



## **Bank of America Plaza**

### **Tenant Handbook**

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# **1. Introduction**

Welcome to Bank of America Plaza!

Bank of America Plaza is a forty-two (42) story white Spanish marble Class “A” office tower located at 101 East Kennedy Boulevard in the heart of the Tampa, Florida, central business district. The building contains approximately 791,000 rentable square feet of office and retail space. Bank of America Plaza is situated on two city blocks representing one of the largest and most prestigious office developments in both Florida and southeast. Adjacent to the tower is a 1,260 car parking facility, which is connected by a weather-protected sky bridge. The ground level of the parking facility incorporates street level retail shops.

The front of the building has an expansive gray granite plaza with oak trees providing a canopy for stainless steel bistro tables and chairs. There are two water features on the plaza with the largest containing a massive stainless-steel sculpture titled Solstice by internationally recognized artist, Charles O. Perry. The lower level is three tiers below street level containing multiple water jets and lights that show case the sculpture.

As people enter from the Plaza they step into a beautiful and dramatic three-story lobby with three escalators and a custom painting extending from the ground floor lobby through the second and third floor lobbies. Those entering the building from the garage via the sky bridge connector join with those from the first floor to walk on polished Spanish white marble with Italian green marble trim enhanced by the walls of African mahogany with brushed brass feature enhancements. They pass through an amenity rich lobby and travel upward into the building by the state-of-the-art Destination elevator system.

## **2. Building Information**

### **A. Management Office**

The Management Office is located within the building in Suite 250 and office hours are between 8:00 a.m. and 5:00 p.m., Monday through Friday. You can reach the management staff at 221-7474. The Management Office phones are forwarded to the Fire & Life Safety Office after regular business hours. The Fire & Life Safety Office is staffed 24 hours per day, 7 days per week.

### **B. Building Hours**

The building is open to the public during normal business hours, which are 7:00 a.m. until 7:00 p.m. Monday through Friday, unless otherwise determined by the Management Office. The building is not open to the public on Saturday's and Sunday's, or on nationally recognized holidays, which include but are not limited to the following:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

### **C. Parking**

The following information is for your reference:

- The parking garage is managed by Universal Parking & Transportation. The office phone number is (813) 221-7477.
- The parking garage hours are 7:00 a.m. to 7:00 p.m., Monday through Friday. The garage can be accessed after hours by use of an access card.
- Only one vehicle per access card is permitted in the garage at any time.
- General parking is available above level 5, for employees and visitors.
- Each person issued a parking garage access card must use the card to gain access into and out of the garage.
- Any car found to be illegally parked, either in visitor parking or reserved parking will be wheel locked or towed at the owner's expense.

- In accordance with our leases, the building owner and/or Management Company, is not responsible for damage to or theft of vehicles or personal property brought into or left in the garage. Please lock your car and do not leave valuables in your car.
- Please observe the speed limit in the garage, which is posted to be eight (8) miles per hour. Be patient and yield to pedestrian traffic.
- The garage elevators are located at the northwest end of the building. A skybridge is located on the 3<sup>rd</sup> level of the garage and provides convenient access to the building lobby.
- Please park within the striped stalls only. Building Management will advise you of any parking violations with a courteous reminder slip and will assist you in explaining any aspects of our parking policies.

#### ***D. Entrances and Exits***

Bank of America Plaza has three entrances. The main entrance is located on the east side (Tampa Street) of the building on the 1<sup>st</sup> floor. This entrance features an accessible entrance as well as two revolving doors. The other two entrances are on the 3<sup>rd</sup> floor lobby level and are via the two skybridges: one from the parking garage on the south side of the building and the other on the east side. The east skybridge is above the main entrance and services an adjacent office building.

All entrances are secured after normal business hours. After hours entry may be gained by the use of your security access card at the card readers located at the parking garage skybridge entrance. This entrance is equipped with an intercom for those that do not have an access card. Persons without an access card may gain entry after verbal confirmation of being on your firm's after hour's access list. Persons not listed on your firm's after hour's access list and not having an access card will not be permitted access after the building is secured.

The 3<sup>rd</sup> floor lobby is considered the main lobby.

#### ***E. Elevators***

Bank of America Plaza is equipped with three escalators, eighteen passenger elevators and one freight elevator.

All passenger elevators in the tower have special programming for accessible compliance. In addition, there is a single elevator that provides access from the 41<sup>st</sup> to the 42<sup>nd</sup> floor of the Tampa Club.

**All of the vertical conveyances service the building as follows:**

<b>Elevators</b>	<b>Floors Served</b>
A, B & C Low- Rise	1 through 17
D, E, & F Low- Rise	L (3) through 17

G through K High-Rise	L (3) 18 through 31
L through Q Mid-Rise	L (3) 32 through 42
18 (Freight)	Basement through 42
Garage 1 & 2	1 through 14, skybridge to building is on level 3
Garage	1 through 11, skybridge to building is on level 3
<b>Escalators</b>	<b>Floors Served</b>
1-3	1 and 3, do not stop on 2

#### ***F. Loading Dock***

All freight deliveries must be made through the Security office located at the loading dock. The Security Office will assist your delivery people in locating your suite and securing the freight elevator. Calling ahead of time to schedule a reservation at the loading dock is suggested. Office moves or any large deliveries (i.e. furniture) will need to be scheduled in advance and completed after 5:00 p.m., Monday through Friday use of the loading dock on Saturday and Sunday is also available. However, must be scheduled in advance.

The freight elevator is to be used for all freight handling and moving in and out of the building. If you need the use of the freight elevator please contact the Management Office at (813) 221-7474 to coordinate your schedule.

At No Time should the main lobby be used for freight delivery.

#### ***G. Mail Service***

The mail is delivered to the building mailroom, located on the 3<sup>rd</sup> floor lobby. Each tenant's mail is delivered to an assigned mailbox. The mailroom also has USPS drop boxes as well as overnight boxes for FedEx and UPS. Access to the mailroom is 24 hours per day, seven days per week.

The last outgoing pick-up by the United States Postal Service is approximately 11:30 a.m. Monday through Friday. UPS and FedEx pick up outgoing packages between 5:30 p.m. and 6:30 p.m. Monday through Friday. The Building has no control over the pick up or delivery of the mail.

#### ***H. Fire & Life Safety Office***

The Fire & Life Safety Office is located in the Loading Dock area of Bank of America Plaza and is staffed 24 hours a day. The Fire & Life Safety Office monitors the status of a variety of equipment within the building including the fire alarm and sprinkler system as well as the energy management, card access and closed circuit camera systems.

#### ***I. Storage***

Please contact the management office at 813-221-7474 to check on availability and rates.

#### ***J. Smoking Policy***

Bank of America Plaza is a non-smoking facility with smoking permitted outside only. Seating areas have been created on the north side of the building away from the entrance that can be used as smoking areas.

The Florida Clean Indoor Air Act prohibits smoking of tobacco products in public areas. Public areas for this building are the building and garage lobbies, any common corridor, all restrooms, all stairwells, and parking garage. Please inform your employees not to smoke in these areas. Under the Act, violators may be fined up to \$100 for the first offense and up to \$500 for a second.

### **3. Building Staff Directory**

An experienced and professional staff of management and support personnel has been assembled to provide you with the high standards you expect. Here is a phone directory of the building staff here to help and serve you.

<u>Name</u>	<u>Title</u>	<u>Phone Number</u>	<u>E-mail Address</u>
Lynn Vilmar	Senior Property Manager	221-7463	LVilmar@banyanstreet.com
Venus Rodriguez	Property Manager	221-7486	Vrodriguez@banyanstreet.com
Jennifer Chez	Administrative Assistant	221-7474	Jchez@banyanstreet.com
Mary Anne Quigley	Concierge	221-7489	MQuigley@banyanstreet.com
David Arscott	Chief Building Engineer	221-7481	Darscott@banyanstreet.com
Isaac Conrad	Assistant Chief Engineer	205-1427	Iconrad@banyanstreet.com
Admiral Security	Fire & Life Safety Office	221-7480	Boados@admiralsecurity.com
Universal Parking	Parking Garage	221-7477	Pking@upandt.com
Phil Weber	Leasing	380-8035	Phil.weber@cbre.com

E-mail addresses for building staff have been provided, please feel free to call or e-mail us.

## **4. Building Services**

### **A. Maintenance**

The maintenance crew is responsible for general building and parking garage maintenance, including the following: lighting & electrical power distribution systems; interior surfaces such as walls, doors, carpet, ceiling and painting and general repairs to rest rooms, common areas; parking garage maintenance such as gates, rolling doors, interior and exterior sweeping and the building structure.

The maintenance crew is also responsible for the operation of the heating, ventilating and air conditioning systems, the energy management system and the primary mechanical, electrical and plumbing distribution systems in the building. Close monitoring of the performance of all mechanical systems involved enables the Building and maintenance crew to keep tenant comfort high while keeping costs down.

This program includes not only an aggressive preventive maintenance plan but also constant equipment performance testing to guarantee optimum performance of all systems. We have established a comprehensive program focusing on preventive rather than remedial maintenance. Nevertheless, when problems arise, your help in notifying us that a problem exists will enable us to respond as quickly as possible. To avoid confusion, it is best to have a designated "Tenant Contact" between your employees, so that there is only one individual to report service requests to the Management Office. All employees of your firm should report service requests to that Contact who will in turn report the service calls to the Management Office. This will avoid duplication of requests and will help expedite service. Examples of the types of requests that may be encountered include burned out lights, hot or cold space conditions, restroom problems, etc. Any maintenance requests should be placed through the Management Office at (813) 221-7474 or online via the Building Portal at [www.101eastkennedy.com](http://www.101eastkennedy.com).

There will be times when you will need the services of outside repairmen to service your office equipment. This normally will not require notification to the Management Office. However, if that repairman finds it necessary to remove a piece of equipment from the building, it will be necessary to fill out a Equipment/Property Removal Authorization Form that will be presented to the Security office on duty prior to removing the piece of equipment. The Security Officer will not allow any piece of equipment or furniture, of which they become aware, to be removed from the building without prior notice of authorization. An Equipment/Property Removal Authorization is provided at the end of this manual for your duplication and use. Any repair that will affect the electrical, plumbing, mechanical, or building structure should be coordinated through the Management Office. The Management Office has several service providers that are properly insured and bonded and we will gladly coordinate that work for you. This will ensure that all building systems remain uniform, are in compliance with City building codes, that accurate records are kept, and that you, the tenant, do not inadvertently assume liability for the condition of building systems and their proper function.



## **B. Housekeeping**

Providing you with a clean, sanitary environment in a cost effective and dependable manner is one of the Management staff's priorities. In order to achieve these priorities, janitorial services at Bank of America Plaza are contracted with Red Coats Inc.

Our goal is to offer a wide range of consistent, high quality services at a reasonable cost. In our efforts to provide highly qualified and reliable personnel, prospective employees are carefully screened, oriented and trained to the high quality standards of our building.

The following services are offered for your convenience:

- Nightly Housekeeping Services – The housekeeping team, under the direction of the supervisor will routinely clean all general office areas and public areas between about 6:00 p.m. and 10:00 p.m., Monday through Friday.
- Periodic Housekeeping Services – In addition to routine daily cleaning, the staff will also perform periodic project cleaning, such as blinds and light fixtures, to provide you with an immaculate working environment.
- Special Requests – We will be happy to assist you with any special cleaning requirements you may have. For special requests, contact the Management Office. Some requests may be subject to a service charge. Items handled via Special Requests (some possibly subject to charge): removal of boxes and trash, spills, cleaning of security areas, kitchen and lounge areas, etc.

The Property Manager and Housekeeping Manager will make every effort to offer you the highest quality cleaning in the most efficient manner. We welcome your comments and suggestions. Please call us at 221-7474.

## **C. Amenities**

Bank of America Plaza provides you with a variety of amenities such as:

- Car detailing
- Coffee shop
- Dentist
- Full service bank branch in the lobby
- Hair and nail salon
- 24-hour ATM
- Fitness club
- Sundry Shop
- Shoe shine and repair
- Tenant conference facility
- Tenant Lounge
- The Tampa Club
- Stork Parking
- Bicycle parking and repair station

We also have a full time Concierge that provides a number of services to Bank of America Plaza tenants. Concierge services include coordination of meetings and parties, restaurants or theater reservations, publication of a monthly newsletter, the free loan of umbrellas on rainy days and scheduling time in the Bank of America Plaza's Conference Center in Suite 250.

A loading dock provides you with easier access to have deliveries and pick ups of large items without inconveniencing other tenants. You may also check out large carts and dollies upon availability to help make your spring-cleaning easier.

#### ***D. After Hours Activities***

After you have settled into your new location, you may want to conduct an open house party for your clients and business associates. The Building Management is happy to assist you in any way. In fact, we recommend that you contact us to help you to arrange things such as directions, after hour's access, etc. If the open house is conducted after normal business hours, here are a few things of which you need to be aware of:

- The building's air conditioning system is shut off at 7:00 p.m. Monday through Friday and 12:00 p.m. on Saturday. Air conditioning is provided after hours at a rate of \$45.00 per hour plus tax. If you require services past this time frame, you need to make arrangements with the Management Office to schedule additional air conditioning.
- By no circumstances are there to be any equipment moved through the lobby (i.e. caterers).
- Please inform the Management Office if any additional housekeeping may be required due to after-hours activities so that proper cleaning services can be scheduled.

#### ***E. Building Directories***

The main building directory is located in the main lobby at the top of the escalators. Any tenant wishing to add, delete or change a name should request the change via e-mail or in writing to the Management Office.

#### ***F. Tenant Construction***

Due to the complex and interconnected nature of all building systems, it is necessary to contact the Management Office for ALL tenant construction or renovations. Building Management will help ensure that all construction meets the stringent requirements of the building as well as those of the City of Tampa in accordance with written plans and specifications using competitive bidding as desired. We have qualified and experienced personnel in these matters and have many sources of competitive construction craftsmen available.

## **G. Tenant Billing Procedure**

- **Rent Payment -**

The monthly rent payment per your lease is due in advance, on or before the first day of each month. A statement of payments due may be provided to you around the 25th of each month as a reminder. Payment may be mailed. Unless your lease states otherwise, the Landlord shall have the option to charge interest at the rate of not more than 18% per annum for annual base rent, additional rent, or any installment thereof, which is not paid by the tenth day after the date any such payment is due and payable. If lease payments are not received in the timetable discussed within your lease, notices of lease default may be sent as a standard procedure.

- **Billable Tenant Services -**

Any billable service provided to a tenant will be billed through a separate invoice. Charges for services vary depending on the service rendered. Here is a list of standard billable services provided for your convenience:

**LOCKS AND KEYS**

New Lock Set  
Re-Key Cylinder  
Duplicate Key

**SIGNAGE**

New Suite Sign Layout

**HOUSEKEEPING**

CARPET SHAMPOOING - price will be determined according to the number of square feet involved.

**DAY CLEANING OR SPECIAL CLEANING REQUESTS**

Price will be determined according to the nature of the work and the number of staff members required.

**SPECIAL WORK REQUESTS**

Price will be determined according to the nature of the work and the availability of staff members.

**MISCELLANEOUS**

As a general note, most work requests will be completed on a time and materials basis. Charges will be based on the technical aspect of the job.

Invoices will be delivered upon completion of the work. Payment will be due, without demand, upon receipt of the invoice. Failure to promptly pay for work requests may result in a discontinuation of special services.

NOTE

- Services must be requested by calling the Management Office at 221-7474.
- Due to employee scheduling requirements, management cannot guarantee the immediate "on call" availability of any of the above services. Scheduling in advance is greatly appreciated.
- All prices quoted are subject to change without notice.
- TENANT OWNED OR LEASED EQUIPMENT - is the sole responsibility of the tenant to repair and maintain.

## 5. Emergency Information

Your building is equipped with one of the most advanced security and life safety systems available today. However, any system is only as good as the people who utilize it. When employees and tenants know what is expected of them, they can react calmly to unusual situations. It is important that you and those whom you designate to be your Fire Wardens read and thoroughly understand the contents of this section.

Remember...

### **PRESERVATION OF LIFE AND PROPERTY IS EVERYONE'S PERSONAL RESPONSIBILITY**

#### **A. Fire Safety**

##### **a. If You Discover a Fire:**

- Pull the fire pull station alarm nearest you located next to the stairwells marked "exit". There are at least two alarm pull stations on each floor of the building and three stations on each level of the parking garage located at each of the EXIT stairwells which are identified with "EXIT" signs. The pull stations are red, approximately 4" by 5" and are labeled FIRE ALARM
- Call the Fire Department by dialing 911.
  - a. Give the building name. .... **Bank of America Plaza**
  - b. Give the street address. .... **101 East Kennedy Boulevard**
  - c. Give the street intersection. .... **Tampa Street and Kennedy Blvd**
  - d. Give the fire floor and suite number.
  - e. Give the location if possible (North, Southeast, etc.).
  - f. Give the kind of fire (wastebasket, electrical, etc.).
  - g. Give your firm name and suite number.
- Call Management Office at 221-7474.
- Give the location of the fire.
- Give your firm name and suite number.

##### **b. If a fire is discovered in another location, the fire alarm siren will alert you followed by an announcement in all elevators and in each of the affected tenant suites via the Public Address System. You will be advised as to the proper evacuation procedures over the Public Address System.**

##### **c. Fire Wardens**

The greatest danger in any emergency situation is that people will panic. When people panic it not only causes people to do foolish things but can be physically dangerous as well. Having someone designated to "take charge" in an emergency can help reduce the risk of panic. That is why each tenant is required to appoint Fire Wardens to act as directors in an emergency. The Wardens are trained by the building staff, in cooperation with the Fire Department, in emergency response

procedures and will, in turn, provide training to all the rest of your employees. The Tenant Fire Wardens will represent the interests of your company in an emergency situation and are responsible for directing the evacuation of your company in the event of a fire or other evacuation situation. Because of their special training, all Fire Wardens will be equipped to give you the best possible directions in an emergency. Therefore: ALWAYS FOLLOW THE INSTRUCTIONS OF THE FIRE WARDENS!

An alternate should be appointed for each of your Fire Wardens, in the event a fire warden is not present in an actual emergency or during periodic training.

The chain of command in a fire emergency is as follows:

MUNICIPAL FIRE CHIEF or FIRE CAPTAIN

MUNICIPAL FIREMAN

BUILDING STAFF

TENANT FIRE WARDEN

EMPLOYEES

The Tenant Fire Wardens must familiarize themselves with their floor and office area and will have a predetermined method and passage for evacuation. **ALWAYS FOLLOW THE INSTRUCTIONS OF THE FIRE RESPONSE PERSONNEL!**

- Duties and Responsibilities - Fire Wardens must familiarize themselves with the floor plan of their respective floors to be able to execute the planned route of escape in case of emergency. They should also be familiar with the alternate plan if the situation is such that the original route is obstructed. Upon hearing a fire alarm, Fire Wardens must immediately assume full control of their floor areas. If the fire is nearby, they may decide on immediate evacuation without waiting for further instruction. They should have a floor plan with the various exit ways marked. Each Tenant Office Manager or Supervisor must predetermine priorities for the safety of records, classified material or securities. The Fire Wardens will make sure that all personnel have been evacuated and will close all doors as they leave. As soon as possible after reaching the predetermined evacuation area outside the building, the Fire Wardens should conduct a roll call and report to the Fire Chief or Captain in charge that their suite has been evacuated or report any irregularities.

If the alarm is of a general nature and it is not immediately apparent where the fire is, the Fire Warden will instruct all employees to prepare to evacuate in accordance with the instructions delivered by the Public Address System.

Upon reaching the evacuation area, the Fire Warden will conduct a roll call and report to the Fire Chief or Captain in charge that the evacuation has been accomplished. At this time, they will wait for further instructions.

- In addition to their duties during an emergency, the Fire Wardens will be expected to attend periodic fire safety and evacuation training sessions. They

will be expected to be alerted to fire hazards and report any they may observe to the Management Office. The Fire Wardens should know the whereabouts of all handicapped persons in their zones, so that in the event of an alarm, steps can be taken to assure their safety. In general, the Fire Wardens should be willing and responsible individuals.

d. Evacuations

**The following is a step-by-step evacuation procedure: Upon hearing an alarm, immediately...**

- Follow the instructions of the Fire Wardens.
- Close all doors behind you.
- Walk, DO NOT RUN, to your assigned stairway.
- Upon receiving the order to evacuate, evacuate to the Ground-Level unless instructed otherwise by the Public Address Systems. DO NOT USE THE ELEVATOR!
- While in the stairway, stay to the right and use the handrail, proceed in single file.
- After reaching the assigned evacuation area, do not attempt to return to your area until the "all clear" signal has been given via the Public Address system. If you have evacuated to the outside, the Building staff or Fire Department will notify you when to return to the building. Fire Wardens should conduct a roll call and report their findings to the Fire Chief or Captain in charge.
- When the "all clear" is announced, the Fire Wardens will lead all employees back to their workplaces in an orderly fashion. If elevators are used, it will be the responsibility of the Fire Wardens to prevent overcrowding of the elevator cars.

i. Handicapped Evacuation:

The name, location and type of handicap should be given in writing to the Management Office. This information should be provided any time there is a change to an employees' status. The Management Office will request updates at least twice per year.

This information is kept in the Management Office, the Fire & Life Safety Office and at the loading dock. The Dockmaster will provide this information to be used by emergency personnel in case of fire or other emergency. If possible, an elevator will be dispatched by Fire Department personnel to evacuate handicapped persons. Handicapped is defined as any ailment that would prevent you from negotiating down the stairwell.

**The evacuation of handicapped employees at Bank of America Plaza is as follows:**

- Upon hearing or seeing the fire alarm system activated, all handicapped persons should use the north stairwell landing and, if the wheelchair bound, await in the corridor just outside of the landing. Remain in this area for evacuation or until the all clear is given.

- All handicapped persons should have one of more co-workers assigned to assist them in the event of an evacuation. Alternate persons should also be designated to help evacuate handicapped personnel.
- Preparations should be made to carry a handicapped person down the stairway to your predetermined evacuation area outside the building.

## ii. Parking Garage Evacuation

If you are in the Parking Garage when you hear the fire alarms:

- Proceed on foot to the nearest fire exit and calmly proceed downstairs to the ground floor and exit from the garage.
- Do not try to use the elevators. They are automatically shut down on fire service and will not respond to call buttons.
- Do not try to exit the garage by automobile. If a fire exists, there may be fire department personnel or fire hoses blocking through traffic.
- There are (2) two clearly marked fire exit stairwells on each level of the garage from level 1 - 14.

## **B. Fire Drills**

The Management Staff in cooperation with the Tampa Fire Department will schedule Fire Drills on a regular basis. Normally, a full evacuation "dry run" will only occur annually when scheduled with the proper authorities. However, fire drills consisting of all aspects of evacuation, but stopping short of actually leaving the floor, may occur more often. Please do your best to cooperate during these drills. Although statistics show that high-rise offices have one of the best safety records, there is no better safety prevention than preparedness. As mentioned before false alarms may occur ... **DO NOT ASSUME THAT AN ALARM IS FALSE UNLESS SO INSTRUCTED BY THE BUILDING MANAGEMENT!**

## **C. Natural Disasters**

### **Floods**

Upon finding water in their space, Tenants should immediately contact the Management Office at 221-7474, reporting the location of the leak. Other than removing sensitive materials and placing a can under a ceiling leak, Tenants

should take no further corrective action. **Do not attempt to disconnect electrical equipment.** The Management Office will dispatch maintenance personnel to correct the problem.



### **Thunder Storm**

Because of the geographic location of the city of Tampa and the building's proximity to the bay, we are susceptible to tropical weather systems of varying severity (i.e., Thunderstorms, Heavy Winds, Hurricanes, and Tornadoes). It is suggested that those tenants interested in monitoring these severe weather systems obtain a weather alert radio for their office. Building Management will not advise tenants of severe weather conditions unless it appears that a severe weather system offers an immediate threat to the building and its tenants, such as a tornado on the ground or in the vicinity or hurricane warnings.

The building cannot protect tenants' electrical equipment during a thunderstorm. It is recommended that all non-essential electrical equipment be turned off during the storm. Frequently during these storms the building experiences brief power outages. These outages are caused from a loss of power from Tampa Electric. It is the tenants' option and responsibility to purchase and maintain battery back-up (UPS) systems for their sensitive electrical equipment.

### **Hurricane**

It is suggested that those tenants interested in monitoring these severe weather systems obtain a weather alert radio for their office. Building Management will not advise tenants of severe weather conditions unless it appears that a severe weather system offers an immediate threat to the building and its tenants, such as a tornado on the ground or in the vicinity or hurricane warnings.

1. Upon receiving an alert, the Building Management will notify tenants of the nature of the threat through the Public Address System on all floors.
2. Depending on the situation, tenants will be given instructions on procedures to follow via the Public Address System.
3. These procedures will be for the protection of personnel only. Tenants are encouraged to develop contingency plans for securing their space, sensitive files and equipment.
4. In the event of damage to the building due to severe weather, evacuation will be carried out according to the instructions found elsewhere in this publication. Instructions will be via the Public Address System if possible.
5. If the severe weather passes without incident, an "All Clear" announcement will be made over the Public Address System.
6. If you become aware of a severe weather condition that would appear to pose a threat to the building and the tenants that has not already been acknowledged over the Public Address System, or notice storm damage to the building, please contact the Management Office at 221-7474.
7. The Building Manager reserves the right to close the building in the event of a hurricane. Please call for updated information on the building after the storm **844-415-1051**.

### **Tornado - Water Spout**

Upon notification of approaching severe weather, tenants should proceed to secure their sensitive files and equipment. Perimeter offices should be vacated with the doors to these offices closed. Tenants in an open landscape setting should exit

their space to the common corridor, restrooms or stairwell. The management office will notify the building when the severe weather has passed.

### **Earthquake**

Information earthquakes is not conclusive and opinions differ widely. Remember that evacuation of the building could under most circumstances be an unsafe course of action, according to the experts. In The Great Fire and Earthquake of 1906, extensive injuries were sustained by glass and masonry falling on people collected in the streets below and, of course, the subsequent fire caused far more damage than the earthquake itself.

In the event of an earthquake, you should follow these procedures: Remember that a serious earthquake will be very widely felt, fire and police department switchboards will be jammed or inoperative, telephone communications and utilities could be knocked out.

#### **A. During the earthquake, tenants and employees:**

1. Take cover under desks or tables or move to the elevator core if you are close enough.
2. Keep at least 15 feet away from windows to avoid flying glass.
3. Stay under cover until you learn that the immediate danger is over. Remain on your floor unless otherwise instructed.
4. Do not use elevators.
5. If evacuation of the building is necessary, follow the instructions of your Fire Wardens or the building's Public Address System. Do not use elevators until this operation has been checked by the maintenance personnel.

#### **B. Immediately after an earthquake, tenants and employees:**

1. Extinguish fires, if any. Do not light any matches or fires until danger from gas leakage is over.
2. Administer first aid and assist in rescue operation, as necessary. Carefully move the seriously injured to an emergency treatment center as soon as possible.
3. Use telephone for emergency calls only.
4. Turn on the radio for information. Keep a transistor radio ready for emergencies - in case electric power is disrupted.

#### **C. Building Management**

1. The office staff should remain in the office to answer telephones and provide information to visitors.
2. The Building Manager and Assistant Manager should proceed down the stairwells to the Fire & Life Safety Office immediately, checking the stairwells as they go.
3. Life Safety personnel will make an announcement to the building as follows:

**ATTENTION PLEASE - ATTENTION PLEASE. PLEASE REMAIN CALM AND STAY ON YOUR FLOOR AS WE ASSESS POSSIBLE**

**DAMAGE TO THE BUILDING. PLEASE STAND BY FOR FURTHER INSTRUCTIONS.**

**D. Accidental Emergencies**

**Elevator Malfunction**

If you are in a malfunctioning elevator, do not panic as elevators are equipped with multiple safety devices for your protection in an emergency. If the doors will not open, do not attempt to force the doors open. Under no circumstances should you attempt to exit a car except through the doors which have opened level with floor.

Press the yellow Help button located on a side panel in the car and you will be connected to a 24/7 emergency monitoring company. Advise them of the nature of your situation and answer any questions the dispatcher ask so they can provide the most accurate information to building security and management. You can also press the emergency button and an alarm will sound and a security officer will respond. The officer will gather information from you and contact the emergency line for the elevator repair service. Stay calm and wait for assistance.

If you notice an elevator that is malfunctioning, please notify the Management Office at 221-7474.

**Power Failure**

- a. If a power failure should occur and there is not another emergency, such as a fire, which may have occurred with the power failure, remain in your office and await information from building personnel via the Public Address System.
- b. The building is equipped with emergency lighting and power so that in the event of an extended power failure, it will be possible to safely leave the building.
- c. The elevators will stop and be restored to service one at a time by the emergency generator.
- d. All fire and life safety systems will continue to receive full power from the emergency generator.

**Water/Sprinkler Line Breaks/Leaks**

Upon finding water in their space, Tenant should immediately contact the Management Office at 221-7474, reporting the location of the leak. Other than removing sensitive materials and placing a can (trash cans are great) under a ceiling leak, Tenant should take no further corrective action. **Do not attempt to disconnect electrical equipment.** The Management Office will dispatch maintenance personnel to correct the problem.

**Glass - Broken Windows**

Upon finding cracked or broken glass, please notify building management at 221-7474. Tenants may be responsible for interior glass that is broken.

**Loss of Water Supply**

Tenants should immediately report loss of water to the Management Office at 221-7474.

**Loss of Communications**

Please come to the Management Office on the 8<sup>th</sup> floor. We will report the outage on your behalf.

**Hazardous Materials, Chemical Spills**

Tenant is to maintain record (MSDS) of all chemicals being used within the building. Tenant is to have these records available in the event of a spill. Tenant should contact Management Office immediately after any spill.

**Explosions, Nuclear Attack**

In the event of nuclear attack, Building Management will comply with local authority orders.

***E. Medical Emergencies***

If someone in or around your office has an accident or medical emergency:

- a) Call 911 to report the emergency. Give the building name, the building address, the floor and the suite number.
- b) Notify the Management Office at 221-7474. They will dispatch maintenance personnel to the streets to help and direct EMS personnel.
- c) Have someone standby at the service elevator to help direct the EMS personnel.
- d) Have the following information available:
  - (1) Person's name.
  - (2) Type of problem or injury.
  - (3) Individual's present condition and age (if available).
  - (4) Sequence of events leading to the emergency.
  - (5) If known, medical history of patient, medication, allergies, etc.
- e) A building staff member will stand by to lock off an elevator if needed.

***F. Other Emergencies***

**Active Shooter**

Response to Active Shooter- Quickly determine the most reasonable way to protect your own life.

**CONTACTING AUTHORITIES- When you are safe:**

**Call Security of 9-1-1 and be prepared to give the following information concerning the incident:**

- Your exact location (building, floor, room number)
- Specific location and direction of the assailant (s)
- Number of assailant (s)
- Sex, race and age of assailant (s)
- Clothing color and style
- Number injured, types of injuries

**Run- If there is an accessible escape path, attempt to evacuate the premises.**

Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow instructions of any police officers
- Do not attempt to move wounded people
- Call 9-1-1 when you are safe

**Hide- if evacuation is not possible, find a place to hide where the active shooter is less likely to find you.**

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

To Prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/ or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain silent

If evacuation and hiding out are not possible:

- Remain calm
- Dial 9-1-1, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

Fight – As a last resort and only when your life is in imminent danger, attempt to disrupt and/ or incapacitate the active shooter by:

- Acting as aggressively as possible against him/ her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

### **Bomb Threat**

Information concerning the presence of a bomb usually will be received by telephone from an anonymous caller or on occasion, by a letter, note, or postcard. Generally, it is the intent of the caller to have the building evacuated, thereby causing a disruption of normal business as well as unnecessary expenses. However, every bomb threat must be considered as genuine when it is originally received. No bomb threat should be left uninvestigated because of the possibility of serious consequences.

Because most threats are received by telephone, the telephone operators should be trained in the handling of a bomb threat. They will be better equipped to handle a bomb threat if they have been alerted in advance that they may receive such threats and are given detailed instructions as to the course of action they should follow. Furthermore, they should be instructed to give any information received only to those designated to receive it.

### **UPON RECEIVING A BOMB THREAT**

1. Engage the caller in as lengthy a conversation as possible.
2. Determine the building where the bomb is located.
3. Determine the exact location within that building.
4. Determine the exact time the bomb is set to detonate.
5. Determine the type of bomb (incendiary, anti-personnel, concussion, etc.). Do not volunteer information on types of devices. Try to determine the caller's knowledge of such devices by asking what kind and then waiting for an answer.
6. Determine the reason for planting the bomb.
7. Determine what the bomb looks like.
8. Upon hanging up, call the police at 911.
9. Call the Management Office at 221-7474.
10. Fill out the enclosed Bomb Threat Checklist.

All information gathered by the operator will help to determine if the threat is a hoax. For example, if a caller says that he planted a bomb on the fourth floor and the building only has two floors, it is an indication that the call may be a hoax.

In situations where a threat may be sent through the mail, the letter should be retained with the envelope and anything else accompanying it for later use as evidence. It should be protected from unnecessary handling.

Any information, no matter how it may be received, should be reported through a direct chain of authority that should be clear and expeditious, possibly avoiding usual channels to reduce the possibility of panic.

After the threat has been received, the Building Staff will begin a thorough search of all public areas within the building. They will not search the individual tenant areas unless a caller has specifically mentioned that tenant area. Tenants will be more familiar with their surroundings than someone who does not work there daily and will more likely notice irregularities. Unless a suspicious device is located, the decision to evacuate the building will be left to the individual tenants. In the event of a bomb threat, all Tenant Fire Wardens will be notified. Any further action will be left up to the tenant's discretion. If the decision is to evacuate, the evacuation should be performed in a quiet and orderly fashion.

If you decide to search your office, there are a few points to remember. Generally, the bomber will only have access to the public areas of an office. These areas should be searched first. The search parties should look for the following:

- Freshly painted or plastered areas.
- Pictures or other hanging objects not hanging straight.
- Disturbed dirt in potted plants or potted plants moved.
- Broken cabinets or objects recently moved out of place.
- Torn furniture coverings.
- Ceiling tiles that have been disturbed.
- Doors that have been tampered with.
- Suspicious persons loitering about the area.
- Attaché cases that are unaccounted for.
- Any object that may look out of place with its surroundings.

#### **IF A SUSPICIOUS OBJECT IS FOUND:**

**DO NOT HANDLE!** Leave that to the professionals.

Immediately evacuate the area.

Notify the Police, Fire Department and Building Management.

Do not make contact with the device as any movement could set off an anti-tampering device.

Many bomb threats are false alarms. Nevertheless, it is necessary to take all threats seriously as there is always a possibility that it may be real.

#### **Riot – Terrorism – Civil Disturbances**

The possibility of civil disturbances varies from city to city. Because of the nature of the times in which we live, it is necessary to cover this topic as part of our Security measures.

In the event of a civil disturbance in the immediate area, several steps will need to be taken. As soon as it is perceived that there is a threat to the building, all building entrances, exits, and elevators will be locked. Any tenant wishing to enter the building will need positive identification as well as their security access card. Because of the destructive nature of disturbances of this kind, there is some question as to the effectiveness of locking the building to keep rioters out when they decide to enter the building. Therefore, if an event of this nature seems likely, each tenant will need to take steps to secure any sensitive classified files, important papers, securities, etc. before leaving the building. Additionally, all doors, interior as well as exterior, will need to be locked. If it happens that you are in the building when a disturbance starts, stay in your office, take steps outlined above, stay away from any exterior glass windows and stay in touch with the building management. They will be in touch with the Police Department to help you determine the safest time and path by which to leave the premises. Until that has been determined, the safest area will be in your office.

#### **Personal Disturbances**

Contact Management Office at 221-7474. Building manager will work with the tenant office manager to resolve the issue.

#### **Employee Related Disturbances**

Contact Management Office at 221-7474. Building manager will work with the tenant office manager to resolve the issue.

#### **Hostage – Kidnapping**

If a hostage is being held inside the building notify the Police Department and then the Management Office. They will have jurisdiction and may likely evacuate the building and surrounding area to insure the safety of tenants and employees.

#### **Robbery – Theft**

As soon as you are aware a theft of property within your office has occurred, notify the Police Department and report the theft and then contact the Management Office.

#### **Suspicious Persons**

The building staff is well qualified to discharge their duties in a professional and efficient manner. They, however, cannot be at all places at all times. That is why we ask you, the tenant, to always be aware of any activities that you may feel are not normal concerning the building. This may include doors left unlocked or propped open, fire hazards, as well as any person whose presence in a particular location could be considered suspicious. This would include persons lurking in the parking garage, persons loitering in the public areas or persons in private offices where they are not authorized. Any time you may feel suspicious as to a person's motives for being in a particular location, please call the Life Safety Office at 221-7480.

#### **Physical Attack**

Contact 911 for medical assistance if necessary, contact police department. Inform Management Office of the attack. Maintenance and security personnel will search building common areas.



## **6. TENANT INFORMATION**

### **A. Solicitation**

Solicitation of any kind is not allowed in the building. Anyone found doing so would be asked to leave. If a solicitor comes to your office, please notify the Management Office at 221-7474 or the Fire & Life Safety Office at 221-7480.

### **B. Building Escorts**

Anyone wishing to be accompanied to their vehicle within the parking garage needs only to call the Fire and Life Safety Office at 221-7480 shortly before leaving their office and Building staff will escort them to their car on an as available basis.

The parking garage is equipped with several video cameras and patrol rounds are made at varying times. Yet, it is always a good idea to lock your automobile any time you park.

### **C. Authorization to Remove Equipment**

Because of the sensitive nature of many businesses and because of the cost of most business equipment, great care must be taken to ensure nothing of value is removed from the building without authorization from the business to which it belongs. For this reason, a written Equipment/Property Removal Authorization should be requested from the Management Office before removal of office equipment and or furniture out of the building. In addition, if a moving company is required, the moving company must provide the Management Office with proof of insurance meeting requirements of the building owner before arriving. This will include calculators and other small office equipment to the extent possible to enforce this requirement. Although this may seem restrictive, it will be carried out in the best interest of tenants. Any equipment that may need to be taken out for repair is also included.

### **D. Keys, Access Cards and Locks**

Keys will be issued to you upon your moving into the building based upon your needs at that time. Once issued, it becomes your responsibility to ensure the security of your office by keeping track of the keys issued and their location. No person will be let into an office that does not have a key unless your Tenant Representative notifies the Management Office or gives prior approval. This includes employees who may have forgotten their keys. The Building staff has no way of knowing who may or may not be authorized to have access to an office without approval from the Tenant Representative from that office. Your patience in this matter will be appreciated.

If it should become necessary to change a lock cylinder due to employee turnover, there will be a service charge assessed. For this reason, you should make every effort to see that any employee leaving the firm turns in their keys and access card.

G. Access cards are required for employee parkers for parking garage access as well as building employees who may require after-hours building and suite access. Arrangements can be made for an Identification/Proximity/Access Card by contacting the Banyan Street management office e-mail.

Maryanne Quigley -Banyan Street Concierge

Mquigley@banyanstreet.com

With a copy to below as well:

Jennifer Chez – Banyan Street Administrative Assistant

[Jchez@banyanstreet.com](mailto:Jchez@banyanstreet.com)

Tenantpictures@gmail.com

Please notify the Management Office when employment changes occur so new or terminated personnel are added or deleted from your access list. Upon termination of employment, etc. the issues building access card(s) shall be returned to the Management Office immediately. Failure to turn a card in will result in an employee/tenant being charged for a lost card (cost for replacement being \$35.00).

#### ***E. After Hours Procedures***

Authorized tenants will be issued up to one access card per employee. Tenants possessing these cards will be able to enter the property after-hours by using the card in the reader at the Tampa Street entrance. The access cards are also required to enter the passenger elevator to travel your suite

## **7. BUILDING RULES AND REGULATIONS**

- The sidewalks, entrances, passages, halls, elevators and stairways shall not be obstructed by Tenant or used by Tenant for any purpose other than for ingress and egress to and from the Building and Tenant's Premises.
- Restroom facilities, water fountains, and other water apparatus shall not be used for any purposes other than those for which they were constructed.
- Landlord reserves the right to designate the time when freight, furniture, goods, merchandise and other articles may be brought into, moved or taken from Tenant's Premises or the Building.
- Tenant shall not put additional locks or latches upon any door without the written discretionary consent of Landlord. Any and all locks so added on any door shall remain for the benefit of Landlord, and the keys to such locks shall be delivered to Landlord by and from Tenant.
- Landlord shall not be liable for injuries, damage, theft, or other loss to persons or property that may occur upon or near any parking areas that may be provided by Landlord. Tenant, its agents, employees, and invitees are to use same at their own risk, Landlord to provide no

security with respect thereto. The driveways, entrances, and exits upon, into and from such parking areas shall not be obstructed by Tenant, Tenant's employees, agents, guests, or invitees; provided, however, Landlord shall not be responsible or liable for failure of any person to observe this rule. Tenant, its employees, agents, guests and/or invitees shall not park in space(s) that may be reserved or designated for others.

- Tenant shall not install in the Premises any heavy weight equipment or fixtures or permit any concentration of excessive weight in any portion thereof without first having obtained Landlord's discretionary written consent.
- Landlord reserves the right at all times to exclude newsboys, loiterers, vendors, solicitors, and peddlers from the Building and to require registration or satisfactory identification or credentials from all persons seeking access to any part of the Building outside ordinary business hours. Landlord will exercise its best judgment in the execution of such control but will not be liable for the granting or refusal of such access.
- Landlord reserves the right at all times to exclude the general public from the Building upon such days and at such hours as in Landlord's sole judgment will be in the best interest of the Building and its tenants.
- No wires of any kind or type (including but not limited to T.V. and radio antennas) shall be attached to the outside of the Building and no wires shall be run or installed in any part of the Building without Landlord's prior discretionary written consent.
- If the Premises are furnished with carpeting, Tenant shall provide a plexiglass or comparable carpet protection mat for each desk chair customarily used by Tenant. For default or carelessness in these respects, Tenant shall pay Landlord the cost of repairing or replacing said carpet, in whole or in part, as Additional Rent when, in Landlord's sole judgment, such repair or replacement is necessary.
- Landlord shall furnish a reasonable number of door keys to Tenant's Premises and/or the Building that shall be surrendered on termination or expiration of the Lease. Landlord reserves the right to require a deposit for such keys to insure their return at the termination or expiration of the Lease. Tenant shall get keys only from Landlord and shall not obtain duplicate keys from any outside source. Further, Tenant shall not alter the locks or effect any substitution of such locks as are presently being used in Tenant's Premises or the Building.
- Tenant shall keep all doors to Premises closed at all times except for ingress and egress to the Premises.
- All installations in the Common Telephone/Electrical Equipment Rooms shall be limited to terminal boards and connections. All other electrical equipment must be installed within Tenant's Premises.
- It is expressly understood and agreed that any items of any nature whatsoever placed in Common Areas (i.e., hallways, restrooms, elevators, parking garage, storage areas and equipment rooms) are placed at Tenant's sole risk and Landlord assumes no responsibility whatsoever for any loss or damage as regards same.
- Tenant will allow no maintenance or repairs to be done in, on, to or about the Premises other than by a contractor (such term to include all degrees of subcontractors) approved by Landlord in writing prior to any such maintenance or repairs being undertaken. Landlord shall be entitled to require such contractor to be bonded and insured in such amounts and with such companies as Landlord may in its discretion prescribe.

Unless specifically stated to the contrary, all rules apply everywhere on the Building, to every tenant, and to their personnel and guests. The Property Manager may waive any of these rules, but no waiver shall be effective unless it is in writing and signed by the Property Manager or his authorized representative. Any waiver shall extend only to the circumstances specifically described, and may be given, if at all, only on such conditions as the Property Manager considers convenient or desirable. In the event of any conflict, inconsistency, or other difference between these rules and any lease, the provisions of the lease shall prevail.

## **8. CONTRACTOR / VENDOR: RULES AND REGULATIONS**

The success of our building depends on our tenants' positive or negative reactions to our way of doing business. The tenants are also affected by their client's perceptions of our operation. It is therefore essential that all contractors conform to the work rules listed below to assure proper controls on the conduct of work throughout the property and to provide a hospitable tenant occupancy environment.

- All construction must be scheduled with and approved by the Property Manager or his/her representatives.
- All contractor personnel shall enter and exit the facility through the loading dock.
- Contractor's personnel are required to sign-in/sign-out daily.
- Contractors shall notify the Management office at (221-7474) as to work schedules and listings of employees to be working before or after normal business hours. Normal business hours are defined as Monday through Friday, 7:00 a.m. to 7:00 p.m.
- All construction areas shall be kept in as neat and presentable appearance as is practical. Inventory shall be stacked or otherwise stored neatly and safely. Debris shall be picked up daily and placed into centralized trash piles. The contractor must remove all such construction debris from the building.
- All debris and dirt resulting from work conducted in public areas or common areas must be cleaned up at the end of the task or at the end of every day (if the work lasts more than one (1) "day) such that the public or common area is restored to its "first class" appearance. Vacuuming, dust or damp mopping, and dusting, etc. when needed will be accomplished using contractor supplied equipment and labor.
- All paper trash, food articles, bottles, etc., in construction areas must be picked up and removed from the building daily.
- AM-FM radios, tape players, etc. are not permitted when working in in-use public areas. When used in any other work area, it must not be audible in any tenant occupied zone, in-use "public area", or outside of the specific work area.

- Activities involving loud noises such as hammering or power sawing in areas which may disturb nearby tenants, or encroach on "in-use public areas" are to be scheduled to be done before or after hours, unless approval for such work is expressly provided by the Property Manager.
- General construction activities and below floor access which involve work in other tenant areas is permitted during non-building hours unless otherwise authorized by the Management Office (7:00 p.m. through 6:30 a.m., Monday through Friday and 24 hours Saturday and Sunday) and only with prior approval of the Property Manager.
- Interruption of utilities (electricity, water, gas, plumbing, HVAC) or tenant services is not permitted without the advance coordination and written approval of the Property Manager or Maintenance Operations Manager.
- Contractor will protect all floor, wall, and ceiling surfaces, using runners, padding and other reasonable means to avoid damage thereto.
- Use of passenger elevators for contractor traffic is strictly prohibited at all times. Contractor's employees must use the service elevator. It is there for this purpose. Additionally, no dollies, carts, toolboxes, ladders, moving boxes, or freight of any kind shall be carried on passenger elevators. This includes hand tools, paints, solvents, etc.
- Do not obstruct any public area entrance or exit path without the advance approval of the Property Manager.
- Contractor personnel shall not use the rest rooms, breakrooms, telephones, or facilities in any tenant occupied area.
- Contractor will coordinate his use of the loading dock with the Management Office and adhere to all parking controls and restrictions. In addition, the contractor shall be responsible for keeping the dock area clean and free of construction debris at all times.
- Proper personal conduct of all employees is required. Public profanity, discourteous behavior, horseplay, etc., are prohibited. The Building Management reserves the right to require removal from the building of any contractor employee who exhibits behavior, which under the guidelines in place for Building Management employees, would justify termination, without waiving the contractor's responsibility to complete the job as agreed.
- Contractors shall notify the Property Manager in advance, of entry and storage of hazardous or flammable materials. Compliance with OSHA and/or other Fire Codes will be strictly enforced. The Property Manager reserves the right to require the removal of any item not stored properly.
- Any work interfering with or interrupting any emergency or life safety system shall be coordinated with the Property Manager or Maintenance Manager in advance of such work. In some instances, the Contractor may be required to secure detection devices in order not to falsely activate the fire alarm system.
- Contractor bears sole responsibility for obtaining licenses permits, and meeting municipal codes.