

PHILIPS PLAZA

HANDBOOK

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Introduction

Welcome

Philips Plaza, built in 1977, is a 20-story office building located on Union Street between 4th and 5th Avenues, in the heart of Nashville's business district. The building's exterior is a classic architectural design rendered in glass and concrete. The lobby features a dramatic atrium entry with granite floors, wood wall covering with glass panels, stainless steel accents, two large digital directories and numerous inviting seating areas with access to three large screen televisions.

Philips Plaza is closely located to the Nashville MTA, Interstate 40, 65 and 24. The location provides exceptional accessibility to the Davidson County Court House located one block from the building. Additional downtown amenities within walking distance include numerous boutique hotels, Nissan Stadium, James K Polk Museum, Music City Center, TPAC, Bridgestone Arena, Broadway and many more. The Doubletree Hotel shares the plaza offering a convenient location for company functions and accommodations for out of town visitors and guests.

The building offers 20 floor plates with approximately 20,000 rentable square feet. There are fourteen climate zones per floor for precise control of heating and air conditioning. On-site building amenities include a full service Bank of America branch, two Bank of America ATM's, a large conferene room with free Wi-Fi, a coffee shop, an on-site Commonwealth Commercial professional management team, eight elevators in high and low-rise banks, one freight elevator and a parking garage elevator, on-site parking garage, 24-hour manned security and a valet service for tenant clients and guests.

Welcome to Philips Plaza!

Amenities

Banking

Bank of America



WWW.BANKOFAMERICA.COM

Full Service Branch **(615) 749-3377** (Located on the 1st floor)

Hours: Monday - Thursday 9AM - 4PM & Friday 9AM - 5PM

ATM - Only accessible during business hours (Located in the Lobby near the Plaza entrance)

24 Hour ATM (Located in the secure Bank of America vestibule at the Union Street entrance)

Dining



[Nashville Downtown Partnership](http://NashvilleDowntownPartnership.com)

Tenants have incomparable access to surrounding restaurants, coffee shops and eateries in the downtown area for any occasion. All of which can be viewed on the Nashville Downtown Partnership's website. The buildings unique location is in the middle of a vibrant and quickly growing area of downtown that has recently been activated by new boutique hotels, restaurants and shops.

Valet Parking Service



LAZ PARKING - Zach Austin (615) 972-7122

WWW.LAZPARKING.COM

Valet Parking Service for Tenant Guests – If Tenants are interested in providing valet parking services for their visitors, they may purchase pre-paid parking validations from LAZ Parking. Please contact Zach Austin ZAustin@lazparking.com.

The validations are sold pre-paid at the below rates:

Valet

0-4 hrs \$30

4-6 hrs \$40

6+ hrs \$50

Upon arrival please notify the attendant that you are visiting Philips Plaza.

Pre-paid validations should be purchased by the Tenant in advance of any meetings and issued to the visitors at the conclusion of their visit.

Should you like to set up an account with LAZ Parking please go to www.lazparking.com and click on the monthly parking tab then select the Doubletree Hotel Nashville location. From there you will fill out an application and will be contacted within 48hrs.

Thank you,

Zach Austin
Area Manager
ZAustin@lazparking.com
(615) 972-7122

Communication Providers

Philips Plaza is equipped with various business communications networks to help maximize operations.

Level 3 (Fiber)

For 20 years, tw telecom has delivered managed data, Internet and voice networking solutions to businesses and large organizations throughout the U.S. As one of the three largest providers of Business Ethernet in the nation, they connect more than 20,000 commercial buildings to our national fiber network.

What does tw telecom stand for? A trusted communications service provider for enterprises and large organizations. Predictable, secure networks with scalable technology and solutions to move your business forward. Superior customer experience that's both responsive and collaborative.

They focus on you. And on moving your business forward.

Peace Communications (Fiber)

Peace Communications is a technology solutions provider headquartered in Chattanooga, Tennessee that provides enterprise customers a single resource for telecommunications and IT resource management. With locations in Chattanooga, Nashville, and Huntsville, we offer a full suite of voice and data communications services, including business lines, long distance, broadband data, Internet connectivity, hosting, colocation, VoIP, Phone Equipment, and other customer premise equipment.

Peace Communications has proven track record of managing complex networks providing management and support for carrier networks in multiple markets nationwide. We extend our IT expertise and support to enterprise customers with a full suite of IT solutions. From network design to implementation, and management, we offer turnkey solutions that help reduce network complexity and help businesses operate more efficiently.

Contact Wes Howard at (615) 400-5835 for additional information.

AT&T (Fiber)

AT&T's portfolio of services - perhaps the most robust in the marketplace - delivers choice, value and convenience across a range of options. Millions of consumers have chosen our comprehensive service bundles because of our competitive pricing and the convenience of a single bill for wired and wireless voice and data, broadband Internet, TV and messaging services.

Comcast Business (Fiber)

Comcast Business offers a wide range of products and services, an enhanced fiber optic network, experienced customer service, all for a value that will help your bottom line. We deliver reliable Internet, data, voice and TV solutions at competitive prices to keep your business running.

Specialties: Business Phone, Broadband Internet, Ethernet Data Service, Business TV, Fiber Data Service

Cogent Communications (Fiber)

Cogent is one of the world's largest Internet Service Providers, delivering high quality Internet, Ethernet and Colocation services to approximately 35,900 Enterprise and NetCentric customers. Cogent serves over 180 markets in 36 countries across its facilities-based, all-optical IP network.

Specialties: Dedicated Internet Access, Ethernet Point-to-Point Services, Colocation

XO Communications (Fiber)

We provide the network, internet and telecommunications services that help our business and wholesale customers compete in a hyper-connected economy.

Conference Room

Located just off the lobby on the 1st floor, the conference room will seat up to 46 people at 23 mobile tables and is available to Tenants only. Additional features include a mobile podium and stool, a mobile whiteboard, 3 large wall mounted glass marker boards, a tabletop projector (Located in the Management Office for checkout), secure Wi-Fi access, an under counter fridge and ice maker, sink and private restroom access.

The space is equipped to host a variety of gatherings and business events. If you are interested in setting up a reservation please login to the online booking site [HERE](#). If you do not have login information please contact the Property Management Office for further details.

Rules:

- Return the tables and chairs back to their initial configuration once you are finished.
- Return the room back to its original clean condition.
- Return all equipment to the management office if applicable and leave any supplies that is left for common use.
- The restroom code is to remain private. We do not allow public access to the restrooms.
- If there are any questions or concerns please stop by the Property Management Office in suite 110 or call 615-250-3012.

PLEASE SEE UPDATED COVID-19 CONFERENCE ROOM RULES [HERE](#).

Coffee Shop



Bringing the savory taste and experience of New Orleans coffee to the world.

[Click Here for Online Ordering](#)

WWW.PJSCOFFEE.COM/

Follow us on [FACEBOOK](#) & [INSTAGRAM](#)!

Bike Storage Room

Located on the Upper Parking Level, across from to the mail center, is a secure bike storage room for tenant use. The room is equipped with lockers, bike racks and a bike repair station. Use of the room is at no cost to tenants.

The [Bike Room Waiver](#) will need to be filled out and turned into the property management office for access to be provided on their building access card.

General Information

After Hours Access

Tenants can access the building via their building access card at the ground level Plaza and Union Street entrances. All afterhours guests will need to be escorted into the building by a tenant and registered at the front desk with security.

Philips Plaza has 3 entrances, the Plaza, Union Street and the parking garage. All entrances are available to tenants 24 hours a day. Guest may access the building via the Plaza and Union Street entrances during business hours.

Building Access

Regular Building Hours are 6:00 AM to 6:00 PM Monday through Friday and 8:00 AM to 12:00 PM on Saturday. However, tenants may access the building 24 hours a day, seven days a week via their building access card.

There are three main entrances to the building:

- Union Street Entrance
- Plaza Entrance
- Parking Garage Elevator and Stairs Entrance

There is one stairwell and two elevators that service the garage to the building's main lobby, the parking garage elevator and the freight elevator.

Cleaning

Janitorial service is provided Monday through Friday during the evening hours, with the exception of holidays. Additional services, such as carpet cleaning, are available at the Tenant's expense. Extra cleaning required due to trash in excess of ordinarily accumulation, or at times other than the standard cleaning time, will be completed upon request. Arrangements should be made through the Management Office for all of the above services.

Please notify the Management Office immediately if there are any problems with the cleaning in your suite.

Suite Signage

Standardized corridor suite signage and floor directories are maintained by Property Management and installed prior to a tenant's occupancy.

In order to ensure proper identification, it is important to provide the exact wording required at least 3-4 weeks prior to move-in.

Deliveries

All deliveries are to be made through the loading dock, which can be accessed from the corner of 4th Avenue and Deaderick Street.

The Property Management Office must be notified of any planned loading dock use and tenant deliveries during business hours. The availability of the dock is on a first-come, first-serve basis due to the shared use with The Doubletree Hotel. Please see the Loading Dock Rules and Regulations and Move-in/Move-out Procedures on the [Forms & Documents](#) tab of this site for more information.

All vendors making deliveries, pick-ups, or that conduct business on the property must have a Certificate of Insurance on file with the Property Management Office 24 hours prior to their arrival. Please contact the Property Management Office for further details.

Elevators

Tenant floors are serviced by eight passenger elevators and one freight elevator. The passenger elevators are separated into two banks, containing four elevators each. The lower bank offers access to floors 2-11 and the upper bank offers access to floors 12-21.

Limited security card access is available for full floor Tenants upon request.

All access cards will be programmed by the Building Engineer and issued to the Tenant prior to move-in. If more cards should be needed, please submit a work order online via Landport. You can log in from the [Tenant Services](#) tab.

Heating & Air Conditioning

Air conditioning is monitored and controlled by a computerized energy management system, resulting in the most efficient use of energy for environmental control, immediate response to problems, and a comprehensive approach to maintenance. Indoor air quality is monitored to maintain recommended air quality guidelines established by Public Health Services.

Hours of operation are 6:00 AM to 6:00 PM Monday through Friday, and 8:00 AM to 12:00 PM on Saturday. If after-hours air service is needed, please submit a service request online via Landport. Please note that there will be a charge for after-hours air service. Contact the Management Office for further details.

For adjustments to the temperature level in your office/s, please submit a service request through the online work order system or to the Tenant Services Line at (615) 250-3015.

Security

On-site Security is available 24 hours a day, 7 days a week. The Lobby Security Director and Loading Dock Security Guard is present 6am - 3pm Monday - Friday, and a Security Guard is present in the lobby 3pm - 6am Monday - Friday and all day Saturday and Sunday.

The Lobby doors are locked to the public 6pm - 6am Monday - Friday and all day Saturday and Sunday. Tenants have access to the building 24 hours a day via their building access card. Card readers are located at the Plaza and Union Street entrances. Tenants may also access the building via the parking garage elevator located near the snack machines in the parking garage. Once they reach the Lobby they will use their building access card to bypass the turnstiles to the elevator banks. All Guests and Tenants who visit afterhours and do not have a building access card are to check-in at the Front desk in the Lobby with a photo ID. If you wish for your guests to access the building via the lobby doors the Security Guard will need to be notified ahead of time with their information. The guest will then present their ID prior to being let into the building. Once they are checked-in the Tenant will need to be present to provide access to their floor and suite. Guests may also access the lobby via the parking garage elevator, but they are still to check-in at the Front desk and be escorted up by the tenant they are visiting. Please keep in mind the Security Guards are not permitted to unlock any suite doors or grant elevator access.

If a Tenant is expecting a large group of visitors after hours (10 or more), a Tenant representative will need to be present in the Lobby to escort the visitors to their floor. All afterhours visitors are required to sign in with a photo ID at the Front Desk with Security upon arrival.

If you are staying late, please be sure that your main office door is locked. Should you need assistance, please contact Security at (615) 250-3012 then select Security.

Loading Dock

The loading dock serves Philips Plaza and the Doubletree Hotel. The entrance is located on the corner of 4th Avenue and Deaderick Street to the right of the Doubletree Hotel's valet drive. At no time may the entrance to the loading dock be blocked and all rules and regulations must be adhered to.

Please review the [Loading Dock Rules and Regulations](#).

Lost and Found

Please contact the Management Office at (615) 250-3012 if you have lost or found something in the building.

Mail Service & Package Delivery

The Tenant mail boxes are located on the Upper Parking Level in the service area next to the parking garage elevator and vending machines. The outgoing mail box is located on the Upper Parking Level in the service area next to the freight elevator. USPS mail pick-up time is approximately 2:00 pm Monday thru Friday.

For your added convenience, there are receptacles for [Federal Express](#) and [UPS](#) in the service area next to the Tenant mail boxes. Federal Express and UPS pick-up time is approximately 7:00 PM Monday thru Friday.

NOTE: Due to liability reasons, the Management office nor Security are able to collect or sign for any Tenant

packages that are delivered. Federal Express and UPS packages cannot be left next to the receptacles for pick-up without a scheduled pick-up through the correlating service. Packages will be left if they are not scheduled properly.

Maintenance Requests

The Landport Management System is an online management system designed to streamline the work order process. Use this system to submit routine maintenance requests directly to the engineering department and to track the status of previously submitted requests. You can access the system from the [Tenant Services](#) tab on this site. Login information can be obtained by contacting Jenna Herring at (615) 250-3012.

Once you have logged into the system, the default screen is "Viewing My Requests," which will show you any service requests you have submitted that are still in progress. You can also click to view any closed incidents/work orders.

You can create a new request by clicking "Create Request." If you should have any questions on how to navigate the system please contact Tenant Services.

Miscellaneous Services

Miscellaneous services such as painting, electrical and plumbing can be outsourced to a vendor upon request. The maintenance staff is not able to assist in moving furniture, hanging objects, installing shelving, etc. due to liability reasons. Please call the Management office at (615) 250-3012 or submit a work order online to request a vendor for service.

Please note that the expense of replacing fluorescent light bulbs in standard fixtures is covered by the Building; however, specialty bulb replacements or services outside Property Managements scope will be a separate charge to the Tenant.

Parking

The parking garage is operated by LAZ Parking. Their office can be reached at (615) 584-7500. LAZ Parking can provide information regarding the procedures, policies, and rates of the parking facility as well as replacement Tenant parking cards. Replacement parking cards are subject to a fee.

Access to the garage is available from 4th Avenue. Signage has been strategically placed throughout the garage to aid your progress in and out of the facility.

Tenants wishing to provide courtesy parking for visitors or guests must go through the one of the surrounding parking garages or use Tenant Valet for Guests (See [Amenities](#) for more information). Visitor parking is not offered in the parking garage except for Bank of America Branch Customers. For a full list of the surrounding garages and their rates click [HERE](#). The interactive parking map is provided by Park It Downtown.

Pest Control

The common areas of the building, including restrooms, are treated on a weekly basis. To have individual suites treated, please contact the Management office at (615) 250-3012 for details. Any pest problems throughout the building should be reported to the Management office immediately.

Rent

Rent is due on the first day of each month.

Please make checks payable to LCP Nashville, LLC

Rent payments should be mailed to:

**LCP Nashville, LLC
PO Box 603399
Charlotte, NC 28260-3399**

Please contact the Management office for automatic bill payment options.

Solicitation

Solicitation is not permitted on the premises. If you see solicitors in the building, please notify the Management Office at (615) 250-3012 and we will send appropriate personnel to escort them off the premises.

Emergency Response Action Plan

Emergency Response Action Plan

The purpose of this plan is to act as a guideline to promote a safe and planned response to an emergency situation to minimize its effects. We encourage all tenants to implement their own emergency plan to ensure the utmost safety of everyone in the building.

Please remember, these instructions are a guideline. As such, there may be a situation when one's personal judgment must prevail.

Each office manager, or responsible party, shall review the contents of this Plan with their staff.

Emergency Contact Information

Ambulance/Police/Fire	911
Fire Department non-emergency	(615) 862-5221
Police Department non-emergency	(615) 862-8600
Commonwealth Commercial Management Office	(615) 250-3012
Commonwealth Commercial Tenant Services	(615) 250-3015
Building Security	(615) 250-3012 ext.107
After-Hours Services	(615) 250-3012
Saint Thomas Midtown Hospital	(615) 284-5555
TriStar Centennial Medical Center	(615) 342-1000
Saint Thomas West Hospital	(615) 222-2111
TriStar Southern Hills Medical Center	(615) 781-4000
TriStar Summit Medical Center	(615) 316-3000
Tennessee Christian Medical Center	(615) 865-0300
Vanderbilt University Medical Center	(615) 322-5000
Nashville General Hospital	(615) 341-4000

Alarm System

The Philips Plaza is equipped with a Notifier NFS 3030 Fire Control System. This System includes smoke detectors, annunciator panel, audible and visual alarms and a central alarm control panel.

Smoke detectors are located in the ceiling of each elevator lobby, in all electrical and telephone rooms and in the air conditioning ductwork. Each floor is equipped with portable fire extinguishers which are located in the stairwells.

Smoke detectors serve as the primary alarm system and will automatically operate in case of a fire, providing an audible alarm and a visual alarm at the control panel. The visual alarm will provide location information as to floor and smoke detector being alarmed.

When activated, smoke detectors in the elevator lobbies will cause all elevators to recall to the 1st floor lobby and open their doors so passengers may exit. They will remain parked on the 1st floor until they are reactivated for use. Elevators are **NOT** to be used in emergency situations except under the direction and supervision of the Fire Department.



Fire Warden / Alternate Fire Warden

The success of any emergency plan is dependent on advance planning and training. Fire Wardens should be assigned for each suite within the building. A description of a Fire Warden and his/her responsibilities are as follows:

Each tenant is required to appoint one or more Fire Wardens for their suite, along with an Assistant and Alternate Fire Wardens as necessary to provide continuing coverage. The person/s assigned will need to be reported to the Property Management Office to be kept on file.

The Fire Wardens are responsible for conveying evacuation information to their employer and fellow employees, organizing and implementing each suites evacuation plan during an emergency evacuation and if necessary direct them to a safe exit in an emergency situation.

Responsibilities in an Emergency:

- Wardens will be responsible to direct the safe evacuation of all employees in their designated area. They should be familiar with primary and secondary evacuation routes, the location of the fire alarm pull

- stations and the location and use of fire extinguishers.
- Wardens should know and be known to all employees in their area of responsibility. Convey information and instructions in a calm, positive manner.
- On receipt of an evacuation order, direct all employees of your suite to make an orderly evacuation of the building by using the stairwell. Designate a prearranged assembly for employees to regroup and be accounted for.
- Before leaving the suite, conduct a search of the area including restrooms, to be sure everyone has heard and complied with the evacuation order. Be alert for visitors or clients who may be unfamiliar with the building – assign competent searchers to assist as necessary.

On-going Responsibilities:

- Provide the Property Management Team with information on any persons with physical disabilities who cannot use the stairwells unaided. Make arrangements to have persons assisted.
- Be alert for safety hazard on your floor, particularly for accumulations of combustible material, obstructed exit paths, fire doors propped open and defective or overloaded electrical wiring.
- Conduct orientation for new employees on the building's emergency preparedness program and the location of emergency exits.
- Appoint a qualified alternate to serve in your absence.

Your suites meeting point must be at least as far away as the building is tall. During a real emergency a representative from the Property Management team will be at the 5th Avenue Arcade entrance (between Walgreens and Deli Dave's). The Fire Warden will then report to Property Management and give the "All Clear" for their suite once everyone is accounted for. They can then return to their designated area. If and when it is safe to return to the building, Property Management will report the "All Clear."

Fire

The Fire Department knows the location of, and has access to, all of the firefighting systems and equipment in the Building. Tests and inspections of fire protection alarms and components are completed regularly on an approved schedule by a qualified contract alarm service company and building maintenance personnel.

Fire extinguishers and hose connections are located throughout the building. Fire equipment should be used by trained personnel only.

During a fire emergency, elevators will **NOT** be available as a means of egress since all passenger elevators will automatically be brought to the lobby floor.

The alarms will be activated one floor above and one floor below the actual floor where an alarm condition exists. In the event that other areas become endangered, the alarms for those floors will automatically be activated. During an alarm condition, the alarm tone (slow whoop) will sound along with a recorded message instructing the occupants of that particular floor to evacuate the building.

Emergency Response to Alarm:

Action to Take:

- 1.

Clear the area of all personnel and notify Property Management.

2.

Close all doors to confine the fire and smoke.

3.

Activate the alarm by use of the Fire Alarm Pull Station, which is typically located next to the exit.

4.

Keep fire stairway door closed to prevent smoke from entering the stairwells.

Fire Extinguisher:

1.

Small fires, such as a wastebasket fire, may be contained quickly by using a portable extinguisher located in the stairwell on each floor.

2.

NEVER TRY TO FIGHT A LARGE FIRE WITH A FIRE EXTINGUISHER!

Fire Evacuation

-

If a fire alarm sounds on your floor, **STAY CALM**. Proceed immediately to the nearest emergency stairwell marked with an "EXIT" sign. Walk down the right side of the stairwell and use the handrails to descend to the first floor and **EXIT THE BUILDING THROUGH THE LOBBY DOORS OR DIRECTLY OUT ONTO THE STREET (stairwell exit location depends on which stairwell you are in)**. It is important to stay to the right side of the stairwell as emergency personell will use the inside of the stairwell. Evacuate to a point as far as the building is tall or to your employers designated location. Do **NOT** evacuate to the Parking Garage.

-

All Fire Wardens will assume their duties in assisting stragglers, handicapped or disabled individuals to emergency stairwells and report the all clear of their floor/office to Property Management personnel as soon as possible.

-

High heel shoes should be removed and carried while descending the stairwell in order to avoid tripping.

-

If the stairwell is blocked by fire or smoke, **DO NOT ENTER**. Proceed to the opposite stairwell and exit in an orderly fashion. If all stairwells are blocked by fire or smoke, return to your suite and proceed as follows:

- 1.

Close the door.

- 2.

Call the Fire Department and notify them of your location.

- 3.

Place wet towels, clothing, etc. around the door.

- 4.

Place a wet towel or cloth over your mouth and nose.

- 5.

Stay low, below the level of any smoke.

- 6.

Do not break out windows unless it is a last resort. Falling glass is dangerous to the people below and may allow smoke to enter your suite.

-

DO NOT USE THE ELEVATORS for evacuation. All elevators will automatically recall to the first floor once the fire alarm begins to sound. If you happen to be in the elevator do not panic. It will take you to the first floor where you will proceed to the nearest exit.

-

As you exit the building, check for fire before opening doors by placing the back of your hand on the door to feel for heat. If it is hot, do not open the door. If it is cool, open slowly and stay behind the door until you are sure the area is safe. Be sure to close **ALL** doors behind you to prevent the fire/smoke from spreading.

-

Once you are out of the building, go to the designated area as indicated by your employers evacuation plan. All Fire Wardens will then report to a member of Property Management that will be stationed at the entrance to The Arcade on 5th Avenue. They will report the All Clear for their suite and return to their employers designated location. During a fire drill members of Property Management will not be at this location. Please proceed to your employers designated location. To protect yourself from falling debris your designated area should be as far away from the building as the building is tall. Emergency vehicles and personnel must have clear passage to the building so please stay off of the streets.

-

Under no circumstances should you re-enter the building until the Senior Fire Official on the scene has ordered the fire alarm reset and announces the all clear.

NOTE: During an evacuation, the following rules must be observed:

- **Keep talking to a minimum**
- **Walk in an orderly fashion to the nearest exit**
- **Keep to the right while descending the stairwell and use handrails when maneuvering down as firefighters will use the inside of the stairwell**
- **Do not use elevators**

ADA Personnel Evacuation

Handicapped or disabled person/s should be assisted in getting to the nearest stairwell by their assigned "Buddy". Once they have been escorted to a safe location the Buddy will request assistance and remain with the person/s until help arrives to assist with evacuation.

Visually impaired: The assigned Buddy will ask the best way to assist him/her to the nearest stairwell and lead them to safety. It is important that the Buddy remain with the person until help arrives.

Physically disabled/non-ambulatory: The assigned Buddy will assist in moving the person/s into the nearest stairwell and remain with them until help arrives. Be sure the stairwell door remains closed at all times.

If you should have ADA personnel please report the person or persons name and Buddy to the Property Management office to be registered for ADA Assistance. In addition to being noted with the Management Office, please assign anyone with a disability a "Buddy" in case of emergency, to assist them to the appropriate stairwell. It is important that this list is kept up to date at all times to ensure a quick response.

Remember, elevators **CANNOT** be used during an emergency!

Earthquake

A serious earthquake can be very destructive. However, most people injured in earthquakes are hit by material falling from the outside of a building as they exit the building. Therefore, do not run out of a building during or immediately after an earthquake.

Alarm

- The earthquake itself will almost always be the first alarm.

Instructions

-

All personnel will immediately take cover under desks, tables and in doorways remaining there until the all-clear verbal notification has been received from the Fire Wardens.

- Stay clear of windows, filing cabinets, supply cabinets, outside building walls, etc.
- Personnel in elevators will exit at the nearest floor. If the elevator comes to a stop between floors, remain calm and push the "alarm" button. Someone will contact you and arrangements will be made to evacuate the elevator.

Prepare for After-Shocks

- Stay clear of objects that could possibly fall.
- Move away from damaged areas and away from outer building walls.

Tornado

Tornados can cause severe damage and personal injury. Most injuries are the result of flying objects and broken glass.

Public Warning

A public warning will be issued by the National Weather Service and will come over radio, television, or sirens if there is a threat within the broadcast area. If you see a tornado, hear a steady siren or your office is notified by Commonwealth, respond accordingly.

Alarm Instructions

When these severe storms are imminent, the Fire Warden will monitor local radio and emergency storm reports.

1.
When the Fire Warden receives a report from local radio/tv a tornado is in the area, he/she should notify employees to move away from windows and other exposed areas into more protected areas of the building, such as hallways, restrooms, interior rooms and stairwells.
2.
Fire Wardens should verify that employees have moved away from the windows.
- 3.

After the storm has passed, Fire Wardens should check the suite for injured employees, fires, or any damage caused by the storm.

4.

If fire or damage has caused unsafe conditions in the building, the Fire Warden will proceed with a building evacuation for the safety of all personnel.

Tornado Watch: is issued by the National Weather Service to inform the public that conditions are favorable for a tornado to develop and to be alert.

Tornado Warning: means that a tornado has actually been spotted. All persons within the tornado warning area are advised to take shelter.

Steady Siren: is a tornado signal for all persons within earshot to take immediate shelter.

Chemical Spill or Fumes

Most large chemical spills will be caused by accidents in nearby industries or accidents that occur on adjacent highways or railroads. Fumes from these accidents can affect large areas.

Plans to control internal chemical spills, such as cleaning fluids, battery acid and other chemicals that may be used in the building, should be prepared by the groups using these chemicals and reviewed with the Building Manager.

Alarm Instructions

Usually, the local police or fire department will notify Property Management if any action is required due to external spills. However, the first report may come from employees. Property Management should be notified immediately of any chemical spill that occurs within the building or on the grounds at **615-250-3012**.

The tenant should evaluate the hazard to employees and alert their Emergency Team and inform property management to shut the HVAC down. Windows and doors may also have to be closed.

Evacuation

The building should not be evacuated unless ordered to do so by local authorities. If fume conditions become severe within the building, evacuation may be necessary. Good judgment must be used not to panic employees and to evacuate personnel away from the source of the fumes.

Fire Wardens shall carry out their evacuation duties as instructed.

Bomb Threat

Bomb Threats may be made by a phone caller or in a written message. Bomb threats should ALWAYS be taken seriously.

Instructions

- Remain calm.
 - Notify your supervisor immediately.
 - Call **911** and report the treat in detail
- Inform the responder you have received a bomb threat.
 - Provide the building name and address.
 - Provide your company name, address, floor and suite number.
 - Provide the name of the person who received the treat and any additional information they may request.
 - Notify the Management Office at **615-250-3012**.
 - Do not use cell phones or two-way radios as they could result in the detonation of a bomb if the device is radio/frequency controlled. Please turn off these devices and wait for authorities to arrive.
 - **DO NOT TOUCH ANYTHING SUSPICIOUS.** Stay clear. The importance of not touching the article cannot be stressed enough. Explosive devices may appear in a recognizable form or they may be very sophisticated, disguised so as not to be easily discernable. Do not assume there is only one suspicious object.
 - The physical handling of a written threat should be avoided, as it will be used by the Police Department to evaluate for fingerprints, postmark, handwriting, and typewriting.
 - An evacuation of the building will be conducted if emergency responders instruct Property Management to do so. Tenants should stay clear of the building until the "all clear" is announced.

Give information **ONLY** to authorized personnel; i.e., office supervisor, emergency responders, Property Management. We encourage you not to speak with outsiders or the media to avoid further complications.

Elevator Malfunction

Elevators are one of the safest modes of transportation. However, they do have malfunctions due to their sophisticated automatic controls.

What to Do In an Emergency:

1.

REMAIN CALM AND DO NOT TRY TO OPEN THE ELEVATOR DOORS.

2.

Access the telephone by pressing the telephone button below the panel to be directly connected to the Security Desk.

3.

Tell the lobby director/security guard your elevator cab number, located below the telephone button.

4.

Property Management/Security Personnel will respond immediately. In some cases, it may be necessary

to wait for an elevator technician who will respond as quickly as possible.

5.

You will have constant contact with the Security/Maintenance personnel. Should the call drop, Security does have the ability to call you back.

Note: If the fire alarm is activated while you are a passenger on an elevator, it will automatically return to the ground floor and the doors will open.

What to Expect:

1.

Elevator repair personnel will respond.

2.

Someone with Commonwealth Commercial will be in touch with you by phone or from outside the elevator.

3.

Passenger will be assisted as soon as possible.

Medical Emergency

In the event that an accident or illness befalls one of your employees, or a visitor to your office area, please:

1. Call **911** and give your name, building name and address and suite number. Stay on the line with **911** in case they have instructions.
2. After you hang up, look for a certified first aid person, or if needed, a qualified CPR assistant in your office.
3. Notify the Property Management Office **(615) 250-3012**.
4. Dispatch a person to flag down the Emergency Medical Technician (EMT) and escort them to the victim. At night, have a flashlight. If the victim is located above the ground floor, request that Security and Management hold the elevator at the ground floor for the EMT.
5. Keep the victim warm and as comfortable as possible. Stay with the victim and **DO NOT** attempt to move them.
6. Determine if the victim has a personal physician. Pass this information to the responding EMT.
7. If in a congested office area where stretchers will be difficult to handle, plan an egress route.
8. Follow responding EMT's instructions.

In any medical emergency, time is precious. Do everything possible to ensure the EMT team get in and out quickly.

Active Shooter

Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, you must be prepared both mentally and physically to deal with an active shooter situation.

Responding to an Active Shooter

RUN - If there is an accessible 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 the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 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 shooters view. It should provide protection if shots are fired in your direction, but not restrict your options for movement.
- Lock the door and block it with heavy furniture.
- Silence you cell phone, turn off any additional sources of noise and remain quiet.
- If evacuation or hiding is not possible remain calm and call 911 to alert them of your 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

Additional Ways to Prepare For and Prevent an Active Shooter Situation

Preparedness

- Ensure that your facility has at least two evacuation routes
- Post evacuation routes in conspicuous locations throughout your facility
- Include local law enforcement and first responders during training exercises
- Encourage law enforcement, emergency responders, SWAT teams, K-9 teams, and bomb squads to train for an active shooter scenario at your location

Prevention

- Foster a respectful workplace
- Be aware of indications of workplace violence and take remedial actions accordingly

For more information on creating an ERP contact the U.S. Department of Labor, Occupational Health and Safety Administration, www.osha.gov. You can also find additional information about Active Shooter Preparedness at <http://www.dhs.gov/active-shooter-preparedness>.

Power Failure

All Philips Plaza office and common areas are served by emergency generators. In the event of power failure, these generators will provide emergency power for certain basic building functions.

Those Functions Include:

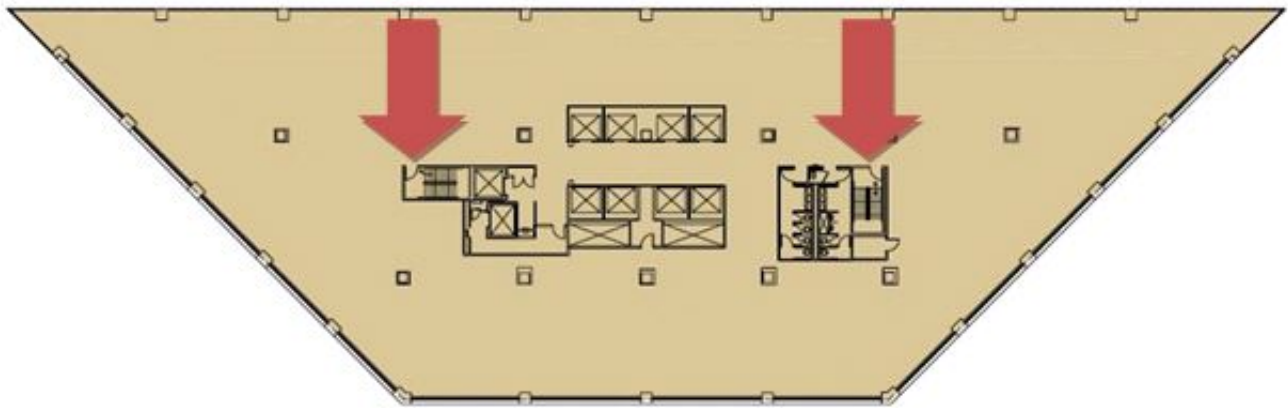
- Activating emergency lights on each floor throughout the building, including all Exit signs.
- Activating all stairwell lighting
- Activating the building's emergency Fire, Life and Safety Systems as well as the buildings communication systems.
- Recalling all elevators to the ground floor lobby. (One elevator will remain operative for use by firefighters to assist handicapped persons or to take service crews and equipment into the building as needed.)

It is seldom necessary to evacuate the building during a power failure. Unless you are directed to do so through the emergency communication system, please remain in your offices.

Please ... **DO NOT CALL** the Management Office unless you need to notify us of the location of a disabled employee

Emergency Exits & Maps

Emergency Exits



Area Map



ERAP Assignments Form

Acme offers a web-based Service Portal for all non-emergency, general maintenance requests. Some examples of a service request are too hot/cold, lights out, access cards, after-hours HVAC, etc.

Submitting a request online is easy and convenient:

- Access the system anytime, anywhere on your desktop or mobile device.
- Track your past and present requests
- Receive automatic status updates via email

To access the Service Portal visit www.acmeprop.com

1. Click Customer Login on the home page - on mobile device tap Menu
2. Enter your username and password - provided by Acme
3. Click Sign In

Non-emergency service requests submitted after 4:00 p.m. may not be addressed until the following business day. Emergency requests should be directed to the management office.

The following maintenance services are provided at no additional cost:

- Thermostat adjustments
- Building standard light bulb changes in tenant spaces and common areas
- Maintenance and repair of the building's mechanical system
- Repair of all building standard fixtures
- Elevator adjustments / repairs

Customers are responsible for the maintenance/repair of equipment in their suite that is not considered building standard. Examples of non-standard equipment include supplemental heating and air conditioning units, special plumbing, appliances, special lighting fixtures, etc. Please refer to your lease for additional non-standard services and equipment.

Rules and Regulations

Rules and Regulations

1.

No smoking shall be permitted on the property or within the building or parking garage. The shared Plaza with the Doubletree Hotel is also a non-smoking area.

2.

Any sidewalks, lobbies, passages, elevators and stairways shall not be obstructed or used by Tenants for any purpose other than ingress and egress from and to the Premises. Landlord shall in all cases retain the right to control or prevent access by all persons whose presence, in the judgment of Landlord, shall be prejudicial to the safety, peace or character of the Property.

3.

The toilet rooms, toilets, urinals, sinks, faucets, plumbing or other service apparatus of any kind shall not be used for any purposes other than those for which they were installed, and no sweepings, rubbish, rags, ashes, chemicals or other refuse or injurious substances shall be placed therein or used in connection therewith or left in any lobbies, passages, elevators or stairways.

4.

Tenant shall not impair in any way the fire safety system and shall comply with all security, safety, fire protection and evacuation procedures and regulations established by Landlord or any governmental agency. No person shall go on the roof without Landlord's prior written permission.

5.

Skylights, windows, doors and transoms shall not be covered or obstructed by Tenant, and Tenant shall not install any window covering which would affect the exterior appearance of the Building, except as approved in writing by Landlord. Tenant shall not remove, without Landlord's prior written consent, any shades, blinds or curtains in the Premises.

6.

Without Landlord's prior written consent, Tenant shall not hang, install, mount, suspend or attach anything from or to any sprinkler, plumbing, utility or other lines. If Tenant hangs, installs, mounts, suspends or attaches anything from or to any doors, windows, walls, floors or ceilings, Tenant shall spackle and sand all holes and repair any damage caused thereby or by the removal thereof at or prior to the expiration or termination of the Lease.

7.

Tenant shall not change any locks nor place additional locks upon any doors.

8.

Tenant shall not use nor keep in the Building any matter having an offensive odor, nor explosive or highly flammable material, nor shall any animals other than handicap assistance dogs in the company of their masters be brought into or kept in or about the Property.

9.

If Tenant desires to introduce electrical, signaling, telegraphic, telephonic, protective alarm or other wires, apparatus or devices, Landlord shall direct where and how the same are to be placed, and except as so directed, no installation boring or cutting shall be permitted. Landlord shall have the right to prevent and to cut off the transmission of excessive or dangerous current of electricity or annoyances into or through the Building or the Premises and to require the changing of wiring connections or layout at Tenant's expense, to the extent that Landlord may deem necessary, and further to require compliance with such reasonable rules as Landlord may establish relating thereto, and in the event of non-compliance with the requirements or rules, Landlord shall have the right immediately to cut wiring or to do what it considers necessary to remove the danger, annoyance or electrical interference with apparatus in any part of the Building. All wires installed by Tenant must be clearly tagged at the distributing boards and junction boxes and elsewhere where required by Landlord, with the number of the office to which said wires lead, and the purpose for which the wires respectively are used, together with the name of the concern, if any, operating same. No machinery of any kind other than customary small business machines shall be allowed in the Premises. Tenant shall not use any method of heating, air conditioning or air cooling other than that provided by Landlord.

10.

Tenant shall not place weights anywhere beyond the safe carrying capacity of the Building which is designed to normal office building standards for floor loading capacity. Landlord shall have the right to exclude from the Building heavy furniture, safes and other articles which may be hazardous or to require them to be located at designated places in the Premises.

11.

The use of rooms as sleeping quarters is strictly prohibited at all times.

12.

Bicycles and other vehicles are not permitted inside or on the walkways or other Common Areas outside the Building, except in areas specifically designated by Landlord for such purposes and except as may be needed or used by a physically handicapped person.

13.

Tenant and its Agents shall not smoke in the Building or within 20 feet of the Building entrances and exits.

14.

Tenant shall provide Landlord with a written identification of any vendors engaged by Tenant to perform services for Tenant at the Premises (examples: security guards/monitors, telecommunications installers/maintenance), and all vendors shall be subject to Landlord's reasonable approval. No mechanics shall be allowed to work on the Building or Building Systems other than those engaged by Landlord. Tenant shall permit Landlord's employees and contractors and no one else to clean the Premises unless Landlord consents in writing. Tenant assumes all responsibility for protecting its Premises from theft and vandalism and Tenant shall see each day before leaving the Premises that all

lights are turned out and that the windows and the doors are closed and securely locked.

15.

Tenant shall comply with any move-in/move-out rules provided by Landlord and with any rules provided by Landlord governing access to the Building outside of Normal Business Hours. Throughout the Term, no furniture, packages, equipment, supplies or merchandise of Tenant will be received in the Building, or carried up or down in the elevators or stairways, except during such hours as shall be designated by Landlord, and Landlord in all cases shall also have the exclusive right to prescribe the method and manner in which the same shall be brought in or taken out of the Building.

16.

Tenant shall not place oversized cartons, crates or boxes in any area for trash pickup without Landlord's prior approval. Landlord shall be responsible for trash pickup of normal office refuse placed in ordinary office trash receptacles only. Excessive amounts of trash or other out-of-the-ordinary refuse loads will be removed by Landlord upon request at Tenant's expense.

17.

Tenant shall cause all of Tenant's Agents to comply with these Building Rules.

18.

Landlord reserves the right to rescind, suspend or modify any rules or regulations and to make such other rules and regulations as, in Landlord's reasonable judgment, may from time to time be needed for the safety, care, maintenance, operation and cleanliness of the Property. Notice of any action by Landlord referred to in this section, given to Tenant, shall have the same force and effect as if originally made a part of the foregoing Lease. New rules or regulations will not, however, be unreasonably inconsistent with the proper and rightful enjoyment of the Premises by Tenant under the Lease.

19.

These Building Rules are not intended to give Tenant any rights or claims in the event that Landlord does not enforce any of them against any other tenants or if Landlord does not have the right to enforce them against any other tenants and such nonenforcement will not constitute a waiver as to Tenant.