

PROPERTY MANAGEMENT

PIERREMONT OFFICE PARK I , II, III
900, 910, 920 PIERREMONT ROAD
SHREVEPORT, LA 71106



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 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.



MANAGEMENT SERVICES

Security Officer Hours:

A Security Officer will be on duty at the property at the following times:

Monday through Friday 7:00 AM to 11:00 PM

Saturday 8:00 AM to 4:00 PM

If you need to contact the Security Officer for any reason during these hours, you may call him direct at **318-208-1948**.

Please note hours are subject to change to address the needs of the majority of the Tenants. Holiday times will also be evaluated.



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. Pierremont Office Park I & II, L.L.C. and Vintage Realty Company must be named as additional insured on the certificate.

- In addition, Vendor shall indemnify and hold 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	7:00 AM to 6:00 PM
Saturday	Closed
Sunday	Closed



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. There is a \$10.00 charge for any replacement card. The fee is subject to change at any time by Vintage.

After standard operating hours, the building can only be accessed via an access card. After hours, DO NOT hold the door open longer than 10 seconds as this will cause the alarm to sound.



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 Saturday. After normal hours HVAC is provided by request only by contacting customer service 24 Hours in Advance at (318) 222-2266 or 1-(866)-621-3567. If heating or cooling is required after normal hours of operation, there is an additional charge of \$25.00 per hour.



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.



BUILDING INFORMATION



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.



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. The on-site, Vintage 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.



BUILDING INFORMATION



PARKING RULES & 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.

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:

Vintage Realty Company properties are smoke-free buildings.



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.



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 Tenant or its officers, agents, servants, and employees, or used for any purpose other than ingress and egress 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 Landlord. 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 Landlord. 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 Landlord. Landlord 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 Tenant, at Tenant's expense.
3. No signs, advertisements, notices or other lettering will be exhibited, inscribed, painted, or affixed by any Tenant on any part of the outside or inside of the leased premises or building without the prior written consent of the Landlord. In the event of the violation of the foregoing by any Tenant, the Landlord may remove the same without any liability, and may charge the expense incurred by such removal to the Tenant. Interior signs on doors will be inscribed, painted, or affixed for each Tenant by the Landlord at the expense of such Tenant, and will be of a size, color and style acceptable to the Landlord. Landlord 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 Tenant, nor will any bottles, parcels, or other articles be placed on the window ledges.
5. Landlord will provide and maintain an alphabetical directory board for all Tenants in the first floor (Main Lobby) of the building and no other directory shall be permitted unless previously consented to by Landlord 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 Landlord.

No nails, hooks, or screws shall be driven into or inserted in any part of the building except as approved by building maintenance personnel.

7. No Tenant 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 Landlord and as it may direct. No Tenant 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 Tenant on the said premises. However, this does not prevent Tenant from having coffee, soft drinks, candy and other items for use if Tenant's employees, servants, agents, or visitors. Tenant 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 Tenant 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 Tenant 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 Tenant, nor will any changes be made in existing locks or the mechanism thereof, without the prior written approval of the Landlord, which approval will not be unreasonably withheld. Tenant will be supplied, free of charge, with two keys for each door on the leased premises. Each Tenant must, upon the termination of his/her tenancy, restore to the Landlord all keys of stores, offices and toilet rooms, either furnished to or otherwise procured by such Tenant.



BUILDING RULES AND REGULATIONS

12. Movement in or out of the building of furniture or office equipment, or dispatch or receipt by Tenants 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 Landlord shall designate. All such movement shall be under the supervision of Landlord and in the manner agreed between the Tenants and Landlord by prearrangement before performance. Such prearrangement initiated by a Tenant will include determination by Landlord, and subject to its decision and control, as to the time, method, and routing of movement and as to limitations for safety or other concern which may prohibit any article, equipment or any other item from being brought into the building. The Tenants 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 Landlord if damaged or injured as a result of acts in connection with carrying out this service for a Tenant from the time of entering the property to completion of work; and Landlord shall not be liable for acts of any person engaged in, or any damages or loss to any of said property or persons resulting from, any act in connection with such service performed for a Tenant.

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

A Tenant 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 Landlord. Persons employed to move such property must be acceptable to Landlord.

All deliveries of furniture, freight, office equipment or other materials for dispatch or receipt by Tenant must be made by licensed commercial movers via the designated entrance of the building in a manner and during hours set by the Landlord from time to time. Prior approval must be obtained from the Landlord'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 Tenant 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 purposes 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 the Tenants 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 Landlord.
16. With respect to work being performed by Tenants in any leased premises with the approval of Landlord, all Tenants will refer all contractors, contractors' representatives and installation technicians rendering any service to them to the Landlord for Landlord'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, doorsm 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 Tenant shall cooperate with Landlord's employees in keeping its leased premises neat and clean. Tenants shall not employ any person for the purpose of such cleaning other than the building's cleaning and maintenance personnel.
19. Landlord shall be in no way responsible to the Tenants, 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. Landlord will not be responsible for lost or stolen personal property, money or jewelry from Tenant's leased premises or public or common areas regardless of whether such loss occurs when the area is locked against entry or not.
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 Landlord in writing.
21. Should a Tenant require telephonic, annunciator or other communication service, Landlord will direct the electrician where and how wires are to be introduced and placed and none shall be introduced or placed except as Landlord shall direct. Electric current shall not be used for power or heating without Landlord's prior written permission.



BUILDING RULES AND REGULATIONS

22. Nothing shall be swept or thrown into the corridors, halls, elevator shafts or stairways. The wash rooms and rest rooms 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 wash rooms or restrooms or appurtenances shall be paid for by the Tenant who, or whose agents and employees, shall cause such damage, and Landlord 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 Landlord, nor shall a Tenant 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. Landlord shall have the right to prohibit the use of the name of the building or any other publicity by Tenant which in Landlord's opinion tends to impair the reputation of the building or its desirability for the executive offices of Landlord or of other Tenants, and upon written notice from Landlord, Tenant will refrain from or discontinue such publicity.
25. Tenant 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 Tenants to do anything in conflict with the valid pertinent laws, rules or regulations of any government authority.
26. No Tenant, nor any of Tenant'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 Landlord.
27. Smoking, eating and drinking is prohibited in all common areas of the building, including bathrooms.
28. No food and/or beverages shall be distributed from Tenant's office without the prior written approval of the Building Manager.



BUILDING RULES AND REGULATIONS

29. Tenants 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 Landlord's access will be for Tenant's account. The lighting and air conditioning equipment of the building will remain the exclusive charge of the building designated personnel.
30. Tenant 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 Tenant.
32. No solicitation will be permitted in the building without the express written consent of the Landlord.
33. The Landlord may waive or modify any one or more of these rules for the benefit of any particular Tenant of said building, but no such waiver by the Landlord of any such rules shall be construed as a waiver or modification of such rule in favor of any other Tenant or Tenants of said building, nor prevent the Landlord from thereafter enforcing any such rule against any or all of the Tenants of said building.
34. The Landlord reserves the right to rescind any of these rules (as to any particular Tenant or as to all Tenants generally) and to make such other and further rules and regulations as in the judgement of Landlord shall from time to time be needed for the safety, protection, care and cleanliness of the building, the operation thereof, the preservation of good order therein, and the protection and comfort of its Tenants, their agents, employees and invitees, which rules when made and notice thereof given to a Tenant shall be binding upon him/her 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 Landlord and any Tenant in the building, Landlord 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 Tenant.



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 to their predesignated assembly area. All personnel should be accounted for by their Safety Wardens at this time.

Designated Assembly Areas for each Building are as follows:

900 Pierremont: Parking area along Thornhill Street - back of Uptown Shopping Center.

910 Pierremont: Parking area along back (north) fence line.

920 Pierremont: Additional parking area behind Cuban Liquor - Across Atlanta Street.

Stay away from the Building and main driveways, roads and parking areas so as not to interfere with emergency vehicles that would be utilizing these areas.

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.





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