

400 SOUTH TRYON TENANT INFORMATION GUIDE

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Building Operations

Management Office

Spectrum Properties
Building Management Office
400 South Tryon
Suite M-7
Charlotte, NC 28285
Phone: 704-333-6661
Fax: 704-332-8607
24 Hours: 704-376-4015
Office Hours: 8:00 AM to 5:00 PM Monday through Friday.

The building offers many services and conveniences. Please direct all requests and questions concerning the building to the property manager at the above number.

Signs, Lettering and Notices

If you wish to display a sign or notice in any public area of the building, prior written approval from the management office is required. All tenant signage must be ordered through the management office.

Lost and Found

Please report any lost or missing items to the management office. Items found on the premises are kept in the management office for one month.

Energy Conservation

You can help reduce operating costs and assist the building staff in conserving electrical energy by following a few simple rules. At the end of each working day, require employees to turn off all lights, office machines and coffee makers.

Amenities

On-Site Shops/Services

The following shops/services are available on the premises during business hours:

- Coffee & More - Gourmet Coffee Shop
- Papers and Paperbacks - Sundries
- Dry Cleaning
- Rainbow Cafe Restaurant
- Uptown Catering
- Dental Offices

Tenant Services

The Information desk is located on the south side of the first floor lobby. The Tenant Service Coordinator, who is available during normal business hours, can provide information about and assistance with all building services, procedures, personnel and policies. They can also assist you in obtaining services that are not provided by the building directly, but are available within the surrounding community. To contact the Information desk, call 704-376-4015.

Storage

Storage is available on a permanent or temporary basis. If you require storage space within the building, please contact the management office.

Parking

Parking is available in the attached four level garage on the west side of the building, accessible from Church Street. Administration and operation of the garage is directed by Preferred Parking. They can be reached by calling 704-375-6014 or you may visit their website at Preferredparking.com.

Tenants may use the parking garage 24 hours a day, 7 days a week. An hourly fee will apply. Monthly Parking spaces are available on a non-reserved basis by contacting Preferred Parking. Visitor parking is also available on the first level of the garage.

As tenants of 400 South Tryon, you are provided with a number of access cards equal to the number of parking spaces allotted in your lease agreement. The initial set of access cards is provided without charge; although a security deposit is required. Replacements for lost cards can be obtained for a small fee. For your protection, each tenant using the garage will be asked to complete an information sheet that includes a description of his or her vehicle, license plate number, etc.

Although the garage is patrolled by building security, Spectrum Properties is not responsible for vehicle theft or damage. Please lock your vehicle at all times, and do not leave it in the garage overnight. If an overnight stay becomes necessary, please notify the management office and security.

Public Transportation

Buses

Transportation is available to and from downtown Charlotte via CATS bus service. The closest bus stops to the building are along the front side of the building on Tryon Street and at the rear of the building on Church Street. Bus service is also available to Charlotte Douglas International Airport. In addition, the City of Charlotte operates The Gold Rush shuttle service, providing complimentary transportation within the city center. These shuttles stop along the Tryon Street side of the building and run throughout the business day.

Taxis

Taxis are available through the information desk. Or you can contact Yellow taxi, 704-332-6161, Crown Cab at 704-334-6666. A taxi to Charlotte-Douglas International Airport will cost approximately \$15.

Airport

Charlotte-Douglas International Airport is located just off of Billy Graham Parkway, southwest of downtown. It is approximately 15 minutes from Wachovia Center by car or taxicab.

Building Services

Janitorial

Janitorial services are provided Monday through Friday between the hours of 7:00 AM and 10:00 PM. If you require cleaning of above-standard improvements (e.g., parquet floors, glass partitions), or have any special cleaning requests (e.g., carpet shampooing, stripping/waxing of vinyl floors) please contact the management office.

Moving companies and vendors must remove their boxes from the premises after deliveries. If you have boxes to be disposed of, please flatten them, stack them within your office space and clearly mark them “trash.” You can make special arrangements for the disposal of large boxes or large quantities of boxes by contacting the management office. At no time should boxes, trash or excess materials/equipment of any kind be left in the hallways, lobbies, freight elevator lobby, or any area designated as a fire exit.

HVAC

Heating, Ventilation and Air Conditioning (HVAC) systems in the building operate Monday through Friday, 7:00 AM to 6:00 PM. Additionally, HVAC services are provided at no cost on Saturday, from 8:00 AM to 1:00 PM, however, Saturday HVAC service is provided only if requested by the Tenant. This is to avoid operating the HVAC equipment unnecessarily and thus minimize the operating expenses of the building. If at any time during working hours you desire adjustment to the temperature within your suite, contact the management office for assistance. To avoid damage and minimize delays, do not adjust thermostats. Please be aware that thermostats work together as a system. Adjustment of the thermostat in one area may have an unintended effect on another area. Remember to turn off all lights in areas that are not in use. This conserves energy and helps the HVAC equipment operate more efficiently. Please keep blinds closed when in direct sunlight.

HVAC services after business hours are available upon request, and can be scheduled by contacting the management office. The current charge is \$42.00 per hour, subject to adjustment based on costs and market rates.

Maintenance and Repairs

If you experience a problem within your suite that requires maintenance assistance and/or repair, please have your tenant representative:

1. Call the management office at 704-333-6661.
2. Provide his/her name, company name and suite number.
3. Describe the problem as accurately as he/she can.

The management staff will address the problem as soon as possible, sending someone to assist you or making whatever other arrangements are necessary. If the repair or maintenance work is not the landlord’s responsibility, then tenant will be charged for such work at landlord’s cost plus appropriate mark-up. Please make your service request directly to the management office. Maintenance personnel are required to receive instructions and assignments from the management office only. This procedure helps the management staff keep track of your requests and ensure that they are resolved in a timely fashion.

- **Lighting/Electrical:** If you need lightbulbs or ballasts installed, please contact the management office.
- **Keys:** New tenants receive two keys per lock set. You can purchase additional keys from the management office. Requests for lock work, except for desks and filing cabinets, should be made to the management office. Alterations to locks can be made only with approval from the management office. If you need to activate or deactivate a keycard, please contact the management office.

Postal Services

The mailroom is located on the first floor. Incoming mail is delivered daily to tenant mailboxes at approximately 1:00 PM, Monday through Friday. The daily mail pick-up schedule is posted at the drop box. Each tenant receives one mailbox key from the Post Office. If you need additional keys, please contact the management office. Unless your company has an internal mail routing system, your company's mailing address should read:

Firm Name (or individual name)
 400 South Tryon Street
 Suite #
 Charlotte, NC 28285

Federal Express, UPS and Airborne Express

- Drop boxes for Federal Express, UPS and Airborne Express are located in the mail room on the first floor. Packages are picked up after 5:00 PM each afternoon. There are no scheduled pick-ups on Saturday or Sunday.
- All courier-delivered packages are delivered directly to tenants by delivery personnel whenever possible. If no one is available in your suite to sign for a package, the package will be returned to the courier's local office. You may make prior arrangements with the management office to accept delivery for you. However, unless prior written approval is given by the Tenant, **packages will not be accepted** by the management office or security staff.

Tenant Function Guidelines

If you're planning a tenant function (e.g., party, reception, fund raiser), please notify the management office in advance. The management office maintains certain policies and procedures that assist in coordinating the event, limit liability of the building, and provide for the safety of all visitors and guests. The management office may ask for the following: date and time of event, number of guests, presence of alcohol, parking requirements, overtime HVAC requirements, service elevator use, janitorial needs, electrical requirements (for sound equipment), security requirements, and certificate of insurance. No function may be held in the common area or on the grounds without prior management approval.

Building Access and Security

Access - During and After Business Hours

Normal operating hours for the building are:

Monday - Friday	7:00 AM - 6:00 PM
Saturday	8:00 AM - 1:00 PM
Sunday and Holidays	Closed

Access to the building is limited to the glass front doors that open onto the first floor main lobby and via the parking garage after normal operating hours. Anyone entering the building after business hours will be required to sign in and out at the security guard desk. Access to the Elevators will be granted only with proper identification. Employees who visit the building must present proper identification and have their office keys or access codes. Security guards are not permitted to open office suites without prior written approval.

Please provide the management office with a list of the names and home phone numbers of at least three individuals who may be called to authorize admittance of an employee into the building without a key or access code. These individuals would also be contacted in the event of an emergency.

Security - During Business Hours

Suite entrances are unlocked during regular business hours. Although we try to maintain a secure working environment, many people enter the building every day, and we cannot guarantee complete safety. You can take several preventive measures to keep your area more secure. For example:

1. Lock all doors when leaving your suite unattended.
2. Instruct employees to keep valuables in secured areas (locked desks, file cabinets or closets) when leaving them unattended.
3. Always keep safes, vaults, strongboxes or similar devices locked, particularly when unattended. Do not divulge combinations of safes or vaults. Do not leave combinations where they can be found or easily deciphered.
4. Notify the management office if you see loiterers, peddlers or canvassers on the premises.
5. Record serial numbers of all valuable office equipment. If anything is stolen or missing, a record of serial numbers will aid in the recovery of the items.
6. Check wastebaskets at the end of the day to ensure that no items of value have been left there.

Security - After Business Hours

After normal business hours, please make sure that all entry doors to your suite are locked. It is also a good practice to keep all entrance doors other than the main entrance to your suite locked at all times.

Do not allow anyone to follow you into the building after business hours. Anyone authorized to enter the building after normal business hours will do so without problems. If you encounter someone having problems gaining entrance into the building, do not let them in. Instead, contact the security desk at 704-376-4015; security personnel will assist them.

The management office recommends that you keep all personal valuables secured during non-business hours. Although the security staff patrols the building throughout the night, we cannot guarantee the safety of unsecured valuables or personal items.

Soliciting and Loitering

Canvassing, soliciting, peddling and loitering are not allowed within the building. If you are approached by a solicitor of any kind, or if you observe an individual engaged in such activities, contact the management office immediately.

Security Guard Escort

A first floor lobby guard will accompany anyone requesting an escort to his/her car to the parking garage and will wait until the car has been started. Call security at 704-376-4015.

Moving

General Information

All Tenant moves—into, out of, or within the building—must be coordinated with the management office. Please notify the property manager of your proposed moving date. The moving contractor should also contact the management office so that use of the freight elevator can be scheduled. The moving contractor must provide evidence of liability insurance coverage at least five (5) days prior to the day of the move.

We recommend that all moves be undertaken during non-business hours to simplify access to the building and minimize any inconvenience to other tenants. The management office will attempt to accommodate your schedule in every way possible, if a non-business hour move is inconvenient.

Insurance Requirements

The moving contractor must provide evidence of the following:

1. **Workmen's Compensation** in statutory limits for the state, with employer's liability of \$1,000,000; bodily injury, personal injury and property damage liability insurance in comprehensive general liability form. The certificate of evidence must be furnished to the management office before any items can be moved onto the premises.
2. **Comprehensive General Liability** insurance that includes coverage of operation, elevators, and products, including personal injury and contractual liability coverage and shall designate the assumptions of liability under performance of the act of moving. Such insurance shall be in limits no less than \$2,000,000 per occurrence combined single limit bodily injury or property damage. Property damage insurance shall be in broad form including completed operations.

In addition, the moving contractor must agree to protect, indemnify, and hold the Landlord harmless from and against all claims, demands and causes of action of every kind and character, arising in favor of moving contractor's employees, Tenant and its employees, or other third parties due to bodily injury, personal injury, death, or damage to property in any way resulting from willful or negligent acts or omissions on the part of the moving contractor, its agents, employees, representatives, or sub-contractors. The moving contractor shall be responsible for all damages and losses sustained to tools and equipment utilized in the performance of all work thereunder.

Loading/Unloading

When moving into, out of or within the building, please contact the management office for assistance. The management office will issue your tenant representative a temporary Pass/Key, which grants access to the building and/or garage. Additional cards will be issued upon request. Spectrum Properties requires that the moving contractor provide protection for building carpets, floors, walls and elevators during loading and unloading. If you are not using a moving contractor, please call the management office for assistance in coordinating the use of the elevator and protection of floors.

Loading Dock Hours and Access

Please ask the moving contractor to contact the property manager well in advance of the moving date to schedule use of the service elevator. The service elevator is available during non-business hours only with the written approval of the management office. Approval is also required for moves that are scheduled to take place during the weekend.

The loading dock area or delivery entrance is located on the south side of the building, and is easily accessible from Church Street. The following rules are designed to ensure a smooth, continuous flow of material from the dock area to the tenants in the building:

- A 30-minute unloading limit is observed at the loading dock, except for move-ins and move-outs.
- Hand carried deliveries are permitted through the dock area.
- Two and four wheel dollies, carts, and other types of material conveyors may not be taken in the passenger elevators. Only hand-held packages may be transported in passenger elevators during normal business hours.
- When moving bulky materials, office furniture or equipment in or out of the building, please contact the management office for assistance.
- Movement through building entrances and the lobby is restricted between the hours of 8:00 AM and 5:00 PM.

Alterations and Remodeling

Tenant Alteration Projects

All building alterations require the approval of the management office. Requests to make alterations should be sent, in writing, to the property manager. Alterations can be performed only by Spectrum Properties staff or an approved contractor. All construction contractors, including general, electrical, plumbing or phone contractors, must register with the management office prior to performing any work in the building. Installation of communications equipment, computer or alarm systems must also be coordinated with the management office.

Communications Installations

When changes or additions to your communications network are necessary, your selected telephone installation contractor must contact the management office prior to the day on which the work is due to start to ensure that house cabling lines are properly assigned and code requirements are met.

400 SOUTH TRYON

Fact Sheet

- The building is accessible 24 hours a day. Air conditioning, heating and lighting are provided from 7:00 am to 6:00 pm, Monday through Friday, and Saturday from 8:00 am to 1:00 pm (or in accordance with tenant's lease terms).
- Parking is available in the four story garage located behind the building. Please lock your vehicle at all times. Do not leave your vehicle overnight.
- Bus stops are located directly in front of and in the rear of the building.
- The outgoing mail drop box, as well as Federal Express, UPS and Airborne Express drop boxes are located in the mail room on the main building corridor.
- Amenities of the building include:
 - **Rainbow Café** - a full-service restaurant
 - **Papers and Paperbacks** - a sundry shop
 - Dental offices of **Dr. Joseph LoParo and Dr. Gordon Roznik**
 - **Coffee and More** – a gourmet coffee shop
 - 24-hour security.
- Our courtesy officers, stationed at the lobby information desk, are on duty 24-hours a day and will be happy to escort you to your vehicle upon request.
- Lost and found objects should be reported to the management office 704/333-6661 or to security 704/376-4015.

Emergencies

Introduction

The landlord-tenant relationship is one of mutual dependence and responsibility. This relationship is most important when discussing fire and safety issues. You depend on the building management to provide you with information and instructions on how to respond during an emergency situation. Similarly, we depend on you—and all of the tenants to become familiar with that information, and participate in evacuation drills and training sessions.

Throughout the following **Emergencies** section we will refer to the *safety/evacuation director, floor wardens, tenant wardens, and searchers*. These are people in the building who have been assigned specific duties to perform during an emergency situation. Please refer to the **Evacuation** section of this manual for more information on the responsibilities of each of these positions.

If you have any questions about the procedures and plans in this manual, do not hesitate to contact the management office at 704-333-6661.

400 SOUTH TRYON

Emergency Telephone Numbers

All Emergencies.....	911
Fire Department	911
Police Department.....	911
Management Office.....	(704) 333-6661
After Hours Building Emergency Number/Security.....	(704) 376-4015
Electric Company – Duke Power.....	1-800-769-3766

(A copy of this page should be distributed to all employees.)

Evacuations

General Information

Each tenant is obligated to follow the Emergency Preparedness and Evacuation Plan established by Spectrum Properties. The tenant shall provide responsible personnel to assist the management office and be responsible for controlling the movement of tenant employees during an evacuation of the building.

The Emergency Preparedness and Evacuation Plan includes the following people:

- The property manager and management staff, who are in complete charge of the procedures and the specific responsibilities of those assigned in the plan.
- Sufficient floor wardens and tenant wardens to ensure that an evacuation team is in force in all occupied portions of the building and public areas (i.e. lobbies, corridors, exits) during an evacuation.
- A single floor warden assigned to each floor by the management office. The floor warden remains in contact with the management office during all emergencies.
- A representative selected by each tenant and assigned the duties of tenant warden. The tenant warden remains in contact with the floor warden during all emergencies.
- Sufficient searchers assigned to appropriate areas of the building, to ensure that all employees are evacuated from remote areas, and that evacuation takes place in an orderly and safe manner.
- Sufficient alternates assigned for each position specified in the plan, so that a principal or alternate is in the building at all times during working hours to supply leadership under the plan.

Tenant Responsibilities

Each tenant should establish an emergency team based on the positions described above. A tenant warden serves as the contact point between the management office and the tenant's employees, ensures that every employee of the tenant is aware of all emergency procedures and plans, and coordinates tenant response in an emergency.

The emergency team for each floor consists of the floor warden, tenant warden(s) and searchers.

Evacuation Drills

- The property manager conducts emergency evacuation drills, at least annually, in accordance with the approved plan.
- All occupants of the building are required to participate in the emergency evacuation drill. The occupants may be required to leave the building and assemble in an area designated by the property manager.
- A written record of the drills are kept on the premises and readily available for inspection by the fire department.

Special Instructions for Persons with Disabilities

Persons with disabilities must be identified and considered prior to any emergency evacuation. It is necessary for tenant wardens to notify the floor warden and property manager of any persons with disabilities who may require special assistance during an evacuation. A list must be maintained by the tenant warden and updated as necessary. (See Exhibit C).

Persons not requiring or providing assistance will evacuate first. The assisted persons can then evacuate without being impeded, thus speeding evacuation and avoiding injury. If there is evidence of fire, persons with disabilities should be positioned near the fire exit stairs located farthest away from the fire. If fire conditions pose a personal threat, the special assistants will enter into the exit stairwell accompanying the person with disabilities and wait for special assistance from the fire department. The evacuation brigade may assist in evacuating the persons with disabilities if danger is imminent and the fire department has not yet arrived.

Emergency Evacuation Team Responsibilities

Property Manager

1. Be familiar with the written Emergency Preparedness and Evacuation Plan.
2. Organize, train and supervise the chief engineer and the evacuation brigade.
3. Ensure the availability and state of readiness of the evacuation brigade.
4. Designate the floor warden for each floor, and sufficient tenant wardens for each tenant in accordance with the Emergency Preparedness Evacuation Plan.
5. Organize, train and supervise the floor wardens and tenant wardens.

Chief Engineer

1. Be familiar with the written Emergency Preparedness and Evacuation Plan.
2. Designate members of the evacuation brigade to report to the lobby level of the evacuation stairway, the fire command station and the main pump room.
3. Serve as primary liaison with Fire Department personnel.

Floor Wardens and Tenant Wardens

1. Be familiar with the Emergency Preparedness and Evacuation Plan, the location of exits and the location and operation of any available fire alarm system.
2. Ensure that the tenant(s) of each floor have assigned responsible and dependable employees as wardens, searchers, and monitors. For specific tasks, refer to the emergency sections listed under Fire, Bomb Threats, Severe Weather, Tornadoes, Hurricanes & Floods, Earthquakes, Power Failures and Medical Emergencies.
3. Organize, train, and supervise the searchers, stairway monitors, elevator monitors and special assistants.
4. Direct the evacuation of occupants in the event of emergency. Floor wardens are assisted in their duties by tenant wardens. A tenant warden is assigned for/by each tenant.

NOTICE TO ALL FLOOR WARDENS: It is your responsibility to inform the property manager of any vacations, leaves of absence, transfers, or sickness of yourself and tenant wardens, in order to make necessary provisions for alternates.

Searchers

1. Find and evacuate all personnel from the suite, specifically from remote areas such as storerooms, file rooms, computer rooms, core areas, etc.

Special Assistants (to aid persons with disabilities)

1. Make sure all persons with disabilities are evacuated.
2. Maintain an up-to date list of persons with disabilities in your suite. If possible a buddy system will be implemented in which one or two special assistants will be responsible for evacuating specific co-workers.

Fire

General Information

The building must be evacuated when a fire alarm signal is sounded. The property manager will be in charge of the evacuation until the fire chief arrives. Upon arrival, the fire chief takes control of the building and the evacuation.

Each tenant office manager or supervisor must predetermine priorities for the safety of records, classified material and/or securities. Supervisors also must cooperate with tenant wardens to ensure that all employees are well-informed and instructed on evacuation procedures.

Procedure

1. The person who discovers the fire:
 1. activates the fire alarm pull station (FAPS).
 2. dials 911 and reports the fire to the fire department.
 3. calls the management office at 704-333-6661 to report the location of the fire.
2. Upon initiation of the Fire Alarm system, an audible alarm will be sounded in the affected areas of the building. The floor wardens, tenant wardens, searchers and special assistants assigned to their floor should immediately begin the evacuation process. In addition, the floor wardens assume full control of their floor and activate the Emergency Preparedness and Evacuation Plan.
3. The tenant wardens and searchers go into immediate action. Silence and decorum must prevail for maximum effectiveness. Also, no smoking is permitted during an evacuation.
4. Special assistants immediately contact and help their assigned person. Persons with disabilities wait for help from their special assistant.
5. Members of the evacuation brigade go to their stations and perform their assigned duties.
6. All elevators are automatically called to the ground floor and put on manual control. The evacuation brigade promptly clears the ground floor lobbies by directing all people outside to avoid lobby congestion.
7. As each floor is evacuated, the floor wardens make sure all stairway doors are closed after the last person evacuates the floor.
8. Floor wardens distribute the flow of people evenly via all available stairway exits.
 - If a stairway is filled with smoke or on fire, the alternate stairway can be reached via cross-over through the closest tenant floor.
 - Each stairway designated as an evacuation stairway is identified by signs on the inside and outside of the door. When floor wardens report to the security desk on any condition, they must refer to their location as evacuation stairway.

9. The orderly phasing of floor clearance continues until all occupants are evacuated to the outside safety area, which is located behind the Duke Power Building across Church Street from 400 South Tryon.
10. When the “all clear” is announced, the evacuation brigade signals the floor wardens to lead the employees in an orderly fashion back to their work places. If available, elevators will be back in service. The evacuation brigade coordinates the loading of the elevator cars to prevent over-crowding. Single floor groups should enter an elevator together.

NOTE: Upon arrival, the fire chief assumes full charge of the building.

Tenant Responsibilities

Searchers

1. Check all rooms and remote areas including restrooms and conference rooms.
2. Advise any remaining personnel on the floor of the emergency and ensure their evacuation.
3. Evacuate any non-employees from the floor and check reception area and elevator lobby.

Special Assistants (to aid persons with disabilities)

1. Evacuate persons with disabilities.
2. If necessary, ensure persons with disabilities are carried by their assigned assistants. Wheelchairs should be left behind.

Floor Wardens

1. Direct the evacuation of the floor in accordance with the directions received from the management office and the following guidelines:
 - Utilize tenant wardens to ensure that all occupants are notified of the fire and immediately execute the Emergency Preparedness and Evacuation Plan.
 - Know where all persons with disabilities are located and keep an up-to-date list. These persons may need special assistance in the event of evacuation.
 - Select the safest stairwell to use for evacuation on the basis of the location of the fire and any information received from the fire chief and/or security desk attendant.
2. Before anyone enters the stairwell to evacuate, check the environment in the stairwell. If it is affected by smoke, select an alternate stairwell and notify the security desk attendant (704-376-4015).
3. Keep the security desk attendant informed of the means being employed for evacuation by the occupants of your floor and other pertinent information.
4. **MAKE SURE PERSONNEL DO NOT USE ELEVATORS DURING EVACUATION.**

Tenant Wardens

1. Assist the floor warden in the effective implementation of the Emergency Preparedness and Evacuation Plan.
2. Ensure the evacuation of all occupants within your tenant space.
3. In the absence of the floor warden, assume the full duties and responsibilities of the floor warden position.

Assistant Tenant Wardens

1. Assist the tenant warden in the effective implementation of the Emergency Preparedness and Evacuation Plan.
2. In the absence of the tenant warden, assume the full duties and responsibilities of the tenant warden position.

Building Staff Responsibilities

Property Manager

1. Report to the security desk to supervise, coordinate and ensure that:
 - The fire department has been notified of any fire or fire alarm.
 - All elevators have been called to the ground floor.
 - The fire department is given all emergency keys.
 - Evacuation procedures are followed as outlined in the Emergency Preparedness and Evacuation Plan.
 - The fire department chief-in-charge is advised of the operation of the fire command station.
 - The conditions on the fire floor are reported to the fire department.

Chief Engineer

1. Report to the security desk to assist the property manager to effect implementation of the Emergency Preparedness and Evacuation Plan.
2. In the absence of the property manager, assume the full duties and responsibilities of that position.
3. Provide the fire department and police department with building information (floor plans, blueprints, etc.) as requested.

Evacuation Brigade (remaining building staff)

- Reports to the lobby level of the evacuation stairway to direct tenants and control the movement of occupants.
- Reports to security desk to communicate with Floor wardens, tenant wardens and tenants, and provides information to the safety evacuation director.
- Is prepared to direct the fire department to the fire location and to inform them of conditions.

400 SOUTH TRYON

If You Discover Smoke or Fire

1. Dial 911 immediately.
2. Inform the fire department dispatcher that you are calling to report a fire at **400 South Tryon Street**. Tell the fire department dispatcher:
 - Your name
 - Your company's name
 - Your suite/floor number
 - What is on fire
 - The location of the fire
 - Your telephone number
3. Listen to the dispatcher for any additional instructions before hanging up.
4. Call the management office at 704-333-6661 (during business hours) or at 704-376-4015 after business hours.
5. Activate the nearest manual fire alarm pull station located next to the stairwell doors.
6. Evacuate according to the Emergency Preparedness and Evacuation Plan.

(A copy of this page should be distributed to all employees.)

Bomb Threats

General Information

Fortunately, the vast majority of bomb threats are false alarms. Unfortunately, it is difficult to differentiate false alarms from genuine threats. As little publicity as possible should be given to the incident, since the objective of the caller is usually to disrupt normal business functions by causing the building to be evacuated.

The Spectrum Properties staff will endeavor to control unauthorized access to this facility. The success of the preventive strategy requires full cooperation from all tenants. All suspicious individuals or situations should be reported at once to the management office at 704-333-6661, or to security at 704-376-4015.

Procedure

1. The person who receives the bomb threat call:
 - Obtain as much information from the caller as possible using The Bomb Threat Checklist (Exhibit A) as a guideline.
 - Dial 911 and reports the threat to the local police or fire department.
 - Contact the management office at 704-333-6661 or security at 704-376-4015.

If a non-descriptive general bomb threat is received (no description of bomb, no detonation time, no location, etc.), the building will most likely remain open. The decision to evacuate is then the responsibility of each tenant. Total evacuation may be necessary when the threat is specific in nature, the call cannot be resolved as a hoax, or a suspicious object is located. If total evacuation is necessary, the Bomb Threat Notification Procedure (Exhibit C) will be executed. For evacuation procedures, please see the Fire section.

NOTE: Two-way radios may detonate some explosive devices. Therefore, two-way radios should not be used during bomb threats.

2. The management office contacts the evacuation brigade and all floor wardens. The property manager and floor wardens determine the need to notify company employees of the threat and to evacuate the building.
3. The floor wardens contact the tenant wardens, searchers and monitors assigned to their floors. In addition, the floor wardens assume full control of their floors and activate the Emergency Preparedness and Evacuation Plan.
4. Tenant wardens notify employees in a calm and deliberate manner.
5. If deemed appropriate by the Tenant, Tenant wardens execute their bomb threat search plan, making sure they:
 - Search for objects that seem out of place.
 - Do not touch anything! Suspicious objects **MUST NOT** be tampered with.

- Notify the management office immediately at 704-333-6661 if they have found a suspicious object. (The management office will then notify the fire department, who will subsequently assume full control of the operation.)
6. The evacuation brigade reports to the affected area of the building and begins a search of the following areas:
 - Public areas
 - Stairways
 - Elevators
 - Equipment rooms
 - Cleaning closets
 - Restrooms
 - Air handler rooms
 - Any other areas designated by the police
 7. Floor wardens search the common areas of their floor including the following areas:
 - Public Areas
 - Stairways
 - Restrooms
 8. Floor wardens inform the management office 704-333-6661 of all new developments.

NOTE: If your company decides to evacuate the building, the tenant warden must confirm with the property manager that your company has evacuated the building.

Tenant Responsibilities

1. Evacuation. If a non-descriptive general bomb threat is received, the building will remain open. The decision to evacuate is then the responsibility of each tenant.

Building Staff Responsibilities

Property Manager

1. Assist tenants who have received a bomb threat. Requesting:
 - Specifics of the threat.
 - If 911 has been called. (If not, the property manager will call 911.)
 - If a bomb search has been initiated. (The property manager will remind the tenant that it is their responsibility to search their own leased space if a non-specific threat has been received.)
 - If employees have been notified of the threat.
2. Notify the floor wardens, security and the evacuation brigade.
3. Execute the Bomb Threat Notification Procedure (Exhibit B).

Preventative Measures

- Conduct regular inspections in every suite for suspicious objects. Neat offices that are free from debris and boxes can make a foreign object easier to detect.
- Encourage all employees to report any suspicious persons wandering about the offices, corridors and restrooms to the management office at 704-333-6661.
- Monitor all delivery people and repairmen while in your office. Do not leave your office unattended and unlocked for any reason. All drawers, cabinets, compartments, closets, etc. fitted with locks should be kept locked.
- Encourage all employees to comply with the building security access control measures.

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If You Receive a Bomb Threat Over the Telephone

1. Complete Bomb Threat Checklist, if possible. (Exhibit A).
2. Call 911.
3. Inform the dispatcher that you are calling from **400 South Tryon Street** and that you have received a bomb threat. Tell the dispatcher:
 - Your name
 - Your company's name
 - Your suite/floor number
 - Your telephone number
 - Any information from your Bomb Threat Checklist
4. Listen for instructions.
5. Call the management office at 704-333-6661.
6. Wait for further instructions from your tenant warden.

(A copy of this page should be distributed to all employees.)

Disasters/Medical Emergencies

Severe Weather

The US Weather Service reports the movement of severe weather that may present a threat to the metropolitan area. Tenants have the choice of evacuating or remaining in the building during a severe weather alert. If an early alert is given by the U.S. Weather Service, certain steps can be taken to prepare for the severe weather if the decision is to remain.

Tenant Responsibilities

All Tenants

1. Maintain an inventory of emergency equipment to be used during severe weather.
 - Flashlights and fresh batteries
 - First aid kits to treat minor injuries
 - Portable radios—useful for keeping abreast of severe weather conditions
2. If informed by the US Weather Service that severe weather is imminent, follow the steps below (if necessary):
 - Clear desks, tables and window sills of books, papers or other items and secure them in boxes or drawers.
 - Move easily moveable furniture away from windows.
 - Store all easily moveable office equipment in inside offices.

Tenant Wardens

1. Move all occupants to the core areas of the building (interior corridors, elevator lobbies).
2. If your company decides to evacuate the building, notify the property manager of your intention to do so. The evacuation stairway is the only stairway to be used in a severe weather evacuation.
3. Confirm with the (property manager / lobby security officer / lobby monitor, etc.) that your company has totally evacuated its space and the building.
4. Notify the property manager of any severe leaks, fires, and structural or other damage during or after the storm (704-333-6661).

Building Staff Responsibilities

Property Manager

1. Alert the Emergency Preparedness and Evacuation Team for possible action.

Chief Engineer

1. Check the readiness of auxiliary power for emergency lighting.
2. Execute building repairs as quickly as possible.

Evacuation Brigade

1. Secure or move unattached building items indoors.

NOTE: The building staff will maintain communications with public utilities as appropriate and monitor local news and weather reports.

During disasters that cause loss of primary power sources, Duke Power will work to restore service from a stand-by source.

Telephone service may also be interrupted during severe weather. Tenants requiring emergency service should contact their telephone company.

Tornadoes

General Information

Tenants have the choice of evacuating or remaining in the building during a tornado warning. If a tornado warning has been issued by the weather service, a tornado siren is sounded. In addition, the management office is equipped with weather alert radio. If the management office receives notification that a tornado warning is in effect, this will be communicated immediately to all Tenants. See the Severe Weather section for more information.

Hurricanes and Floods

General Information

When the United States Hurricane Center issues a Hurricane Warning for the Charlotte area, the building will close to the public and all tenants will be requested to secure their offices and leave the premises. A hurricane warning is defined as follows:

- A warning indicates that hurricane winds of 74 mph and higher, or any combination of dangerously high water and very rough seas, is expected in specified coastal areas. When a hurricane warning is announced, hurricane conditions are considered imminent and may begin immediately, or at least within the next 12 to 24 hours.

When a hurricane warning has been issued, it is of the utmost importance that all precautionary measures and actions are taken immediately for the protection of life and property.

Procedure

1. Keep abreast of weather conditions via radio or television.
2. Remove all papers, pictures, plaques, hanging objects, calendars, desktop items, and other loose objects from perimeter offices and store in interior rooms.
3. Close all doors of perimeter offices. Close all drapes and blinds.
4. Move all expensive equipment and important documents to interior rooms.
5. Notify the alarm system company (if your company has one) of the probable discontinuance of electrical service during the storm.
6. Leave all interior doors open in order to prevent atmospheric pressure problems.
7. Notify the management office at 704-333-6661 of any severe flooding, leaks, fires, structural damage.

Someone from the management office will contact you with further instructions.

(A copy of this page should be distributed to all employees.)

Earthquakes

In the event of an earthquake, do not attempt to leave the building. You are safer within the building until the initial tremors subside. If evacuation is necessary, know the location of possible safe refuge areas are outside and away from the building. Beware of falling glass and electrical lines.

1. It is recommended that you have available in your tenant space:
 - A first aid kit
 - Transistor radio and flashlight with extra batteries
 - Heavy gloves in case of broken glass
 - Rubber soled shoes
 - A 72-hour minimum supply of medication (if on medication)
 - One or two bottles of water per employee - rotate regularly
2. Have a plan for reuniting with your family. Have an out-of-state contact person for your family members to contact.

For more information on earthquake preparedness, contact the American Red Cross or your local fire department.

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Earthquake Procedures

During

1. Remain calm. Do not exit the building. Do not use elevators. If you are in an elevator, exit as soon as possible.
2. Take cover under a desk or nother sturdy object, or against the wall in the core of the building. Protect your head. DUCK, COVER and HOLD ON.
3. Move away from the building exterior. Stay away from windows, bookcases, filing cabinets and any objects that may fall or shatter.
4. Do not take cover in emergency stairwells.

After

1. Check for injured personnel and assist if possible. Do not move a seriously injured person unless they are in immediate danger.
2. Inspect your floor for damage. Check for fires. Check for gas and water leaks and electrical shorts. If you suspect a gas leak, DO NOT use matches or cigarette lighters or turn on electrical switches or appliances. If you smell gas, contact engineering or security immediately at 704-333-6661.
3. Open doors carefully. Watch for falling objects.
4. Wear shoes for protection from debris and broken glass.
5. Stay away from windows/glassed areas.
6. Replace telephone receivers, in case the telephone system works. Use telephones for emergency calls ONLY.
7. Listen to radio for emergency reports.
8. Do not spread rumors regarding the building condition, extent of damage and injuries. This may cause a panic.
9. Cooperate with the public safety officials.
10. Be prepared for aftershocks.
11. Notify the management office or security of any damage to the building.

(A copy of this page should be distributed to all employees.)

Power Failure

General Information

In the event the building sustains a power failure, emergency lighting is available in the stairwells and on all floors. The stairwell emergency lighting is supplied by back-up generator power. All HVAC equipment, lights, receptacles, elevators and most telephone equipment will not be operational.

Procedure

1. The chief engineer contacts the electric company to find out the duration of the power outage.
2. Floor wardens check the elevators on their floors to see if people are trapped inside. If there are people trapped the floor wardens will ask them to remain calm and then notify the chief engineer of their location.
5. If the power is not restored after 15 minutes, all floor wardens proceed to main floor lobby.
6. The chief engineer meets the floor wardens at main floor lobby and informs them of the situation.

NOTE: If the electric company does not know how long the power will be out, or if power will be out for longer than one hour, the building may need to be totally evacuated.

If total evacuation is necessary, it is conducted according to the fire procedure. (For greater detail on the fire procedure, refer to the **Fire** section of this manual.)

Medical Emergencies

Time is extremely important in the case of a medical emergency. Spectrum Properties recommends that all tenants keep a first aid kit unlocked and fully stocked in their suite. It is the tenant's responsibility to also make sure that employees are aware of its location. The management office requests that tenants provide a list of any office personnel who are trained in CPR. This list is extremely valuable and will be used by building management to locate trained individuals to assist in an emergency. A copy of this list can be made available to each tenant.

Procedure

1. The person who discovers the emergency
 - Dials 911, telling the paramedics:
 - Building address — 400 South Tryon Street
 - Your name
 - Your company name
 - Your floor/suite number
 - Your telephone number
 - Calls the management office at 704-333-6661.
2. The management office directs the emergency personnel to the medical emergency.
3. The evacuation brigade recalls an elevator to the ground floor to transport the paramedics to the floor of the medical emergency.

* **IMPORTANT:** It is critical that the Building Management office be notified immediately after contacting 911. Emergency personnel, such as paramedics, rely on the building staff to coordinate the use of the service elevator for them. Failure to contact the management staff could result in a critical delay in the emergency personnel's response time.

NOTE: It is crucial that the injured person is not moved. Try to keep the injured person comfortable without moving him/her.

Prevention

Suspicious Activities

Any suspicious activities should be reported immediately to the management office during regular working hours or the security desk after building hours. Security guards are generally not authorized to assist or take police action in criminal matters in a tenant space. During business hours, management personnel will escort the police officers directly to your suite.

Crime Prevention Message

The management staff is concerned about the safety and protection of our tenants, their employees and their property. We are conscious of the various criminal activities to which each of us is exposed on a daily basis.

To reduce crime, emphasis must be placed on preventive rather than reactive measures. Preventive measures against office thefts, burglaries after hours and crimes against persons can best be achieved through the individual efforts of each employee. To minimize incidents, it is important that you establish and routinely monitor procedures, rules and regulations as a means of preventing losses and identifying wrongdoing.

We request that these procedures be circulated among all employees and that everyone be made aware of the importance of helping to ensure a safer and more secure work environment. We strongly suggest that valuables and personal property be stored and secured out of sight. Please note that management does not provide security services to individual tenant suites. Contracts for guard services are on behalf of the building owners and are for the protection of their interests in public (common) areas only. All criminal activities should be reported immediately to the police department.

Training

All members of the emergency preparedness and evacuation team must attend forums and informational sessions produced by the fire department, police department and Spectrum Properties. This information is essential to the readiness of the emergency preparedness and evacuation team. The sessions are designed to illustrate the need for a fire action plan, show the proper use of building fire suppression equipment and acquaint everyone with the specific evacuation plan of the building. The sessions will be conveniently scheduled by the safety/evacuation director and attendance will be verified.

Regular in-house company meetings and fire drills are encouraged to familiarize employees with the Emergency Preparedness and Evacuation Plan. Spectrum Properties is available to provide any requested assistance in presentations and review of the Emergency Preparedness and Evacuation Plan.

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Exhibit A - Bomb Threat Checklist

Time and Date Reported: _____ How Reported: _____

Exact Words of Caller: _____

Questions to Ask:

- 1. When is bomb going to explode? _____
- 2. Where is the bomb right now? _____
- 3. What does it look like? _____
- 4. What kind of bomb is it? _____
- 5. What will cause it to explode? _____
- 6. Did you place the bomb? _____
- 7. Why did you place the bomb? _____
- 8. When did you place the bomb? _____
- 9. Where are you calling from? _____
- 10. What is your name? _____
- 11. Where do you live? _____

Description of Caller's Voice:

Male/ Female Young _____ Middle Age_ Old _____ Accent _____

Tone of Voice: _____

Is voice familiar? _____

If so, who did it sound like? _____

Other Voice Characteristics: _____

Background Noise: _____

Time Caller hung up: _____

Remarks: _____

Name, address and telephone number of recipient: _____

Telephone number that call was received at: _____

(A copy of this page should be distributed to all employees.)

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Exhibit B - Bomb Threat Notification Procedure

1. Complete Bomb Threat Checklist, if possible. (Exhibit A).
2. Call 911.
3. Inform the dispatcher that you are calling from **400 South Tryon Street** and that you have received a bomb threat. Tell the dispatcher:
 - Your name
 - Your company's name
 - Your suite/floor number
 - Your telephone number
 - Any information from your Bomb Threat Checklist
4. Listen for instructions.
5. Call the management office at 704-333-6661.
6. Wait for further instructions from your tenant warden.

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Exhibit C - Persons with Disabilities

Company name: _____

Name: _____ Office #: _____

Phone #: _____ Disability: _____

Special Assistant: _____

Name: _____ Office #: _____

Phone #: _____ Disability: _____

Special Assistant: _____

Name: _____ Office #: _____

Phone #: _____ Disability: _____

Special Assistant: _____

Name: _____ Office #: _____

Phone #: _____ Disability: _____

Special Assistant: _____

Name: _____ Office #: _____

Phone #: _____ Disability: _____

Special Assistant: _____

Name: _____ Office #: _____

Phone #: _____ Disability: _____

Special Assistant: _____

NOTE: As changes in personnel or physical conditions occur, please forward an updated copy of this form to the management office.

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Exhibit D - Warden Information Sheet

Date: _____

Company name: _____

Suite #: _____

Floor warden:

Tenant wardens:

Assistant tenant wardens:

NOTE: Each floor will have one (1) floor warden. In addition, a tenant warden must be assigned for each suite. Generally, a tenant occupying approximately 7,000 square feet should have two (2) tenant wardens. Tenants occupying a full floor or more should have three (3) tenant wardens per floor. Each tenant warden shall appoint an assistant tenant warden to assume his/her duties and responsibilities in their absence. As changes in personnel occur, this sheet must be updated and forwarded to the management office.