

PROPERTY MANAGEMENT



BEAIRD  TOWER

BEAIRD TOWER TENANT MANUAL



VRC CUSTOMER SERVICE:
(318) 222-2266
OR TOLL FREE: 1 (866) 621-3567

CORPORATE OFFICE:
330 MARSHALL STREET, SUITE 200
SHREVEPORT, LA 71101

VINTAGEREALTY.COM

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MANAGEMENT SERVICES

Customer Service:

Vintage Realty Company provides 24/7 customer service support. Please refer to the following phone number/ email address that will reach a Vintage Realty Company representative:



Customer Service Hotline: (318) 222-2266 or TOLL FREE 1-(866)-621-3567
Email: customerservice@vintagerealty.com

Maintenance requests should be called in or emailed to Customer Service to dispatch the appropriate maintenance personnel, monitor response times and follow-up until request is completed.

Management Staff:

Senior Property Manager	Meredith Cassell
Building Maintenance Engineer	Steven Smith
Building Maintenance Supervisor	Joe Trice

Management Office Hours: Open Monday-Friday 8:00 am to 5:00 pm

If assistance is needed after hours please call (318) 222-2266 or the toll free number 1-(866)-621-3567 and the answering service will contact the appropriate personnel to respond.

If it is an emergency, do not hesitate to contact either the Police or the Fire Department by dialing 911.



LOCKOUT INFORMATION: As part of the Vintage Realty Company's commitment to provide a safe and secure environment for all of our Tenants, Vintage Customer Service and Building Maintenance are not permitted to provide access to individual office suites and building entrances for anyone who may be locked out. This policy applies during regular business hours and after hours.

If a situation occurs where someone is locked out and it is imperative to access the suite or the building, the responsible party named on the Lease Agreement must make arrangements with the Property Manager. Please develop a plan for your office where a co-worker can be contacted to provide access, or keep an extra key in your wallet or vehicle.



MOVE IN PROCEDURES

Contact numbers you may need prior to moving in:

CERTIFICATE OF OCCUPANCY

SHREVEPORT (318) 673-6442

Moving Furniture, Equipment and Supplies:

The following pertains to the moving of furniture, equipment and supplies in and out of the building. Please provide a copy of these instructions to your moving company.

NOTE: ANY MOVERS THAT DO NOT ADHERE TO THE FOLLOWING REQUIREMENTS WILL BE REQUESTED TO DISCONTINUE THE MOVE UNTIL THE DISCREPANCY IS CORRECTED.

1. To permit an efficient flow of furniture and materials, Building Management must be notified at least 48 hours in advance.
2. Floor protection must be used on all carpeting as well as finished floor areas when heavy furniture or equipment is being moved with wheel or skid type dollies.
3. The mover must provide and install protective coverings on all walls, door facing and other areas along the route to be followed during the move, including elevator.
4. Any damage to the building or fixtures caused by the move will be repaired by Landlord at Tenant's expense.
5. An elevator will be provided by Property Management.
6. The Vendor will be required to remove all boxes and trash. These materials must not be stored in any building corridor or any common areas of walkway. If moving boxes are to be left with the Tenant and picked up later, arrangements must be made with the Tenant to leave boxes in the Tenant lease space until the Vendor arranges Property Management to pick them up. Any debris left behind will be disposed of, and labor charges for the disposal will be sent to the Vendor. The building will not be accountable to the Vendor for losses of equipment, supplies, etc. left behind after a move.
7. Property Management reserves the right to change the Vendor labor costs incurred for any supervisory hours spent by Property Management or maintenance personnel to accommodate the move.



MOVE IN PROCEDURES

- The Vendor shall, at its sole cost and expense, maintain in effect during the term of the move, insurance coverage with limits not less than those set forth below with insurers licensed to do business in Louisiana and acceptable to Owner and under forms of policies satisfactory to Owner. None of the requirements continued herein as to types, limits, and Owner's approval of insurance coverage to be maintained by Vendor are intended to and shall not in any matter limit or qualify the liabilities and obligations assumed by Vendor.

WORKERS COMPENSATION

- Coverage Minimum Amounts & Limits
 - Worker's Compensation Statutory Limits of \$100,000
- The policy shall include Waiver of Subrogation in favor of the Owner.

COMPREHENSIVE GENERAL LIABILITY

- Coverage Minimum Amounts & Limits
 - Bodily Injury \$1,000,000 each occurrence
\$1,000,000 aggregate

COMPREHENSIVE AUTOMOBILE LIABILITY

- Coverage Minimum Amounts & Liability
 - Bodily Injury \$500,000 per person
 - Property Damage \$500,000 per person
- This policy shall be on a standard form written to cover all owned, hired or non-owned automobiles.

UMBRELLA EXCESS LIABILITY INSURANCE

- Coverage Minimum Amounts & Limits
 - Bodily Injury \$1,000,000 per occurrence
 - Property Damage \$1,000,000 aggregate

CERTIFICATE WITHIN 24 HOURS OF MOVE DATE

Vendor moving furniture, equipment and/or supplies into or out of the building shall present to Property Management a certificate reflecting these coverages at least 24 hours in advance of move date. Beard Tower, LC and Vintage Realty Company must be named as additional insured on the certificate.

- In addition, Vendor shall indemnify and save Landlord harmless from and against all claims, demands and causes of action of every kind in character arising in favor of moving company's employees, Landlord's employees, or other third parties on account of bodily injury, personal injury, death or damage to third parties on account of bodily injury, personal injury, death or damage to property in any way resulting from willful or negligent acts or omissions of moving company, its agents, employees, representatives or subcontractor. The moving company shall be responsible for all damages and losses sustained by them to their tools and equipment utilized in the performance of all work thereunder.



BUILDING INFORMATION



BUILDING HOURS:

Monday - Friday	6:45 AM to 6:45 PM
Saturday	Closed
Sunday	Closed



SECURITY HOURS & CONTACT INFO:

Lobby Security	(318) 207-1662 cell or (318) 221-7319 office
Monday - Friday	6:45 AM to 9:00 PM
Saturday & Sunday	No Security

Parking Garage Security (318) 221-7388 office

Monday - Friday	6:45 AM to 7:00 PM
Saturday & Sunday	No Security



AFTER HOURS BUILDING ACCESS:

To access the building after hours, an access card is required. These cards are distributed upon lease commencement. For additional cards, contact the Management Office.

After standard operating hours, the building can only be accessed via card readers which are located at the first floor Marshall Street entrance and the second floor parking garage entrance. Simply wave your access card in front of the reader and the door will release. DO NOT hold the door open longer than 10 seconds as this will cause the alarm to sound. The 3 passenger elevators also have card readers and you must wave your card in front of the reader for the elevator to operate. Tenants are only given access to floors 1-3 and the floor in which their office is located. To EXIT the building, you must push the green EXIT button at either location and the door will release.



KEYS:

Exterior and interior office keys will be distributed upon lease commencement. To ensure the safety and security of the building as well as the Tenants, please do not have any building keys duplicated on your own. All duplicate keys must be requested through Customer Service. Please see the breakdown of charges below for duplicate keys. These fees are subject to change at any time by the Management Office.

Exterior Door Key (High Security Primus Key) - \$10.00 each

Interior Door Key - \$5.00 each



BUILDING INFORMATION



AFTER HOURS AIR CONDITIONING:

Heating, ventilation and air conditioning (HVAC) is provided from 7:00 AM to 6:00 PM Monday through Friday and 8:00 AM to 2:00 PM on Saturdays. Outside of these hours HVAC is provided by request only by contacting Customer Service 24 hours in advance at (318) 222-2266 or 1-(866)-621-3567.



MAILROOM/MAILBOXES:

The postman will deliver mail to the building's mailboxes which are located on the first floor. The Management Office will assign each suite a postal box upon move-in. As a courtesy, the lobby security guard will contact each tenant office when the mail has arrived.



BOARDROOM USE:

The building boardroom located on the third floor is available for Tenant use on a reservation basis. There is no charge for the room, but reservations must be made by contacting Customer Service at (318) 222-2266 or 1-(866)-621-3567. The boardroom is available for use during normal building hours only unless prior arrangements are made with Property Management.



CLEANING SERVICES:

Cleaning services are contracted with a professional vendor. All personnel are insured and bonded prior to performing services in the building. All cleaning personnel shall wear a personnel I.D. badge and a patch identifying the cleaning company.

Cleaning services are generally provided five (5) nights a week, Monday through Friday. Resilient floors will be cleaned, carpets will be vacuumed, desks will be dusted and trash cans will be emptied. Should you wish to have your desk dusted, place all papers to one side, leaving the majority of the surface uncovered and the cleaning service will know to clean the desk. Refer to lease for specific janitorial tasks.

Special cleaning needs, such as carpet shampooing, will be arranged by Property Management at an additional cost to the Tenant.

Any items you wish to be removed by the cleaning personnel that are not in a trash can should be marked in dark letters "TRASH". Please do not place any items you do not wish discarded in such places or on top of wastebaskets.

PLEASE DO NOT PLACE TRASH IN CORRIDORS, especially empty boxes which become trip and fall hazards.



BUILDING INFORMATION



DELIVERIES:

Please notify building management when moving bulky materials, office furniture or equipment in or out of the buildings. All moves must be scheduled in advance with the Management Office. If a designated elevator is required, it will be provided only between the hours of 8:30 AM until 11:30 AM and from 1:30 PM to 4:30 PM. The on-site security or maintenance staff is not allowed to assist Tenants due to insurance restrictions.

As a reminder, Landlord shall not be liable for injury or damages to any person or property involved as a result of Tenant deliveries or move-ins. Please remember to have all contractors submit a Certificate of Insurance to the Management Office before move-in/move-out commences or any other work.

DELIVERY AREA:

The delivery access for smaller deliveries is located at the main entrance of the property on Marshall Street. There is a designated parking area for delivery vehicles on Travis Street, on the South side of the building. The delivery access for large or bulky items is located in the service alley on the North side of the building. All large deliveries must come through the freight elevator in the basement and then transferred to the passenger elevator which will lead to the intended floor.



EMPLOYEE AND VISITOR PARKING:

There are approximately 470 covered and non-covered parking spaces (including handicapped spaces) in the attached Beard Tower parking garage. 11 of these spaces are designated as Visitor Parking and may be used by anyone at a rate of \$6.00 per day. The remaining spaces are available for lease at various rates based on their location. All parking spaces are reserved and assigned through the management office.



BUILDING INFORMATION

PARKING RULES AND REGULATIONS:

1. Parking in fire lanes is forbidden. Unauthorized vehicles will be towed at owner's expense.
2. Vehicles must not park at the end of aisles, in drive lanes, or in any other un-striped area.
3. Parking must be accomplished between striping.
4. Handicap stickers or permits must be clearly visible for access to handicap spaces.
5. Parking tags issued by the Management Office must be clearly visible at all times.
6. All spaces in the parking garage are "Reserved" and are not available for general use at any time.
7. Visitor parking is available on the 1st level of the garage and parkers must get a visitor pass from the parking garage attendant. The parking pass must be validated by the company visitor has visited and then returned to the garage attendant upon leaving. Tenants will be invoiced for all visitor parking charges monthly.
8. Please observe traffic directional arrows to keep traffic moving smoothly in the right direction.
9. Periodically the parking garage attendant will inspect the garage and will issue notices to vehicles when a matter needs to be addressed (i.e. no hang tag, parked in wrong space, expired inspection sticker, etc.). Please address the matters as quickly as possible to avoid multiple notices.

Property Management reserves the right to modify or change any of the above rules and regulations at any time.



ROOF ACCESS:

Please contact Property Management for access to the roof. All installations that involve the roof system should be approved by Property Management prior to access.



SMOKING POLICY:

Beaird Tower is a smoke-free building, with the exception of the designated smoking lounge located on the third floor inside the West stairwell. There is also a designated outdoor smoking area on the corner of Marshall & Fannin Street provided for Tenant use.



SOLICITING:

Soliciting is not allowed. If any solicitors are seen in the building, please notify Customer Service in the Property Management office at (318) 222-2266 or 1-(866)-621-3567 immediately.



WASTE REMOVAL:

Trash is picked up Monday through Friday by a contracted waste removal service. There is not an on-site dumpster at Beaird Tower for Tenant use.



BUILDING RULES AND REGULATIONS

The Building Rules and Regulations are also attached to the Lease. All of the definitions set forth in the Lease shall be deemed applicable in this Exhibit as if reproduced herein in their entirety. These Rules were promulgated by Landlord. The use of the term "Tenant" herein shall be deemed to mean and include all Tenants of the Building, including Tenant.

1. Sidewalks, doorways, vestibules, halls, stairways and similar areas shall not be obstructed nor shall refuse, furniture, boxes or other items be placed therein by Lessee or its officers, agents, servants and employees or used for any purpose other than egress and ingress to and from the premises, or for going from one part of the building to another part of the building. Canvassing, soliciting and peddling in the building are prohibited.
2. No awnings or other projects will be attached to the outside walls of the building without the prior written consent of the Lessor. No curtains, blinds, shades, or screens will be attached to, hung in, or used in connection with any window or door of the leased premises without the prior written consent of the Lessor. Such awnings, projections, curtains, blinds, shades, screens or other fixtures must be quality, type design and color and attached in the manner approved by the Lessor. Lessor will control all internal lighting that may be visible from the exterior of the building and shall have the right to change any unapproved lighting, without notice to Lessee, at Lessee's expense.
3. No signs, advertisements, notices or other lettering will be exhibited, inscribed, painted, or affixed by any Lessee on any part of the outside or inside of the leased premises or building without the prior written consent of the Lessor. In the event of the violation of the foregoing by any Lessee, the Lessor may remove the same without any liability, and may charge the expense incurred by such removal to the Lessee. Interior signs on doors will be inscribed, painted, or affixed for each Lessee by the Lessor at the expense of such Lessee, and will be of a size, color and style acceptable to the Lessor. Lessor reserves the right to install and maintain a sign or signs on the exterior and on the roof of the building.
4. The sashes, sash doors, skylights, windows and doors that reflect or admit light and air into the halls, passageways or other public places in the building will not be covered or obstructed by any Lessee, nor will any bottles, parcels or other articles be placed on the window ledges.
5. Lessor will provide and maintain an alphabetical directory board for all Lessees in the first floor (main lobby) of the building and no other directory shall be permitted unless previously consented to by Lessor in writing.



BUILDING RULES AND REGULATIONS

6. No showcase or other articles will be put in front of, or affixed on, any part of the exterior of the building nor placed in the halls, corridors, or vestibules without prior written consent of the Lessor.
7. No Lessee will mark, paint, drill into, or in any way deface any part of the leased premises or the building of which they form a part. No boring, cutting, or stringing of wires will be permitted except with the prior written consent of Lessor and as it may direct. No Lessee will lay linoleum, or other similar floor covering, so that the same will come in direct contact with the floor of the leased premises; and if linoleum or other similar floor covering is desired to be used, an interlining of builder's deadening felt will be first affixed to the floor by a paste or other similar material soluble in water, the use of cement or other similar adhesive material being expressly prohibited.
8. No bicycles, vehicles, birds or animals of any kind will be brought into or kept in or about the leased premises, and no cooking will be done or permitted by any Lessee on the said premises. However, this does not prevent Lessee from having coffee, soft drinks, candy and other items for use of Lessee's employees, servants, agents or visitors. Lessee will not cause or permit any unusual or objectionable odors to be produced upon or permeate from the leased premises.
9. No space in the building will be used for manufacturing or for the sale of property of any kind at auction.
10. No Lessee will make, or permit to be made, any unseemly or disturbing noises, or disturb or interfere with occupants of the neighboring buildings or premises or those having business with them. No Lessee will throw anything out of the doors, windows, or skylights or down the passageways.
11. No additional locks or bolts of any kind will be placed upon any of the doors or windows by any Lessee, nor will any changes be made in existing locks or the mechanism thereof, without the prior written approval of Lessor, which approval will not be unreasonably withheld. Lessee will be supplied, free of charge, with two keys for each door on the leased premises. Each Lessee must, upon the termination of his tenancy, restore to the Lessor of all keys of stores, offices and toilet rooms, either furnished to or otherwise procured by such Lessee.



BUILDING RULES AND REGULATIONS

12. Movement in or out of the building of furniture or office equipment, or dispatch or receipt by Lessees of any bulky material, merchandise or materials which require use of elevators or stairways, or movement through the building entrances or lobby shall be restricted to such hours as Lessor shall designate. All such movement shall be under the supervision of Lessor and in the manner agreed between the Lessees and Lessor by prearrangement before performance. Such prearrangement initiated by a Lessee will include determination by Lessor, and subject to its decision and control, as to prohibit any article, equipment or any other item from being brought into the building. The Lessees are to assume all risks as to the damage to articles moved and injury to persons or public engaged or not engaged in such movement, including equipment, property and personnel of Lessor if damaged or injured as a result of acts in connection with carrying out this service for a Lessee from the time of entering the property to completion of work, unless such damage or injury is caused by the negligence of Lessor; and Lessor shall not be liable for acts of any person engaged in, or any damage or loss to any of said property or persons resulting from, any act in connection with such service performed for a Lessee, unless such damage or injury is caused by negligence of Lessor.

Lessor shall have the power to prescribe the weight and position of safes and other heavy equipment or items, which shall in all cases, to distribute weight, stand on supporting devices approved by Lessor. All damages done to the building by the installation or removal of any property of a Lessee, or done by a Lessee's property while in the building, shall be repaired at the expense of such Lessee.

A Lessee shall notify the building manager when safe or other heavy equipment are to be taken in or out of the building, and the moving shall be done under the supervision of the building manager, after written permission from Lessor. Persons employed to move such property must be acceptable to Lessor.

All deliveries of furniture, freight, office equipment or other materials for dispatch or receipt by Lessee must be made by licensed commercial movers via the designated entrance of the building in a manner and during hours set by Lessor from time to time. Prior approval must be obtained from the Lessor's building manager for any deliveries that might interfere with the free movement of others through the public corridors of the building. All hand trucks shall be equipped with rubber tires and rubber side guards.

13. No Lessee will open, or permit windows to be opened, at any time.

14. The leased premises shall not be used for lodging, sleeping or cooking or for any immoral or illegal purpose or for any purpose that will damage the premises or the reputation thereof, or for any purpose other than that specified in the lease covering the premises.



BUILDING RULES AND REGULATIONS

15. The requirements of Lessees will be attended to only upon application at the office of the building. Employees will not perform any work or do anything outside of their regular duties unless under special instructions from the office of the Lessor.
16. With respect to work being performed by Lessees in any leased premises with the approval of Lessor, all Lessees will refer all contractors, contractors' representatives and installation technicians rendering any service to them to Lessor for Lessor's supervision, approval and control before the performance of any contractual services. This provision shall apply to all work performed in the building including, but not limited to, installations of telephones, electrical devices and attachments, doors, entranceways and any and all installations of every nature affecting floors, walls, woodwork, trim, windows, ceilings, equipment and any other physical portion of the building.
17. Corridor doors, when not in use, shall be kept closed.
18. Each Lessee shall cooperate with Lessor's employees in keeping its leased premises neat and clean. Lessees shall not employ any person for the purpose of such cleaning other than the building's cleaning and maintenance personnel.
19. Lessor shall be in no way responsible to the Lessees, their agents, employees, or invitees for any loss of property from the leased premises or public areas or for any damages to any property thereon from any cause whatsoever, unless such damage or injury is caused by the negligence of Lessor. Lessor will not be responsible for lost or stolen personal property, money or jewelry from Lessee's leased premises or public or common areas regardless of whether such loss occurs when the area is locked against entry or not, unless such damage or injury is caused by the negligence of Lessor.
20. To ensure orderly operation of the building, no ice, mineral, towels, newspapers, etc. shall be delivered to any leased area except by persons appointed or approved by Lessor in writing.
21. Should a Lessee require telephonic, enunciator or communication service, Lessor will direct the electrician where and how wires are to be introduced and placed and none shall be introduced or placed except as Lessor shall direct. Electric current shall not be used for power or heating without Lessor's prior written permission.



BUILDING RULES AND REGULATIONS

22. Nothing shall be swept or thrown into the corridors, halls, elevator shafts or stairways. The washrooms and restrooms and appurtenances thereto shall not be used for any other purposes than those for which they were constructed and no sweepings, rubbish, rags or other improper substances shall be thrown or placed therein. No person shall waste water by interfering or tampering with the faucets, or otherwise. Any damage resulting to said washrooms or restrooms or appurtenances shall be paid for by the Lessee who, or whose agents and employees, shall cause such damage, and Lessor shall not in any case be responsible therefore.
23. No machinery of any kind, other than ordinary office machines such as typewriters, computers, printers, copiers and calculators, shall be operated on premises without prior written consent of Lessor, nor shall a Lessee use or keep in the building any inflammable or explosive fluid or substance (including Christmas trees and ornaments), or any illuminating materials. No space heaters or fans shall be operated in the building.
24. Lessor shall have the right to prohibit the use of the name of the building or any other publicity by Lessee which in Lessor's opinion tends to impair the reputation of the building or its desirability for the executive offices of Lessor or of other lessees, and upon written notice from Lessor, Lessee will refrain from or discontinue such publicity.
25. Lessee shall not do anything, or permit anything to be done, in or about the building, or bring or keep anything therein, that will in any way increase the possibility of fire or other casualty or obstruct or interfere with the rights of, or otherwise injure or annoy, other Lessees, or do anything in conflict with the valid pertinent laws, rules or regulations of any governmental authority.
26. No Lessee, nor any of Lessee's servants, employees, agents, visitors or licensees shall at any time bring or keep upon the demised premises any firearm without prior expressed written consent of the Lessor.
27. Except for common areas designated for such purposes, smoking, eating and drinking are prohibited in all common areas of the building, including bathrooms.
28. No food, and/or beverages shall be distributed from Lessees offices without the prior written approval of the building manager.
29. Lessees will not locate furnishings or cabinets adjacent to mechanical or electrical access panels or over air conditioning outlets so as to prevent operating personnel from servicing such units as routine or emergency access may require. Cost of moving such furnishings for Lessor's access will be for Lessee's account. The lighting and air conditioning equipment of the building will remain the exclusive charge of the building designated personnel.



BUILDING RULES AND REGULATIONS

30. Lessee shall comply with parking rules and regulations as may be posted and distributed from time to time.
31. Vending machines or dispensing machines of any kind will not be placed in the premises by a Lessee.
32. No solicitation will be permitted in the building without the express written consent of the Lessor.
33. The Lessor may waive or modify any one or more of these rules for the benefit of any particular Lessee of said building, but no such waiver by the Lessor of any such rules shall be construed as a waiver of modification of such rule in favor of any other Lessee or Lessees of said building, nor prevent the Lessor from thereafter enforcing any such rule against any or all of the Lessees of said building.
34. The Lessor reserves the right to rescind any of these rules (as to any particular Lessee or as to all Lessees generally) and to make such other and further rules and regulations as in the reasonable judgement of Lessor shall from time to time be needed for the safety, protection, care and cleanliness of the building, the operating thereof, the preservation of good order therein, and the protection and comfort of its Lessees, their agents, employees and invitees, which rules when made and notice thereof given to a Lessee shall be binding upon him in like manner as if originally herein prescribed. In the event of any conflict, inconsistency or other difference between the terms and provisions of these rules and regulations (as now or hereafter in effect) and the terms and provisions of any lease now or hereafter in effect between Lessor and any Lessee in the building, Lessor shall have the right to rely on the term or provision in either such lease or such rules and regulations which is most restrictive on such Lessee.



EMERGENCY/LIFE SAFETY

Emergency Telephone Numbers:

In case of an emergency, do not hesitate to contact the Police, the Fire Department and Property Management.

Police	911
Fire Department	911
Property Management Office	(318) 222-2266 or 1-(866)-621-3567

Weather-Related Emergencies:

MONITOR

In the event that severe weather conditions arise, the Safety Warden (appointed by each Tenant) should monitor the weather conditions via Internet, connection to a local weather station or mobile app.

TAKE SHELTER

Should conditions warrant, Tenant Safety Wardens should warn floor occupants to seek cover immediately. Occupants should move away from glass and seek cover in interior offices or stairwells. Windowless rooms in the center of the building make good shelters. Stay away from all exterior walls.

REPORT DAMAGES

After the storm has passed, Safety Wardens should report any damage to the Property Management Office.



EMERGENCY/LIFE SAFETY

Fire Evacuation Procedures:

In the event of an emergency, please adhere to the following emergency evacuation procedures to ensure the safety of your employees and those of other Tenants.

1. Each Tenant should appoint a Safety Warden to coordinate evacuations. This person should be someone who commands the respect of fellow employees and stays calm in emergencies. Safety Wardens should:
 - Be familiar with your floor arrangements, know the names and total of occupants in your area, and know the locations of all fire alarm pull stations, fire extinguishers and floor exits.
 - Post a floor diagram within your suite so staff can clearly see designated exits.
 - Keep a list of all occupants in your area who have physical disabilities in order to arrange for any required assistance when an emergency evacuation is ordered.
 - Call the Fire Department (911) and notify the Property Management Office (318-222-2266) should anyone on your floor detect fire or smoke.
 - Direct the occupants in your area to the emergency exits in the event of an automatic fire alarm or upon receiving the order to evacuate.
 - Conduct a search of all restrooms, offices, conference rooms, etc. on your floor to make certain that no occupants remain, if safety conditions permit.
 - Ensure that the group stays together, and take a head count once evacuation is complete.
2. Any person detecting fire or smoke should immediately pull the nearest fire alarm and notify the Safety Warden, if applicable.
3. When the notice to evacuate is given, Tenants should walk to the nearest exit and exit the building. Stay away from the building and any emergency equipment.
4. Check the stairwell environment prior to evacuation. If it is affected by smoke, use an alternative stairwell.
Do not use elevators until the emergency situation has been corrected.
5. Follow established procedures (determined by each Tenant's office) for evacuating persons with disabilities.



EMERGENCY/LIFE SAFETY

Bomb Threat Procedures:

If you should receive a telephone bomb threat, please follow these guidelines.

1. Be calm and courteous. LISTEN...do not interrupt caller.
2. Notify your supervisor of the bomb threat by written note or other prearranged "silent" message while the caller is on the line.
3. The supervisor or someone other than the person receiving the call should call 911.
4. Remain calm and try to keep the caller on the line so the call can be traced. Ask questions like the following:
 - When is the bomb going to explode?
 - Where is the bomb?
 - What does it look like?
 - What kind of bomb is it?
 - What is your name?
 - What will cause it to explode?
 - Did you place the bomb? Why?
 - From where are you calling?
 - What is your address?
5. Remain alert and note the following:
 - What the caller says
 - Age, sex, accent of caller
 - Any background noise
6. Notify the Property Management Office and/or Building Security as soon as possible. The decision to evacuate should be made immediately.
7. Do not touch or handle any unusual items you might find. Report them to the authorities.
8. Be aware of suspicious persons entering your suite or of strange behavior exhibited by any staff person. Any abnormal activity should be reported to the Bomb Squad.



EMERGENCY/LIFE SAFETY

Special Provisions:

1. Each person **MUST BECOME FAMILIAR** with ALL provisions of the these emergency procedures. Each office manager should be responsible for assuring that each employee is aware of all emergency procedures and that each office has a supervisor in charge of evacuation, plus an alternate so that one of the two is in the office at all times. It is the responsibility of the office management to be aware of the general personnel count so that in case of emergencies, all personnel can be accounted for.
2. Fire Alarms are located on each floor of the Building. Additionally, there are smoke detectors and automatic alarms throughout the Building.
3. Portable chemical fire extinguishers are located on each floor. These are to be used for electrical, gasoline, paint, or other combustible chemicals. Any time a fire extinguisher is used, the management office must be notified, as these extinguishers are not reusable until recharged.
4. In the event of a fire the elevators will not be used for evacuation.
5. There are exit stairways as indicated by signs on each floor.
6. Windows should not be broken out since they help control fire spread and glass falling into the street creates serious exposure to those below.
7. If a fire is discovered at any time and it becomes necessary to evacuate any floor for any reason, the evacuees should proceed by stairway to the ground floor level and leave the Building to the predesignated assembly area. All personnel should be accounted for by the office management at this time.
- 8. REMAIN CALM AND FOLLOW THE INSTRUCTIONS YOU RECEIVED FROM YOUR SAFETY WARDEN OR FROM FIRE EMERGENCY PERSONNEL.**
9. Assign responsible people in your office to handle the following:
 - Assist the handicapped.
 - Take emergency flashlights in case of power failure.
 - Take the company first aid kit.
 - Check for employee and visitor stragglers, close office doors. However, do not lock office doors if your office is involved in the fire.

IMPORTANT: If you determine that your employees and visitors are in imminent danger, and you cannot reach the Property Management office, you may determine it prudent to exercise your independent judgment and move or evacuate your personnel without being given specific routes to follow.



EMERGENCY/LIFE SAFETY

Active Shooter Procedure:

NOTE: *The following material is intended to be for informational purposes only; it is not a standard. The intent of this procedure is to raise awareness and to be a resource to our Tenants. There is no single method to respond to an incident, but prior planning will allow you and your staff to choose the best option during an active shooter situation.*

RUN: If there is an accessible escape path, attempt to evacuate the premises. This is always the best option, if the pathway is clear and you can remain unseen by the shooter:

- Warn others and evacuate even if they refuse to go with you.
- Leave your belongings - keep your hands visible.
- Follow instructions given by law enforcement.
- Do not stop to help the wounded.
- Call 911 when safe to do so.

HIDE: If evacuation is not possible, then sheltering in place is your next best option:

- Find a place to hide where the active shooter is less likely to find, or see you.
- Lock the door and block the door, turn off lights and silence cell phones.
- Look for items that can be used as weapons.
- Get down on the floor, stay quiet and wait for the all clear.

FIGHT: As an absolute last resort, only when your life is in danger:

- Act as aggressively as possible against the shooter - it is now you against him.
- Throw items and use improvised weapons (i.e. scissors, pens, fire extinguisher...).
- Yell and shout at the shooter.
- COMMIT to these actions (it is ALL IN - no spectators).
- Do not fight fair - go for the throat, eyes, groin, instep, etc.

For additional information, we encourage you to view the videos below:

<https://training.fema.gov/is/courseoverview.aspx?code=IS-907>

<https://www.youtube.com/watch?v=5VcSwejU2D0>

<https://www.dhs.gov/active-shooter-emergency-action-plan-video>

The following Poster can be printed & distributed throughout your office for quick reference.



EMERGENCY/LIFE SAFETY

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

QUICKLY DETERMINE THE MOST REASONABLE WAY TO PROTECT YOUR OWN LIFE. CUSTOMERS AND CLIENTS ARE LIKELY TO FOLLOW THE LEAD OF EMPLOYEES AND MANAGERS DURING AN ACTIVE SHOOTER SITUATION.

1. Run

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

2. Hide

- Hide in an area out of the active shooter's view.
- Block entry to your hiding place and lock the doors

3. Fight

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the active shooter
- Act with physical aggression and throw items at the active shooter

CALL 911 WHEN IT IS SAFE TO DO SO

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES ON THE SCENE

1. HOW YOU SHOULD REACT WHEN LAW ENFORCEMENT ARRIVES:

- Remain calm, and follow officers' instructions
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as attempting to hold on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

2. INFORMATION YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR:

- Location of the victims and the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

RECOGNIZING SIGNS OF POTENTIAL WORKPLACE VIOLENCE

AN ACTIVE SHOOTER MAY BE A CURRENT OR FORMER EMPLOYEE. ALERT YOUR HUMAN RESOURCES DEPARTMENT IF YOU BELIEVE AN EMPLOYEE EXHIBITS POTENTIALLY VIOLENT BEHAVIOR. INDICATORS OF POTENTIALLY VIOLENT BEHAVIOR MAY INCLUDE ONE OR MORE OF THE FOLLOWING:

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism, and/or vague physical complaints
- Depression/Withdrawal
- Increased severe mood swings, and noticeably unstable or emotional responses
- Increasingly talks of problems at home
- Increase in unsolicited comments about violence, firearms, and other dangerous weapons and violent crimes



Contact your building management or human resources department for more information and training on active shooter response in your workplace.





330 MARSHALL STREET, SUITE 200 | SHREVEPORT, LA 71101 | 318-222-2266 | VINTAGEREALTY.COM