



# CITYPARK

## BRENTWOOD

# TENANT MANUAL



# BOYLE®

# WELCOME

Welcome to CityPark Brentwood!

We're thrilled to have you join our vibrant community and encourage you to explore everything CityPark has to offer. Spanning 33 beautifully maintained acres, our business park features 500,000 square feet of Class-A office space across eight buildings, complemented by 40,000 square feet of curated retail and dining experiences. With thoughtfully designed workspaces, a dynamic mix of businesses, and a campus that's easily accessible for both drivers and pedestrians, CityPark truly offers something for everyone.

Our goal is to make your work life as smooth as Tennessee whiskey! Should you need assistance or have any questions, our property management and engineering teams are always here to help. Don't hesitate to reach out—we're happy to provide support and information to ensure your experience is exceptional from day one.

This handbook is designed to answer many of your initial questions about our building policies, procedures, and regulations. Inside, you'll find important contact details for our team, as well as emergency information.

We take great pride in offering high-quality service and responsive support to both our tenants and properties. We kindly ask for your partnership in helping us uphold these standards—please feel free to share your feedback, concerns, or suggestions for ways we can enhance your experience and environment.

Please keep this manual accessible so you can reference it as needed. At the back, you'll find several forms, including the Tenant Information and Emergency Contact Form. To receive access cards for your employees, each team member will also need to complete a CityPark Access Card Request Form.

Thank you in advance for your timely attention to these forms—we look forward to supporting your success here at CityPark.

Warm regards,  
CityPark Property Management Team

# CITY PARK TEAM

## PROPERTY MANAGEMENT TEAM

Ana Dobretsova (anad@boyle.com) 615-949-8495

Jamie Adams (jamiea@boyle.com) 615-550-5594

## ENGINEERING TEAM

Building Engineer

Perry Miller

**After-hours Maintenance 615-791-2822**

## EEMERGENCY CONTACT

**Emergency - 911**

Police Department (Non-Emergency) - 615.371.0160

Fire Department & Paramedics (Non-Emergency) - 615.371.0170

## MANAGEMENT OFFICE

Mooreland Mansion  
7100 Executive Center Drive, Suite 150  
Brentwood, Tennessee 37027



# BUILDING HOURS OF OPERATION

## HVAC SERVICE HOURS OF OPERATION:

6:00 AM to 7:00 PM - Monday through Friday

## BUILDING ENTRY DOOR SCHEDULE:

Monday through Friday: 6:00 AM(Unlock) - 7:00 PM(Lock)

Saturday: 6:00 AM (Unlock) - 12:00 PM(Lock)

The buildings are locked all day on Sundays and specified and generally accepted holidays.

Buildings may be locked earlier during daylight savings time due to safety concerns.

## HOLIDAYS

MLK Day

Memorial Day

Good Friday

4th of July

Labor Day

Day after Thanksgiving

Thanksgiving

Christmas Eve

Christmas

New Year's Day



# MAINTENANCE SERVICES

## HEATING, VENTILATION AND AIR CONDITIONING (HVAC)

An automated HVAC system operates to ensure your comfort. If adjustments are required, please enter a request through **Building Engines**. Standard operating hours for the building's heating and cooling system are from 6:00 AM. to 7:00 PM, Monday through Friday, and on Saturday upon request, except specified or generally accepted holidays.

## HVAC AFTER HOURS

If you would like to request HVAC outside of the normal operating hours, please enter a service request through **Building Engines**

## JANITORIAL SERVICE

Janitorial services for the building are provided five days a week. Trash generated during the workday will be removed by the building janitorial service.

Trash items should be kept within the office and never placed in the hallways, stairways, or lobbies. Requests for extra or special cleaning, please enter a service request through **Building Engines**

## Items NOT included in nightly cleaning:

- Desk surfaces unless fully cleared
- Computer equipment
- Dishes, Refrigerators, and Microwaves

## OTHER SERVICE CALLS

To request services such as keys, access control, electrical problems, janitorial, etc., please enter a service request through **Building Engines**

# TENANT INFORMATION

To ensure we can provide you with the highest level of service, it's important that we have accurate and up-to-date contact information on file. Please complete the **Tenant Information and Emergency Contact Form** included in your welcome packet, making sure to fill out all relevant details.

Once completed, please email the form to [jamiea@boyle.com](mailto:jamiea@boyle.com)

We kindly ask that you complete these forms in full and return them to our office within 7 days of receipt. Having accurate contact information helps us know exactly who to reach in your office should the need arise.

If any of your contact details change during your tenancy, please update us by submitting a new form or by emailing the updated information directly to our team.

## RENTAL PAYMENT INFORMATION

**Rental payments are due on the first of each month** and considered late on the 10th. Late fees may be assessed for late payments as defined in the terms of the lease. To help minimize administrative costs, we do not mail invoices or notices regarding monthly rental payments.

## RENTAL PAYMENT OPTIONS

### PAYMENT PORTAL

[TenantPortal.Boyle.com](https://TenantPortal.Boyle.com)

The CommercialCafe access will be provided by your Property Manager

### ACH INFORMATION

PROVIDED UPON REQUEST

# TENANT CONTACT

## **Office | Business Contact:**

Please assign one person from your office as the contact person for our property management team. We will direct all information, correspondence, and notices to your tenant contact. Your tenant contact can distribute information from us throughout your office.

**All requests for non-routine service should come from the tenant contact to the Property Manager.**

*See the "Tenant Contact Information" form in the Forms for Reproduction section of this handbook.*

## **Emergency Contacts**

Please provide us with two after-hours emergency contacts.

*See the "Tenant Contact Information" form in the Forms for Reproduction section of this handbook.*

## **Billing Contact**

Assign a billing contact for account communication and CommercialCafe access.

*See the "Tenant Contact Information" form in the Forms for Reproduction section of this handbook.*



# RULES AND REGULATIONS

(These may be updated periodically and forwarded to you)

- **COMMON AREAS**

Sidewalks, doorways, vestibules, halls, stairways, and other similar areas shall not be obstructed by tenants or used by any tenant for purposes other than ingress and egress to and from their respective leased premises and for going from one to another part of the Building. The halls, passages, exits, entrances, elevators, stairways, balconies, and roof are not for the use of the general public and the Landlord shall, in all cases, retain the right to control and prevent access thereto by all persons whose presence in the judgment of Landlord, reasonably exercised, shall be prejudicial to the safety, character, reputation and interests of the Project. No Tenant Party shall go upon the roof of the Project.

Corridor doors, when not in use, shall be kept closed. Nothing shall be swept or thrown into the corridors, halls, elevator shafts, or stairways. No bicycles, birds, or animals (other than those that are medically necessary) shall be brought into or kept in, on, or about any tenant's leased premises. No portion of any tenant's leased premises shall at any time be used or occupied as sleeping or lodging quarters or for any immoral, disreputable, or illegal purposes.

- **VENDOR/CONTRACTOR ACCESS**

Landlord reserves the right to exclude from the Project at all times other than normal business hours all persons who do not present a pass to the Project on a form or card approved by Landlord. Tenant shall be responsible for all of its employees, agents, invitees, and guests who have been issued a pass at the request of Tenant and shall be liable to Landlord for all acts of such persons.

- **TENANT ALTERATIONS**

Plumbing, fixtures, and appliances shall be used only for the purposes for which designed, and no sweepings, rubbish, rags, or other unsuitable material shall be thrown or deposited therein. Damage resulting to any such fixtures or appliances from misuse by a tenant or its agents, employees, or invitees, shall be paid by such tenant.

- **SIGNAGE**

No signs, advertisements or notices (other than those that are not visible outside the Premises) shall be painted or affixed on or to any windows or doors or another part of the Building without the prior written consent of the Landlord. No nails, hooks, or screws (other than those which are necessary to hang paintings, prints, pictures, or other similar items on the Premises' interior walls) shall be driven or inserted in any part of the Building except by Building maintenance personnel. No curtains or other window treatments shall be placed between the glass and the Building's standard window treatments.



# RULES AND REGULATIONS

- **LOCKS, KEYS, KEY CARDS**

Landlord shall provide all door locks at the entry of each tenant's leased premises, at the cost of such tenant, and no tenant shall place any additional door locks in its leased premises without Landlord's prior written consent. Landlord shall furnish to each tenant a reasonable number of keys and/or key cards to such tenant's leased premises, at such tenant's cost, and no tenant shall make a duplicate thereof. Replacement keys and/or key cards shall be provided on a reasonable basis and at Tenant's cost.

- **DELIVERIES**

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 that require the use of elevators or stairways, or movement through the Building entrances or lobby shall be conducted under Landlord's supervision at such times and in such a manner as Landlord may reasonably require. Each tenant assumes all risks of and shall be liable for all 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 such tenant.

To ensure the orderly operation of the Building, no ice, mineral or other water, towels, newspapers, etc. shall be delivered to any leased area except by persons approved by the Landlord.

- **TENANT FURNITURE AND EQUIPMENT**

The landlord may prescribe weight limitations and determine the locations for safes and other heavy equipment or items, which shall in all cases be placed in the Building so as to distribute weight in a manner acceptable to the Landlord which may include the use of such supporting devices as Landlord may require. All damages to the Building caused by the installation or removal of any property of a tenant or done by a tenant's property while in the Building, shall be repaired at the expense of such tenant.

No machinery or appliances of any kind (other than normal office equipment and normal break room appliances) shall be operated by any tenant on its leased area without the Landlord's prior written consent, nor shall any tenant use or keep in the Building any flammable or explosive fluid or substance (other than typical office supplies [e.g., photocopier toner] used in compliance with all Laws).

No vending or dispensing machines of any kind may be maintained in any leased premises without the prior written permission of the Landlord.

Only artificial holiday decorations may be placed in the Premises, no live or cut trees or other real holiday greenery may be maintained in the Premises or the Building.

- **TENANT SPACES**

The tenant shall cooperate with the Landlord's employees in keeping its leased premises neat and clean. Tenants shall not employ any person for such cleaning other than the Building's cleaning and maintenance personnel.

# RULES AND REGULATIONS

- **OPERATION OF PREMISES**

- Tenant shall not make or permit any vibration or improper, objectionable, or unpleasant noises or odors in the Building or otherwise interfere in any way with other tenants or persons having business with them.
- Tenant shall not conduct any activity on or about the Premises or Building which will draw pickets, demonstrators, or the like.
- Tenant shall cooperate fully with Landlord to ensure the most effective operation of the Premises heating and air conditioning, and shall refrain from attempting to adjust any controls, other than room thermostats installed for Tenant's use.
- Tenant shall keep corridor doors closed and shall turn off all lights before leaving the Project at the end of the day.
- Tenant shall ensure that all portions of the leased premises visible from any interior Building common areas are lighted at all times during normal business hours regardless of whether the leased premises are occupied.

- **PERSONAL PROPERTY**

Landlord will not be responsible for lost or stolen personal property, money or jewelry from the tenant's leased premises or public or common areas regardless of whether such loss occurs when the area is locked against entry or not.

- **PARKING**

All vehicles are to be currently licensed, in good operating condition, parked for business purposes having to do with Tenant's business operated in the Premises, parked within designated parking spaces, one vehicle to each space. No vehicle shall be parked as a "billboard" vehicle in the parking lot. Any vehicle parked improperly may be towed away. Tenant, Tenant's agents, employees, vendors, and customers who do not operate or park their vehicles as required shall subject the vehicle to being towed at the expense of the owner or driver. Tenant shall indemnify, hold, and save harmless Landlord of any liability arising from the towing or booting of any vehicles belonging to a Tenant Party. Tenant shall not park or operate any semi-trucks or semi-trailers in the parking areas associated with the Building.

- **TENANT ACCESS**

No tenant may enter into phone rooms, electrical rooms, mechanical rooms, or other service areas of the Building unless accompanied by **the Landlord or the Building manager**.



# RULES AND REGULATIONS

- **SMOKING**

Tenant shall not permit any Tenant Party to smoke (including the use of any form of e-cigarette, electronic cigarette, personal vaporizer, or electronic nicotine delivery system) in the Premises or anywhere else on the Project. Tenant shall cooperate with Landlord in enforcing this prohibition and use its best efforts in supervising each Tenant Party in this regard.

- **ELECTRICAL APPLIANCES AND OPEN FLAMES**

Tenant shall not allow any Tenant Party to use any type of portable space heater, toaster oven, candle, or open flame of any type in the Premises or the Building.

- **SOLICITATION**

Canvassing, soliciting, and peddling within the Project is prohibited, and the Tenant shall cooperate in preventing such activities.

Without the prior written consent of Landlord, Tenant shall not use the name of the Project or any picture of the Project in connection with, or in promoting or advertising the business of, Tenant, except Tenant may use the address of the Project as the address of its business. Tenant shall not exhibit, sell or offer for sale, rent or exchange in the Premises or at the Project any article, thing or service to the general public or anyone other than Tenant's employees without the prior written consent of Landlord.

- **DOOR POLICY**

Per fire code 5.1.2.3.3 - Blocking or wedging of doors in the open position shall be prohibited.

- **PET POLICY**

Pets are NOT permitted on the premises at any time.

#### Service Animals in Common Areas

Service animals are permitted in the building in accordance with applicable laws. However, for the safety and comfort of all residents, service animals must be on a leash and under control at all times when in any common area of the building, including lobbies, hallways, elevators, and shared outdoor spaces.

# MOVE IN/OUT PROCEDURES

Our goal is to facilitate a seamless move-in/out process. We have outlined below procedures to help things go smoothly.

- Notify the Property Manager of the dates, as soon as you have decided to move.
- Once you know the date of your move, it is important that your movers contact the office to schedule a preliminary inspection of the space.
- All moving contractors are required to carry insurance and must provide a copy of a certificate of insurance, naming Boyle Nashville LLC and Boyle Management Company and the building entity as certificate holders and additional insured.
- All moving and deliveries are to be handled from the service entrance (if applicable) and moved to floors via the service elevator. Large objects or anything on wheel carts are not allowed on the passenger elevators or the lobby floors.
- Common area flooring such as marble, vinyl, and carpeted areas plus corridor walls are to be protected by using masonite board. Damage to the building as a result of your move will be billed to the tenant.
- Moving in or out of the building is allowed ONLY after hours (before 8:00 a.m. or after 5:00 p.m.).**
- Be courteous to your neighbors and do not block hallways, doorways or drive lanes.
- In the evening movers will have to work with the night cleaning crew on the use of the service elevator.
- Please keep in mind, the services of a licensed electrician are needed for hookup and disconnect of electrical to system furniture. All low voltage must be removed prior to your move out.

## **VENDOR INSURANCE:**

Please provide the contact your office that is responsible for sending the Certificate of Insurance.

We will need to have an office contact and your insurance carrier contact prior to moving.

# APPROVED CONTRACTORS FOR TENANT IMPROVEMENTS

In order to preserve the quality of systems in each building, Boyle has provided a short list of approved General Contractors and subcontractors for major CSI divisions. Please see below for a current list of approved vendors for tenant improvements.

## **GENERAL CONTRACTORS**

### **FLOW CONSTRUCTION**

3628 TROUSDALE DRIVE, SUITE E NASHVILLE TN | 615.515.8101

## **ELECTRICAL**

### **SPECIALTY ELECTRIC**

Wade Giardano | 615.375.1287

### **EMPOWER ELECTRIC**

3321 Homestead Road, Nashville TN | 615.889.1434

## **MECHANICAL /PLUMBING**

### **PROCTOR & GRAVES**

2131 Utopia Avenue, Nashville TN | 615.255.3337

## **MISC OFFICE REPAIRS/PAINT**

### **K & E CONSTRUCTION**

Kevin Karini | 615.390.2094

### **FLOW CONSTRUCTION**

3628 Trousdale Drive, Suite E Nashville TN | 615.515.8101

## **LOW VOLTAGE**

### **CLEARLINE NETWORKS**

5925 Clarksville Pike, Joelton TN

615.610.1576

(KEY CARD READERS)

Please review these lists carefully, as contractors are subject to change. To use a subcontractor not currently on this approved list, permission must be sought from Property Management. Please contact the management office with questions.



# ELEVATOR SERVICE

## ELEVATOR SERVICE

Elevators chime at each floor indicating a floor change for persons with a visual disability.

If you are detained inside of the elevator cab due to malfunction, remain calm. Use the alarm button inside the elevator to signal your stalled status. Please use the handicapped-accessible phone on the lower right panel of the elevator and call for assistance to receive instructions about the procedures to follow.

Building staff will make every effort to secure your release as quickly as possible. However, due to safety regulations and considerations, they may be limited in the assistance they can provide. Under no circumstances are we allowed to forcibly remove a tenant from an elevator until we are assured it is working properly. Our elevator maintenance company will be immediately dispatched to correct the problem. Building staff will remain in constant contact to let you know what is being done.

# **BUILDING SERVICES AND AMENITIES**

## **MAINTENANCE REQUESTS**

Non-emergency maintenance requests should be made through Building Engines. Please designate one or two employees to be your company's contact to submit work order requests. Please provide Property Management with contact information so you can utilize Building Engines.

Except as specified as Landlord's responsibility under the Lease, during the Term, Tenant at Tenant's expense but under the direction of Landlord, shall repair and maintain the Premises, including the interior walls, floor coverings, ceiling (ceiling tiles and grid), Tenant Improvements, alterations, fire extinguishers, outlets and fixtures, and any appliances (including dishwashers, hot water heaters, and garbage disposals) in the Premises, in a first-class condition, and keep the Premises in a clean, safe, and orderly condition.

In the event there is an additional charge for services, Tenant will be sent an invoice for the cost of services rendered.

## **U.S. MAIL**

Mail is delivered Monday through Friday directly to your office. Mail is picked up at your suite when delivery occurs daily.

## **SIGNAGE**

The Landlord provides a ground floor lobby directory which will display tenant names and suite numbers. Building standard suite signs are provided at move in but any changes will be a tenant expense.

Please do not place paper or other unapproved signs on your doors or wall covering in the lobby. Our staff has been instructed to remove unapproved signs.

See the "Signage Request" form in the Forms for Reproduction section of this handbook.

# BUILDING JANITORIAL SERVICES

Janitorial services are performed nightly, Monday through Friday. For any issues or special requests, please contact the Property Management Office via Building Engines.

## Common Areas

### **Daily (Monday-Friday)**

Vacuum all high traffic carpeted areas.

- Dust mop and/or damp mop hard surface floors.
- Empty waste containers and replace liners as necessary.
- Clean and disinfect drinking fountains.
- Clean moving glass entranceway doors, inside and out.
- Sweep/vacuum entranceway areas.
- Clean elevator tracks

### **Weekly**

- Dust hard to reach areas (above 72 inches).
- Vacuum all carpeted areas (cubicles and under desktops)

### **Monthly**

- Corner vacuum hard to reach carpeted areas.
- Dust baseboards.

### **Quarterly**

- Dust ceiling vents (as needed)
- Dust blinds and window ledges

## RESTROOMS

### **Daily**

- Restock restroom supplies (paper towels, toilet tissue, soap, sanitary napkins, etc.).
- Empty, clean and replace liners in waste containers.
- Empty, clean and disinfect sanitary napkin containers.
- Damp mop restroom floors with a germicidal cleaner.
- Clean and disinfect door handles and pushplates.
- Clean and disinfect sinks and fixtures.
- Clean all mirrors.
- Clean and disinfect with a germicidal cleaner the commodes, tanks, urinals and surrounding walls.
- Clean stalls, stall doors and partitions.

### **Quarterly**

- Dust ceiling vents.



# BUILDING JANITORIAL SERVICES

## OFFICES/WORK AREAS/ADMINISTRATIVE AREAS

### **Daily (Monday-Friday)**

- Vacuum all high-traffic carpeted areas.
- Sweep hard surface floors.
- Empty waste containers and replace liners as necessary.
- Dust file cabinet top surfaces that are completely cleared off.
- Dust desks, furniture, work station areas, and partitions.  
(Cleared areas only)\*

### **Weekly**

- Dust hard to reach areas (above 72 inches).
- Vacuum all carpeted areas (under desks, etc.)

### **Monthly**

- Dust baseboards.
- Corner vacuum hard to reach carpeted areas.

### **Quarterly**

- Dust ceiling vents.
- Dust window ledges and blinds

\* **Note: Company papers or personal items on desks will not be moved or disturbed to clean.**

## BREAK AREAS

### **Daily (Monday - Friday)**

- Vacuum carpeted areas.
- Sweep and damp mop hard surface floors.
- Empty waste containers and replace liners as necessary.
- Damp clean table and countertop surfaces.
- Clean sink areas.(Does not include washing of dishes, cups, etc.)
- Spot clean glass doors.

### **Monthly**

- Dust baseboards.
- Corner vacuum hard to reach areas.

### **Quarterly**

- Dust ceiling vents.
- Dust window ledges and blinds

# BUILDING ACCESS

## BUILDING ACCESS CONTROL

### KEY CARDS

Each building is equipped with a locking system that utilizes programmable key cards and proximity readers at the building entrances and elevators. Suite readers are the tenant's responsibility, for vendor information refer back to the "preferred vendor list"

The Boyle Management Office handles the programming of the system, hours of permitted access, and other operational considerations. Please enter a work order through Building Engines for any updates.

Each Tenant shall be issued key cards upon assumption of the premises. Please send us a list of employee names for assignment. There is a \$15.00 replacement fee for lost/additional cards. Rekey and additional keys are subject to tenant billback.

If an individual leaves your company for any reason, please notify your Boyle Property Manager as soon as possible so the key fob can be deactivated. Please return the key card to the Management Office to avoid any additional charges.

# BUILDING ACCESS AND SECURITY

## SUITE SECURITY MEASURES

Because any building security system is only as effective as the people relying on it, we encourage you to review the following reminders to help you avoid unnecessary loss and security problems within your suite:

- When you secure your premises at the end of the business day, lock all doors and then verify that they are properly locked. We recommend locking your suite entry door after 5:00 PM, even if people are working late.
- Do not leave handbags or personal objects in clear view or unsecured areas of your office. Coats should be hung in a coat closet or behind the door since thieves often go through pockets looking for keys or money. Do not leave wallets in jackets hanging on chair backs or other articles of value unguarded even for a few minutes. Small articles, left in plain view, are easy targets for thieves.
- Keep all vault or safe combinations in a locked desk drawer. Remind personnel to keep copies of their credit card numbers and contact addresses in a safe place.
- Notify the Property Management Office immediately if you notice a suspicious person loitering in or about your premises. Be suspicious of any person who enters your suite and makes excuses that they are lost or looking for another company.
- Offices are most vulnerable to thieves when there is a lot of movement and people are frequently away from their desks (i.e. during lunchtime and right before closing).
- Record serial numbers of all business equipment to aid police in locating the equipment if it is stolen.
- If an employee is terminated for any reason, consider resetting any safe or vault combinations they may have been entrusted with. Also, notify the Management Office to de-activate the individual's access control card.
- If you have keys that are kept on a key ring, they should never have an identifying tag. If they are lost, they may easily be used by thieves to access your property.
- Never leave your reception area unattended when your suite entry door is unlocked.



# **BUILDING ACCESS AND SECURITY**

## **INCIDENT REPORTS**

Please notify the Management Team as soon as possible of any accident, theft, or injury that occurs on the property. We will need to record the details of the incident. We appreciate your cooperation in answering any questions the building staff may have pertaining to the incident.

## **THEFTS**

It is important to report any suspected theft immediately, no matter how small. If you suspect a theft has occurred, please make the following calls immediately:

1. Police Department (911 for emergencies only)
2. Boyle Property Management.
3. Your insurance carrier

Help us and yourself by distributing the included Security Tips and Recommended Precautions to your staff

# BUILDING ACCESS AND SECURITY

## RECOMMENDED PRECAUTIONS

The Property Management team recommends that each office establish its own emergency response procedures tailored to their specific operations. While we've provided suggested safety guidelines below, each tenant is ultimately responsible for the safety of their employees in the event of an emergency.

- Maintain Material Safety Data Sheets in central locations where they are visible for all to see.
- Avoid using extension cords instead of permanent wiring. If used, extension cords need the three prong connections.
- Keep all appliances and electrical cords in good repair.
- Turn off all electrical appliances for coffee, cooking or heating before leaving the office.
- **Forbid the use of candles or naked flames in the office.**
- Assign a specific person or persons to aid anyone in the office who requires special assistance in an emergency.
- Report any potential fire hazards in the building to the Management Office. (Examples: Blocked stairwells, faulty fire protection equipment, and leaks or damaged wiring.)
- Store flammable materials in building only after approval of the building engineer.

# OVERVIEW OF LIFE SAFETY SYSTEMS

**THE PROPERTY MANAGEMENT TEAM RECOMMENDS THAT EACH OFFICE ESTABLISH ITS OWN EMERGENCY RESPONSE PROCEDURES TAILORED TO THEIR SPECIFIC OPERATIONS. WHILE WE'VE PROVIDED SUGGESTED SAFETY GUIDELINES BELOW, EACH TENANT IS ULTIMATELY RESPONSIBLE FOR THE SAFETY OF THEIR EMPLOYEES IN THE EVENT OF AN EMERGENCY.**

## TENANT EMERGENCY SUITE WARDEN GUIDELINES

Boyle recommends that each Tenant appoint Emergency Suite Wardens to aid in the evacuation of their space. These persons should command the respect of fellow employees and can stay calm in emergencies. Suite Wardens should be responsible for familiarizing each employee with the locations of appropriate exits, pull stations, and fire extinguishers in and around their Premises.

When a notice to evacuate is given, Suite Wardens should:

- Check the hallways and stairwells closest to them for smoke and/or fire, and if detected, divert employees to the safest route.
- Immediately direct their group to the closest evacuation route away from the source of the fire, reminding them to walk **DOWN**, **OUT**, and **AWAY** from the building. All employees should go directly to the ground floor.
- Ensure all employees have evacuated their section before leaving the floor.
- Ensure their group stays together and take a headcount once the evacuation is complete. If anyone is missing, their name and the floor on which they work should be reported to the fire officials.
- Follow established procedures for evacuating persons with disabilities.

## EMERGENCY EVACUATION PROCEDURES

- In case of emergency, dial 911
- Unless notified in advance, assume that all fire alarms indicate an emergency situation.
- Never attempt to use an elevator.
- Once all of your employees are evacuated and accounted for, check in with Property Management to confirm your company is entirely evacuated.
- After evacuation, Tenants should stay away from the building and any emergency equipment until notified by Property Management or emergency personnel that they may return.
- In the event of a fire, make sure a 911 call has been placed and the Property Management Office has been notified, if possible.
- Establish procedures for evacuating persons with disabilities.



# OVERVIEW OF LIFE SAFETY SYSTEMS

## EARTHQUAKE

Try to remain calm and reassure others. If you are indoors, move immediately to a safe place. Get under a desk, table or workbench if possible. Stand in the interior doorway or in the corner of a room.

- Watch for falling debris or tall furniture. Stay away from windows and heavy objects (such as machinery and refrigerators) that may topple or slide across the floor.

- Do not dash for exits since stairways may be broken and jammed with people. Do not use the elevators; power for elevators may fail and cause them to stop operating.

- Seek safety where you are when the earthquake occurs, and then leave calmly if evacuation is necessary.

- Be prepared for the electricity to go out and emergency alarms to start ringing.

- Expect to hear glass breaking, walls cracking, and objects falling.

- If you are outdoors, try to get into an open area away from buildings and power lines.

- If the earthquake should be followed by fire, evacuate as outlined in the sections on fires.

- There may be more than one seismic wave to the earthquake. You may feel a strong first shock that subsides and is followed by another shock. Aftershocks may also occur. These are separate quakes following the main shock; they may occur minutes, hours, or even days after the original quake. Aftershocks sometimes cause further damage as structures that were weakened in the original quake succumb to further movement of the earth.

- When the shaking stops, there may be considerable structural damage and people may be injured.

- Remain calm. Assess the situation.

- If necessary, tend to the injured. Cover them, administer first aid, and call for medical assistance if there is a severe injury that needs immediate attention.

- Check for fires and fire hazards. Put out any fires immediately if possible.

- Turn off the electricity; there is a potential danger from damaged wiring. Do not turn on electrical switches or appliances.

- Shut off water lines if breakage has occurred. In due time, report utility damage to the Property Management Office and follow their instructions.

- Do not touch power strips, electric wiring, or objects in contact with power strips or wiring.

- Do not use the telephone except:

- To call for help.
- To report serious medical, fire or criminal emergencies.
- To perform an essential service.

- Do not use toilets until you are certain sewer lines are not broken.

- Clean up spills from hazardous chemicals such as gasoline, toner fluid, etc.

- Listen to the radio for information about the earthquake and disaster procedures.

# OVERVIEW OF LIFE SAFETY SYSTEMS

## PRECAUTIONS TO TAKE DURING A POWER FAILURE

While power failures rarely occur due to an internal building system problem, external occurrences can cause power loss. The buildings have generator backup power systems intended to power emergency lights.

In the event of an electrical failure, it is recommended to observe the following guidelines:

- Contact the Property Management Office.
- Turn off all electrical equipment such as computers, coffee makers, copy machines, etc., to lessen the electrical load on the circuits when power is restored.
- If you are instructed to evacuate the building, lock all areas of your premises and exit by the stairs. Do not use elevators.
- If you are trapped in an elevator during a power failure, do not panic. Wait for assistance. Do not attempt to force the doors open or escape through the roof hatch. Use the alarm button inside the elevator to signal for assistance.
- Property Management will notify you as soon as possible when power will be restored.
- Property Management will make every effort to find out the problem and when service will be restored. Please remember we are a customer of the power company and information may not be readily available to us. We ask for your patience and cooperation.

## TORNADO

If a Tornado Warning is issued or threatening weather approaches:

- Move to an interior room, stairwell, hallway, or restroom on the lowest floor possible.
- Stay away from the windows.
- If you cannot get to an interior room, get under a desk or other furniture that could protect you from flying debris or glass.
- Do not leave the building.
- Remain in place, if possible, until it has been determined that the tornado has passed
- Stay out of automobiles.

## MEDICAL EMERGENCIES

If there is a medical emergency within your office or observed by you, please seek the appropriate medical attention or call 911 as soon as possible if needed. Please contact the Property Management Office with the following information:

- Nature of the medical emergency
- Exact location and name of the individual as well as your name
- Has an ambulance or doctor been notified? If not, and one is needed, call 911.
- Assign someone in your office to stand by on the ground floor to direct emergency attendants to the sick or injured person.
- Someone with Property Management will be dispatched to assist if needed.
- An incident report will need to be written up for our records. Someone will be sent to take this information.



# OVERVIEW OF LIFE SAFETY SYSTEMS

## REACTING TO A BOMB THREAT

Response procedures will differ slightly if the threat comes in by telephone versus mail. Procedures follow for dealing with bomb threats received by telephone and those received by mail.

Whoever receives the call that a bomb has been placed in a building or suite should:

- Remain calm and keep the caller on the line as long as possible so an attempt can be made to trace the call. Have a prearranged signal with others in the office so that someone else can call 911 and possibly can listen in without the caller's knowledge.
- Record the conversation, if possible.
- Never transfer the call.
- Never assume the threat is only a hoax; report it.
- Never shrug off the threat a "bomb scare" that can be ignored; report it.
- Never argue with or ridicule the caller.
- Let the caller know that the manager wants to save lives and urge him/her to help.
- Use a Bomb Threat Checklist as a guide for the questions to ask the caller. Record what the caller says; identify as closely as possible the age, sex, and accent of the caller, as well as the possible identity of any background noise.
- Call the Management Office immediately. The decision of whether to evacuate the office should be made by the Tenant. The decision on whether to evacuate other tenants will be made by the Building Management Office in conjunction with the Police.
- Do not touch or handle any unusual items you might find. Report them to the authorities.
- Responding to a bomb threat via mail:
  - Save all material received: envelope, packaging material, and contents.
  - Do not touch or handle any packaging after a threat has been realized in order to preserve fingerprints.

In the event of an evacuation, personnel should take their purses, packages, briefcases or suitcases with them out of the building. Be aware of suspicious entering your

suite or strange behavior exhibited by any staff person. Any abnormal activity should be reported to the Bomb Squad.

## ACTIVE SHOOTER

Property Management will notify your office if there is an active shooter on the City Park campus. If your building will be locked down, you will also be notified.

Help Notes:

- Please keep the Management Office informed on any changes to emergency contacts. A Tenant Emergency Information form is in the back of your Tenant Handbook. We request updates annually but ask any changes during the year to be forwarded to our office as soon as possible.
- Keep a portable battery-operated radio and flashlight on hand with extra batteries.
- Maintain a battery backup for your phone system.
- Provide emergency phone list information to all your colleagues.

**The Property Management team recommends that each office establish its own emergency response procedures tailored to their specific operations. While we've provided suggested safety guidelines below, each tenant is ultimately responsible for the safety of their employees in the event of an emergency.**



# FORMS

## SIGNAGE REQUEST

TENANT NAME: \_\_\_\_\_

BUILDING NUMBER: \_\_\_\_\_

SUITE NUMBER: \_\_\_\_\_

MOVE-IN DATE: \_\_\_\_\_

LOBBY DIRECTORY STRIP *EXACTLY* AS IT WILL APPEAR:

\_\_\_\_\_  
(One line in the directory will be provided for each tenant)

TENANT DOOR SIGN *EXACTLY* AS IT WILL APPEAR:

\_\_\_\_\_  
(Building Standard= Start Case Style, Example: Spectrum Properties)

AUTHORIZED SIGNATURE: \_\_\_\_\_

(Signature must be provided before the order is placed)

# TENANT CONTACTS FORM

New Tenant?		Tenant Name:				
Tenant Vacating?		Address:				
Addition / Change?		Telephone:				

## Local Information

Contact:					
Telephone #:					

## Corporate Information

Contact:					
Address:					
City:					
Telephone#:					

## Billing Information

Contact:					
Address:					
City:					
Telephone#:					

## Emergency Information

Name:	
Telephone#:	
Alternate#:	
Pager/Mobile#:	

Name:	
Telephone#:	
Alternate#:	
Pager/Mobile#:	

*Please note any additional information here:*