

NOVEMBER 2022

TENANT HANDBOOK



HEALTHCARE
REALTY

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New Tenants

Healthcare Realty is pleased to welcome you to your new office.

If you have any questions about the checklist below, please do not hesitate to contact the Management Office.

BEFORE YOU MOVE IN

Please submit the following to the Management Office prior to move in and as soon as possible.

Move-In Date

Notify the Management Office once you have set your move-in date by submitting the Move In/Out Procedures found in Tenant Forms on the Tenant Center. Please also review Healthcare Realty's Moving Policies.

Certificate of Insurance for Moving Company

Your moving company must provide Healthcare Realty with a valid COI. See Insurance Protection Policies for limits and certificate holder information. The COI is needed one week prior to your move into the building.

Certificate of Insurance for Tenant

See Insurance Protection Policies for limits and certificate holder information.

Tenant Information

Submit the Tenant Information form to the Management Office at least one week prior to your move-in. You can make changes to your contact information later by visiting the Admin Center. Just click on the gears at the top right corner of the web page. There, you can insert and update your contact information and set preferences for communications from the Management Office, such as high alert text messages in case of emergency.

UPON MOVE IN

Service Requests

Submit a Service Request if you have any issues with your suite upon move in. Healthcare Realty allows up to two contacts from each company to create accounts with our service request system. Contact the Management Office to receive a username and password

Rent Payments

Visit Versapay to make a one-time payment, set up recurring payments or monitor your account. Please refer to your Lease Agreement for rent payment due dates and late fees.

My Building and Suite

BUILDING HOLIDAYS

The building will be closed on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

For a list of services that will not be available during holidays and weekends, please contact the Management Office.

UPDATING MY INFORMATION

You can inform the Management Office of updates to your general contact information, office hours, billing information, or emergency contacts by downloading the Tenant Information Update form then email, fax or deliver it to the Management Office.

DIRECTORY LISTING & SUITE SIGNAGE

To update your directory listing or suite signage, please download the Directory Listing & Suite Signage form and email, fax, or deliver it to the Management Office.

All new tenants are provided, free of charge, standard suite signage and listing on the appropriate building directories located in the lobbies. Any subsequent changes to suite signage and building directories (e.g., sub-tenants, new physicians joining a practice, etc.) will be charged a fee.

ELEVATORS & PARKING

Elevators

All elevators are designed for efficient operation. In the unlikely event that the elevators become inoperable, please instruct your staff and patients to first use the emergency telephone located inside each elevator cab. The telephones are connected to the 24-hour emergency switchboard. A building engineer or elevator technician will be dispatched immediately to assist you. In addition, there is an emergency bell that may be pushed to alert the building staff of any problems.

Parking

If your building provides reserved parking, you may apply for a pass by contacting the Management Office.

MAIL SERVICE & DELIVERIES

Mail

The United States Postal Service (USPS) delivers mail to tenant mailboxes. USPS assigns all mailboxes, administers mailbox keys and changes mailbox locks. In order to have a mailbox assigned for your suite, please take a copy of your Lease Agreement to the USPS post office located in the same zip code as your building and request a mailbox assignment for your suite. USPS typically charges a fee for mailbox keys and mailbox lock changes.

Small Packages

Parcel carriers like FedEx, UPS and Amazon will deliver small packages to tenant suites.

Large Packages

If you are expecting a delivery of furniture or other large objects, please contact the Management Office. Any major deliveries and/or removals require advanced reservation of the freight elevator by the tenant. This is to ensure a tenant receives priority over daily building deliveries.

CLEANING

Cleaning services are provided on a contract basis. Cleaning services in tenant spaces are provided after normal operating hours Monday through Friday, with the exception of observed building holidays. Every attempt is made to ensure quality service. If a task has been overlooked, please contact the Management Office so we may correct the problem. Special cleaning requests such as carpet stain removal or waxing of tile floors should be scheduled in advance through the Management Office.

Any trash that should be disposed of by the cleaning personnel that is not in the proper container must clearly be marked "TRASH" with a note that is signed and dated. Tenants are responsible for breaking down all boxes prior to disposal so that they lie flat. Cleaning personnel are not required, nor expected, to remove large packing cases or shipping boxes. Arrangements should be made with the Management Office to dispose of these items. Boxes, furniture and other disposal items are not to be left in the common area hallways for pick up. The common area hallways must remain clear in the event of an emergency evacuation of the building. Tenants are responsible for making outside arrangements for the removal and proper disposal of furniture, appliances and electronic office equipment.

Coffee grounds should be placed in trashcans and never washed down any part of the building plumbing system. To help eliminate unnecessary carpet stains due to leaking trash bags, containers with liquids should be emptied prior to disposal.

Tenants are responsible for the proper collection, disposal and removal of regulated medical "red bag" waste and Sharps containers. Tenants are to contract medical waste disposal directly with a medical waste disposal service. Cleaning personnel are not responsible for handling medical waste in tenant spaces. Tenants are responsible for providing red bags and Sharps containers in tenant spaces. The disposal of any medical waste in building trash is strictly prohibited.

Trashcan liners, toilet tissue, paper towels, and soap in tenant restrooms and exam rooms, as well as common area restrooms, are stocked by the cleaning service provider. Only building-standard products are provided, and building-standard paper product and soap dispensers must be utilized in order for these products to be stocked. Tenants who do not wish to utilize building-standard products or dispensers must provide and stock her own products at the tenant's expense.

MEDICAL WASTE

Medical Waste removal is a responsibility of the tenant. Please contact the Management Office for recommended providers of the service.

HVAC

If the temperature in your office needs adjustment, please submit a Service Request or contact the Management Office. Your call will be referred immediately to engineering personnel.

The standard hours of operation of the heating and air conditioning systems are the same as the building hours. To request after hours HVAC, download the After-Hours HVAC & Lighting form and email, fax or deliver it to the Management Office.

SUSTAINABILITY TIPS

Healthcare Realty is committed to protecting and preserving our environment. Aside from participating in the green initiatives we have created for the buildings, follow these tips to continue the initiative in daily life here and at home:

- Optimize the energy settings on computers and other electronic devices and make sure to shut them down at the end of the day.
- Unplug printers, scanners and copiers that are only used occasionally.
- Turn off all lights and any audio/visual equipment that is not being used.
- Keep things digital and minimize the use of materials whenever possible, do not use unnecessary amounts of paper.
- Implement the use of recycled materials such as recycled paper whenever possible.
- Bringing lunch and using reusable containers cannot only save unnecessary waste but costs too. If you order takeout, join co-workers in large orders to minimize waste of small individual packaging.
- Bring in mugs/glasses/utensils to reduce the use of paper/plastic goods.
- To learn more about staying green, visit EarthShare.org and [The Green Guide](#).

AFTER-HOURS BUILDING ACCESS

Tenants requiring after-hours access for physicians and staff are issued a key that operates select building entrances. Please contact the Management Office to request an after-hours building access key.

To request unlock service for your suite after hours, download the After Hours Unlock Service form and email, fax or deliver it to the Management Office.

OFFICE SECURITY TIPS

The following is a list of general office security suggestions, which are offered to you as an aid in establishing your internal security procedures:

- Restrict office keys to those who actually need them.
- Keep complete, up-to-date records of the distribution of all office keys.
- Establish uniform procedures for collecting keys prior to the termination of employees.
- Establish a rule that keys must never be left unguarded on desks or cabinets.
- Require that filing cabinet keys be removed from locks and placed in a secure location after opening cabinets.
- Prevent unauthorized personnel from reporting a lost key and receiving a replacement.
- Ensure that a responsible person is in charge of issuing all keys.
- Store keys systematically in a secured wall cabinet of either your own design or one that conforms to a commercial key control system.
- Insist on identification from repairmen who come to work in your office.
- Clear all desks of important papers in the presence of others.
- When working alone in the office at night, lock the front door to prevent anyone else from entering.
- Keep the police, fire department and building security telephone numbers posted.
- Double check to see that all doors are securely locked before you leave.

KEYS AND LOCKS

Upon move in each tenant is provided the requested and reasonable number of keys. Additional keys will be provided at a per-key cost. Lock changes will be also be provided at a charge. All keys must be returned to the Management Office at lease termination.

To request key copies and/or lock service, download the Keys & Locks form.

Lost and Found

Please contact the Management Office to report lost items and to claim items that may have been found..

Solicitation

Solicitation in the buildings is not permitted. If someone is soliciting in your suite, please notify the Management Office immediately and we will send appropriate personnel to escort them off of the premises.

GENERAL RULES & REGULATIONS

1. Please check your lease for rules and regulations, as in the event of any discrepancy between the provisions below and the terms of your lease, the terms of your lease will control:
2. Only service animals are allowed in or about the premises.
3. Tenant shall not use the water closets and other plumbing fixtures for any purposes other than those for which they were constructed, and shall not place any debris, rubbish, rags, or other substances therein. All damage resulting from any misuse of the fixtures shall be borne by the tenant whose servants, employees, agents, customers, contractors, subtenants, assignees, patients, invitees, or licensees shall have caused the same.
4. Tenant shall not place any furniture, equipment, records, trash, or other objectionable material in the common areas other than in an appropriate refuse container.
5. Tenant or her employees shall not make or commit any indecent or improper acts while on the property or make any unseemly or disturbing noises or disturb or interfere with neighboring occupants of the building or the premises or those having business with them, whether by use of any musical instrument, radio, loud speaker, singing, or in any other way. Tenant or her employees shall not throw anything out of the doors or windows of the premises.
6. The premises shall not be used for the sale of merchandise in the ordinary course of business, or for the sale at auction of merchandise, goods or property of any kind to persons who are not patients of the tenant.
7. Landlord does not assume any responsibility, and shall not be held liable, for any damage or loss to any automobile or personal property in the parking lot or for any injury sustained by any person in the parking lot.
8. The entry, corridors and stairways shall not be obstructed by tenant, nor used by tenant for any purpose other than ingress or egress to and from tenant's offices, nor must employees of tenant loiter or congregate therein. The floors and windows that reflect or admit light into passageways in common areas shall not be covered or obstructed by tenant.
9. Landlord reserves the right to make such other and further rules and regulations as permitted by the lease.
10. Tenant shall not, without the written consent of landlord, place a load upon any floor of the Building exceeding 80 pounds per square foot. Additional air conditioning, electrical or other facilities required in connection with the installation and operation of any computers or other large business equipment shall be made at tenant's expense and only after obtaining landlord's written consent. Tenant shall pay for the cost of electrical current required to operate computers and other large business equipment and for the cost of additional air conditioning necessitated by such equipment.
11. Tenant will not permit or suffer any signs, advertisement or notices to be displayed, inscribed upon or affixed on any part of the outside of the premises or on windows, doors or the adjacent street--except that directory boards and premises identification signs shall be provided by landlord. Signage on entry doors will be provided by landlord consistent with signage standards within the building.
12. In the event that tenant should from time to time, or at any time, require heating or air conditioning in the premises after the hours specified in the lease, landlord agrees to provide the same to tenant provided tenant shall give landlord at least 12 hours advanced notice of the need for after hours heating or cooling. The charge for such after hours heating and cooling shall be at a rate per hour determined by landlord from time to time. Landlord may either publish such rates or will provide the same to tenant upon request. All charges for after hours heating and cooling requested by tenant shall be additional rent under the lease and due as well as payable with the next monthly installment of rent.

13. Neither tenant nor its employees, patients, contractors, and/or other licensees or invitees shall obstruct, loiter or congregate in any common area, including - without limitation - any common area corridors, hallways, stairways, and restrooms. Tenant shall be responsible for enforcing compliance with the rule with respect to its employees, patients, contractors, and/or other licensees or invitees.
14. Neither tenant nor its employees, patients, contractors, and/or other licensees or invitees, shall otherwise use the common area corridors, hallways, or stairways for any reason other than for ingress and egress to and from tenant's premises. Tenant shall be responsible for enforcing compliance with the rule with respect to its employees, patients, contractors, and/or other licensees or invitees.

CONTRACTOR WORK

All general contractors, subcontractors, suppliers, material men, etc., shall be advised of the following building rules and regulations concerning her proper conduct within the building. It is the general contractor's responsibility to ensure that her contractors read and understand these rules and regulations. Ignorance of these rules and regulations is not a waiver of liability and responsibility.

1. Any work involving the building security, fire, lighting, or HVAC systems requires 48 hours advance notice and must be cleared through the Management Office prior to work being started. Notification can be via email to the designated person. The Management Office will notify the building engineer of their work. Contractors are encouraged to utilize the building's contractor for required modifications.
2. Contractor shall provide the Management Office with material safety data sheets for all chemicals, solvents, etc brought into the building by the contractor or their sub-contractors.
3. The use of solvent borne materials is strictly prohibited.
4. Contractor shall restrict all painting to before or after normal business hours, 8:00 a.m. to 5:00 p.m.
5. No one shall be allowed to endanger the building, its premises or its occupants in any manner whatsoever. In the event that a situation occurs which threatens the building or its occupants in any manner, the contractor, subcontractor, supplier, etc. must take steps to correct the hazardous condition. In the event that the contractor's personnel fail to correct the hazardous situation, the owner reserves the right to immediately take steps to correct the situation at the contractor's expense.
6. No gasoline-operated devices (i.e., concrete saws, coring machines, welding machines, etc.) shall be permitted within the building premises. All work requiring such devices shall be electrically operated.
7. All material deliveries shall be made at the rear of the building (or as agreed). All material will be transported by using the freight or designated elevator padded for construction purposes and then transported to the delivery's particular floor. At no time will material be transported through the building lobby or public areas during normal business hours.
8. Contractor's personnel shall at all times maintain the highest level of cleanliness. All construction debris shall be removed on a timely basis and shall not be allowed to produce a fire hazard. In the event that the contractor fails to keep the premises free of accumulated waste, the owner reserves the right to enter said premises and remove the debris at the contractor's expense. In addition, all public areas such as corridors, restrooms, janitors' closets, etc., shall be maintained and kept free of construction debris, dust, etc.
9. All contractors and subcontractors must wear clothing or a badge that identifies them as employees of that particular company.
10. Contractors are not permitted to use the restrooms for tool cleanup. There is a slop sink provided in the janitorial closet on each floor for the cleanup of tools and equipment as well as a source of water. Contractors must obtain a key from the Management Office if they need to use the slop sink. Anyone found using the restrooms for cleanup or other similar purposes will be subject to removal from the building. If a contractor utilizes the janitorial closet, it must be kept clean at all times.

11. All construction trash and debris shall be removed utilizing the freight or designated elevator padded for construction purposes elevator. The Management Office must be contacted in advance to arrange for the service. No construction debris will be placed in the building dumpster. The contractor will be required to provide a dumpster for construction waste and debris at their own expense, and that dumpster must be emptied on a regular schedule. The location of the dumpster will be arranged through the Management Office. Any permits to place dumpster on public streets will be at contractor's expense.
12. All work performed in occupied tenant spaces must be cleared by contractors prior to leaving the job or at the end of the business day. If the owner is required to perform additional cleanup, it will be done at the contractor's expense.
13. Any work involving the building fire alarm system must be cleared through the Management Office prior to the work being started. The Management Office will then notify the building engineer of their work. No adjustments, corrections or extensions to the fire alarm system will be made without proper written approval of the property manager. Contractors are encouraged to utilize the building's life safety contractor for any required modifications. Any part of the fire alarm system removed from service during construction must be placed back into service at the end of each work day.
14. Contractors are not permitted to enter the fire command center at any time unless accompanied by the property manager or the building engineer.
15. Stairway, electrical room, telephone room, and janitorial closet doors shall be kept closed at all times on occupied tenant floors.
16. Contractor shall protect carpets, vinyl and ceramic flooring in all common areas from the freight elevator which will be padded by the contractor to the construction suite and to the restrooms on the appropriate floor.
17. The contractor is required to provide and make available a fire extinguisher within the premises during construction.
18. Any contractor found guilty of rudeness, use of profanity, or lack of respect to a building tenant or patient will be immediately ejected from the premises and will not be allowed to return.
19. Graffiti or vandalism will not be tolerated. Any contractor caught in the act shall be immediately removed from the premises and will not be allowed to return.
20. Tobacco chewing or smoking will not be permitted in the building.
21. No radios will be permitted on occupied tenant floors; however, "MP3 player"-type portable music product with a headset will be allowed.
22. All work performed in occupied tenant spaces or public corridors will be done in a manner designed to produce the least amount of disruption to normal building operations. Any work involving loud noise or the use of power tools creating a loud noise over an extended period of time is to be reported to the Management Office prior to commencement of the work. The property manager, at their sole discretion, will decide on a case-by-case basis whether the affected work shall take place after hours.
23. The contractor will be required to provide temporary electrical power within the premises for use by their subcontractors. Contractors will not be permitted to run extension cords through public areas on occupied tenant floors.
24. Contractor's personnel will park in designated areas only. Cars parked in restricted areas will be towed or ticketed without notice at the vehicle owner's expense.
25. Owner's representatives reserve the right to inspect work, stop work, and/or have a worker removed from the job any time during the contract.
26. Contractors shall not block the elevator doors open.

27. The contractor will be required to furnish the Management Office with a list of subcontractors and their phone numbers prior to commencement of the job.
28. Contractors needing to work on weekends will provide the Management Office with a list of contractors scheduled to work. The list should include the number of employees, the company and the estimated hours the contractors will be working.
29. All contractors working before 7:00 a.m. or after 6:00 p.m. and on weekends will be required to sign in and out at the security guard station.
30. Rubber wheels are required on all vehicles transporting materials through the building.
31. No tool belts are to be worn outside the work area.
32. All required Certificates of Insurance must be on file prior to the commencement of any work. Certificates must be valid and enforced throughout the contract.

Failure to comply with any of these rules may result in construction personnel being asked to leave the job site.

Contractor Access Authorization

All primary and subcontractors shall have prior Management Office approval for access to the rear or designated area of the building and/or freight or designated elevator padded for construction purposes.

Purpose

To provide a control mechanism for scheduling elevator service, dock parking, access convenience, and overall improvement in tenant building office communication and enhanced security. The system will also provide building staff with information that will help minimize any fire/life safety-related problems. The procedure is intended to eliminate unnecessary delay for all parties concerned.

Procedure

The Management Office has a Contractor Access Authorization form. On the form provide the necessary information and return it to the Management Office. Once approved, the Management Office will supply a copy of the permit to security personnel. No contractors will be allowed access to the building without prior authorization.

INSURANCE PROTECTION

Lease Agreements require each tenant to submit a Certificate of Insurance (COI) verifying that it is following the general liability and professional liability insurance provisions of the lease. The general liability insurance certificate must list Healthcare Realty Services Incorporated as the certificate holder, and Healthcare Realty Trust Incorporated and its affiliates as additional insureds by endorsement to the policy. Insurance coverage requirements are specified in the lease and will provide details on the types of coverage and amounts required. Please check your lease for your exact requirements, have your agent forward the COI to the Management Office prior to your move in, and request that your insurance agent provide the Management Office with a current copy of your COI with endorsements upon each renewal of your insurance policy.

Insurance carried by the landlord does not include personal property or business interruption. It is the tenant's responsibility to obtain insurance that covers office furniture, business machines, personal property, etc., and for any interruption in tenant's business. The landlord assumes no liability due to leaks, flooding, power failures, fire, or any other situation. Nor does the landlord assume any liability for theft. For safety and security purposes, please keep all valuables, cash, checks, drugs, and prescription pads in a secure, locked location.

Below are the standard minimum requirements for tenant insurance coverage. Please check your lease for your exact requirements, as in the event of any discrepancy between the provisions of the section and the terms of your lease. The terms of your lease will control:

Please Note

All commercial general liability Certificates of Insurance for tenants must reflect the following information exactly with applicable endorsements attached:

Certificate Holder	Healthcare Realty Services Incorporated <Management Office mailing address>
Additional Insured	Healthcare Realty and its affiliates as their interest may appear (for the address of the leased premises)
Limits	\$1,000,000 for each occurrence in general liability \$2,000,000 aggregate \$500,000 for any one occurrence in property damage
Cancellation	30-day notice

Professional liability Certificates of Insurance for tenants must contain the following information:

Limits	\$1,000,000 per occurrence \$3,000,000 annual aggregate per physician/ healthcare professional
Cancellation	30-day notice

Tenants are encouraged to provide evidence of workers compensation insurance in an amount equal to or greater than the amount of state statutory requirements.

INCIDENT REPORTS

To record the details of any accident, theft or injury that occurs on the property, incident reports must be filed. Please notify the Management Office as soon as an incident occurs so we can follow up with the appropriate record taking. We appreciate your cooperation in answering any questions the building staff may have pertaining to the incident

MOVING

These guidelines have been developed to ensure the safety of you and your staff. Following these guidelines will protect the people handling the move as well as your property and the building. These guidelines are in no way meant to hamper or restrict your process, but rather to safeguard the elements involved.

All moving must be coordinated with the Management Office at least seven (7) business days prior to your move date.

You and the moving contractor will be responsible for all costs of repairing any damage to the premises, building or property caused by the moving or placement of your property. Moving companies must provide a Certificate of Insurance within 24 hours of scheduled delivery naming Healthcare Realty Services Incorporated as the certificate holder, and Healthcare Realty Trust Incorporated and its affiliates as additional insureds. The mover must also be bonded and carry a minimum of \$1 million combined single limit, property damage and public liability insurance.

All furniture and equipment deliveries must be done after 4:00 p.m. weekdays and between 7:00 a.m. and 3:00 p.m. weekends and holidays (no exceptions).

Elevators and corridor walls must be protected with non-stick cardboard or vinyl. Elevator lobby, floors and corridor floors to the suite must be protected with heavy fiberboard-like material, such as Masonite, taped in a fashion that will not cause a trip hazard.

If you are moving in or out of your suite, please download the Move In/Out Procedures form and email, fax or deliver it to the Management Office.

SMOKING

In order to provide a healthy environment that all visitors and employees expect in a medical facility, we and the adjacent medical office buildings have joined other hospitals in making hospital campuses tobacco-free. The use of all tobacco products is strictly prohibited on the entire campus, in and around the facility, including at all building entrances as well as the building's surrounding walkways, drives and parking areas. Tobacco use is also prohibited on/in all campus streets as well as parking lots and garages, including inside personal vehicles. All tenants are responsible for enforcing the policy with their employees, patients, guests, and vendors. Tobacco products include, but are not limited to: cigarettes, cigars, pipes, chewing tobacco, and snuff.

Emergencies

CONTACT INFORMATION

In case of an emergency, dial 911. Immediately after dialing 911, please contact the Management Office.

ACTIVE SHOOTER

The Department of Homeland Security (DHS) recommends that when an active shooter is nearby, the best course of action would be to RUN, HIDE or FIGHT.

Run

- Be aware of your environment.
- Know the nearest exits and leave the building if possible. Take others along while you exit. If others disagree, evacuate alone and run/walk to a safe location.
- Leave your bag and other belongings behind.
- Prevent people from entering the premise.
- Call 911 as soon as you think it is safe.

Hide

- If the shooter is nearby, or if exiting is not an option, hide in a place where you are not visible. If you are in a hallway or lobby, run to a room.
- Secure your hiding place. If you are in a room, lock it from inside, switch off the lights and block the entrance with heavy furniture.
- Be silent! Put your cell phone on silent mode immediately. A ring or a vibration will give away your location.

Fight

- This should only be done as the last resort. If running or hiding is not possible, or if your life is in imminent danger and you have no other option, you can use physical force to try to take down the shooter.
- Try to incapacitate the active shooter.
- Yell at the attacker and throw things. Use any physical force available/possible to stop the shooter and defend yourself and/or others.

What to Say When You Call 911

- Dial 911 as soon as you think it is safe. Remain calm and give the following information:
- Location of the active shooting incident.
- Number of active shooters.
- Shooter's physical description.
- Type of arms used in the incident.
- Number of victims or potential victims present.

What to do When Law Enforcement Arrives

- Stay calm and follow the instructions given.
- Put down items that you are carrying.
- Raise your hands and spread your fingers.
- Keep your hands visible always.
- Do not make any quick movement towards officer for safety or other reasons.
- Do not shout or yell.

BOMB THREAT

When a bomb threat is made over the telephone, obtain the following information from the caller:

- Exact location of the device
- Time set for explosion
- Description of the device
- Reason the caller has placed the bomb
- Exact words used by the caller
- Keep this information as confidential as possible.
- After notifying the Police Department by calling 911, immediately notify the Management Office.

Once the Management Office has been notified of a bomb threat, they will contact local police. It is our policy to then notify tenants. If local police deem the building should be evacuated then we will take immediate steps to evacuate all tenants and visitors.

In the event that you are asked to evacuate the building, please move away from the building so as to allow unfettered access to emergency personnel. Do not reenter the building until the Management Office, the Police or the Fire Department have given clearance.

MAIL BOMBS

Letter bombs are usually sent through the mail addressed to a specific individual in the company, usually disguised to look like some sort of gift or a small package. Letter bombs have the power to kill or seriously maim anyone in close proximity. Letter bombs are usually contained within a large size manila envelope ¼” to ½” thick and are fairly rigid.

However, the technology used in letter bombs has become increasingly sophisticated and can be difficult to detect visually. Letter bombs have been mailed from cities or small towns in the United States as well as from foreign countries. Be especially wary of letters that are mailed to titles - Chairman, President, Manager, Security Officer, etc. - rather than directly to named individuals.

If you suspect a parcel contains a letter bomb:

- Clear everyone out of the immediate area; establish at least a 25-foot radius around the package.
- Notify the police at 911 and building management.
- Do not handle it under any circumstances.
- Do not attempt to deactivate it yourself.

CIVIL DISTURBANCE

Should a riot or civil disturbance start outside the building, the security guards will immediately lock all entrances to the building. The police will be notified and we will keep you informed.

If a disturbance should occur in the main lobby, turn off all elevators at the first floor and contact the police.

EARTHQUAKE

Keep an Earthquake Preparedness Kit

- Food and water – at minimum, a 3-day supply (a 7-day supply is ideal)
- First Aid kit and manual
- Large and small heavy-duty plastic bags, duct tape and scissors
- Extra prescriptions and eyewear
- Heavy-duty shoes and gloves
- Extra clothing and a whistle
- Rescue tools
- Portable TV and/or radio with extra batteries
- Flashlights and extra batteries
- Cash (ATMs and credit cards may not work)
- Emergency Phone List, including family at work, school, daycare, etc.
- Long-distance message check in phone number
- Cell phone

Reduce Injuries

Most earthquake-induced injuries are caused by falling objects or debris that has become dislodged by the quake. During an earthquake, please observe the following:

- Remain calm; do not panic.
- Stay in the office area.
- Take cover under tables, desks or strong doorways.
- Keep away from windows and glass doors.
- Keep clear of filing cabinets, shelves and tall stacks of materials.
- Check for any injured personnel and administer first aid where necessary.
- Floor wardens should assess damage and injuries and be prepared to expedite evacuation of serious cases.
- In the event of a fire resulting from an earthquake, follow the fire emergency procedures:
 - Elevators are equipped with seismic detectors which, when activated, will automatically stop the elevator at the nearest floor.
 - If they are occupied at the time, inhabitants should exit immediately and follow instructions issued by the floor warden.

After an Earthquake

- Be prepared for aftershocks. While aftershocks are generally smaller than the earthquake that generates them, they can cause additional damage.
- If you smell gas, notify the building office or security immediately.
- Check immediate location - make sure you are safe.
- Check for injuries and apply first aid as needed. Be prepared for an absence of immediate emergency services, and be prepared to help yourself and others.
- Extinguish any fires. Do not light matches. Do not smoke.
- Listen for news or pertinent instructions on the radio or television.
- Do not use the telephone unless you have a dire emergency. Ensure that all telephone receivers are properly mated to their cradles.
- Conserve and responsibly ration food and water.

EVACUATION

If the fire alarm sounds or you are otherwise notified to evacuate the building, exit via the stairwells. Exit at Floor 1 and rendezvous with your employees in a predetermined location, safely away from the building. Ensure all employees and visitors are accounted for.

FIRES

To prevent a fire:

- Do not accumulate quantities of discarded files or other paper trash in your office or storage area. Pay special attention to housekeeping in those departments that produce quantities of debris, such as duplication machines, mailing and receiving rooms.
- Do not store large quantities of flammable solvents, duplicating fluids or other combustible fluids.
- Keep electrical appliances in good repair. Report unsafe conditions to the building office.
- When furnishing an office, consider the fire potential of materials used in large amounts, such as overstuffed chairs, settees, couches, or anything that could become a combustible item. Such furnishings should be flame proofed.
- Where potential for fire is especially high, such as supply rooms, tenants may wish to consider installing additional fire extinguishers.

In Case of a Fire

- Pull the nearest fire alarm. Alarms are located in the corridors adjacent to the stairwells.
- Call 911 from a safe location.
- Evacuate or relocate and assist all others in the immediate area.
- Close doors behind you to isolate fire.

- Proceed to stairwells and listen for instructions. NEVER use the elevators.
- Be cautious when opening doors so as not to spread the fire. Touch any door to see if it is hot before opening.
- If smoke is present, stay low and crawl with your body against the floor. The clearest air is near the floor. If forced to make a dash through smoke or flame, hold your breath and cover your nose and mouth with an article of clothing.

MEDICAL EMERGENCY

In the event that an accident or illness befalls one of your employees or visitors:

- Call Emergency Services at 911.
- Provide the Emergency Dispatcher with the following information:
 - Your name
 - Your Building's name and address
 - Your specific floor number and exact location of the emergency
 - Any pertinent details of the accident or illness
- Do not move the injured/ill person. Attempt to make them as comfortable as possible.
- If feasible, send someone to meet the emergency unit upon its arrival in the lobby.
- Call the Management Office. Inform management that you have called 911 and briefly describe the nature of the emergency. The emergency unit will be with you shortly and will administer all necessary medical assistance.
- Determine, if possible:
 - Name, address and age of injured/ill person
 - The nature of the problem, as best you can surmise
 - All known allergies and current medications taken by the individual
 - A local doctor

POWER FAILURE

If a building is without power for more than two (2) hours or an extended period of time, all tenants are required to evacuate the building immediately. Tenants are not permitted to conduct business in their suites if the building is expected to be without power for an extended period of time. Emergency lighting is in place in the common area corridors and in the stairways, but the lighting has limited power supplies designed only to allow tenants and visitors to evacuate the building in a timely manner. Evacuation is required to avoid possible injuries.

If a power outage occurs, please follow these procedures:

- Turn off all electrical equipment in your suite such as computers, copy machines, coffee makers, etc. to lessen electrical load on circuits and in the building when power is restored.
- Evacuate the building by using the building stairways. Elevators are inoperable during power outages.
- If an extended power outage occurs after normal business hours, please call the on-call maintenance engineer if you have phone service.

SEVERE WEATHER

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by 1) Watch or 2) Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. Watch becomes effective when atmospheric conditions are present that can produce the particular weather phenomenon. Warning means that the weather condition has been spotted and prompt action must be taken to enhance safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by building management, but rather by each tenant company.

In the event these conditions do exist, follow these guidelines:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds. This will provide protection from broken glass.
- Do not panic.
- Use the stairwells rather than the elevators.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- If evacuated, do not return to your office until advised to do so.

TOXIC HAZARDS

If there is a toxic spill or exposure:

- Proceed immediately to an area where you are no longer exposed.
- Call 911
- Provide the building's address, your floor and phone number as well as what type of spill has occurred.
- Take appropriate action to contain the hazard. Close doors behind you and always follow all safety procedures when working with toxic materials.