE: Do not hang up until the emergency operator does so.**

Notify the Management Office or Security Desk

- Have someone notify the management office that 911 emergency responders have been requested and provide the following information:
 - ✓ Your name and company name
 - ✓ Nature of medical emergency
 - ✓ Exact location and name of sick or injured person
 - ✓ Whether or not you have called for trained assistance
 - ✓ A number where you can be reached
- Direct any on-lookers away from the area of the injured person. Clear the area of any objects that might impede the rescue or interfere with emergency personnel.
- Remain with the victim. DO NOT move the victim unless there is immediate danger of further injury. Keep the victim comfortable and warm.
- Designate a responsible person to do the following:
 - ✓ Wait at the building’s main entrance for medical personnel. When they arrive, direct them to the injured person.
 - ✓ Whenever possible, have an elevator standing for the rescue team.

NOTE: CPR training and first aid courses are available through your local American Red Cross and are sometimes offered through the Management Office. All occupants are encouraged to participate.

Emergency Response Team

- Designate at least one person per office (if your office space is over multiple floors, designate at least one person per floor) as a part of your office's emergency response team. This individual will play a critical role during an emergency by learning how to properly act and lead during an emergency.
- The designated individual, or individuals, should be responsible for:
 - ✓ A list of all employees and their locations, including any handicapped personnel or other person(s) requiring special attention during an emergency.
 - ✓ Contact information for all personnel, including cell phone numbers.
 - ✓ Calmly leading any evacuations or shelter-in-place activity.

Assembly Areas

Choose an assembly area that is not near any buildings on the property, typically a parking lot or grassy area nearby should be chosen. Be sure that all staff members are aware of the location should an emergency situation arise.

Evacuation or Building Closure

In the event of an emergency or natural disaster, it may become necessary to evacuate or close the building. All personnel should be completely familiar with evacuation and closure procedures.

Evacuation Preparation

- Create an emergency plan for your employees including a designated assembly area set away from the building.
- Study your evacuation route.
- Know where the emergency exits are on the property (i.e., stairwells, back door exits, etc.).
- Know the location of your designated assembly area.
- Request special needs.
- Report any handicapped personnel to management so that the information of their location can be relayed to first responders.

Evacuation Routes

See Appendix for emergency exit route floor plans.

Evacuation Procedure

In a general emergency situation wait until management or designated emergency response team personnel indicate that it is safe and appropriate to evacuate the building.

IMPORTANT: In the case of activated fire alarms and strobes, start evacuation immediately, **do not** wait for direction from management or the emergency response team.

Emergency response team members will:

- Lock their computers and gather personal belongings.
- Check all areas (offices, restrooms, conference rooms, etc.) provided it is safe to do so.
- Remind all personnel to take their cell phones and medical and emergency supplies.
- Acquire emergency Evacuation Routes for each floor and follow Evacuation Procedures.

Any individuals refusing to leave should be reported to a Security Guard or management office personnel.

Act:

- Evacuate – remain calm and quiet, remove high heeled shoes, move quickly but do not run, assist those who may have trouble on the stairs or who have been injured.
- At the alarm and/or once instructed, go to the closest exit single file (stay to the right if exiting by stairwell) and depart the facility. Do not use elevators. Assume all alarms are real unless prior notification was sent by management.
- Do not impede actions of Fire Department personnel and equipment.
- Assemble. Report to your designated Assembly Area.
- Wait for directions from Security, Fire Department personnel or your building management team.

Recover:

- Return to the building only when instructed by Security, Fire Department personnel or your building management team.
- Take other action as instructed.

Evacuating the Injured

If you are alone with an injured person who is unable to leave the area unassisted, you may find that a “blanket drag” will provide you with the means to remove the person from the hazardous area. The

drag can also be accomplished with a coat. If you are unable to carry the person, the “blanket drag” may be your only means of moving the person out of danger.

To get the person onto the blanket, turn the person on his/her side and roll the blanket up, lengthwise, so that when you roll them over to the other side, you can open the blanket. Grasp the corners nearest the head of the injured and pull the person out of the area.

High-Rise Evacuation Procedures

When an alarm is activated in a high-rise building, the floor where the activation occurs and the floors immediately above and below is activated with alarms and strobes. A Public Address (PA) announcement will also be made. The alarm system on other floors will not activate unless heat or smoke is detected. Occupants must follow the directions provided by the PA announcement and evacuate where directed. If the alarms and strobes are not activated on a floor, occupants of that floor are not required to evacuate but may do so if they choose. (A high-rise building typically has six or more floors above-ground.)

Shelter-in-Place

Prepare:

- In certain situations, such as during certain weather-related emergencies, it is advisable to not evacuate a building, but rather to seek shelter where you are.

Act:

- Report. Call the Management Office at (305) 672-6936 or the Security Desk at (305) 673-6654 if hazardous conditions (i.e., chemical accident, bad weather) are present.
- Shelter-In-Place. Move away from windows and close doors of offices with windows. Listen for announcements and updates or call Management Office at (305) 672-6936 or the Security Desk at (305) 673-6654.
- Assemble. Move to an interior room, hallway, conference room, bathroom, stair well or any other location without windows.

Recover:

Return to workspace or evacuate when instructed by PA system, security or building management staff.

If hazardous conditions are imminent, immediately shelter in place. Do not wait for an announcement.

Building Closure Procedures

In the event that a natural disaster may result in the evacuation and closure of a building, the Management Office and Emergency Personnel will authorize the building closure. Prior to any building closure, the communication process will need to be initiated using message boards, call centers, etc., and building closure timelines established.

In order to coordinate the evacuation process and removal of essential hardware, files or other materials, the Management Team will coordinate access to all docks and elevators necessary for an expeditious evacuation process. Coordination of docks and elevators is essential to the evacuation process, since multiple tenants will need simultaneous access to these resources.

Once determined that the impending natural disaster will affect the safety of the building and all occupants, the building will be secured and non-essential personnel will be evacuated, per the *Evacuations Procedures* noted above.

If there is a potential for loss of power due to the natural disaster (i.e., hurricane, tornado, blizzard), the building will be evacuated and locked down manually. No tenants will have access to the building during the lockdown.

Tenants that need any on-site staff during the impact of the natural disaster will be required to provide an accounting of those identified personnel to the Management Office, and upon approval those identified personnel should be limited to a designated area inside the building. The Management Team reserves the right to evacuate any building completely, if a condition is determined to be dangerous.

Bomb Threats

Bomb threats should always be taken seriously. Do not assume that a bomb threat is a prank call or that they are only made to the Management Office. Anyone can receive a bomb threat and all building occupants should be prepared.

Telephone Bomb Threat

- Keep the caller on the line as long as possible and WRITE OUT THE MESSAGE EXACTLY AS RECEIVED FROM THE CALLER.
- LISTEN CAREFULLY. Get as much information as you can about the caller, such as vocal characteristics and gender.
- Take note of any background noises.
- Obtain as much information from the caller as possible such as location of bomb, time of detonation, appearance of bomb, and callers' reason for planting the bomb (please see the **Bomb Threat Checklist** found in the Appendix of this handbook).
- Keep the caller on the phone for as long as possible. Ask the caller to repeat the message.
- Remind the caller that the building is occupied and that the bomb might cause the deaths of innocent people.

- Once the caller has hung up, immediately call 911, then contact the Management Office or Security Desk and provide the following information:
 - ✓ Your name
 - ✓ Your location (building and suite number)
 - ✓ Your phone number
 - ✓ Name of any other person who heard the threat
 - ✓ Name of any employee threatened by the caller and his/her work location
 - ✓ Time the bomb is to detonate if known
 - ✓ Location and description of the bomb if known
 - ✓ Any reason given for planting the bomb
 - ✓ Any other information received from the bomb threat perpetrator
 - ✓ Complete the Bomb Threat Checklist and provide it to Police or Fire Department as soon as possible after the call was received.

If a Suspicious Package Is Received

- Do NOT disturb, touch, or move the item. Radios and cell phones may cause explosive devices to detonate. Any radios and phones in the vicinity should be turned off.
- Contact the Security Guard and Building Management if you find a suspicious package.
- Immediately isolate the area, and close all windows and doors.
- Individuals who have come in contact with the suspicious package should limit physical contact with others.

Characteristics of Suspicious Packages

- Unusual lettering or writing
- Misspelled names or incorrect titles
- Handwritten addresses with no return addresses
- Oddly shaped
- Sealed with excessive amounts of tape or string
- From an unexpected or unknown sender
- Excessive postage
- Oily stains, wetness, discoloration, or crystallization on wrapping/envelope
- Emitting strange odor

Written Bomb Threats

Upon receipt of a written bomb threat:

- Immediately call 911
- Notify the Management Office
- Do not destroy the note
- Do not let others handle the note
- Turn the note over to building management or emergency personnel

Personal Receipt of Bomb Threats

When a bomb threat is directed to a specific individual, he/she should immediately search his/her own workstation or office for unidentifiable or suspicious items. Please remember the following:

- Look for anything out of the ordinary or out of place.
- Look high and low – not just at eye level.
- Methodically search from one end of your work area to the other.

Searching Your Premises for a Suspected Bomb

Once a telephone or written bomb threat has been reported to 911 and the Management Office, occupants should search their premises for any suspicious packages. Following are some search guidelines:

- Do not rely on random searches in logical places.
- Explosives are concealed most easily in areas that have the easiest access
- Be aware of out of the ordinary articles that are foreign to the area.
- The bomb is likely to be packaged in a common container such as a shoe box, cigar box, a book, a grocery bag, an athletic bag, and airline bag, a suitcase or briefcase.
- Anything that does not belong, such as a book in the restroom, should be considered a suspicious object.
- When searching individual rooms/offices, start at the outside walls and move towards the center of the room.

NOTE: If a suspicious object is found, **DO NOT TOUCH IT**. Report the finding immediately to your designated emergency personnel and to building management.

Suspected Bomb Safety Precautions

The following safety precautions will acquaint all occupants with the dangers inherent in a bomb threat, bomb search, discovery and handling of all suspected bombs, or if you have any other reason to suspect a bomb is in the building.

While some of the precautions may seem elementary, do not dismiss them as unimportant. Adequate knowledge of these precautions may save your life as well as the lives of other persons working in or visiting the building.

1. If it is suspected that a bomb is in the building:
 - Do not use radio equipment to transmit messages
 - Do not change lighting conditions
 - Remove all flammables
2. Please make only necessary phone calls. Open phone lines are essential to effectively controlling the emergency.
3. If a suspected bomb is identified:
 - Do not touch it
 - Do not attempt to move or carry it
 - Remove all flammable material from the area
4. During a bomb threat emergency, cooperate with all fire department instructions, including building evacuation.

Civil Disturbances

Although riots and civil disturbances are rare, there is still a need for a planned course of action in the event a civil disturbance erupts. Should a disturbance start outside the building (during normal business hours), the Management Office will:

- Lock down all building entrances.
- Notify the police.
- Notify the tenants.
- Prevent access to all suites.

In the event that a civil disturbance initiates inside the building:

Make sure all occupants are in your office and lock your suite doors including the main entrance. Assign a responsible individual to stand by the entrance door with a key allowing authorized personnel only to enter and leave.

Immediately notify the POLICE FIRST; then notify the Management Office or Security Desk and provide:

- Exact location of the disturbance, demonstrators and/or rioters
- Approximate number of demonstrators or rioters
- Your name, company name and call back number

Earthquakes

While the office building is structurally designed to minimize earthquake damage, it is wise for all occupants to be well prepared as well as keenly aware of the earthquake emergency procedures.

The following **SUPPLIES** will be necessary to protect and sustain your employees in the event of an earthquake:

Food – stock your office with non-perishable and easy-to-store food products such as dehydrated foods and food bars.

Water – keep at least a three-day supply of purified water. It is recommended that you stock two quarts of water per day, per employee.

Emergency Lighting – flashlights, flares, light sticks.

Batteries – keep a fresh supply

Medical – keep a well-stocked First Aid Kit. Choose kits designed to treat earthquake-related injuries such as heavy bleeding, shock and broken bones.

Blankets – lightweight fire and shock retardant emergency blankets.

Radios – portable transistor radios with extra batteries and two-way radios.

Fire Extinguisher

Medications – persons on medication should keep a 72-hour supply in their desk.

Additional Supplies to Consider

- Heavy work gloves

- Hard Hats & Goggles
- Work shoes
- Generator
- Shovels, crowbars
- Catalytic heater
- Dust masks
- Chemical toilets, waste bags, lime
- Water purification tablets
- Sleeping bags & Cots
- Portable stove
- Eating utensils
- Instant ice pack
- Pre-moistened towelettes

During An Earthquake

While Earthquake Emergency Procedures are similar to those of a fire, one specific difference should be communicated to all building occupants: Evacuation during fire is highly probable, whereas **EVACUATION DURING AND EARTHQUAKE IS NOT PROBABLE.**

Please adhere to the following safety procedures during an earthquake:

- Take shelter away from windows and seek protection under tables, desks, or other objects that offer shelter from flying glass and debris.
- Do not leave the sheltered area or exit the building until the quake is over. Seek safety where you are and leave calmly afterward if evacuation is necessary.
- Do not dash for exits – stairwells may be unsafe.
- Never attempt to use elevators during an earthquake. Afterwards, do not use elevators until they are checked for safety.
- Stay clear of bookcases, file cabinets, windows and other heavy objects.
- Turn off electrical equipment. Do not be surprised if electricity goes off or alarm systems are activated.
- Do not smoke or use matches in case of gas leaks. If power fails, use battery operated lights.

If You Are Outside of the Building When an Earthquake Occurs

1. Move away from buildings, utility wires and poles, debris and areas subject to falling glass.
2. If you are unable to reach a clear area, stand in a doorway or archway.
3. If threatened by falling debris, cover face with one forearm and the back of the head with the other.
4. The most dangerous place to be is on a sidewalk subject to falling debris such as glass and masonry.

After an Earthquake

1. Check for injured persons. DO NOT attempt to move a seriously injured person unless they are in immediate danger.
2. DO NOT use matches, candles or other open flames.
3. DO NOT turn on electrical switches or appliances.
4. Inspect your area for damage. Check for fire. Check utilities for gas and water leaks or electrical shorts. Stay clear of wires that are shorting out.
5. If you smell gas, open all windows. Evacuate the building if possible and report the leak to the Fire Department first, if possible, and then Building Management.
6. Clean up any dangerous spills.
7. Replace telephone receivers to restore communications. However, do not use telephones, except to reach Management Office or the Fire Department.
8. Listen to the radio for emergency reports.
9. DO NOT spread false rumors regarding the condition of the building or anything else that may cause panic.
10. Cooperate with Management personnel and Fire Department representatives.
11. Be prepared and stay alert for aftershocks.

Checklist for Business Survival following an Earthquake

Businesses face many hurdles in recovering from earthquakes. A key to survival is looking ahead and planning for recovery before an earthquake strikes. The following checklist identifies areas that can reduce the impact of an earthquake by enabling your company to continue normal business operations.

Make agreements with vendors and suppliers to assure continued business or identify alternate sources in the event your normal vendors are unable to function after an earthquake.

- Develop and maintain inventories for critical supplies, equipment and employee skills.
- Develop a plan for informing clients, the general public and the media about company operations following an earthquake.
- Store duplicates of vital company records and important documents off-site.
- Take steps to “quake proof” your computer facility and equipment.
- Establish contracts with engineers and suppliers to survey damage and perform clean up following an earthquake.
- Develop a plan for business restoration including securing alternate work sites for personnel, restoring damaged utility systems, and controlling access to company facilities.
- Develop alternate marketing strategies for your products or for moving into other markets under post-earthquake conditions.
- Create post-earthquake financing and investment strategies to protect corporate assets.
- Make sure your bank is informed about your disaster contingency planning to assure quick response to your post-earthquake needs.
- Review existing inter-company mutual aid agreements to establish what needs might be following an earthquake.

Explosions

If an explosion occurs, please adhere to the following procedures:

1. IMMEDIATELY call 911 then report the explosion to the Management Office. Remain calm and provide the following information:
 - Your name, location (building and suite number) and phone number.
 - Your company name.
 - Exact location of explosion.
 - Cause (if known) of explosion.
 - Extent of casualties, and number and type of injuries.
 - Whether explosion caused fire and if so, location of fire.
2. Evacuate all persons from the area, if necessary.

The Management Office will dispatch personnel to the scene.

Fire / Smoke

If Smoke / Fire Is Discovered Inside Your Premises

1. Put the building into alarm by pulling the nearest pull station.
2. Confine the fire by closing all doors in the area
3. Notify the Fire Department (911) and provide the following information:
 - Building Name
 - Building Address
 - Nearest Cross Street
 - Suite Number or Exact Location of Fire
 - Your call back number
4. Notify the Management Office or Security Desk
5. After evacuation, precede to assembly area, take head count and update Property Management and/or Emergency Personnel that all are accounted for OR if someone is not.

Fire Safety Reminders

1. Post emergency phone numbers for all employees.
2. Make sure all employees are aware of the location of fire extinguishers and are familiar with how an extinguisher operates.
3. Never use the elevators.
4. While it is usually advised to go downward in a building during a fire, there are occasions when it may be necessary to go to an upper floor or the roof. For example, if smoke enters the stairwell, you may be driven upwards toward cleaner air.
5. If you encounter smoke, get down on your hands and knees. Air is cleaner and cooler near the floor. Crawl to the nearest stairwell and exit if it is safe to do so.
6. Few people are burned to death in fires. Most fire-related deaths are the result of smoke inhalation, poisonous gas or panic. Panic can be avoided by being well prepared for an emergency. Learn all the emergency procedures as if they were second nature.

Fire Prevention Tips

1. Replace any electrical cord that has cracked insulation or a broken connector.
2. Do not pinch electrical cords under or behind furniture.

3. Do not run electrical extension cords under chair mats or across doorways where they can be stepped on or chaffed.
4. Leave space for air to circulate around heaters and other heat-producing equipment such as copiers and computer terminals.
5. Turn off or unplug all appliances, including coffee makers and hot plates at the end of each workday.
6. Keep exits, storage areas and stairways free from waste paper, empty boxes, dirty rags and other fire hazards.
7. Know the locations of fire extinguishers in the building and your work area.
8. Remove trash on a regular basis.
9. Close all doors after working hours.
10. Discard all flammable liquids.
11. Observe the building's NO SMOKING policies. Never throw matches or cigarette butts into waste containers (inside or outside of building).

Hurricanes

The following **SUPPLIES** will be necessary to protect and sustain your employees in the event that a hurricane leaves you temporarily stranded in the office building:

Food – stock your office with non-perishable and easy-to-store food products such as dehydrated foods and food bars.

Water – keep at least a three-day supply of purified water. It is recommended that you stock two quarts of water per day, per employee.

Emergency Lighting – flashlights, flares, light sticks.

Batteries – keep a fresh supply

Medical – keep a well-stocked First Aid Kit. Choose kits designed to treat injuries such as heavy bleeding, shock and broken bones.

Blankets – lightweight fire and shock retardant emergency blankets.

Radios – portable transistor radios with extra batteries and two-way radios.

Fire Extinguisher

Medications – persons on medication should keep a 72-hour supply in their desk.

Additional Supplies to Consider

- Heavy work gloves
- Hard Hats & Goggles
- Work shoes
- Generator
- Shovels, crowbars
- Catalytic heater
- Dust masks
- Chemical toilets, waste bags, lime
- Water purification tablets
- Sleeping bags & Cots
- Portable stove
- Eating utensils
- Instant ice pack
- Pre-moistened towelettes

There are two designations placed on a Hurricane: a **WATCH** and a **WARNING**. A Hurricane **WATCH** indicates weather conditions are right for a hurricane. A Hurricane **WARNING** indicates that a hurricane has been sighted in the immediate area.

In the event of a hurricane watch

1. Whoever is made aware of the threatening weather should notify the office manager, and the Management Office.
2. Office managers should alert all staff of the watch.
3. Once you have been notified of the watch, please do the following:
 - Immediately close the blinds in your office
 - Once this is accomplished, stay away from the windows
 - Remain at your normal work station
 - Tune in any battery operated radios to a station with weather updates
 - If possible, you should remain in the building until the weather has cleared

In the event of a hurricane warning

1. Move away from the perimeter of the building (windowed areas) toward the center of the building and close the doors behind you.
2. Emergency personnel will direct you towards corridors, stairwells and elevator lobbies.
3. Do not exit these designated areas or use elevators.
4. Protect yourself by placing your head close to your knees and covering your neck with your hands.
5. If you cannot reach a corridor or lobby in time, the next safest place is under a desk, table or chair.
6. Remain in the designated area until an announcement has been made by designated emergency personnel or building management that it is safe to return to your work station.
7. Once everyone has returned to their workstation, emergency personnel should assist Building Management in accounting for all employees.
8. If anyone has been injured, designated emergency personnel should assist where possible and follow the Medical Emergency Procedures outlined in this Manual.
9. If any portion of your offices or surrounding building areas has been damaged, please notify building management immediately.

Tornados

The following **SUPPLIES** will be necessary to protect and sustain your employees in the event that a tornado leaves you temporarily stranded in the office building:

Food – stock your office with non-perishable and easy-to-store food products such as dehydrated foods and food bars.

Water – keep at least a three-day supply of purified water. It is recommended that you stock two quarts of water per day, per employee.

Emergency Lighting – flashlights, flares, light sticks.

Batteries – keep a fresh supply

Medical – keep a well-stocked First Aid Kit. Choose kits designed to treat injuries such as heavy bleeding, shock and broken bones.

Blankets – lightweight fire and shock retardant emergency blankets.

Radios – portable transistor radios with extra batteries and two-way radios.

Fire Extinguisher

Medications – persons on medication should keep a 72-hour supply in their desk.

Additional Supplies to Consider

- Heavy work gloves
- Hard Hats & Goggles
- Work shoes
- Generator
- Shovels, crowbars
- Catalytic heater
- Dust masks
- Chemical toilets, waste bags, lime
- Water purification tablets
- Sleeping bags & Cots
- Portable stove
- Eating utensils
- Instant ice pack
- Pre-moistened towelettes

There are two designations placed on a Tornado: a **WATCH** and a **WARNING**. A Tornado **WATCH** indicates weather conditions are right for a tornado. A Tornado **WARNING** indicates that a tornado has been sighted in the immediate area.

In the event of a tornado watch

1. Whoever is made aware of the threatening weather should notify the office manager, and the Management Office.
2. Office managers should alert all staff of the watch.
3. Once you have been notified of the watch, please do the following:
 - Immediately close the blinds in your office
 - Once this is accomplished, stay away from the windows
 - Remain at your normal work station
 - Tune in any battery operated radios to a station with weather updates
 - If possible, you should remain in the building until the weather has cleared

In the event of a tornado warning

1. Move away from the perimeter of the building (windowed areas) toward the center of the building and close the doors behind you.
2. Emergency personnel will direct you towards corridors, stairwells and elevator lobbies.
3. Do not exit these designated areas or use elevators.
4. Protect yourself by placing your head close to your knees and covering your neck with your hands.
5. If you cannot reach a corridor or lobby in time, the next safest place is under a desk, table or chair.
6. Remain in the designated area until an announcement has been made by designated emergency personnel or building management that it is safe to return to your work station.
7. Once everyone has returned to their workstation, emergency personnel should assist Building Management in accounting for all employees.
8. If anyone has been injured, designated emergency personnel should assist where possible and follow the Medical Emergency Procedures outlined in this Manual.
9. If any portion of your offices or surrounding building areas has been damaged, please notify building management immediately.

Utility Outage

During a utility outage (water, power, etc.) the property will be closed until the utility is restored. A building closure may include, but not be limited to, the building being securely locked down and no further additional services provided (i.e., engineering, etc.). Management will notify all tenant contacts with updates until service is restored. Building evacuation may be recommended. Tenants choosing to stay in the building during a utility outage do so at their own risk.

Power Failure

In the event of a power failure the building is equipped with emergency systems which will provide power for emergency lighting, selected elevator service, life and safety security systems and water for the restrooms.

If you experience loss of power in your suite, immediately contact the Management Office. An Engineer will be dispatched to assist in restoring power, if the entire building is affected, the Electric Utility Company will be contacted for assistance and building personnel will keep all tenants advised.

If the power failure occurs during daylight hours, open the blinds to utilize available sunlight. This should be avoided, however, in emergency situations where procedures call for closed blinds.

Following is a list of items that all tenants should keep on hand in case an emergency of any kind causes the loss of power:

Emergency Lighting – flashlights, flares, light sticks.

Batteries – keep a fresh supply

Blankets – lightweight fire and shock retardant emergency blankets.

Radios – portable transistor radios with extra batteries and two-way radios

Weather Emergencies

Weather emergencies can occur at any time. Before heading to the office on mornings when bad weather strikes, check with the local and federal government office operational statuses.

Check the status of government and school closures due to weather alerts/emergencies.

When weather emergencies occur during working hours, follow your building's PA announcements. The building management team will also send email updates to all tenant contacts.

APPENDIX

- Access Card/FOB & Key Request
- Bomb Threat Checklist
- Certificate of Insurance with Additional Insured Endorsement – SAMPLE *(for Vendors/Contractors)*
- Evacuation Routes – plans for emergency exit routes for each floor
- Move-In/Out Information Form
- Mover's Rules and Regulations
- Property Removal Pass (signed by authorized rep)
- Tenant Contact Information Form
- Tenant Handbook & Emergency Procedure Acknowledgement
- Tenant Sign Order Form