



## Tenant Manual



# Welcome

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Welcome to CityPark. We look forward to a long and productive relationship with you. Please let us know if we can help you as you settle into your new office space. We would be happy to provide any information or services you might require to make your move to CityPark progress smoothly and pleasantly.

This Tenant Manual should answer many of the immediate questions you may have about building regulations, policies, and operating procedures. We have provided important building personnel names and phone numbers as well as emergency contact information.

We pride ourselves on quality service and responsive attention to our tenants and our buildings. We encourage you to work with us in upholding our service goals -- by sharing your concerns with us and offering suggestions on ways in which we can continue to improve your office and surrounding environment.

Please keep this manual in a convenient location, so your staff can use it as a guide to your new surroundings. In the back of the handbook are forms for replication. Please take a minute to fill out the Tenant Information and Emergency Contact form. In order to receive access cards for each employee, you will also need to fill out the CityPark Access Card form (one form per employee.) Thank you for your promptness in getting these documents to us.

Sincerely,

Boyle Property Management Team

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## **Vision & Principles**

Boyle builds lasting relationships and provides high quality service, support and maintenance. We look forward to building a relationship with you and also serving you.

Our leasing and management portfolio includes office and residential property in Tennessee, and we have development expertise in office, multifamily, and mixed-use developments.

Boyle Investment Company offers extensive land development capabilities, including the development of office, retail, industrial, and residential properties. Boyle provides premier locations, innovative design, and long-range planning.

Boyle is a master at developing stimulating environments that endure the test of time. The company's reputation for quality has been achieved through great attention to detail and service.

## **Management Office and Building Information**

7100 Executive Center Drive, Suite 150  
Brentwood, TN 37027

Phone: 615-550-5585  
After hours Maintenance: 615-791-2822

### **The City Park Team**

#### **Management Team**

Rieves Berry (rberry@boyle.com) 615-550-5588  
Jamie Adams (jamiea@boyle.com) 615-550-5594

#### **Engineering Team**

Senior Building Engineer \_\_\_\_\_ Chad Dickerson

Building Engineer \_\_\_\_\_ Perry Miller

## **Building Hours of Operation**

### **Building Hours:**

8:00 AM to 6:00 PM Weekdays, except specified or generally accepted holidays.

### **HVAC Service Hours of Operation:**

8:00 A.M. to 6:00 P.M. Monday through Friday, and  
Saturdays (available upon request or as specified in your lease)

### **Building Entry Door Schedule:**

Monday through Friday:

8:00 AM - Unlock

6:00 PM - Lock

PLEASE NOTE: Buildings may be locked earlier during daylight  
savings time due to safety concerns

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*The buildings are locked all day on weekends and  
holidays*

**Memorial Day**

**MLK Day**

**4th of July**

**Labor Day**

**Thanksgiving**

**Christmas**

## **Emergency Contact**

In the event of an after-hours maintenance emergency please contact the on call after hours maintenance line at 615-791-2822

**IN THE EVENT OF A LIFE THREATENING SITUATION CALL 911  
IMMEDIATELY!**

Police Department (Non-Emergency) \_\_\_\_\_(615) 371-0160

Fire Department (Non-Emergency) Paramedics (Fire Department) \_\_\_\_1-615-371-0170

Bomb Squad \_\_\_\_\_911\*



## **Tenant Information**

In order for us to provide you with the highest level of service possible, it is important that we have the information needed to communicate with you as needed. Please complete the Tenant Information and Emergency Contact form included with all pertinent information. Once completed, please return both to Management Office via email to the address: **jamiea@boyle.com**

We ask you to take time to fill these out in their entirety and return to our office within 7 days of receipt. It is essential for us to know who we should contact in your office in the event it is needed.

Should you have changes during your tenancy, please update the information by sending us a new form or email us with the changes.

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

## **Rental Payment Information**

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

Rental Payment Options:

### **ACH Information:**

BANK; FIRST HORIZON

ABA# 084000026

ACCT# 185730966

ACCT NAME: MOORELAND INVESTORS LP

NOTIFICATION EMAIL – rent-remit@boyle.com

### **Mailing/ Shipping Address:**

Mooreland Investors, LP  
5900 Poplar Ave  
Memphis, TN 38119

### **Payment Portal:**

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

## **Rules and Regulations**

*(These may be updated periodically and forwarded to you)*

Building rules are written in an effort to provide a safe and peaceful work environment for our Tenants and their guests.

### **Common Areas**

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

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

### **Vendor/Contractor Access**

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

### **Tenant Alterations**

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

### **Signage**

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

### Locks, Keys, Key Fobs

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

### Deliveries

Movement in or out of the Building of furniture or office equipment, or dispatch or receipt by tenants of any bulky material, merchandise or materials which require use of elevators or stairways, or movement through the Building entrances or lobby shall be conducted under Landlord's supervision at such times and in such a manner as Landlord may reasonably require. Each tenant assumes all risks of and shall be liable for all damage to articles moved and injury to persons or public engaged or not engaged in such movement, including equipment, property and personnel of Landlord if damaged or injured as a result of acts in connection with carrying out this service for such tenant.

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

### Tenant Furniture and Equipment

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

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

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

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

### Tenant Spaces

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

### Operation of Premises

Tenant shall not make or permit any vibration or improper, objectionable or unpleasant noises or odors in the Building or otherwise interfere in any way with other tenants or persons having business with them.

Tenant shall not conduct any activity on or about the Premises or Building which will draw pickets, demonstrators, or the like.

Tenant shall cooperate fully with Landlord to assure the most effective operation of the Premises or the Project's heating and air conditioning, and shall refrain from attempting to adjust any controls, other than room thermostats installed for Tenant's use. Tenant shall keep corridor doors closed and shall turn off all lights before leaving the Project at the end of the day.

Tenant shall comply with any recycling programs implemented by Landlord from time to time with respect to the Project.

Tenant shall ensure that all portions of the leased premises visible from any interior Building common areas are lighted at all times during normal business hours regardless of whether the leased premises are occupied.

### Personal Property

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

### Parking

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

Tenant shall not park or operate any semi-trucks or semi-trailers in the parking areas associated with the Building.

### Tenant Access

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

### Smoking

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

### Electrical Appliances and Open Flames

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

### Solicitation

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

Without the prior written consent of Landlord, Tenant shall not use the name of the Project or any picture of the Project in connection with, or in promoting or advertising the business of, Tenant, except Tenant may use the address of the Project as the address of its business.

Tenant shall not exhibit, sell or offer for sale, rent or exchange in the Premises or at the Project any article, thing or service to the general public or anyone other than Tenant's employees without the prior written consent of Landlord.

### Door Policy

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

## **Move In/Out Procedures**

Moving in or out of a building can be a challenging experience. We have outlined below procedures to help make things go more smoothly.

- Notify Property Manager with the dates, as soon as you have made a decision to move.
- Once you know the date of your move, it is important that your movers contact the office to schedule a preliminary inspection of the space.
- All moving contractors are required to carry insurance and must provide a copy of a certificate of insurance, naming Boyle and the building entity as certificate holder and additional insured. (reach out for sample) (atorres@boyle.com)
- All moving and deliveries are to be handled from the service entrance and moved to floors via the service elevator. Large objects or anything on wheel carts are not allowed on the passenger elevators or on the lobby floors.
- Common area flooring such as marble, vinyl and carpeted areas plus corridor walls are to be protected by using masonite board. Damage to the building as a result of your move will be billed to the tenant.
- Moving in or out of the building is allowed ONLY after-hours (before 8:00 a.m. or after 5:00 p.m.).
- Be courteous to your neighbors and do not block hallways or doorways.
- In the evening movers will have to work with the night cleaning crew on use of the service elevator. Under NO circumstances are the passenger elevators to be used for moving.
- Please keep in mind, the services of a licensed electrician are needed for hookup and disconnect of electrical to system furniture.

**Vendor Insurance:**

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

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

**Tenant Contact:**

Please assign one person from your office as the contact person for our property management team. We will direct all information, correspondence and notices to your tenant contact. Your tenant contact can distribute information from us throughout your office. All requests for non-routine service should come from the tenant contact to the Property Manager.

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

**Emergency Contacts:**

Please provide us with two after hours emergency telephone contacts.

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

**Safety Officer:**

Please appoint a Safety Officer to coordinate fire drills and emergency procedures with Building Management.



## **Approved Contractors for Tenant Improvements**

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

### **General Contractors**

Flow Construction \_\_\_\_3628 Trousdale Drive, Suite E Nashville TN\_\_\_\_ 615-515-8101

### **Electrical**

Specialty Electric \_\_\_\_\_Wade Giardano \_\_\_\_\_615) 375-1287

Empower Electric \_\_\_\_\_3321 Homestead Road, Nashville TN \_\_\_\_\_615-889-1434

### **Mechanical /Plumbing**

Proctor & Graves\_\_\_\_2131 Utopia Avenue, Nashville TN \_\_\_\_\_615-255-3337

### **Misc Office Repairs/Paint**

K & E Construction \_\_\_\_\_Kevin Karini \_\_\_\_\_615-390-2094

Flow Construction \_\_\_\_3628 Trousdale Drive, Suite E Nashville TN\_\_\_\_ 615-515-8101

### **Low Voltage**

Clearline Networks\_\_\_\_\_5925 Clarksville Pike, Joelton TN \_\_\_\_\_615-610-1576

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

## **Building Services and Amenities**

### **Elevator Service:**

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

If you are detained inside of the elevator cab due to malfunction, remain calm. Modern elevator technology makes it impossible for the elevator to fall, so there is no physical danger involved, only inconvenience. Use the alarm button inside the elevator to signal your stalled status. Please use the handicapped accessible phone on the lower right panel of the elevator and call for assistance to receive instructions about the procedures to follow.

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

### **Heating and Air Conditioning:**

Standard operating hours for the building's heating and cooling system are from 8:00 A.M. to 6:00 P.M., Monday through Friday, and on Saturday upon request, except specified or generally accepted holidays.

Due to our Energy Efficient Practices, any After-Hours HVAC needs are available upon request only. Submit your request via Building Engines 24 hours in advance to schedule the hours you will need HVAC service. HVAC service is available outside the normal hours at the cost of \$42 per zone per hour.

If you need adjustments to the temperature of your office during the work week, place a work order on Building Engines. We will make every effort to provide an even temperature and a comfortable environment.

**See the "After-Hours HVAC Request" form in the Forms for Reproduction section of this handbook.**

## **Maintenance Requests:**

Normal maintenance requests or requests for service of any kind should be made through the Building Engines website: **www.requestcom.com**. Please designate one or two employees to be your company's contact to submit work order requests. Please provide Property Management with contact information so you can utilize Building Engines.

If there is an after-hours emergency maintenance situation, please call our afterhours maintenance service line at 615-791-2822.

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

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

## **Janitorial:**

Janitorial service is provided nightly, Monday through Friday. Any problems or requests should be directed to the Property Management Office through Building Engines at **www.requestcom.com**

Cleaning Specs are as follows:

### Daily (Monday - Friday)

Sweep, mop or vacuum, as appropriate, all high traffic floor areas; remove material such as gum and tar which has adhered to the floor.

- Empty waste baskets and containers; remove all trash from the leased premises.
- Dust all cleared horizontal surfaces with treated dust cloth, including furniture, files, telephones, equipment that can be reached without a ladder.
- Clean water fountains, cafeteria tables and chairs.
- Damp mop all non-resilient floors such as terrazzo and ceramic tile.
- Clear freight and passenger elevator cabs and landing doors.
- Clean mirrors, soap dispensers, shelves, wash basins, exposed plumbing, dispenser and disposal container exteriors, damp wipe all ledges, toilet stalls and toilet doors.
- Clean toilets and urinals with detergent disinfectants.
- Furnish and refill all soap, toilet, sanitary napkin and towel dispensers in the restrooms.
- Spot clean carpet stains.
- Wash glass in Building directory, entrance doors and frames.
- Remove all litter from the parking lot and grounds.

### Weekly:

- Dust vertical blinds and louvers.
- Corner to corner vacuum all carpets.
- Spot wash door glass to remove smudge marks.
- Sweep and dust all stair areas.
- Dust all baseboards.
- Vacuum or brush all fabric covered chairs.

### Monthly:

- Scrub and reconditions resilient floor areas.
- Wash all stairwell landings and treads.

### Quarterly:

- High dust all horizontal and vertical cleared surfaces not reached by nightly cleaning.
- Vacuum all ceiling and wall air supply and exhaust diffusers and grills.
- Wash and polish vertical terrazzo and marble surfaces.

### Semi-Annually:

- Dust all storage areas and shelves and contents.
- Damp wash diffusers, vents and other such items.

### Annually (or earlier as needed):

- Strip and polish all resilient floors.
- Clean light fixtures, reflectors, globes, diffusers and trim.
- Clean all vertical surfaces not attended to during nightly, weekly, quarterly or semi-annually cleaning.

### **Recycling:**

Property Management has made the commitment to having a Recycling Program. We ask for everyone's help and cooperation. Please place all trash items (food, Styrofoam, glass, batteries, tissues, etc) in your desk side container. All recyclable materials should be placed in a centralized recycling can. All bins will be emptied nightly.

RECYCLABLE ITEMS: Include Paper/Cardboard

### **U.S. Mail and Overnight Drop Boxes:**

Mail is delivered Monday through Friday directly to your office. Mail is picked up at your suite when delivery occurs daily. There are also drop boxes at the south end of the property on Chadwick drive.

### **24 Hour Emergency Service:**

Boyle provides twenty-four-hour emergency service. Our twenty-four-hour after hours maintenance service line at 615-791-2822.

### **Parking:**

Parking is on a first come first serve non - reserved basis. There are spaces marked for handicap users and spaces for visitors. We ask that you observe all parking signage in order to allow us to service all users on property.

Overnight parking is allowed however, it is a park at your own risk.

Please observe the posted speed limit of 25 miles per hour and one-way roads throughout the park. Stop signs are posted at strategic intersections for your safety. Please stop and make sure pedestrians and vehicles are not approaching before proceeding.

### **Smoking Area:**

City Park buildings are non-smoking facilities. This includes the use of any form of e-cigarette, electronic cigarette, personal vaporizer or electronic nicotine delivery system within the building or immediately outside the building.

### **Signage:**

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

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

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

## **Building Access**

### **Building Access Control :**

#### **Key Cards:**

Each building is equipped with a locking system that utilizes programmable key cards and proximity readers at the building entrances.

The Boyle Management Office handles control of programming of the system, hours of permitted access, and other operational considerations. An enrollment form, containing basic information and Tenant authorization, is required for each key fob.

Each Tenant shall be issued key fobs upon assumption of the premises. Please send us a list of employee names for assignment. There is a \$15.00 replacement fee for lost cards.

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

**See the "Key Fob Request" and "Key Fob Return" form in the Forms for Reproduction section of this handbook.**

## **Suite Security Measures:**

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

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

## **Incident Reports:**

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

## **Thefts:**

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

1. Police Department (911 for emergencies only)
2. Boyle Property Management (615-476-0190)
3. Your insurance carrier

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

## **Building Emergency Procedures:**

CityPark conducts periodic fire drills in cooperation with the Brentwood Fire Department.

**The safety and security of Tenants at CityPark is one of our highest management priorities. With this interest for your safety in mind, we have provided you with instructions on emergency procedures. Each tenant should make their own independent decision as to what action they will take in any emergency situation. We offer these guidelines to assist you in your decision making process. Please take a moment to review the following instructions so you will react quickly and appropriately in any emergency situation.**

Remember: Being prepared and staying calm are the two most helpful aids to coping effectively during an emergency. In the event of any building emergency, call 911 and then call the Management Office or our after hours maintenance service line at 615-791-2822.

**DO NOT LET THIS INTERFERE WITH YOUR SAFE EVACUATION OF THE BUILDING.**



## **Recommended Precautions:**

While everyone needs to know how to respond in an emergency, it is just as important that you take steps to prevent emergencies from occurring. We recommend the following precautions:

1. Store any flammable or combustible supplies properly in metal cans or safety containers.
2. Maintain Material Safety Data Sheets in central locations where they are visible for all to see.
3. Avoid using extension cords instead of permanent wiring. If used, extension cords need the three prong connections.
4. Keep all appliances and electrical cords in good repair.
5. Turn off all electrical appliances for coffee, cooking or heating before leaving the office.
6. Dispose of cigarettes, cigars, and pipe ashes carefully. Each parking garage is provided with an ash tray urn for proper disposal. Never empty ashes into trash containers.
7. Forbid the use of candles or naked flames in the office.
8. Assign a specific person or persons to aid anyone in the office who requires special assistance in an emergency.
9. Report any potential fire hazards in the building to the Management Office. (Examples: Blocked stairwells, faulty fire protection equipment, and leaks or damaged wiring.)
10. Store flammable materials in building only after approval of the building engineer.

## **Security Tips:**

1. Never leave your reception area unattended.
2. Report all suspicious persons to Building Management at 615-476-0190 and/or the police at 911 in emergency situations.
3. Do not allow persons making deliveries to wander through your offices without an escort.
4. Keep valuables (cash, wallets, purses, calculators, televisions, VCRs, radios) in a safe place. Avoid putting purses under your desk or in the lower desk drawer.
5. Never assume you may safely leave your desk with valuables in sight.
6. Require strict compliance with the use of a visitor log book to record names of persons entering and departing the office after regular business hours.
7. Strangers should not be sent to an empty office to use a telephone. Instead offer to dial the number for them or escort them to a phone and stay with them while they make their call.
8. Do not allow workmen free access to your suite. Management will inform you when we are sending repairmen. Call our office to verify. Notice if they are in a uniform and if the uniform name correctly identifies their business.
9. Above all, be alert and question strangers. Ask for a business card or ID badge. Ask with whom they have an appointment and **escort** them to that person's office.
10. Call the Management Office (615-476-0190) for assistance before confronting someone who cannot satisfactorily demonstrate his or her identity or purpose in your offices.

## **Overview of Life Safety Systems:**

1. The central alarm system is located in the building and is activated whenever an alarm condition exists anywhere in the building. The remote panel will provide the immediate source of any problem. The building staff is trained on the system and knows the proper actions for any emergency.
2. Smoke detectors are located in the elevator lobbies, all common hallways, in the HVAC duct work, and in the building equipment rooms.
3. The smoke evacuation system consist of motorized dampers and fans at appropriate locations throughout the building and is activated when the fire alarm system has been activated by an alarm condition.
4. Manual fire alarm pull stations are located throughout the building, generally near exits to an area or floor.
5. Automatic sprinklers are located throughout the buildings. A sprinkler water flow condition registers an alarm in the Fire Control Room and notifies monitoring company whenever water begins to flow through any sprinkler head.
6. Fire extinguishers are located near each stairwell or near manual pull stations. Tenants are responsible for the installation and maintenance of fire extinguishers in their suites. Please train your staff to use fire extinguishers properly. The Building Engineers are available to assist you in this training.

## **Tenant Emergency Floor Warden Guidelines:**

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

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

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

## **Emergency Evacuation Procedures:**

- When a smoke detector is activated, the alarm will sound only on the floor it is activated on, plus one floor above and one floor below.
- If the alarm sounds on the floor you are on, you must evacuate the building. If it does not sound on the floor you are on, you are not required to evacuate. Each individual can still choose to evacuate even if the alarm is not sounding on your floor.
- Unless notified in advance, assume that all fire alarms indicate an emergency situation.
- Never attempt to use an elevator.

- Evacuate to the designated area outside the building for your office.
- Once all of your employees are evacuated and accounted for, check-in with Property Management to confirm your company is entirely evacuated.
- After evacuation, Tenants should stay away from the building and any emergency equipment until notified by Property Management that they may return.
- In the event of a fire, make sure a 911 call has been placed and the Property Management Office has been notified, if possible.
- Follow established procedures for evacuating persons with disabilities.

## **Evacuation of Persons with Disabilities:**

It is advised that Property Management and the local fire department are made aware of those employees with disabilities that prevent them from evacuating the building via the stairs. This will assist the team to respond quickly and correctly to an emergency situation.

In the event of a fire, a physically impaired person should be accompanied to the nearest safe stairwell door and the stairwell door should be closed. When the Fire Department arrives, they should be given the name and location of that person.

## **Fire Emergency Procedures:**

In the event a fire is discovered in your office or you see smoke coming from another part of the building, remain calm and follow these instructions:

- If possible, step into the hallway and activate the fire alarm.
- Call 911, inform them it is a fire emergency and give the name and address of the property and the location of the fire.
- Call the Management Office (615-476-0190).
- Your company "Floor Warden" should implement your plan of action.
- Know where fire extinguishers, pull stations, stairwells, and exits are located. You should be able to locate the fire exits in the dark. Building emergency safety features.

**EXITS:** Each floor has access to two separate stairways that are fire rated. Use the stairs to evacuate the building. **DO NOT RUN.**

**FIRE ALARM LOCATIONS:** Floors 2 – 10 have manual pull stations at each stairwell. The first floor has manual pull stations located at each main entrance, the fitness center and the side door on the West side of the building. There is also one on the basement level by the fire command room.

**FIRE EXTINGUISHERS:** Each floor has fire extinguisher cabinets containing an ABC chemical fire extinguisher. Tenant premises also have fire extinguishers as required by local Fire Department code.

**SMALL FIRE:** In the event of a small fire you may use a fire extinguisher. The mnemonic to remember is PASS.

- **Pull out the pin**
- **Aim at the base of the fire**
- **Squeeze the lever**
- **Sweep back and forth**

- Small fires, such as fires in a trash can, may be put out with a fire extinguisher.
- Do not attempt to fight a spreading fire. Focus your efforts on evacuating and helping others evacuate in an orderly fashion.
- Never use the elevators in an emergency. All evacuating traffic should be directed to the stairs.
- Before you leave your office, feel the door to see if it is hot before you open it. If it is hot, or if smoke is seeping through the cracks, do not open the door. Try another exit door. If the exit door feels cool, proceed to evacuate. If there is smoke, stay low.
- Crawl on the ground and take short breaths until you reach a stairwell. This should be a safer area and you should be able to move freely and quickly evacuate.
- Follow the emergency plan guidelines for evacuating any persons with disabilities on your floor.
- Proceed to the designated area away from the building to avoid injury from explosion or shattering glass and reconvene with your staff once evacuation has been successfully completed.
- Do not return to the building until the Fire Department and your Property Manager have given the "All Clear."
- Unless instructed otherwise, you must consider any alarm that you hear to be real.

### **Fire Prevention:**

- Keep all trash, boxes or waste material away from electrical outlets.
- Franklin Park is a "No Smoking" facility and there are no waste receptacles for smoking within the building. Please limit smoking to the designated outside area and use the waste receptacles provided at that location.
- If a fire should ignite in a trash receptacle and no water is nearby, turn an empty trashcan over the fire. This should smother the fire. Please notify the Property Management Office of any such incidents.
- Turn off all electrical appliances in kitchen areas and all computers, copying machines, and other business machines at the close of each business day.
- Do not overload electrical circuits.
- Check all electrical cords for fraying to prevent a spark that might ignite a flammable item.

- Do not store cardboard boxes, packing materials, or other flammable items in common areas or stairwells. Aside from the possibility that they might catch on fire, these items could also block your exit route in the event of a fire.
- Space heaters are prohibited as potential fire hazards. If you are cold, please contact your office coordinator and have them contact the Property Management Office through Building Engines for an adjustment to the thermostat.

### **Earthquake:**

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

- Watch for falling debris or tall furniture. Stay away from windows and heavy objects (such as machinery and refrigerators) that may topple or slide across the floor.
- Do not dash for exits since stairways may be broken and jammed with people. Do not use the elevators; power for elevators may fail and cause them to stop operating.
- Seek safety where you are when the earthquake occurs, and then leave calmly if evacuation is necessary.
- Be prepared for the electricity to go out and emergency alarms to start ringing.
- Expect to hear glass breaking, walls cracking, and objects falling.
- If you are outdoors, try to get into an open area away from buildings and power lines.
- If the earthquake should be followed by fire, evacuate as outlined in the sections on fires.
- There may be more than one seismic wave to the earthquake. You may feel a strong first shock that subsides and is followed by another shock. Aftershocks may also occur. These are separate quakes following the main shock; they may occur minutes, hours, or even days after the original quake. Aftershocks sometimes cause further damage as structures that were weakened in the original quake succumb to further movement of the earth.
- When the shaking stops, there may be considerable structural damage and people may be injured.
- Remain calm. Assess the situation.
- If necessary, tend to the injured. Cover them, administer first aid, and call for medical assistance if there is a severe injury which needs immediate attention.
- Check for fires and fire hazards. Put out any fires immediately if possible.
- Turn off electricity; there is a potential danger from damaged wiring. Do not turn on electrical switches or appliances.
- Shut off water lines if breakage has occurred. In due time, report utility damage to the Property Management Office and follow their instructions.
- Do not touch power strips, electric wiring, or objects in contact with power strips or wiring.
- Do not use the telephone except:
  - To call for help.
  - To report serious medical, fire or criminal emergencies.



- To perform an essential service.
- Do not use toilets until you are certain sewer lines are not broken.
- Clean up spills from hazardous chemicals such as gasoline, toner fluid, etc.
- Listen to radio for information about the earthquake and disaster procedures.
- Be very cautious when entering or moving about a damaged building. Collapses can occur without warning. There is also danger from gas leaks, electric wiring, and broken glass.

### **Precautions to Take During a Power Failure:**

While power failures rarely occur due to an internal building system problem, external occurrences can cause power loss. The Franklin Park buildings have been designed to minimize the risk of a general failure resulting from causes within the building. Should a power failure occur, it typically will affect either an isolated area of the building or a large geographic area of which this building is a part. The buildings have generator backup power systems intended only for life-safety purposes, power for emergency lights, and elevators to evacuate the building in the case of an emergency. Some lights are also equipped with battery power sources.

In the event of an electrical failure, please observe the following guidelines:

- Contact the Property Management Office.
- If there is adequate lighting from windows, continue to perform assigned tasks as well as possible until given further instructions.
- Turn off all electrical equipment such as computers, coffee makers, copy machines, etc. to lessen the electrical load on the circuits when power is restored.
- If you are instructed to evacuate the building, lock all areas of your premises and exit by the stairs. The elevators will be inoperative.
- Do not congregate in the lobby areas or in the street.
- If you are trapped in an elevator during a power failure, do not panic. Wait for assistance. Your elevator will continue on to the ground floor, it will not fall. Do not attempt to force the doors open or escape through the roof hatch. Use the alarm button inside the elevator to signal your stalled status.
- Property Management will notify you as soon as possible when power will be restored.
- Property Management will make every effort to find out the problem and when service will be restored. Please remember we are a customer of the power company and information may not be readily available to us. We ask for your patience and cooperation.

## **Tornado:**

If a Tornado Warning is issued or threatening weather approaches:

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

## **Reacting to a Bomb Threat:**

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

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

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

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

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

### **Medical Emergencies:**

If there is a medical emergency within your office or observed by you, please seek the appropriate medical attention or call 911 as soon as possible if needed. Please contact the Property Management Office at 615-476-0190 with the following information:

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

### **Active Shooter:**

Property Management will notify your office if there is an active shooter on the City Park campus. If your building will be locked down, you will also be notified. Property Management recommends that your office creates your own procedure to follow should an active shooter be found in the building.

### **Help Notes:**

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

We hope you find this information helpful. If you have any questions, please call the Management Office (615-476-0190).

***Please note: Building Management is not in a position to instruct/require Tenants to take protective action. These instructions are a guideline, but there may be occasions when one's best judgment must prevail. Each Tenant should designate an Emergency Coordinator to establish the best course of action for the employees, before an emergency arises.***

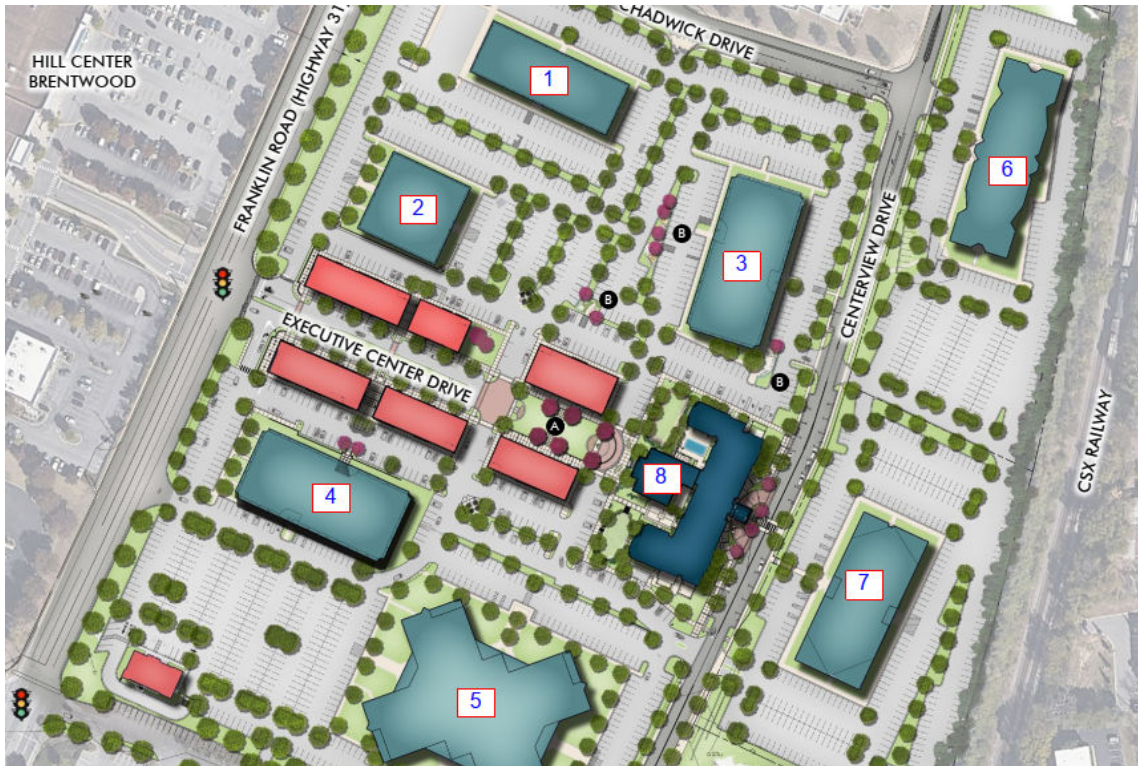
## **Forms for Reproduction**

The forms on the following pages are for Tenant convenience. Please feel free to reproduce these forms as needed. These forms are also made available to you on our Building Engines website under “Building Documents.”

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## Exhibit A

### CityPark Property Map



- Building 1 – 7003 Chadwick Drive
- Building 2 – 7000 Executive Center Drive
- Building 3 – 215 Centerview Drive
- Building 4 – 278 Franklin Road
- Building 5 – 7101 Executive Center Drive (Geodis)
- Building 6 – 214 Centerview Drive
- Building 7 – 216 Centerview Drive



## TENANT CONTACT INFORMATION

COMPANY INFORMATION	
Company:	
Address:	Phone:
Suite:	Fax:
City, State & Zip:	
ONSITE OFFICE CONTACTS	
1-Name:	2-Name:
Title:	Title:
Email:	Email:
Phone/Direct Dial:	Phone/Direct Dial:
ACCOUNTING CONTACT	
Name:	Email:
Title:	Phone/Direct Dial:
Mailing Address (if at a different location):	
24 HOUR EMERGENCY CONTACTS	
1-Name:	2-Name:
Home/Cell Phone:	Home/Cell Phone:
Title:	Title:
Secondary Phone: (if applicable)	Secondary Phone: (if applicable)
LOCAL COMPANY EXECUTIVE	
Name:	Email:
Title:	Phone/Direct Dial:
LEASING CONTACT / DECISION MAKER	
Name:	Email:
Title:	Phone/Direct Dial:

<b>HOLIDAYS</b>	
<b>OTHER INFORMATION</b>	
<b>Security System:</b>	
<b># of Employees:</b>	
<b># of Office Computers:</b>	
<b>Office Hours:</b>	
<b>Type of Business:</b>	
<b>Other:</b>	



## SIGNAGE REQUEST

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

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

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

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

**LOBBY DIRECTORY STRIP *EXACTLY AS IT WILL APPEAR:***

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

**TENANT DOOR SIGN *EXACTLY AS IT WILL APPEAR:***

---

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

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

(Signature must be provided before the order is placed)

## **Access Badge Request Form**

(Please Print Clearly)

Company Name: \_\_\_\_\_

Employee First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Sex: M F                      Floor Number(s) Requesting Access: \_\_\_\_\_

Authorized Signature (Company Administrator): \_\_\_\_\_

**Time period will be 24 business hours unless otherwise stated.**

If the card is lost or stolen, please notify the management office as soon as possible.

There is a non-refundable replacement fee of \$35 \_\_\_\_\_ (Employee Initial)

---

For Office Use
Tenant Charge: _____
Landlord Charge: _____

## RETURN FORM FOR KEY FOBS

(PLEASE PRINT)

COMPANY NAME: \_\_\_\_\_

LAST NAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_

SEX: M F BUILDING: 1FP 2FP  
(Please circle)

OFFICE PHONE NUMBER: \_\_\_\_\_

**A Non-Refundable Charge of \$35/card will be billed to your company for any access cards that are not returned to us within 7 business days of the deactivation request.**

Before an access card is deactivated, this form must be completed and the card being returned taped to this form. Please call 615-476-0190 if you have any questions. Thank you.

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

DATE: \_\_\_\_\_

CARD NUMBER: \_\_\_\_\_

<p><b>PLEASE TAPE THE ACCESS CARD TO THIS AREA. THANK YOU.</b></p> <p>(Please use one strip of tape across the center of the card)</p>
--