



# WELCOME

On behalf of Spectrum Properties, we would like to take this opportunity to welcome you to the 121 West Trade family of tenants. It is our desire to make your tenancy here as pleasant as possible.

We have prepared this package which will familiarize you with our policies and amenities and offer guidelines and resources for emergencies. We hope this will continue to serve as an easy reference through your tenancy.

We suggest that you designate one person in your office to serve as Facilities Contact Person. This designated contact person should call the Management Office (704-332-7301) with all questions or requests for services. We, in turn, will direct our calls and inquiries to this same person.

Shortly before your move-in, you will be contacted by the Property Manager to discuss the details of your move-in and go over any questions or concern that you may have.

We are looking forward to a long lasting and mutually beneficial relationship.

*121 West Trade Management Staff*



## 121 WEST TRADE

# TENANT INFORMATION AND PROCEDURES

### PROPERTY MANAGEMENT OFFICE

Management Office Location	30 <sup>th</sup> Floor, Suite 3050
Management Office Telephone	704-332-7301 (After hours, the Management Office telephone is answered by Building Security.)
Fax:	704-332-7565
Security Desk Telephone	704-413-2242
Website:	<a href="http://www.121westtrade.com">www.121westtrade.com</a>

#### Management Staff

Property Manager	Patricia U. Wynne, CPM®
Property Administrator	Phyllis Farr
Financial Analyst	Karen Swett

#### Operations Staff

Engineers	Craig Lucas and Ray Tinsley
Engineering Supervisor	Paul West
Day Porters	Gloria Ellison and Odell Grier
Security Supervisor	Lisa Norwood
Janitorial Supervisor	Cindy Drozd

#### Hours of Operation

The Management Office is open 8:00 am to 5:00 pm, Monday through Friday, excluding some holidays. The Security Desk is manned 24 hours a day, seven days a week. The elevators are on *security mode* from 6:00 pm to 6:30 am weekdays and around the clock on weekends.

#### Mail

Incoming mail will be delivered by the United States Postal Service to the locked mailboxes in the mailroom area located on the first floor.

Mail at this location may be picked up at your convenience. There will be no personal delivery to the suites other than special deliveries, certified mail, large packages, and similar items. A postal worker will be on-site from 10:30 to 10:45 am Monday through Friday. A notice will be posted on the mailroom door if there are any changes.

Receptacles for outgoing mail can be found adjacent to the mailboxes. Overnight receptacles are located in the loading dock area right outside the mailbox area.

### Parking

Please contact Central Parking Services at 704-376-4364 for building parking information.

### If you need information...

Please direct all business concerning the building, building services, or lease matters to the Management Office in Suite 3050 or by calling 704-332-7301.

## **RENTAL AND MISCELLANEOUS CHARGES**

Please mail your rental remittance to the address indicated below. As a courtesy, you will receive a rental statement each month. Miscellaneous charges will be invoiced on a monthly basis.

Please detail the rental charges and miscellaneous charges by listing the invoice number and the corresponding amount. This will enable us to credit your account correctly.

Any questions concerning the charges should be referred to Karen Swett in the Management Office.

Remit to:

Tryon Tower, LLC  
121 West Trade Street  
Suite 3050  
Charlotte, NC 28202

## **MANAGEMENT SERVICES**

### **Authorized Signatures**

Soon after you move in, you will be asked to complete and return to the Management Office a list of signatures of those people in your office authorized for off-hours entrance and exit, the removal of company property, or an extraordinary activity, on your premises or anywhere in the building.

If there is a legitimate need for such procedure (for example, the removal of a laptop or any other piece of office equipment), simply type a brief letter of authorization on your firm's letterhead and have it signed by one of the staff members whose signature appears on the authorization list. Building management and security personnel will NOT grant access to tenants' employees, vendors or guests without such written authorization.

NOTE: It is important to notify building management EACH TIME the authorization list changes. It is also imperative that each tenant keep building Property Management informed of current/new employees, after-hours emergency telephone numbers, and your holiday schedule.

### **Building Directory and Signage**

Shortly before move-in, you will be contacted by the Property Manager or Property Administrator with respect to the listing of your firm's name on the lobby directory and the building standard identity sign. The price for an identity sign is \$110.00 plus tax; a temporary sign can be purchased for an additional \$65.00 (prices subject to change).

## **Building Regulations**

121 West Trade regulations are not intended to unreasonably restrict your activity in any way. They are intended to provide the safest, most professional environment for all tenants, as well as to meet city and insurance company provisions.

1. In an effort to promote safety and a free traffic flow, the sidewalks, halls, elevators, and stairways are to be kept clear at all times and should not be used for any purpose other than for entrance to or exit from the building. For security purposes, we retain the right to control access to the building. However, this should not affect persons with whom tenants normally deal during ordinary hours of business. For obvious safety reasons, the tenant and its employees shall not go upon the roof of the building without written consent of management.
2. Clean, well maintained restrooms are a top priority on our housekeeping schedule. You as tenant can cooperate by using these facilities for no purpose other than those for which they are constructed.
3. The building standard Venetian blinds are a basic but important means of controlling solar heat. Therefore, all window treatments other than these blinds must be approved by management.
4. Even modern office buildings and their sophisticated elevators are subject to certain load restrictions. Consequently, no objects heavier than the life capacity of our freight elevator should be brought into the premises. City code also restricts placing loads upon any floor which exceed the load per square foot which the floor was designed to carry. The moving of safes or other unusually heavy items shall occur only through the supervision and coordination of the building management. All freight, furniture, and bulky matter shall be received into the building during specific hours of dock operation.
5. We share these premises with other businesses and other people. Building management cannot allow the premises to be occupied or used in a manner offensive or objectionable to occupants of the building by reason of noise, odors, and/or vibrations. We cannot allow animals (except seeing-eye dogs) or birds to be kept in or about the building.
6. Charlotte Fire Department rules prohibit the use of flammables and/or explosives within or about the building. Also prohibited on the premises are any other articles of intrinsically dangerous nature, as well as any method of heating other than that supplied by the building owner.
7. Phone vendors must be approved by building management, have proper insurance prior to commencement of any work, and must always sign in at the Security console in the lobby.
8. Floor covering shall also be subject to the approval of the Property Manager with respect to the method of applying such covering.
9. All building security provisions have been designed to accommodate you, the tenant. During normal working hours we check and monitor while also attempting to maintain an open, business-as-usual atmosphere. Outside standard business hours we are intentionally more conspicuous. On Sundays and legal holidays, and on other days between the hours of 6:00 pm and 7:00 am, access to the building will be refused unless the person seeking access has the proper authorization and is properly identified. In case of emergency, management has the right to

control building access by whatever legitimate means available for the safety of the tenants and the protection of the property in the building.

10. Building security is a cooperative venture. You, as a tenant, must assume full responsibility for protecting your space from theft and pilferage by keeping doors and desks locked as well as securing other means of entry to your space.
11. The Property Manager's written consent is necessary for the alteration or installation of a new or additional lock or bolt on any door within the premises. It is important that the building staff have access to all of the premises in case of emergency. Duplicate keys may be requested from the Management Office for a reasonable fee. Upon lease termination, all keys shall be returned to the Management Office (suite 3050).
12. In advertising or other publicity, the tenant should obtain management's consent for the use of the building name or pictures of the premises.
13. Your specific use of these premises is specified in the lease document. In order to maintain a businesslike atmosphere, we cannot allow room-to-room canvassing to solicit business from any of our tenants. In turn, we ask our tenants to refrain from exhibiting, selling, or renting in or from the premises. If someone attempts to solicit business from you, please notify the Management Office (704-332-7301) or the Security Desk (704-332-7301, ext. 228) immediately.
14. This is the age of energy conservation. Please do your part by saving electricity, water, and air-conditioning whenever possible. Your most effective contribution will be cooperation with our energy conscious management team. For example, we advise that corridor doors be kept closed at all times and that you correctly use the building Venetian blinds when the window is under direct sun light. We will contact you with more specifics as we continue to modify our energy needs.
15. **IMPORTANT:** Please remember to turn off your coffee makers before leaving at night. *This is the single largest cause of small fires in office buildings.*
16. As a simple but effective security measure, it is important that you submit a written list of any items to be removed from the building and those persons who may remove items. Our security personnel are trained to check anyone leaving with furniture, equipment, or large packages.
17. If you desire radio signal, communication, alarm, or other utility or service connection installed or changed, contact the Management Office) for written approval and direction prior to installation. Management reserves the right to disconnect any radio, signal, or alarm system when, in Management's opinion, the installation or apparatus interferes with the proper operation of the building or systems within the building.
18. Normal operating hours for HVAC for 121 West Trade are from 8:00 am to 6:00 pm, Monday through Friday.
19. Please keep all valuables in your space under lock and key. Management shall not be responsible for lost or stolen personal property, money, or jewelry from your leased space or public area regardless of whether such loss occurs when the area is locked against entry or not.

## **Building Security**

In addition to security officers being posted at strategic locations twenty four hours a day, 121 West Trade maintains strict access control to elevators and tenant spaces through the use of card readers. Primary areas of concern are monitored via closed circuit television located at the Security console in the lobby.

## **Building Standards**

121 West Trade has these building standard features:

- Corridor wall coverings
- Floor covering in public spaces
- Entry doors
- Lighting fixtures
- Heating and air conditioning registers
- Venetian blinds

This does not mean that tenants are unable to change the color or style of their offices. It is often desirable to make major decorating changes, such as wallpapering, re-painting, the installation of new carpeting, etc. But it is important that such redecorating be done only after consultation with and written permission from the Management Office.

## **Elevators**

Normal operating hours for the passenger elevators are 6:30 am to 6:00 pm, Monday through Friday. You will need an after-hours access card in order to travel in an elevator at times other than these. Please contact Security or the Management Office to receive an access card.

## **Janitorial Services**

Regular janitorial services at 121 West Trade consist of the cleaning of all tenant offices as well as the cleaning of halls, corridors, elevators, restrooms, stairwells, lobby, and the building exterior, excluding the park immediately adjacent to the building. (The park, water feature and lighting is owned and maintained by the City of Charlotte.) Should you ever notice that these procedures are not being observed, please inform the Spectrum Management Office immediately at 704-332-7301.

A Day Porter is on duty Monday through Friday, from 7:00 am until 4:00 pm. If you observe a janitorial problem in the surrounding grounds, lobby, corridors, or restrooms, please call the Management Office so that we may immediately dispatch the Day Porter.

Exterior window washing will be performed during the year as weather permits.

Special janitorial services -- cleaning of the carpet, hauling of large amounts of refuse (crates, boxes, wrappings, etc.) -- or relatively minor repairs by Maintenance personnel can be arranged by telephoning the Management Office. If extra charges for such services are incurred, you will be advised and then be invoiced upon completion of the work.

Current above standard janitorial supplies for offices/break rooms:

Paper towels:	\$19.50 per case
Hand cream:	\$23.86 per case
(Prices subject to change)	

## **Lighting Fixtures**

Since the installation of ceiling and wall-hung lighting fixtures usually entails a substantial amount of work and can be a potential safety hazard, such installation must be approved by the Property Manager beforehand and must be inspected and approved by 121 West Trade electrical personnel.

This is particularly important from the standpoint of insurance and city building code regulation, and must be scrupulously observed.

We will provide you with the initial lamping of building standard permanent fluorescent fixtures. These fixtures will be maintained by building management through your lease term. Please report to us any which require repair.

## **Locks and Keys**

Tenants shall not place additional locks or bolts of any kind upon any of the doors of their premises, and no lock on any door therein shall be changed or altered in any respect. Duplicate keys for tenants' premises shall be procured from the Management Office only (suite 3050, 704-332-7301).

Should you require changes in the locks for your suite in the future, please notify the Management Office in writing, and the work will be performed under Spectrum direction. This will ensure proper janitorial coverage and provide a uniform master key for emergency situations. This procedure *must* be followed to assure Charlotte Fire Department access to all areas of the building. All changes will be made at the expense of the tenant.

Telephone room and electrical room keys are not distributed to tenants. Due to the nature of the equipment in these rooms, the Management Office must be contacted in order to gain access.

- Charges for re-keying locks:                      Hourly Rate
- Charges for extra keys:                              \$2.50 per key (prices subject to change)

## **Locking the Premises**

Although routine security inspection will be provided during the off business hours of each day, tenants are primarily responsible for maintaining the security of their own offices. Safes, cash boxes, and confidential files should be locked when not in actual use; reception areas should be staffed at all times during the day. Otherwise, make sure the door is securely locked even if you expect to be out of the office for only a short time.

At the end of each working day, lock all outside doors upon leaving. Cleaning personnel have their own keys and will lock the premises after they have finished their work.

## **Major Construction**

There are several reasons why you may at some time wish to significantly remodel your space. You may want, for example, to consolidate two small offices or convert a conference room into a series of sectional stations.

Any such special needs should be brought to the attention of the Property Manager. The Property Manager will help you decide upon the most economical and safest way to meet these needs.

In some cases, a planned remodeling job will be clearly impossible; the Property Manager will explain why and help you work out an acceptable alternative solution.

## **Maintenance Mechanical**

At 121 West Trade, we think you will be pleased with the on-going schedule of routine maintenance and on-time service, whenever and wherever it is needed. 121 West Trade building personnel take pride in keeping the property attractive, cost-effective, and efficient.

In addition Spectrum Maintenance personnel routinely check for such inconveniences as burnt out light bulbs, as well as for more serious safety hazards (looses or improper electrical connections, for example). Again, if any such items come to your attention – either in your suite or in a common (public) area – please contact the Management Office (704-332-7301). We will have the situation remedied immediately.

Currently, above standard Engineering labor costs are billed at \$60.00 per hour and \$90.00 per overtime hour. (Subject to change.)

Following are a few facts about how these systems operate for your year-round comfort and convenience:

### **Heating and Air Conditioning**

Individual electric climate control at 121 West Trade is provided by the most up-to-date system available. The outdoor temperature and humidity are constantly monitored, and your inside environment is automatically maintained for optimum comfort.

While the thermostat is usually sufficient to provide total comfort even in extreme weather, any other adjustments to heating and air conditioning systems must be performed by authorized building personnel only. Attempting to alter individual units by unauthorized persons may result in damage or breakage, for which the tenant would be responsible.

All electrical equipment used by tenants shall be U.L. approved. Nothing shall be done or permitted in tenants' premises, and nothing shall be brought into or kept in the premises which would impair or interfere with any of the building services or the proper and economic heating, cooling, cleaning, or other servicing of the building or the premises. **Space heaters are forbidden.**

Tenants shall not install or operate any steam or gas engine or boiler, or carry on any mechanical business in the building. The use of oil, gas, or other inflammable liquids for heating, lighting, or any other purpose is expressly prohibited. Explosives or other articles deemed extra hazardous shall not be brought into the building. Tenants shall not use any other method of heating than that supplied by Management.

There is an additional charge for after-hours air conditioning. The current rate for this service is \$50 per hour. (Cost is subject to change.)

### **Move-In**

The selection of a qualified firm to move you into your new space can be a difficult choice. Whatever your choice, however, be sure to notify the Property Manager so that the move can be coordinated with minimal interruption to office schedules and traffic. **In order to minimize interruptions to all tenants and services, move-ins must be scheduled through the Management Office (704-332-7301) for after operating hours or on weekends (see Loading Dock Rules and Regulations and Certificate of Insurance Requirements).**

Verify with your mover and manufacturer the requirements for transfer of copy machines, computers, or any other electrical equipment.

For trash removal, please break down all boxes, clearly label TRASH or BASURA on all packing materials and place in a conspicuous place for night pick up. Any additional charges for the janitorial service for extra trash removal will be charged to the tenant. If you need any additional janitorial services, please notify the Management Office.

Unless special alternate arrangements have been made beforehand, the keys to your office will be delivered on moving day.

### **Pre-Occupancy**

Your offices will be thoroughly cleaned in accordance with your lease, subject to your inspection and approval prior to move in. The Property Manager should be informed of the date of moving so your space will be ready when you are.

### **Receiving Facilities (Loading Dock and Freight Elevator)**

The use of this facility is for all tenants. Extended periods of usage, however, should be coordinated with the Management Office (704-332-7301).

In accordance with its lease, the Charlotte City Club has the freight elevator reserved for deliveries from 8:00 am to 9:00 am, 2:00 pm to 3:00 pm, and 9:30 pm to 10:30 pm, Monday through Saturday.

All deliveries must be made by delivery vans, cars, or trucks, as building clearances prohibit the use of tractor-trailers. All deliveries must be signed in and out at the Security console on the first floor. The maximum time allotted per delivery is 30 minutes. 121 West Trade reserves the right to tow any unattended vehicle in the loading dock.

All deliveries to the building for or by a tenant are to be made through the service entrance to the building as designated by management, unless special permission is granted by the Management Office for the use of other building entrances.

Furniture, equipment, or supplies shall be moved in or out of the building only on the service elevator and only during such hours and in such manner as may be prescribed.

### **Sign-In and Sign-Out**

Persons entering and exiting the property outside normal business hours (7:00 am to 6:00 pm, Monday through Friday) will be asked to sign in or out by the Security personnel on duty. Along with the individual's name and signature, he will be asked to identify the name of the tenant and business he is visiting.

This procedure will apply to all persons, even though their identity and business may be familiar to the Security personnel.

The sign-in and sign-out procedure is in effect during the following hours:

- Monday through Friday,      Before 7:00 am and after 6:00 pm
- Saturday and Sunday      All day and night

The Building Access System includes a card access system to the elevators. After 6:00 pm, the system requires an access card to activate an elevator and travel to a floor. (To call an elevator to your floor to leave the building after 6:00 pm, the card is not required.) Access cards are issued for each tenant requiring access between 6:00 pm and 7:00 am and all hours on Saturday and Sunday.

*Your Office Manager should submit a list of all personnel requiring access cards. Cards are to be returned when a person resigns or is terminated. Lost cards must be reported to Security immediately so the card can be deleted from the system. All access and parking cards require a \$15 processing fee (fee subject to change.) Refer to Access Card Request for further details.*

### **Special Services**

Should any tenant desire to place in the building any unusually heavy equipment including but not limited to large files, safes, and electronic data processing equipment, you must first obtain written approval from the Management Office to place such items within the building by the use of the building elevators and for the proposed location in which the equipment will be installed. Management shall have the authority to prescribe the weight and position of any equipment that may exceed the weight load limits of

the building structure and may further require, at the tenant's expense, the reinforcement of any flooring on which the equipment may be placed, and/or have an engineering study performed to determine the weight and position of equipment in order to determine added reinforcement required and/or determine whether or not the equipment can safely be placed within the building.

### **Special Situations**

There may be circumstances which require special attention by Security personnel, such as after-hours business meetings in your office involving outside participants. Simply notify the Management Office at least a day in advance, if possible, so appropriate provisions can be made to assure continuing security.

Management reserves the right to exclude or expel from the building any person who, in the judgment of management, is intoxicated or under the influence of alcohol or drugs.

## **Emergency Information**

Emergencies of any kind are handled most efficiently when procedures are planned in advance. For this reason, we urge you and your staff to become completely familiar with the following information and to post relevant instructions and phone numbers in an accessible location. The building emergency number is 704-239-3207.

### **CHARLOTTE FIRE DEPARTMENT'S COMPREHENSIVE EMERGENCY PROCEDURES**

This Emergency Procedure Plan has been established for 121 West Trade Street, Charlotte, North Carolina and will be administered by the 121 West Trade Management Office. It has been set forth utilizing the building evacuation guidelines as approved by the Charlotte Fire Department.

The purpose of this plan is to establish procedures for systematic, safe, and orderly evacuation of the affected areas of the building by its occupants in case of fire or other emergency. The Emergency Procedure Plan is applicable to each tenant of the building and will be placed into effect by designated emergency evacuation personnel upon activation of any fire emergency monitoring system or the notification of any emergency situation.

121 West Trade has been designed to afford maximum safety through fire retardant construction, an automated fire sprinkler system, smoke detectors, paging speaker system, automatic alarms monitored around the clock, smoke ventilated stairwells, emergency generator, fire extinguishers, and fire hose connections throughout the building.

Effectiveness of the Emergency Procedure Plan depends upon persons who can exercise good judgment and remain calm in all types of emergencies. Therefore, implementation of this plan requires the establishment of groups who are responsible for people ready to respond when required. For the purpose of this plan, the following organization has been established.

The Charlotte Fire Department is familiar with 121 West Trade and knows the location of and has access to all of the fire fighting systems and equipment in the building. Tests and inspections of the fire protection alarms and components are made regularly on an approved schedule by a qualified contractor.

Fire alarm pull stations, strategically located at the stairwells and elevator lobbies throughout the building, are connected to the building central alarm panel located in the Fire Command Center on the first floor. Activating one of these alarms will automatically summon the Charlotte Fire Department and alert the Security Officer on duty in the lobby.

Fire extinguishers are strategically located throughout the building. *These extinguishers should be used by trained personnel only.*

The emergency generator will provide emergency lighting and power to selected areas, stairwells, and elevators.

There are two stairwells from which to evacuate from the building persons who are located on the 10<sup>th</sup> to 32<sup>nd</sup> floors: East Stairwell, located near the men's restroom, and West Stairwell, located near the ladies restroom. Both stairwells are in the center core of the building and are identified with a red "EXIT" sign.

The stairs are scissor-designed. Depending upon which floor and which stairwell you enter, you will either exit on the Trade Street side of the building or at the back of the building by the loading dock.

During a fire emergency, elevators shall not be considered a means of egress as all passenger elevators will automatically be brought to the lobby level and held there in compliance with Charlotte Fire Department recommendations.

There may be a need in various areas to lock files and secure valuables. These responsibilities rest with the occupants of the areas. **Safe and expedient evacuation of people is the prime objective and should not be hampered in any way.**

### **Instructions**

The Area Evacuation Director and Floor/Tenant Wardens on each floor must work together with 121 West Trade Building Evacuation Director to implement the Emergency Procedure Plan when responding to various types of emergencies. They must be thoroughly familiar with their duties, all emergency telephone numbers and their entire floor or office area; they should be prepared to provide necessary leadership when called upon. Top priorities include the protection and safety of all occupants, the building contents, and structure.

In making a plan tailored to their specific floor or office, the Area Evacuation Director and all Floor/Tenant Wardens should learn the location of all exits, fire alarm stations, fire extinguishers, and stairwells. They should also know where the doors and stairwells lead.

All floors and offices should be surveyed to list the area(s) not immediately accessible to the main corridors. These would include conference rooms, file rooms, machine room, etc., where persons may not readily receive the word to evacuate the floor.

Area Evacuation Director and Floor/Tenant Wardens should select people who will be willing and able to assist them in the evacuation of personnel and in securing areas. Provisions must be made to staff each post with alternate personnel to ensure that lunch hours, absences, and vacations do not result in discontinuity should the need arise to implement the Emergency Procedure Plan. It is the responsibility of the Area Evacuation Director and Floor/Tenant Wardens to replace and train all Wardens, Assistant Wardens, Searchers, and Aides. Therefore, the following assignments should be made by the Area Evacuation Director or Floor/Tenant Wardens:

- Assistant Wardens should be assigned to each floor or office space.
- Searchers – A minimum of three Searchers should be assigned to each floor, single tenant floors, or one Searcher for every 7,000 square feet of floor space. Depending upon the design or the complexity of the area involved, more Searchers may be desired. Alternate Searchers should also be designated in case the Searcher is absent the day of the emergency.
- Handicapped Person Aides – A minimum of two Aides should be assigned to each handicapped individual.

Area Evacuation Directors and Floor/Tenant Wardens are responsible for the orientation and training of all Assistant Floor/Tenant Wardens, Searchers, and Handicapped Person Aides so that in the event any of them are absent, appropriate individuals in the organization can move up and assume their duties. (For example, in the absence of the Floor/Tenant Warden, the Assistant Floor/Tenant Warden would become the Floor/Tenant Warden. Searchers would then become Assistant Floor/Tenant Wardens, etc.)

Floor/Tenant Wardens must become familiar with stairwell(s) assigned and be aware of the exit locations at the street level. To familiarize themselves with the stairwell(s), they should make at least one trip from their floor to the street. They should also be familiar with alternate stairwell locations, know where they exit at street level, and know how all stairwells are identified.

Since Floor/Tenant Wardens will be directing groups of people, they must stay in control at all times to prevent panic, pushing, running, and excessive noise. They should also know and be able to locate all handicapped individuals on their floors.

Searchers must establish a search pattern for thoroughly inspecting their areas of responsibility. Walk-through tours should be made by the Searchers and Alternate Searchers to familiarize themselves with the search patterns.

Searchers/Alternates should learn the location of all stairwells and where they exit at the street level. They should make a least one trip from their floor to the street. They should also know any special actions they must take to evacuate and secure their area(s).

Handicapped Person Aides should be selected on the basis of willingness and physical ability. They should be trained to respond to an alert by immediately contacting the person they are going to assist. If only one Aide is available at the time of the emergency, the Aide should enlist the help of others in the area or contact the Floor/Tenant Warden for assistance. All Aides should know the location and designation of all doors and stairwells, the best route to each of them, and where they lead.

## **Position Duties**

### **BUILDING EVACUATION DIRECTOR**

- Approves and implements Emergency Procedure Plan and revisions.
- Establishes command post during emergency conditions and initiates communication with Area Evacuation Director.
- Coordinates with all organizations in the building through Area Evacuation Director, as well as outside organizations responding to emergency situations – police, fire departments, bomb squads, etc.
- Determines the appropriate course of action and initiates responses in accordance with this plan.
- Acts as liaison between the Charlotte Fire Department and Area Evacuation Director.
- Supervises and directs Area Evacuation Director in drills and actual responses to emergencies.
- Ensures compliance with City building and fire inspection regulations.
- Conducts and evaluates drills to ensure preparedness of persons and organization involved.
- Administers all aspects of the Emergency Procedure Plan.
- Approves assignments of Area Evacuation Director.
- Appoints an Assistant Building Evacuation Director to assume a portion of the duties outlines above and act in the absence of the Building Evacuation Director.
- Ensure periodic testing, maintenance, and proper functioning of all building fire protection systems and equipment.
- Ensures frequency and quality of the Floor/Tenant Warden training classes.
- Maintains an up-to-date listing of all permanently handicapped people working in the building.

### **AREA EVACUATION DIRECTOR**

- When a fire alert occurs, when an evacuation is eminent, or during fire drills, supervise all Floor/Tenant Wardens, Assistant Floor/Tenant Wardens, Searchers/Alternate Searchers, and Handicapped Person Aides in area of responsibility.
- Keep Building Evacuation Director informed of area condition.
- When Building Evacuation Director or Fire Chief cannot be reached for instructions, be ready to make individual decisions for any new situation that has not been covered.
- Appoint and train Floor/Tenant Wardens in their duties and assignments.
- Schedule and conduct area familiarization drills each year with fire department, alarms, and evacuation procedures.
- Periodically check rosters, emergency contact, and telephone lists to be certain they are up-to-date.
- Notify and assign Alternate when he/she is going to be on extended absence from the building.
- Ensure that all persons under his/her jurisdiction are aware of the Emergency Procedure Plan and the responses expected of them.
- Monitor handicapped persons in area of responsibility and update building management of any changes.

## FLOOR/TENANT WARDENS or ASSISTANT FLOOR/TENANT WARDENS

- When the fire alert occurs, when evacuation is eminent, or when instructed by the Area Evacuation Director, report to the nearest stairway on assigned floor.
- Supervise the orderly egress of all occupants of the floor. Specify occupants' destination which may be to exit the building and cross the street or to move to another floor. Instruct all persons to walk – not run – and to be quiet and calm. Be alert at all times to prevent crowding, running, or panic. Tell all persons to stay to the right in the stairwells while moving down.
- Make sure handicapped persons have received adequate assistance.
- Report any persons left behind to the Safety Officer. After the Searchers have reported the floor is vacated, exit the building and join their group.
- When exiting through the rear entrance of the building, proceed to Fourth Street, turn right; then proceed to the corner of Trade and Church Streets (otherwise know as the Safe Refuge Area).
- When the "All Clear" is given, provide assistance to those returning to their floor(s).
- Notify the Area Evacuation Director when they are going to be on extended absence from the building, and assign Alternates.
- Inspect weekly: stairwell doors, fire extinguishers, fire hose connections, aisle-ways, etc. and report any problems to Spectrum Building Management at the management office (Suite 3050) or by telephoning 704-332-7301.
- Assistant Floor/Tenant Wardens will act under the direction of the Floor/Tenant Warden and in his/her absence will assume his/her responsibilities.

## SEARCHERS

- Be familiar with their entire floor. Individuals should be assigned who work in various areas.
- When a fire alert occurs, when an evacuation is eminent, or when instructed by the Floor/Tenant Warden, Searchers should begin to verify that all occupants have left their areas.
- Close all doors behind them as they search.
- Notify the Floor/Tenant Warden when they are going to be on an extended absence from the building

## HANDICAPPED PERSON AIDES

- When a fire alert occurs, when evacuation is eminent, or when directed by the Floor/Tenant Warden, Aids should locate the disabled person for whom they are responsible and proceed to evacuate them to the area near their assigned stairwell. If additional help is needed, assign or recruit someone to assist.
- Notify Security personnel, *outside the building*, of the handicapped person's location at the stairwell if the person cannot use the stairs to evacuate.
- Inform the Emergency Command Center of the location and status of the disabled person. Await further instruction from the Center.
- 

## Evacuation Procedures

Immediately upon the activation of a fire/heat/smoke sensing device at 121 West Trade, the audible alarm will sound and will shortly be followed by an announcement that there is an emergency in the building and request for an evacuation. This will normally occur on the floor where the device was activated as well as two floors above and two floors below the affected floor.

**Elevators are not to be used during a fire emergency.**

Upon hearing the request to evacuate, all personnel above the ground floor should begin leaving the area by utilizing the following stairwells.

- The East Stairwell is located near the men's restroom and is accessible by all tenants or other personnel.

- The West Stairwell is located near the ladies restroom and is accessible by all tenants or other personnel.

*Note:* Stairwells criss-cross between floors, and locations of exits at ground level will vary depending upon the floor and stairwell entered. All Floor/Tenant Wardens, Assistant Floor/Tenant Wardens, Searchers/Alternate Searchers, and Handicapped Person Aides should familiarize themselves with the exit locations pertaining to their respective floors.

Persons exiting on the Trade Street side should move west and cross over Church Street into the park area in front of the Carillon building.

Persons exiting through the dock area should go down the driveway to Fourth Street and cross Church Street; proceed right to the park adjacent to the Carillon building at the corner of Trade and Church Streets.

*Please remain in the assembly area and do not attempt to return through the lobby areas until directed to do so. Returning to the building at the improper time can result in physical injury and/or impair the proper authorities in the performance of their duties.*

As soon as it has been determined that either no emergency exists or that it is safe for personnel to return to the building, a member of the building staff (Security, Operations, etc.) will inform you that it is "All Clear". You may then return to the building.

*Note:* Evacuation as outlined above is for a normal evacuation during fire or any other emergency requiring personnel to leave the building. All personnel must remain calm and exit in a quiet and orderly manner so that they may hear any announcement pertaining to a possible change in the evacuation route. In some instances, evacuation may only be to other floors or by a specific stairwell.

All disabled individuals who will require assistance in exiting through the stairwells should be brought to or make their way to one of the stairwells and remain in the hallway outside of it. *Do not attempt to evacuate* unless there is immediate danger from smoke or fire. If evacuation is necessary, assist or carry the person to the next safest accessible floor below the affected floor and exit the stairwell. A Searcher or Aide should make his/her way to the exterior of the building if no other means of communication are available and inform either Security or the Charlotte Fire Department of the location of these disabled persons along with any information necessary to assist in their safe and timely evacuation. Be very specific as to the floor and stairwell the person(s) was/were located when you left.

## **IN CASE OF FIRE**

### **If fire is discovered in an occupant's area...**

- If you discover a fire in your area, activate the nearest fire alarm pull station to summon the Charlotte Fire Department and notify others of the fire. (Fire alarm pull stations are located beside the entries to each stairwell.)
- **AFTER THE FIRE ALARM HAS BEEN PULLED, call 911** and report a fire on the appropriate floor of 121 West Trade Street.
- **AFTER THE FIRE ALARM HAS BEEN PULLED**, call or notify the Floor/Tenant Warden and call the Building Evacuation Director at 704-332-7301.
- **AFTER THE FIRE ALARM HAS BEEN PULLED**, and IF it is a small fire, the person at the scene may attempt to extinguish it with a fire extinguisher, but in no case should this person's safety or the safety of others be jeopardized. (Training in the use of fire extinguishers is the responsibility of the tenant. Property Management will assist in setting up training classes in cooperation with local fire fighting authorities.)
- Occupants must be directed from the fire area and toward the *nearest* stairwell. Remember, the Charlotte Fire Department will, upon arrival, take charge of the entire building in a fire emergency.

If a fire is discovered elsewhere in the building and evacuation is necessary...

- The fire alarm will sound followed by a recorded message beginning, "May I have your attention, please! May I have your attention, please!" Please note the announcement that follows will repeat in English and Spanish.
- Area Evacuation Director, Floor/Tenant Wardens, Searchers, and Handicapped Person Aides will report to their assignments.
- Floor/Tenant Wardens will instruct persons which exits and stairwells to use.
- Floor/Tenant Wardens will give occupants information that will provide safe egress to persons exiting from their areas.
- Searchers should start on their rounds and report back to those designated when they have completed their search. Searchers may be used as messengers or Aides.
- When necessary, assigned personnel will secure their offices and/or equipment.
- *Keep in mind that safe and expedient evacuation of people is the prime objective and should not be hampered in any way.*
- Make sure all handicapped persons have received assistance from the assigned Aides. Assign alternate Aides where required. (Note: Be aware that others not previously on the Handicapped Roster may need assistance.)
- Only after it is certain that all areas on their respective floors have been evacuated should Floor/Tenant Wardens, Searchers, and Handicapped Person Aides leave and join their respective groups in the pre-determined designated area.
- After being notified by an authorized person that the emergency is over, the group can return to its normal work activities. AUTHORIZED PERSONS include the 121 West Trade Property Manager, a designated alternative, and the Charlotte Fire Chief.

**Training**

As plans for each floor are established and persons are briefed, the Area Evacuation Director and Floor/Tenant Wardens must be responsible for training all persons on their floors or in their office to respond to emergencies quickly and calmly.

- An up-to-date emergency organization list should be in place.
- All persons should be aware that the fire alarm pull stations will summon the Charlotte Fire Department.
- Instruct EVERYONE on each floor or in each office that his or her **FIRST RESPONSE TO A FIRE is to ACTIVATE THE FIRE ALARM, and then notify the Charlotte Fire Department (dial 911), the Floor/Tenant Warden and/or the Building Evacuation Director in the Property Management Office at 704-332-7301.**
- Notify occupants that the elevators will NOT be available for egress during the emergency.
- Show personnel on each floor how to reach each stairwell. Explain to them that they will be instructed as to which stairwell to use. Make certain that all personal understand that since various conditions warrant different responses, in the interest of their safety, they will be evacuated to the street.
- As part of their instructions, all persons should be made aware of potential fire hazards. Stress the fact that the disposal of matches or ignited material must be done carefully and should not be left unattended until it is certain that they are extinguished completely.

*SMOKING IN THE BUILDNG IS STRICTLY FORBIDDEN.*

- Inform all occupants that the Property Management Staff will conduct periodic fire and evacuation drills for their safety.
- Floor/Tenant Wardens should alert their associates that telephone calls prefaced by "This is an emergency" should be put through immediately to him/her.

121 West Trade Street Property Manager, staff, and agents will direct the handling of all emergencies and will coordinate evacuation procedures if this step is necessary. Again, in a fire emergency, the Charlotte Fire Department will, upon arrival, take charge of the entire building.

**These plans and organization developed for coping with fire will also be utilized for other emergency conditions.**

### **IN CASE OF BOMB THREAT**

***Bombs threats should be communicated to the Property Management Office at 704-332-7301 as soon as possible so that proper actions can be taken.***

If anyone within the building receives a telephone call informing him or her that a bomb has been placed in his or her area or anywhere else in the building, the person taking the call should:

- Prolong the conversation as long as possible.
- Be alert for distinguishing background noises such as music, voices, aircraft, church bells, and/or traffic sounds.
- Note distinguishing voice characteristics.
- Ask where the bomb is located.
- Ask what time it is expected to explode.
- Note if the caller appears to have knowledge of the building or your area by his/her description of locations.
- Use attached Bomb Call Check List to note and record any other information.
- **Contact the Spectrum Properties Management Office (704-332-7301) immediately after the caller hangs up.**

Copies of the Bomb Call Check List should be kept at all Switchboard/Reception areas as well as with anyone who receives multitudinous telephone calls.

Floor/Tenant Wardens, Searchers/Alternate Searches, and Handicapped Person Aides may be utilized (in a similar manner as for fire) to evacuate either the immediate area or the building as necessity demands.

Responding civil authorities may request your assistance in conducting a search of those areas familiar to you.

NOTE:

**In the event of a bomb threat,  
do not touch or move any strange or unfamiliar object you may find.**

## BOMB THREAT CALL CHECKLIST

(This form must be kept in a convenient place at the switchboard/reception desk.)

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Exact Wording of the Threat:

### Questions to Ask:

When is the bomb going to explode?

Where is it right now?

What does it look like?

What kind of bomb is it?

What will cause it to explode?

Did you place the bomb?

Why?

What is your address?

What is your name?

Sex of Caller: \_\_\_\_\_

Age of Caller: \_\_\_\_\_

Race of Caller: \_\_\_\_\_

Length of Call: \_\_\_\_\_

### Caller's Voice:

Accent		Excited	
Angry		Laughing	
Calm		Lisp	
Clearing Throat		Nasal	
Cracking Voice		Normal	
Crying		Ragged	
Deep		Rapid	
Deep Breathing		Raspy	
Disguised		Slow	
Distinct		Slurred	

Familiar \_\_\_\_\_ If so, who does it sound like? \_\_\_\_\_

Name of Person Receiving Call: \_\_\_\_\_ Telephone # \_\_\_\_\_

**NOTE:** Please press \*57 IMMEDIATELY after hanging up. This causes a "tag" to be placed on the call and makes it easier for investigators to trace the call.

## **TORNADO ALERT PROCEDURES**

When an official announcement has been made by the National Weather Service that the area of 121 West Trade Street could be in the path of a tornado or high winds, the following procedures will be carried out.

1. 121 West Trade Security will notify all floors by the paging system, with the recommendation that all personnel should take shelter in the stairwells.
2. A fire tone will sound for approximately five (5) seconds. Security will make the following announcement three (3) times in succession: *"May I have your attention, please! May I have your attention, please! There has been a tornado warning given for this area. For your safety, we ask everyone to go to the nearest stairwell for shelter and remain there until instructed to leave."* Security will repeat both the alarm and the message intermittently. The process will continue for approximately ten (10) minutes.
3. Floor/Tenant Wardens, Supervisors, and other Emergency Response Personnel should make sure that everyone has gone to the stairwells for shelter and that all stairwell doors are closed.
4. When the *"All Clear"* has been given, personnel will be allowed to re-enter the floor. Security will make sure all persons in the building have been informed that the storm has cleared.
5. If the building has suffered considerable damage, Security will direct the tenants to exit the stairs into the area deemed to be the safest.

**NOTE:** In the event that the Civil Service Sirens on the Square go off and the announcement has not been made, the Floor/Tenant Warden can call the 121 West Trade Security via either the fire phone or telephone (704-332-7301) to inquire as to the status of the situation.

## **MEDICAL EMERGENCY**

When it has been determined that a medical emergency exists, **call 911** and give them all of the information available including the name of the building (121 West Trade) and address (121 West Trade Street) and the floor number. Immediately after 911 is called, contact Security at 704-332-7301 and give them the following information:

1. *Nature of the medical emergency*
2. *Exact location of the sick or injured individual(s)*
3. *Confirm to Security that 911 has been called.*
4. *Ask the individual if he/she would like you to call someone in addition to 911.*

Since 911 has been called/requested, a Security Officer or staff member will secure an elevator and then meet first responders at the main entrance and escort them to the floor of the victim. (Quicker response might be obtained if someone from the tenant area would meet them at the elevator lobby and escort the responders to the victim.) The elevator will be brought back to the ground floor to await the arrival of the Medic and then kept on the floor containing the victim in the event of a need for the individual to be transported. (Note: Service elevator will normally be used if possible.)