

## 100 NORTH TAMPA TENANT MANUAL

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Equipment/Property Removal Authorization Form – included at the end of the manual

## 1. Introduction

### *Welcome to 100 North Tampa!*

At 579 feet above sea level, our 42-story office tower creates a distinct addition to the downtown area. Its unique architectural design gives the building unmistakable, immediately recognizable presence on the downtown Tampa skyline.

100 North Tampa's highly original design creates a major presence on the downtown waterfront, offering sweeping bay and city views. The building has carved a place of distinction in the Tampa Bay office market. 100 North Tampa officially opened in July 1992. The office portion of 100 North Tampa contains 552,080 rentable square feet located on 27 floors. The first two floors of the building consist of an atrium lobby with detailed barrel-vaulted ceilings, and Australian Lacewood and Rosa Dante granite walls. The building has its own parking garage located inside the building, floors 3-15, which accommodates 592 parking spaces. We have twelve high speed computerized passenger elevators and one freight elevator that service the office floors. Three comparable elevators service the parking garage. The standard office floors, with the exception of 38-42, consist of 22,087 rentable square feet. Floors 38-42 step back at the top of the tower and provide smaller floor plates. Floors 38 and 39 consist of 17,577 rentable square feet. Floors 40 and 41 consist of 13,037 rentable square feet, and floor 42 consists of 11,800 rentable square feet.

The following pages will describe in detail a great deal of information about 100 North Tampa and its operations that should prove both interesting and beneficial to you as a tenant.

## 2. Building Information

### A. Management Office

The Management office is located within the building in suite 2135 and office hours are 8:00 a.m. to 6:00 p.m., Monday through Friday. You can reach the management staff at 221-7195 or via fax at 813-222-8327.

If you need assistance after hours or on weekends, call Fire and Life Safety Office at 222-1491.

### B. Building Hours

The building is open to the public during normal business hours, which are 7:00 a.m. until 7:00 p.m., Monday through Friday, unless otherwise agreed upon in your lease. The building is not open to the public on Saturday, Sunday or on the following nationally recognized holidays:

New Year's Day  
Memorial Day  
Fourth of July  
Labor Day  
Thanksgiving Day  
Christmas Day

### C. Parking

100 North Tampa's garage is managed by Standard Parking/Central Parking Systems, an experienced parking garage management company. The office is located on the 4<sup>th</sup> floor of the parking garage next to the ticket delivery machines with the hours of 8 a.m. – 1 p.m., Monday through Friday. They manage all parking contracts and access cards for the building. 100 North Tampa has two types of parking contracts: individual or company.

- The standard parking garage access/entry hours are 6:30 a.m. to 7:00 p.m., Monday - Friday. Access after these hours is via the use of a parking card or an after hours access card. Please see the office on the 4<sup>th</sup> floor of the parking garage for the proper forms or call 222-1487.
- The booth attendant's hours (in the garage at the exit) are from 7:00 a.m. – 9:00 p.m.
- Only one vehicle per access card is permitted in the garage at any time.
- General, non-reserved parking is available above level 7, for employees and visitors.
- Each person issued a parking garage access card must use the card to gain access into the garage.
- Tenants must supply Standard Parking/Central Parking Systems with the individual's name and last four digits of their social security number for all employees that we will be parking in the garage.
- Any car found to be illegally parked, either in visitor parking or reserved parking, will be wheel locked or towed at the owner's expense.

- In accordance with our leases, the Building Owner and/or Management Company are not responsible for damage to or theft of vehicles or personal property brought into or left in the garage. Please lock your car and do not leave any valuables inside.
- Please observe the speed limit in the garage, which is posted to be **eight (8)** miles per hour. Be patient and yield to pedestrian traffic.
- The elevators in the garage are located at the North end of the building and provide access to the building's parking elevator lobby.
- Please park within the defined stalls only. Building Management will advise you of any parking violations with a courteous reminder slip and will assist you in explaining any aspects of our parking policies.
- A validation stamp will be ordered at your request at no charge. This is used to validate your visitors' parking, which parking fees will be billed directly to your suite for all validations made.

#### D. Entrances and Exits

Entrances to 100 North Tampa are found on both the East (Tampa Street) and West (Ashley Drive) sides of the building and through the parking garage elevators. The parking garage and East building entrance, Tampa Street, is handicapped accessible.

All entrances are secured after normal business hours. After-hours entry may be gained by the use of your access card (parking card or after hours) at the card readers located at the parking garage entrance or at the Tampa Street entry. If you do not have your access card for the card reader on the Tampa Street side, you may call Security from this location via the intercom and they will confirm name, company and the last four digits of your social security number, or as otherwise required by Tenant, before granting access.

#### E. Elevators

100 North Tampa is equipped with fifteen passenger elevators and a freight elevator. All of the 16 elevators service the building as follows:

<u>Elevator</u>	<u>Floor Served</u>	
1-6	Lobby, 16-28	*12 high speed elevators in the main lobby
7-12	Lobby, 29-41	3 parking and 1 freight
13 (freight)	Basement-42	
14-16	Lobby, 4-14 (garage)	

The 12 main building elevators and the freight elevator **DO NOT** serve the parking garage.

#### F. Loading Dock

All freight deliveries must be made through the loading dock. The Dockmaster will assist your delivery vendors in locating your suite and securing the freight elevator. Please contact the Dockmaster if you are anticipating a large delivery (i.e. furniture) that will last longer than 20 minutes, so that we can ensure elevator availability. Tenant move-

ins and move-outs need to be scheduled in advance and completed either before 7:00 a.m. or after 2:00 p.m., Monday through Friday or by appointment on Saturdays and Sundays.

**If you need the use of the freight elevator please contact the Dockmaster at 222-1489 and you will be assisted as needed. The dock hours are 7:00 a.m. – 3:00 p.m. After-Hrs. access must be coordinated with the Management Office at 221-7195.**

All tenant's contractors / vendors must have an updated and correct certificate of insurance (COI) on file with Management to proceed with services/work in your space. If there is not a proper certificate of insurance on file at the time of their arrival, Management will email the tenant contact asking the tenant to assume responsibility for any and all liability. If the tenant does not wish to assume liability, the vendor/contractor will be asked to leave the property. Please refer to the list of insurance requirements at the end of this manual that all contractors/vendors need to meet prior to work commencing. The insurance requirements are broken into three categories: low, medium and high risk. The type of work to be done will depend on which category they fall under.

*\*The only time a certificate of insurance is not absolutely necessary is when a contractor/vendor needs to provide the tenant with an estimate or proposal only, which at this time, no work will be done.*

*\*It is best to obtain a certificate of insurance as early as possible from your vendor/contractor and email or fax to Management for immediate review, so that we can ensure that it is correct at the time of their arrival.*

All contractors and visitors will need to supply the Dockmaster with a photo picture ID in exchange for a contractor or visitor badge. At the time of their departure, if the contractor/visitor cannot return our badge, Management will assess a \$25.00 dollar replacement fee.

**AT NO TIME should the main lobby be used for freight delivery of any kind.**

#### **G. Mail Service**

The mail is delivered to the mailroom by the United States Postal Service, located on the 4<sup>th</sup> floor in the parking garage. Each tenant's mail is delivered to an assigned mailbox and two mail box keys are provided when a new tenant takes occupancy. United States Mail drop boxes, as well as overnight boxes (FedEx and UPS), are also located on the 4<sup>th</sup> floor of the parking garage. The last outgoing pick-up by the United States Postal Service is approximately 4:20 p.m. Monday through Friday. UPS and FedEx pick up outgoing packages between 6:00 p.m. and 6:30 p.m. Monday through Friday. The building has no control over the pick up or delivery of the mail; it is controlled by the USPS.

*\*FedEx ground shipments are not picked up from the drop box located in the mail room. Ground shipments should be coordinated with FedEx to be picked up directly from tenant suites. Certain size UPS ground shipments will be picked up by their drop box located in the mail room.*

#### **H. Fire and Life Safety Office (Security)**

The Fire and Life Safety Office is located on the first floor of 100 North Tampa by the entrance to the garage elevators and is manned 24 hours a day, 7 days a week. The Fire and Life Safety Office has computers that monitor the status of the fire system and elevator performance. Security also monitors building activities through the use of closed circuit television cameras located throughout the building at various locations. **Security does not monitor, nor is responsible for, any activity within tenant spaces.** This Security office will also provide umbrellas to the tenants on rainy days. The charge for a lost umbrella is \$35.00.

**I. Storage**

100 North Tampa has no storage available at this time.

**J. Smoking Policy**

100 North Tampa is a non-smoking facility with smoking permitted outside only. Seating areas have been created on both the east and west sides of the building away from the entrance, but smoking is only permitted on the Ashley Drive side at the southwest point of the building, between the "Smoking Area" signs. The seating area on the Tampa Street side of the building is no longer a smoking area. Smoking is not permissible within 25 feet of both the Tampa Street and Ashley Drive building entrances.

### 3. Building Staff Directory

An experienced and professional staff of management and support personnel has been assembled to provide you with the highest levels of service you expect. Here is a phone directory of the building staff available to assist and serve you.

<u>Name</u>	<u>Title</u>	<u>Phone #</u>	<u>E-mail Address</u>
Cal Buikema	Senior Property Manager	221-7194	calvin.buikema@cassidyurley.com
Linda Bothwell	Assistant Property Manager	221-7197	linda.bothwell@cassidyurley.com
Phil Dinkins	Senior Vice President	221-7188	philip.dinkins@cassidyurley.com
Rachel Hires	Office Assistant	221-7195	rachel.hires@cassidyurley.com
Admiral Security	Fire and Life Safety Office	222-1491	security@100nt.com
Dockmaster	Dockmaster	222-1489	loadingdock@100nt.com
Vicki Mitzel	Corporate Concierge	221-7180	vicki.mitzel@cassidyurley.com
Fednet Revolte/ Peggy King	Central Parking Systems	222-1487	<u>100NTparking@spplus.com</u>

#### Engineering / Maintenance Team

Paul Baker	Senior Chief Operating Engineer	222-1488	paul.baker@cassidyurley.com
Willie Lara	Assistant Chief Operating Engineer		william.lara@cassidyurley.com
Jim Claycomb	Lead Maintenance Tech		
Sam McGeorge	Maintenance Tech		
Armando Cuervo	Maintenance Tech		
Arnold Gonzalez	Lead Maintenance Tech		

\*To reach Maintenance personnel, please call the Management Office at 221-7195

## 4. Building Services

### A. Maintenance

The maintenance staff is responsible for general building and parking garage maintenance, including the following: lighting & electrical power distribution systems; interior surfaces, doors, carpet, ceiling and painting and general repairs to rest rooms and common areas. Parking garage maintenance includes gates, rolling doors, interior and exterior sweeping and the building structure.

There is a maintenance tech assigned to the mid-rise portion of the building, which includes floors 16-28, and there is one assigned to the high-rise portion, which includes floors 29-42. Our maintenance team consists of a crew of six, so we do have back up in case your assigned maintenance tech is currently on another tenant service call. The maintenance staff is also responsible for the operation of the heating, ventilating and air conditioning systems, the energy management system and the primary mechanical, electrical and plumbing distribution systems in the building. Close monitoring of the performance of all mechanical systems enables the building and maintenance staff to maximize tenant's comfort levels while minimizing costs. This program includes not only an aggressive preventive maintenance plan, but also constant equipment performance testing to guarantee optimum performance of all systems. We have established a comprehensive program focusing on preventive rather than remedial maintenance.

Nevertheless, when problems do arise, your help in notifying us that a problem exists will enable us to respond as quickly as possible. To avoid confusion, it is best that a designated "Tenant Contact" is selected among your employees, so that there is only one person to report service requests to Building Management. All employees of your firm should report service requests to that contact who will, in turn, report the service calls to Building Management. This will avoid duplication of requests and will help expedite service. An example of the types of requests that may be encountered includes: lights out, hot or cold space conditions, restroom problems, etc. Any maintenance requests should be placed through the management office at 221-7195.

There will be times when you will need the services of outside repairmen to service your office equipment. If that repairman finds it necessary to remove a piece of equipment from the building, it will be necessary to fill out an Equipment/Property Removal Authorization Form that will be presented to the Dockmaster on duty prior to removing the piece of equipment. The building Dockmaster will not allow any piece of equipment or furniture to be removed from the building without prior written notice of authorization and a proper certificate of insurance. Removal of equipment would also need to be scheduled with the loading dock. An Equipment/Property Removal Authorization is provided at the end of this manual for your duplication and use. Any repair that will affect the electrical, plumbing, mechanical, or building structure should be coordinated through Building Management. This will ensure that all building systems remain uniform and are in compliance with City building codes, that accurate records are kept, and that you, the tenant, do not inadvertently assume liability for the condition of building systems and their proper functioning.

If services are necessary from outside repairmen, please remember the management office will need a certificate of insurance. Please feel free to call the management office at any time for vendors/contractors we already have on file with current certificates.

**Appliances (refrigerator, microwave, dishwasher, hot water heaters, icemaker, etc.) are the sole responsibility of the tenant to maintain and repair.**



## B. Janitorial

One of the management staff's priorities is to provide you with a clean, sanitary environment in a cost effective and dependable manner. In order to achieve these priorities, janitorial services at 100 North Tampa are contracted with a highly-respected, experienced janitorial vendor.

Our goal is to offer a wide range of consistent, high-quality services at a reasonable cost. In our efforts to provide highly qualified and reliable personnel, prospective janitorial employees are carefully screened, oriented and trained to the high quality standards of our building.

The following services are offered for your convenience:

- **Nightly Janitorial Services** – The janitorial team, under the direction of a supervisor will routinely clean all general office areas and public areas between 6:00 p.m. and 10:00 p.m., Monday through Friday.
- **Day Porter Services** – The day porter is here in the building from 7:30 a.m. – 4:30 p.m. Please call management for any light type janitorial requests that the porter can assist with. Light janitorial requests would be to restock restrooms, vacuum an office, remove full garbage bags, clean up spills, etc.
- **Periodic Janitorial Services** – In addition to routine daily cleaning, our janitorial staff will also perform periodic project cleaning per your request, such as carpet shampooing/extraction, to provide you with an immaculate working environment. The periodic janitorial services may include a proposal process. Please call the management office to get the proposal process started.
- **Special Requests** – We will be happy to assist you with any special cleaning requirements you may have. For special requests, please contact the Management Office for further details. Some requests may be subject to a service charge. Items handled via Special Requests would include (some possibly subject to charge): full office detail cleaning, refrigerator/microwave cleaning, and etc.
- **Tenant Trash Bin** – Please call the management office if you need to dispose of extra and/or heavy trash such as books, files, excess amounts of paper or cardboard. The management office will provide a tenant trash bin that the Day Porter will deliver to your suite per your request. Once the bin is full, call the management office and the bin will be picked up and transported to the loading dock. Either the Day Porter will dispose of the contents, or a janitorial staff member will empty the contents that evening.

The Senior Property Manager and the Janitorial Supervisor will make every effort to offer you the highest quality cleaning in the most efficient manner. We welcome your comments and suggestions. Please call us at 221-7195.

## C. Amenities

100 North Tampa provides you with a number of amenities such as a full service Regions Bank branch in the lobby, an auto detailing service, a tenant conference facility, a dry cleaning service that delivers, a sundries shop that sells hot and cold lunches, coffee and an assortment of snacks, and a shoe shine/shoe repair service.

We also have a full time Corporate Concierge who provides a number of services to 100 North Tampa tenants. This includes coordination of meetings and parties, use of conference center, restaurant and theater reservations, publication of a monthly newsletter, the sale of discounted tickets to your employees, and scheduling time in 100 North Tampa's Conference Center in Suite 2140.

A 7,500 square foot YMCA Fitness Center is located in the basement of the building. It has a number of high tech exercise equipment and numerous classes, along with personal trainer services. For info. or tours call 222-1334.

#### D. After Hours Activities

After you have settled into your new location, you may want to conduct an open house party for your clients and business associates. The Building Management staff is happy to assist you in any way. In fact, we recommend that you contact us to help you make arrangements for parking validation, valet service, directions, after-hours access, etc. If the open house is conducted after normal business hours, here are a few things of which you need to be aware

- The building's air conditioning system is shut off at 7:00 p.m., Monday through Friday and is off on Saturday and Sunday. Air conditioning is provided after-hours at a rate of \$33.00 per hour and is subject to change per the lease. If your firm's event is going to run later than 7:00 p.m., M-F, or on Saturday or Sunday, please make prior arrangements with the Management Office at 221-7195 to schedule additional air conditioning and make parking arrangements. **Please refer to section 6-E of this Tenant Manual for more detailed information regarding after-hours air conditioning.**
- Under no circumstances should equipment be removed through the lobby (e.g. caterers). The freight elevator is to be used to move equipment such as dollies and carts.
- Schedule the loading dock in advance and be sure the management office has all certificates of insurance for any vendors, e.g., the caterers.
- Any additional housekeeping that may be required due to after hours activities, please inform the Management Office, so that the proper cleaning services can be performed and coordinated.

#### E. Building Directory

The main building directory is located on the Tampa Street side of the building lobby. Any tenant wishing to add, delete or change a name should request the change, in writing, to Building Management. Depending on the lease provisions, the type and number of names (i.e. personal names as opposed to company names) may become limited. Please see your lease for the number of names for your directory name allotment.

#### F. Tenant Construction

Due to the complex and interconnected nature of all building systems, it is **ABSOLUTELY** necessary to contact Building Management for **ALL** tenant construction, modifications or renovations. Building Management will make sure that all construction meets the stringent requirements of the building, as well as those of the City of Tampa, in accordance with written plans and specifications. Competitive bidding will be used as required. We have qualified and experienced personnel in these matters and have many sources of competitive construction contractors available. Please notify the management office before any tenant renovations begin. If you wish the management company to supervise your renovation or build out process, please be aware the Construction Management fee is 5% to do so.

G. Tenant Billing Procedure

• Rent Payment -

The monthly rent payment, as per your lease, is due in advance, on or before the first day of each month. Prior to the commencement of a new calendar year, 12 statements will be provided simultaneously for your convenience in making monthly remittances during the year. All rent payments should be mailed to:

PRISA 100 NORTH TAMPA LLC  
c/o Cassidy Turley  
Client Accounting  
55 Westport Plaza, Suite 500  
St. Louis, MO 63146

Unless your lease states otherwise, landlord shall have the option to charge interest per annum on the base rent, additional rent, or any installment thereof, which is not paid by the tenth day after the date any such payment is due and payable. If lease payments are not received in the timetable discussed here and/or in your lease, lease default notices may be sent as a standard procedure.

• Billable Tenant Services -

Any billable service provided to a tenant will be billed through a separate invoice. Charges for services vary depending on the service rendered. Here is a list of standard billable services provided for your convenience:

LOCKS AND KEYS

New Lock Set \$175.00

Re-Key Cylinder \$ 50.00

Duplicate Key \$ 3.00/key

SIGNAGE

New Suite Sign Change \$ 50.00

Sales Tax (7%), Labor Charges and/or an Administrative Fee (15%) will apply to certain services

All billable services will first begin with the tenant signing a tenant work order (TWO). The tenant work order will be given to our tenant contact by one of our maintenance technicians. After the "TWO" has been signed and accepted then the services can begin.

MAINTENANCE

PAINTING – an in-house painter is available for painting needs. Price will be quoted and a TWO prepared, delivered and approved before work is started.

Invoices will be delivered or mailed upon completion of the work. Payment will be due, without demand, upon receipt of the invoice. Failure to promptly pay for work requests may result in a discontinuation of special services.

NOTE

- Services must be requested by calling the Management Office at 221-7195.
- Due to employee scheduling requirements, 100 North Tampa and Cassidy Turley Real Estate Services Group cannot guarantee the immediate "on call" availability of any of the above services. Scheduling in advance is greatly appreciated.
- All prices quoted are subject to change without notice.
- **TENANT OWNED OR LEASED EQUIPMENT** – It is the sole responsibility of the tenant to repair and maintain their owned or leased equipment.

**H. Recycling**

100 North Tampa offers the following recycling programs:

1. **Paper/Cardboard** – Tenants have designated paper/cardboard bins for this type of recycling throughout their suite.
2. **Commingling Recycling** – Tenants have designated commingling bins that are typically kept in the kitchens/break room areas. This type of recycling includes: plastic, glass and aluminum.
3. **Toner** – If your office supply company does not provide a shipping label to send toner cartridges back to be remanufactured, the maintenance staff will pick up your toner as a back-up means of recycling.
4. **Batteries/UPS Units**– If you have batteries/UPS units to be recycled, please let us know and we can recycle them for you.
5. **Electronics** – If you would like to dispose of electronic equipment (fax machines, computers, printers, etc.) please call the management office. Management will dispatch maintenance to pick up your items. These items will be stored within the building until we call our electronics recycling provider and schedule a pick up.

Notes:

- The paper/cardboard and commingling bins are to be emptied by our janitorial service provider on Thursdays, or as needed if full.
- The paper/cardboard and commingling bins are clearly labeled as to what items can be placed inside.
- Please rinse glass and plastic bottles and aluminum cans before placing them into the commingling bins. This will eliminate having any kind of pest problems.
- Please do not place food wastes in the paper/cardboard or commingling bins.

## 5. Emergency Information

Your building is equipped with one of the most advanced security and life safety systems available today. However, any system is only as good as the people who utilize it. When employees and tenants know what is expected of them, they can react calmly to unusual situations. It is important that you and those whom you designate to be your Fire Wardens read and thoroughly understand the contents of this section.

Remember...**PRESERVATION OF LIFE AND PROPERTY IS EVERYONE'S PERSONAL RESPONSIBILITY**

### A. Fire Safety

#### 1. If You Discover a Fire

- Pull the fire station alarm nearest you located next to the stairwells marked **"EXIT"**. There are at least two alarm pull stations on each floor of the building. There are three stations on each level of the parking garage located at each of the EXIT stairwells which are identified with **"EXIT"** signs. The pull stations are **red**, approximately 4" by 5" and are labeled FIRE ALARM.
- **Call the Fire Department by dialing 911.**
  - a. Give the building name: *100 North Tampa*
  - b. Give the street address: *100 North Tampa Street*
  - c. Give the street intersection: *Tampa Street and Whiting Street*
  - d. Give the fire floor and suite number.
  - e. Give the location if possible (e.g., North, Southeast, etc.).
  - f. Give the kind of fire (e.g., wastebasket, electrical, etc.).
  - g. Give your firm's name and suite number.
- **Call Fire and Life Safety Office at 222-1491.**
  - a. Give the location of the fire.
  - b. Give your firm's name and suite number.

#### 2. If a fire is discovered in another location:

The fire alarm system's horns and strobes will alert you of the need to evacuate your floor/suite. Following will be an announcement, via the building's PA system, on each of the affected tenant floors and in the parking garage, of a fire emergency having been identified and the need to immediately evacuate via the stairwells.

#### 3. Fire Wardens

The greatest danger in any emergency situation is that people will panic. When people panic, it not only causes people to do foolish things, but it can be physically dangerous as well. Having someone designated to "take charge" in an emergency situation can help reduce the risk of panic and injury. That is why each tenant is required to appoint Fire Wardens to act as directors in an emergency. These individuals are trained by the building staff, in cooperation with the Fire Department, in emergency response procedures. The Fire Wardens will in turn, provide training to the rest of your employees. These Fire Warden meetings are conducted annually prior to the full building evacuation drill and/or prior to the several limited evacuation drills. The Fire Wardens will represent the interests

of your company in an emergency situation and are responsible for directing the evacuation of your company in the event of a fire or other evacuation situation. Because of their special training, Tenant Fire Wardens will be equipped to give you the best possible directions in an emergency.

An alternate should be appointed for each of your Fire Wardens in the event a Fire Warden is not present or available in an actual emergency or during periodic training.

The chain of command in a fire emergency is as follows:

CITY OF TAMPA FIRE CHIEF or FIRE CAPTAIN

CITY OF TAMPA FIREMAN

BUILDING STAFF

TENANT FIRE WARDEN/ ALTERNATE

TENANT'S EMPLOYEES

The Tenant Fire Wardens must familiarize themselves with their floor and office area and will have a predetermined method and passage for evacuation.

**ALWAYS FOLLOW THE INSTRUCTIONS OF THE FIRE RESPONSE PERSONNEL!**

- Duties and Responsibilities - Fire Wardens must familiarize themselves with the floor plan of their respective floors to be able to execute the planned route of exit in case of emergency. They should also be familiar with the alternate plan if the original route is obstructed. Upon hearing a fire alarm, Fire Wardens must immediately assume full control of their floor areas. If the fire is nearby, they may decide on immediate evacuation without waiting for an alarm or further instruction. They should have a floor plan with the various exit ways marked. Each Tenant Office Manager or Supervisor must predetermine priorities for the safety of records, classified material or securities.
- The Fire Wardens will make sure that all personnel have been evacuated and will close all doors as they leave. As soon as possible after reaching the predetermined evacuation area outside the building, the Fire Wardens should conduct a roll call and report any "missing" staff member to the building's maintenance staff member, identified by his wearing a lime green-colored vest and positioned on the sidewalk at one of the two evacuation locations – MacDill Park on Ashley Dr.; the open parking lot across Tampa Street from the building.
- The Fire Warden should be the person responsible for providing the Management Office with the updated list of handicapped individuals requiring Fire Department respondent assistance in evacuating the building. The Fire Warden, in an evacuation, should also be responsible for ensuring that handicapped persons have been brought to the North stairwell landing in preparation for Fire Department respondent evacuation assistance.
- In addition to their duties during an emergency, the Fire Wardens will be expected to attend periodic fire safety and evacuation training sessions. They will be expected to be alerted to fire hazards and report anything they may observe to Building Management. The Fire Wardens should know the whereabouts of all handicapped persons in their zones, so that in the event of

an alarm, steps can be taken to assure their safety. In general, the Tenant Fire Wardens should be willing and responsible individuals.

4. Evacuations

- The need to evacuate a tenant floor in a fire emergency will be initiated by audible horns and visible strobes activated on those specific tenant floors requiring evacuation. This activation of horns and strobes will be followed by a PA announcement of a fire emergency having been identified and the need to immediately evacuate the building via the nearest stairwell – not using the elevators.
- The floors evacuated in a fire emergency are typically the fire floor, one floor below and two floors above the fire floor. In the event all tenant floors are required to evacuate, a general alarm will activate the horns and strobes on all tenant floors, followed by the PA announcement on all floors to immediately evacuate via the stairwells.
- The following is a step-by-step evacuation procedure:

Upon hearing an audible alarm and seeing the visible strobes, followed by the PA announcement, immediately...

- Close all doors behind you
- Walk, **DO NOT RUN**, to your assigned stairwell and begin walking down the stairs to the designated evacuation area outside and away from the building. **DO NOT USE THE ELEVATORS!**
- Evacuate to the designated area at ground level unless instructed otherwise by the Public Address Systems. Designated areas are MacDill Park across Ashley Drive and the open parking lot across Tampa Street, next to the Hilton Hotel. While in the stairway, stay to the right and use the handrail to allow Fire Department respondents to pass by. Proceed in single file to the ground level.
- After reaching the designated evacuation area, do not attempt to return to your area until the "all clear" notification has been given. Fire Wardens should conduct a roll call and report any "missing" staff to the maintenance staff employee, identified by his lime-green vest, and positioned on the sidewalk at one of the designated evacuation locations noted above. If you have evacuated to the outside, the Building Staff or Fire Department will notify you when to return to the building. There is no need to report if all staff is accounted for, having evacuated safely.
- When the "all clear" is given to building management by Fire Department personnel, the notification to tenants of the "all clear" to return to the building will be made by building management via bull horns, the building's Twitter account at [www.twitter.com/100northtampa](http://www.twitter.com/100northtampa) and the building's emergency voice mail box #: 866-200-0352 to attempt to alert all evacuated persons. Fire Wardens will lead all employees back to their work places in an orderly fashion.

### Handicapped/ Disabled/ Special Needs Evacuation

- If you have a handicapped employee the name, location and type of handicap, disability, or special needs should be given in writing to the Management Office. This listing is posted with Fire and Life Safety Office and with the Dockmaster for use by emergency personnel in case of fire or other emergency.
- Wheelchair-bound and significantly ambulatory-impaired persons should be taken to the North stairwell landing and to wait patiently for retrieval by Fire Department respondents. Fire Department respondents will retrieve those persons listed with the Fire & Life Safety office and Dockmaster.
  - All handicapped/ disabled/ special needs persons should have one or more co-workers assigned to assist them in the event of an evacuation. Alternate persons should also be designated to help evacuate handicapped/ disabled personnel.
  - Advanced preparations should be made to identify a primary and an alternate co-worker who will assist those non-wheelchair bound/non-significantly ambulatory impaired persons who may have difficulty, for various reasons, using the stairs to evacuate the building.
  - A specific area away from the building should be identified and that location made known to all employees for them to evacuate to. This enables the Tenant Fire Warden to do a roll call/"head count" of all employees, and to notify a Fire Department respondent if anyone is still in need of evacuation assistance.

### Parking Garage Evacuation

If you are in the Parking Garage when you hear the fire alarms:

- Proceed on foot to the nearest fire exit and calmly proceed downstairs to the ground level and exit from the garage.
- Do not try to use the elevators. They are automatically shut down for fire service and will not respond to call buttons.
- Do not try to exit the garage by automobile. If a fire exists, there may be fire department personnel, trucks or fire hoses blocking the exit ramp in addition to traffic on the Tampa Street side.

There are two (2) two clearly-marked fire exit stairwells on each level of the garage from level 3 - 14.

## **B. Fire Drills**

The Management Staff in cooperation with the local Fire department will schedule Fire Drills on a regular basis. Full building evacuations and "mini-fire drills" will be scheduled as appropriate. Please do your best to cooperate during these drills/evacuations. Statistics show that high rise office buildings have one of the best safety records, however, there is no better safety prevention than preparedness. Although false alarms may occur ...

**DO NOT ASSUME THAT AN ALARM IS FALSE UNLESS SO NOTIFIED VIA THE PUBLIC ADDRESS SYSTEM!**



## C. Natural Disasters

### Floods/Water Intrusion

Upon finding water in their space, Tenants should **immediately** contact Building Management at 221-7195, reporting the location of the water. Other than removing sensitive materials and placing a container under a ceiling leak, Tenants should take no further corrective action. **Do not attempt to disconnect electrical equipment.** Upon notification, Building Management will immediately dispatch maintenance personnel to correct the problem.

### Hurricane/Severe Weather/Tornado

Because of the geographic location of Tampa and the building's proximity to the bay and the Gulf of Mexico, we are susceptible to tropical weather systems of varying severity (i.e., thunderstorms, heavy winds, hurricanes, and tornadoes). It is suggested that those tenants interested in monitoring these severe weather systems obtain a weather alert radio for their office. Building Management will not advise tenants of severe weather conditions unless it appears that a severe weather system is determined to be an immediate threat to the building and its tenants, such as a tornado on the ground, or in the vicinity, or hurricane warnings.

1. Upon receiving an alert and depending upon the severity of the situation, Building Management will notify tenants via email of the nature of the threat or through the Public Address (PA) system on all floors.
2. These procedures will be for the protection of personnel only. Each individual tenant will be responsible for the securing of his or her space and sensitive files and equipment.
3. In the event of damage to the building due to severe weather, evacuation will be carried out according to the instructions found elsewhere in this publication. Instructions will be via the Public Address System if possible.
4. If the severe weather passes without incident, an announcement will be made over the Public Address System.
5. If you become aware of a severe weather condition that would appear to pose a threat to the building and the tenants which has not all ready been acknowledged over the Public Address System, or notice storm damage to the building, please contact the Fire and Life Safety Office 222-1491 or the Management Office at 221-7195.
6. Mandated evacuation and building closure is under the authority of the Hillsborough County Emergency Operations. This agency will issue an order to evacuate the downtown area, as far as in advance as thirty-six hours (36) of a storm or hurricane anticipated making land fall. Once the order is given, the downtown area, including this building must evacuate immediately. All building tenants will be notified via the Public Address System. No tenants will be permitted back into the building until: 1) The City of Tampa/Police Department reopen the downtown business area, and 2) Building Management reopens the building following a complete inspection.

The Sr. Property Manager reopens the building after a complete inspection. Tenants can call the **emergency voice mail box # at 866-200-0352** or Twitter at [www.twitter.com/100northtampa](http://www.twitter.com/100northtampa) to check if the building is open or to obtain other relevant information provided by the Sr. Property Manager. This number and/or Twitter link is to be used **after a hurricane/emergency building evacuation, or a loss of other communication (email, land-line telephone) within the building during normal business operations.** **Note that both means of communication information by the Sr. Property Manager is one-way only. Replies to the information provided are not possible.**

Once telephone service has been restored and the building and city are safe, the management staff will begin to notify the tenants of the building's reopening via the emergency voice mail box number, 866-200-0352, Twitter at [www.twitter.com/100northtampa](http://www.twitter.com/100northtampa) and email, if email service is available.

The building cannot protect tenants' electrical equipment during a thunderstorm. It is recommended that all non-essential electrical equipment be turned off during the storm. Frequently during these storms the building experiences brief power outages. These outages are caused from a loss of power from Tampa Electric. It is the tenants' option and responsibility to purchase and maintain battery back-up (UPS) systems for their sensitive electrical equipment.

Upon notification of approaching severe weather, tenants should proceed to secure their sensitive files and equipment. Perimeter offices should be vacated with the doors to these offices closed. Tenants in an open office setting should exit their space to the common corridor, restrooms or stairwell. The management office will notify the building when the severe weather has passed via the Public Address System.

### Earthquake

Information on the subject of earthquakes is not conclusive and opinions differ widely. According to experts, evacuation of the building during an earthquake could be an unsafe course of action. In the event of an earthquake, you should follow these procedures: Remember that a serious earthquake will be very widely felt, fire and police department switchboards will be jammed or inoperative, telephone communications and utilities could be knocked out.

#### During the earthquake, tenants and employees:

1. Take cover under desks or tables or move to the elevator core if you are close enough.
2. Keep at least 15 feet away from windows to avoid flying glass.
3. Stay under cover until you learn that the immediate danger is over. Remain on your floor unless otherwise instructed.
4. Do not use elevators.
5. If evacuation of the building is necessary, follow the instructions of your Fire Wardens or the building's Public Address System. Do not use elevators until this operation has been checked by the maintenance personnel.

#### Immediately after an earthquake, tenants and employees:

1. Extinguish fires, if any. Do not light any matches or fires until danger from gas leakage is over.
2. Administer first aid and assist in rescue operation, as necessary. Carefully move the seriously injured to an emergency treatment center as soon as possible.
3. Use telephone for emergency calls only.
4. Turn on the radio for information. Keep a transistor radio ready for emergencies - in case electric power is disrupted.

### Building Management

1. The management office staff should remain in the office to answer telephones and provide information to visitors.
2. The Senior Property Manager and Property Manager should proceed down the stairwells to the Fire and Life Safety Office immediately, checking the stairwells as they go.
3. Life Safety personnel will make an announcement to the building as follows:

**ATTENTION PLEASE - ATTENTION PLEASE  
PLEASE REMAIN CALM AND STAY ON YOUR FLOOR AS WE  
ASSESS POSSIBLE DAMAGE TO THE BUILDING  
PLEASE STAND BY FOR FURTHER INSTRUCTIONS.**

### D. Accidental Emergencies

#### Elevator Malfunction

In the event of an elevator malfunction while you are a passenger, the first thing to remember is "not to panic". Elevators safely transport more passengers than any other public conveyance.

If you find that you are in a malfunctioning elevator, press the button marked with a bell, this will activate the intercom. Open the small door on the lower left side of the elevator; this will allow clear communications with the Security office. Inform the Life Safety Officer that you are stuck in the elevator. The Life Safety Officer will immediately dispatch maintenance personnel to look for obvious correctable conditions and will call an elevator technician if operation cannot be restored by maintenance. In some cases, the lights in a malfunctioning elevator will go off. Stay calm and wait for assistance. During your entrapment, the Security office will remain in contact with you via the intercom, so that you are not "alone".

If you notice an elevator that is malfunctioning, please notify Building Management at 221-7195. The elevator's number is located on the plaque where the elevator's Inspection Certificate is located.

#### Power Failure

- a. If a power failure should occur and there is not another emergency, such as a fire, which may have occurred with the power failure, remain in your office and await information from building personnel via the Public Address System and/or bull-horns.
- b. The building is equipped with emergency lighting and power so that in the event of an extended power failure, it will be possible to safely leave the building.  
**Note:** The stairwells are equipped with battery pack lighting, which will provide 90 minutes of illumination upon interruption of normal power.
- c. The elevators will stop and one elevator in each elevator bank (one in the mid-rise; one in the high-rise; one in the parking garage set) as well as the service elevator will be restored to service by the emergency generator.
- d. All fire and life safety systems will continue to receive full power from the emergency generator.

#### Water/Sprinkler Line Breaks/Leaks

Upon finding water in their space, Tenant should immediately contact Building Management at 221-7195, reporting the location of the leak. Other than removing sensitive materials and placing a container under a ceiling leak, Tenant should take no further corrective action. **Do not attempt to disconnect electrical equipment.** Building Management will immediately dispatch maintenance personnel to correct the problem.

#### Glass - Broken Windows

Upon finding cracked or broken glass, please notify Building Management at 221-7195. Tenants may be responsible for interior glass that is broken.

#### Loss of Water Supply

Tenants should immediately report loss of water use to Building Management at 221-7195.

#### Loss of Communications

Please come to Building Management located in Suite 2135. We will report the outage on your behalf.

#### Hazardous Materials, Chemical Spills

Tenants are to maintain record (MSDS) of all chemicals being used by them within the building. Tenants are to have these records available in the event of a spill. Tenant should contact Building Management at 221-7195 immediately after any spill.

#### Explosions, Nuclear Attack

In the event of nuclear attack, Building Management will comply with local authority orders.

### E. Medical Emergencies

If someone in or around your office has an accident or medical emergency:

#### **FIRST:**

- a) **Call 911 to report the emergency.** Give the building name (100 North Tampa), the building address (100 North Tampa Street Tampa, FL 33602) floor and the suite number.

#### **SECOND:**

- b) **Notify the Fire and Life Safety Office at 221-1491.** They, in turn, will dispatch maintenance personnel to the streets to help and direct EMS personnel.
- c) Have someone standby at the service elevator to help direct the EMS personnel.
- d) Have the following information available:
  - (1) Person's name.
  - (2) Type of problem or injury.
  - (3) Individual's present condition and age (if available).
  - (4) Sequence of events leading to the emergency.

- e) Medical history of patient (if known), medication (if any), allergies (if known).

A building staff member will stand by for additional assistance if needed.

## F. Other Emergencies

### Bomb Threat

Information concerning the presence of a bomb usually will be received by telephone from an anonymous caller or on occasion, by a letter, note, or postcard. Generally, it is the intent of the caller to have the building evacuated, thereby causing a disruption of normal business, as well as unnecessary expenses. However, every bomb threat must be considered as genuine when it is originally received. No bomb threat should be left uninvestigated because of the possibility of serious consequences.

Because most threats are received by telephone, the telephone operators should be trained in the handling of a bomb threat. They will be better equipped to handle a bomb threat if they have been alerted in advance that they may receive such threats and are given detailed instructions as to the course of action they should follow. Furthermore, they should be instructed to give any information received only to those designated to receive it.

### UPON RECEIVING A BOMB THREAT

1. Engage the caller in as lengthy a conversation as possible.
2. Determine the building where the bomb is located.
3. Determine the exact location within that building.
4. Determine the exact time the bomb is set to detonate.
5. Determine the type of bomb (incendiary, anti-personnel, concussion, etc.).  
Do not volunteer information on types of devices. Try to determine the caller's knowledge of such devices by asking what kind and then waiting for an answer.
6. Determine the reason for planting the bomb.
7. Determine what the bomb looks like.
8. Upon hanging up, call the police at 911.
9. Call the Management Office at 221-7195.
10. *Fill out the enclosed Bomb Threat Checklist.*

All information gathered by the operator will help to determine whether or not the threat is a hoax. For example, if a caller says that he planted a bomb on the fourth floor and the building only has two floors, it is an indication that the call may be a hoax.

In situations where a threat may be sent through the mail, the letter should be retained with the envelope and anything else accompanying it for later use as evidence. It should be protected from unnecessary handling.

Any information, no matter how it may be received, should be reported through a direct chain of authority that should be clear and expeditious, possibly avoiding usual channels to reduce the possibility of panic.

After the threat has been received, the Building Staff will begin a thorough search of all public areas within the building. They will not search the individual tenant areas unless a caller has specifically mentioned that tenant area. Tenants will be more familiar with their surroundings than someone who does not work there daily and will more likely notice irregularities. Unless a suspicious device is located, the decision to evacuate the building will be left to the individual tenants. In the event of a bomb threat, all Tenant Fire Wardens will be notified. Any further action will be left up to the tenant's discretion. If the decision is to evacuate, the evacuation should be performed in a quiet and orderly fashion.

If you decide to search your office, there are a few points to remember. Generally, the bomber will only have access to the public areas of an office. These areas should be searched first. The search parties should look for the following:

- Freshly painted or plastered areas.
- Pictures or other hanging objects not hanging straight.
- Disturbed dirt in potted plants or potted plants moved.
- Broken cabinets or objects recently moved out of place.
- Torn furniture coverings.
- Ceiling tiles that have been disturbed.
- Doors that have been tampered with.
- Suspicious persons loitering about the area.
- Attaché cases that are unaccounted for.
- Any object that may look out of place with its surroundings.

#### **IF A SUSPICIOUS OBJECT IS FOUND:**

**DO NOT HANDLE!** Leave that to the professionals.

Immediately evacuate the area.

Notify the Police, Fire Department by calling 911 and Building Management at 221-7195.

Do not make contact with the device as any movement could set off an anti-tampering device.

The majority of bomb threats are false alarms. Nevertheless, it is necessary to take all threats seriously, as there is always a possibility that it may be real.

#### **Riot – Terrorism – Civil Disturbances**

The possibility of civil disturbances varies from city to city. Because of the nature of the times in which we live, it is necessary to cover this topic as part of our security measures.

In the event of a civil disturbance in the immediate area, several steps will need to be taken. As soon as it is perceived that there is a threat to the building, all building entrances, exits, and elevators will be locked. Any tenant wishing to enter the building will need a form/s of identification, as well as, their security access card. Because of the destructive nature of disturbances of this kind, there is some question as to the effectiveness of locking the building to keep rioters out when they decide to enter the building. Therefore, if an event of this nature seems likely, each tenant will need to take steps to secure any sensitive classified files, important papers, securities, etc. before leaving the building. Additionally, all doors, interior as well as exterior, will need to be locked. If it happens that you are in the building when a disturbance starts, stay in your office, take steps

outlined above, and stay away from any exterior glass windows and stay in touch with Building Management. They will be in touch with the Police Department to help you determine the safest time and path by which to leave the premises. Until that has been determined, the safest area will be to Shelter-in-Place in your office.

#### Personal Disturbances

Contact Building Management at 221-7195. The Senior Property Manager will work with the tenant office manager to resolve the issue.

#### Employee Related Disturbances

Contact Building Management at 221-7195. The Senior Property Manager will work with the tenant office manager to resolve the issue.

#### Hostage – Kidnapping

If a hostage is being held inside the building, notify the Police Department and then Building Management at 221-7195. The police will have jurisdiction and may likely evacuate the building and surrounding area to insure the safety of tenants and employees.

#### Robbery – Theft

As soon as you are aware a theft has occurred, notify Building Management at 221-7195. Then contact the Police Department and report the theft.

#### Suspicious Persons

The Building Staff is well qualified to discharge their duties in a professional and efficient manner. They, however, cannot be at all places at all times. That is why we ask you, the tenant, to always be aware of any activities that you may feel are not normal concerning the building. This may include doors left unlocked or propped open, fire hazards, as well as, any person whose presence in a particular location could be considered suspicious. This would include persons lurking in the parking garage, persons loitering in the public areas or persons in private offices where they are not authorized. Any time you may feel suspicious as to a person's motives for being in a particular location, please call the Fire and Life Safety Office at 222-1491.

#### Physical Attack

Contact 911 for medical assistance, if necessary, and contact the Police Department. Inform Building Management of the attack. Maintenance and security personnel will search the building's common areas.

## 6. TENANT INFORMATION

### A. Solicitation

Solicitation of any kind is not allowed in the building. Anyone found doing so would be asked to leave. If a solicitor comes to your office, please notify the Fire and Life Safety Office at 222-1491 or Management at 221-7195.

### B. Building Escorts

Tenants wishing to be accompanied to their vehicle within the parking garage need only call the Fire and Life Safety Office at 222-1491 shortly before leaving their office and Building Staff will escort them to their car. The parking garage is equipped with several video cameras and patrol rounds are made at varying times.

### C. Authorization to Remove Equipment

Because of the sensitive nature of many businesses and because of the cost of most business machinery, great care must be taken to ensure nothing of value is removed from the building without authorization from the business to which it belongs. For this reason, the written Equipment/Property Removal Authorization form, found at the end of this manual, will need to be delivered to Building Management before anyone is found removing office equipment or furniture out of the building. Equipment that may need to be taken out for repair is also included in this requirement. If a moving company is required, the moving company must provide 100 North Tampa's Management Office or Loading Dock with proof of insurance before arriving.

### D. Keys, Access Cards and Locks

Keys will be issued to you upon your moving into the building based upon your needs at that time. Once issued, it becomes your responsibility to ensure the security of your office by keeping track of the keys issued and their location. **No person will be let into an office that does not have a key** unless the Tenant Representative, who will notify Fire and Life Safety Office, gives prior approval. This includes employees who may have forgotten their keys. The Building Staff has no way of knowing who may or may not be authorized to have access to an office without approval from the Tenant Representative from that office. Your understanding and cooperation in this matter is appreciated.

If it should become necessary to change a lock cylinder due to employee turnover, there will be a service charge assessed. For this reason, you should make every effort to see that any employee leaving the firm turns in their keys.

When staff changes are made, please notify Building Management, so that new or terminated personnel are added or deleted from your access list.

### E. After-Hours Procedures

Authorized tenants will be issued a maximum of one after-hours access card per employee. There is a one-time non-refundable fee of \$35.00 per card and applicable paperwork must be signed (coordinated with parking bookkeeper in the on-site parking office). Tenants possessing after-hours cards will be able to enter the property after-hours by using the card in the parking garage or at the card reader located on the Tampa Street side of the building. **After-hours access into the parking garage is considered to be 5:30 p.m. to 5:30 a.m. (see page 3) M-F, weekends and holidays, 24 hrs.** For walk-ins (non-parkers), After-hours access from the Tampa Street entry is considered to 7:00 p.m. – 7:00 a.m. The building's air conditioning system is shut off at 7:00 p.m. Monday through Friday. A/C is available from 8:00 a.m. - Noon on Saturday upon request only. Air conditioning is provided after-hours at a rate of \$33.00 per hour and is subject to change per the lease. Please call Security at 222-1491 or the Management Office at 221-7195 for additional information.



## 7. BUILDING RULES AND REGULATIONS

1. The sidewalks, entrances, passages, halls, elevators and stairways shall not be obstructed by Tenant or used by Tenant for any purpose other than for ingress and egress to and from the Building and Tenant's Premises.
2. Restroom facilities, water fountains, and other water apparatus shall not be used for any purposes other than those for which they were constructed.
3. Landlord reserves the right to designate the time when freight, furniture, goods, merchandise and other articles may be brought into, moved or taken from Tenant's Premises or the Building.
4. Tenant shall not put additional locks or latches upon any door without the written discretionary consent of Landlord. Any and all locks so added on any door shall remain for the benefit of Landlord, and the keys to such locks shall be delivered to Landlord by and from Tenant.
5. Landlord shall not be liable for injuries, damage, theft, or other loss to persons or property that may occur upon or near any parking areas that may be provided by Landlord. Tenant, its agents, employees, and invitees are to use our parking areas at their own risk, Landlord to provide no security with respect thereto. The driveways, entrances, and exits upon, into and from such parking areas shall not be obstructed by Tenant, Tenant's employees, agents, guests, or invitees; provided, however, Landlord shall not be responsible or liable for failure of any person to observe this rule. Tenant, its employees, agents, guests and/or invitees shall not park in space(s) that may be reserved or designated for others.
6. Tenant shall not install in the Premises any heavy weight equipment or fixtures or permit any concentration of excessive weight in any portion thereof without first having obtained Landlord's discretionary written consent.
7. Landlord reserves the right at all times to exclude loiterers, vendors, solicitors, and peddlers from the Building and to require registration or satisfactory identification or credentials from all persons seeking access to any part of the Building outside ordinary business hours. Landlord will exercise its best judgment in the execution of such control but will not be liable for the granting or refusal of such access.
8. Landlord reserves the right at all times to exclude the general public from the Building upon such days and at such hours as in Landlord's sole judgment will be in the best interest of the Building and its tenants.
9. No wires of any kind or type (including but not limited to T.V. and radio antennas) shall be attached to the outside of the Building and no wires shall be run or installed in any part of the Building without Landlord's prior discretionary written consent.
10. If the Premises are furnished with carpeting, Tenant shall provide a plexiglass or comparable carpet protection mat for each desk chair customarily used by Tenant. For default or carelessness in these respects, Tenant shall pay Landlord the cost of repairing or replacing said carpet, in whole or in part, as Additional Rent when, in Landlord's sole judgment, such repair or replacement is necessary.
11. Landlord shall furnish a reasonable number of door keys to Tenant's Premises and/or the Building, which shall be surrendered on termination or expiration of the Lease. Landlord reserves the right to require a deposit for such keys to insure their return at the termination or expiration of the Lease. Tenant shall get keys only from Landlord and shall not obtain duplicate keys from any outside source. Further, Tenant shall not alter the locks or effect any substitution of such locks as are presently being used in Tenant's Premises or the Building.

12. Tenant shall keep all doors to Premises closed at all times except for ingress and egress to the Premises.
13. All installations in the Common Telephone/Electrical Equipment Rooms shall be limited to terminal boards and connections. All other electrical equipment must be installed within Tenant's Premises.
14. It is expressly understood and agreed that any items of any nature whatsoever placed in Common Areas (i.e., hallways, restrooms, elevators, parking garage, storage areas and equipment rooms) are placed at Tenant's sole risk and Landlord assumes no responsibility whatsoever for any loss or damage as regards same.
15. Tenant will allow no maintenance or repairs to be done in, on, to or about the Premises other than by a contractor (such term to include all degrees of subcontractors) approved by Landlord in writing prior to any such maintenance or repairs being undertaken. Landlord shall be entitled to require such contractor to be bonded and/or insured in such amounts and with such companies as Landlord may in its discretion prescribe.
16. Smoking within the Building (to include the Premises and the Building's common areas and appurtenances) is strictly and absolutely prohibited. Landlord may, however, if (but not otherwise) it so chooses, designate certain areas outside the Building where smoking will be permitted. Landlord reserves the right to revoke any such designation(s) the subject of the immediately preceding sentence.
17. Except for properly documented service animals, no animals of any type are allowed in the Building.
18. All service elevator vestibules must be kept clean and sanitary and free of trash and debris and all doors thereto must be kept closed at all times.
19. Any person or party (including Tenant) requiring the use of carts through the Common Areas and/or Building elevators must first secure Landlord's consent to do so.
20. No electrical extension cords (other than surge protector strips) are permitted in the Premises. Nor are personal heaters, air conditioners, fans, etc.
21. Nothing shall be attached to the ceiling grids.
22. All HVAC vents shall be uncovered.
23. Kitchen appliances, whether large or small (e.g. microwaves, refrigerators, toasters, ovens, coffee makers, etc.) are limited to break room/kitchen areas.

Unless specifically stated to the contrary, all rules apply everywhere on the Building, to every tenant, and to their personnel and guests. The Senior Property Manager may waive any of these rules, but no waiver shall be effective unless it is in writing and signed by the Senior Property Manager or his authorized representative. Any waiver shall extend only to the circumstances specifically described, and may be given, if at all, only on such conditions as the Senior Property Manager considers convenient or desirable. In the event of any conflict, inconsistency, or other difference between these rules and any lease, the provisions of the lease shall prevail.

## 8. CONTRACTOR / VENDOR: RULES AND REGULATIONS

The success of our building depends on our tenants' positive or negative reactions to our way of doing business. The tenants are also affected by their client's perceptions of our operation. It is therefore essential that all contractors conform to the work rules listed below to assure proper controls on the conduct of work throughout the property and to provide a hospitable tenant occupancy environment.

1. All construction must be scheduled with and approved by the Senior Property Manager or his/her representatives.
2. All contractor personnel shall enter and exit the facility through the loading dock.
3. Contractor's personnel are required to sign-in/sign-out daily at the loading dock and obtain badges to be worn at all times while in the building. A complete list of subcontractors must be furnished to Building Management prior to commencement of construction, and updated as required.
4. Contractors shall notify the Management office (221-7195) as to work schedules and listings of employees working before or after normal business hours. Normal business hours are defined as Monday through Friday, 8:00 a.m. to 6:00 p.m.
5. All construction areas shall be kept in as neat and presentable appearance as is practical. Inventory shall be stacked or otherwise stored neatly and safely. Building management is not responsible for tools, equipment or materials used during the course of construction or left on the premises. Debris shall be picked up daily and placed into centralized trash piles. The contractor must remove all such construction debris from the building.
6. All debris and dirt resulting from work conducted in public areas or common areas must be cleaned up at the end of the task or at the end of every day (if the work lasts more than one (1) day), such that the public or common area is restored to its "first class" appearance. Vacuuming, dust/damp mopping and dusting, etc. when needed will be accomplished, using contractor supplied equipment and labor.
7. All paper trash, food articles, bottles, etc., in construction areas must be picked up and removed from the building daily.
8. AM-FM radios, tape players, etc. are not permitted when working in in-use public areas. When used in any other work area, it must not be audible in any tenant occupied zone, in-use "public area", or outside of the specific work area.
9. Activities involving loud noises such as hammering or power sawing in areas which may disturb nearby tenants, or encroach on "in-use public areas", or painting or finishing that is done with product(s) that will cause noxious or noticeably unpleasant fumes are to be scheduled **after 7:00 p.m. and before 8:00 a.m.**, unless approval for such work at other times is expressly provided by the Senior Property Manager.
10. General construction activities and below floor access which involve work in other tenant areas is permitted only during non-building hours (6:00 p.m. through 6:00 a.m., Monday through Friday and 24 hours a day on Saturday and Sunday) and only with prior approval of the Senior Property Manager.

11. Interruption of utilities (electricity, water, gas, plumbing, HVAC) or tenant services is not permitted without the advance coordination and written approval of the Senior Property Manager and the Maintenance Operations Manager.
12. Contractor will protect all floor, wall, and ceiling surfaces, using runners, padding and other reasonable means to avoid damage thereto.
13. Use of passenger elevators for contractor traffic is strictly prohibited at all times. Contractor's employees must use the service elevator. Additionally, no dollies, carts, toolboxes, ladders, moving boxes, or freight of any kind shall be carried on passenger elevators. This includes hand tools, paints, solvents, etc. Stairwells are for emergency use only. Stairwell doors are not to be propped open at any time.
14. Do not obstruct any public area entrance or exit path without the advance approval of the Senior Property Manager.
15. Contractor personnel shall not use the rest rooms, break rooms, telephones, or facilities in any tenant occupied area. Restrooms on multi-tenant floors may be used, but must be kept in a clean condition. Cleaning of any tools, brushes, etc. in any bathroom or building drain system is prohibited.
16. Contractor will coordinate/schedule the use of the loading dock with the Dockmaster (222-1489) and/or Management Office. Contractors must also adhere to all parking controls and restrictions. In addition, the contractor shall be responsible for keeping the dock area clean and free of construction debris at all times.
17. Proper personal conduct of all employees is required. Public profanity, discourteous behavior, horseplay, etc., are prohibited. Building Management reserves the right to require removal from the building of any contractor employee who exhibits behavior, which under the guidelines in place for Building Management employees, would justify termination, without waiving the contractor's responsibility to complete the job as agreed.
18. Contractors shall notify the Senior Property Manager and the Operations Manager in advance, of entry and storage of hazardous or flammable materials. Compliance with OSHA and/or other Fire Codes will be strictly enforced. The Senior Property Manager reserves the right to require the removal of any item not stored properly. MSDS sheets must be available for all products used on the job.
19. Any work interfering with or interrupting any emergency or life safety system shall be coordinated with the Senior Property Manager or Maintenance Operations Manager in advance of such work. In some instances, the Contractor may be required to secure detection devices in order not to falsely activate the fire alarm system.
20. Contractor bears sole responsibility for obtaining licenses, permits, and meeting municipal codes.
21. Contractor is responsible for installing and maintaining pre-filter (roll) media outboard of HVAC filters in the air handlers and at all return air locations impacted by the construction. Complete clean-up of dust, dirt & debris and removal of the pre-filter material in the air-handler rooms is required at the completion of construction. In addition, all electrical rooms and phone rooms must be clean and dust-free at the completion of construction.
22. Common corridor carpeting must be protected during demolition and construction of tenant space with Masonite panels taped together leading from the tenant suite to the service elevator. Any corners in that pathway must be similarly protected.

23. Before any core drilling of slabs, the contractor must contact the building's Operations Manager to review the areas being considered for core drills, and the slab must be x-rayed (or similar process) before any core drills are made. Core drilling must be done after normal business hours with at least 24 hour prior notification and coordination with the Operations Manager or Senior Property Manager. All core drill openings are to be sealed after installation of conduit/pipes(s).
24. All fire sprinkler pipe cutting and fabrication must be done outside of the building at the designated location adjacent to the loading dock. Protection of the concrete area under the work area must be maintained at all times to prevent drilling oil or pipe residue from reaching the concrete surface.
25. All fire sprinkler work that requires draining of the fire sprinkler system must be completed no later than 3:00 p.m. to allow sufficient time to refill and pressurize the system.
26. All electrical circuits/wiring must be installed in conduit/EMT. Final connections to lights, switches, outlets, etc. can be done with flex/MC, but not to exceed ten (10) feet. All electrical circuits are to be properly identified in the circuit breaker enclosure.
27. Contractor must furnish a HVAC Test and Balance report from an independent, third-party, licensed T&B firm upon completion of construction in tenant suites. The Test and Balance must include correction of identified problems/deficiencies.
28. All supplemental HVAC equipment installed in a tenant suite must have a service contract in place that commences upon completion of construction.
29. Window Treatments:
  - Contractor shall be responsible for protection of existing window treatments during construction.
  - Contractor shall raise blinds and cover with plastic to prevent dust build up during construction or remove for safe storage.
  - Contractor shall, at Contractor's expense, be responsible for any damage incurred due to negligence or improper protection.
  - If existing window treatments are severely soiled or damaged, Landlord will, at Contractor's expense, clean or replace blinds and/or draperies as necessary
30. Communication, data and any other cabling that is not installed in metal conduit and is to be installed in the plenum space above the ceiling must be "Plenum Rated", and must be independently supported off of the ceiling tiles/grid.