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Dear Tenant,

Welcome to the Somerset Properties family and your new suite! We wish you many years of happiness and success and offer you our friendship and ongoing support. We look forward to working with you and are here when you need us!

A complete list and description of our staff is included in the Welcome Book. All maintenance requests can be submitted via our work order system, Angus Anywhere, by calling our Property Management Team at 904.620.0876, or via email to Jane Schepker at [jane@somprop.com](mailto:jane@somprop.com).

Our Property Management team is anxious to serve you, and we promise to provide the highest level of customer service to you and your staff. We will work very hard to make your occupancy a pleasant one, and to develop a long-term relationship with you as our customer and friend. Please do not hesitate to call us if you have any questions, comments or suggestions concerning our ownership and management.

Very truly yours,

**Jennifer Weirman**  
Director of Leasing

**Anthony Brady**  
President

Somerset Properties is committed to providing our clients with honest and the highest quality of property services. It is our mission, and we believe it is our responsibility, to satisfy our clients beyond their expectations while conducting ourselves with the highest level of integrity.

We expect our employees to carry out their job functions in a professional manner, being ever mindful that we are a service business and that our clients are of paramount importance. In fulfilling this mission, we hope to provide a return to our partners and maintain a creative, challenging and rewarding work place for all employees of the Company.

Somerset Properties, headquartered in Lower Gwynedd, PA, is a full-service real estate company focused on development, investment and property management. Somerset Properties has regional offices located in Allentown, PA; Mount Laurel, NJ; Milwaukee, WI; High Point, NC, and Jacksonville, FL.

Founded in 1996 by President, Anthony Brady, Somerset Properties currently owns and manages 3.3 million square feet of office, industrial and flex space in 4 regions of the US.

Somerset Properties creates value for investors by BUILDING REAL PROPERTY SOLUTIONS with its entrepreneurial approach to acquiring, managing, leasing and developing commercial properties.

Our Capabilities include:

Acquisitions & Investments Development & Construction Property Management Leasing Tenant Services

**Jenny Wilkes** – Senior Property Manager

Jenny manages the daily operations of Capital Plaza. This includes oversight of the Lease requirements, annual budgets/expenses, vendor contracts, construction & capital projects, Tenant retention, and Owner interaction.

Phone Number: 904.620.0876

Email Address: [jwilkes@somprop.com](mailto:jwilkes@somprop.com)

**Jane Schepker** - Assistant Property Manager

Jane is involved in the day to day running of the office and maintenance for Capital Plaza. Jane is passionate about sustainability and saving our environment. She finds ways to reduce energy and water usage to lower expenses and improve our environment.

Office Number: 904.620.0876

Email Address: [jane@somprop.com](mailto:jane@somprop.com)

**Allen Reed** – Chief Engineer

Allen manages our maintenance staff and oversees our work order system to ensure timely response to issues as well as coordinates maintenance, preventative maintenance, and special projects with our staff, vendors, and tenants. Allen has over 11 years' experience in Commercial Property Management.

Phone Number: 904.620.0876

Email Address: [areed@somprop.com](mailto:areed@somprop.com)

**Jennifer Wierman** - Director of Leasing

Jennifer has been Somerset Properties Director of Leasing since 2012. She is responsible for all leasing activity within the company and works with local real estate brokers in lease negotiations. Her office is in our Corporate Headquarters located in Lower Gwynedd, PA.

Direct Dial Phone Number: 267.460.5646

Email Address: [jwierman@somprop.com](mailto:jwierman@somprop.com)

It is our goal at Somerset Properties to make things easier for you. This includes making it easy and stress free to report a problem through our Service Portal. You may also call the Property Management Office at 904.620.0876 between 8:00 am and 5:00 pm. Monday – Friday. For emergency maintenance after hours, call 904.426.9697 and the On-Call Engineer will be contacted. During the business day, you can also email your request to your property management team at: [Jane@somprop.com](mailto:Jane@somprop.com) or [Areed@somprop.com](mailto:Areed@somprop.com)

#### About the Service Portal:

Your Property Management team has provided a self-service, web interface known as a Service Portal. This interface allows you to enter and track the status of your [Service Requests](#) (e.g. requests for repairs in your suite, or to report issues in other areas of the building).

A member of the Property Management team can E-mail you a web address, where you can set up your User Name and Password for using your Service Portal.

Please note that work outside the terms of your lease may involve additional costs that will be invoiced to you after the completion of the work and due within 30 days after invoicing. Please discuss this with the Property Management Office prior to requesting this type of work. We are here to help you with all your building and suite related concerns so please do not hesitate to contact us at any time. Your satisfaction is important to us.

1. All moves, WHETHER IN OR OUT OF THE BUILDING, and all deliveries over one (1) handcart in size must be scheduled through the Property Management Office at least five business days in advance. You should contact the Property Management Office at 904.620.0876 and inform them of the desired time of the move or delivery. All security procedures must be observed.
  2. While every attempt is made to accommodate the Tenant's desired schedule, SPI TCM, Capital Plaza LLC reserves the right to require that a move be scheduled after business hours should the size of the move be deemed to impose an inordinate amount of inconvenience on the other Tenants and their visitors. After-hours moves are scheduled primarily for larger Tenants. In most cases, moves are permitted during normal business hours provided these moves are scheduled through building management.
  3. At least ten (10) working days prior to your moving date, your moving company must deliver to the Property Management Office a Certificate of Insurance listing SPI TCM Capital Plaza LLC as the Certificate Holder. Under Description of Operations/Locations please list the following: Barclays Capital Real Estate Inc, its successors and/or assigns as their interest may appear, 745 Seventh Ave, New York, NY 10019 is named Certificate Holder, Mortgage/Loss Payee, and Additional Insured. Waiver of Subrogation applies in favor of Barclays Capital Real Estate Inc under the general liability policy when required by written contract. The umbrella policy follows form. 30 days' notice of cancellation will be provided to the Certificate Holder for cases of cancellation except 10 days is provide in the event of non-payment of premium. Terrorism included on General Liability/Umbrella.
  4. Somerset Properties, Inc. as an agent for SPI TCM Capital Plaza LLC as additional insured. If this certificate is not issued, the move will not be permitted, and all associated cancellation costs incurred by SPI TCM Capital Plaza LLC and its subcontractors will be the responsibility of the Tenant. Liability insurance coverage of at least \$1,000,000.00 is required.
- SPI TCM Capital Plaza LLC requires the following procedures in connection with Tenant moves:
  - Only one (1) moving vehicle will be allowed at the building at one tim This vehicle will be located as directed by building management.
  - Exterior doors will not be propped open at any time or for any reason.
  - Moving personnel will be asked to inspect the condition of the halls, elevators, frames, etc. before the move and again after the move to identify any damage to the buildin This will be done with building management.
  - SPI TCM Capital Plaza LLC will hold the Tenant responsible for all damages to the grounds or buildings as a result of their move or delivery.
  - Tenants are responsible for the removal of all moving boxes. If your moving company does not remove the boxes, they may be placed in the recycling dumpster AFTER FIRST BEING BROKEN DOWN. Because the removal of boxes can be difficult, please contact the Property Management Office if you need assistance. This assistance can be arranged with the cleaning contractor at extra cost to be borne by the Tenant. SPI TCM Capital Plaza LLC will pass on additional trash-removal expenses to the Tenant, in the event that additional dumpster pick-ups become necessary due to extraordinary amounts of boxes, trash etc. being placed in the dumpsters.

- Movers and/or Tenants are expected to provide sufficient materials and personnel to comply with these procedures. Failure to do so will result in delays in accomplishing your move. If you have any questions regarding any of these procedures, we encourage you to contact the building management as soon as possible to get clarification.
1. All companies performing work must obtain a Low Voltage Permit from the City of Jacksonville, unless they are a public utility. The Electrical Inspector from The City of Jacksonville, will assist you (904.630.1100).
  2. All wires must be tied to the building frame or joist.
  3. An insurance certificate is necessary naming SPI TCM Capital Plaza LLC & Barclays Capital Real Estate Inc, its successors and/or assigns as their interest may appear, 745 Seventh Ave, New York, NY 10019 as named Certificate Holder, Mortgage/Loss Payee, and Additional Insured. Waiver of Subrogation applies in favor of Barclays Capital Real Estate Inc under the general liability policy when required by written contract. The umbrella policy follows form. 30 days' notice of cancellation will be provided to the Certificate Holder for cases of cancellation except 10 days is provide in the event of non-payment of premium. Terrorism included on General Liability/Umbrella. Somerset Properties, Inc. as an agent for SPI TCM Capital Plaza LLC as additional insured.].
  4. All wires must be marked so they can be identified.
  5. Seal all penetrations with fire material or caulk.
  6. A key for the phone room may be signed out in the Security office.
  7. Place all trash in the trash compactor located behind building one or the recycle container located by the dock/security office located behind building two.

Tenant names and suite numbers are listed on the electronic directories located in the lobbies of building 1 and 2. The directory listing must conform to building format. Please notify the Property Management Office in writing of the exact company name to be listed on the directory board.

Suite signs are provided according to your lease agreement and must be building standard. Please notify the Property Management Office in writing of the name to be on the sign. Any future changes will be Tenant's expense. Artwork and logos must be camera-ready black and white and sent via email in an AI file to jane@somprop.com. There will be an increased cost for artwork and logos.

Two (2) suite door keys will be furnished at no charge prior to move-in. Any additional keys can be provided for an additional cost to the Tenant.

Mailbox assignment and keys are handled by the Property Management Office. Please contact us for location of mailbox, labeling and the number of keys needed for the office.

The buildings will be closed on all legal holidays as follows: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day. If air conditioning/heating is required for these days, please contact the Property Management Office at least 24 hours in advance. In addition to the legal holidays, our Property Management Office is also closed on the day after Thanksgiving and Christmas Eve. On call staff is accessible via the Security phone 904.426.9697.

Heating, ventilating and air-conditioning (HVAC) is provided during normal business hours (Monday through Friday, 8:00 A.M. to 6:00 P.M.). After hours & Holiday HVAC can be provided at an additional charge as indicated in your lease. Please notify the Property Management Office in writing at least 24 hours in advance for after-hours usage. This can be done via our Angus Work Order System or by emailing the Property Management Office directly. In the unlikely event that the HVAC does not function as requested, please contact Security at 904.426.9697 immediately. The on-call Engineer will be notified.

To help conserve energy, please turn off all lights in your office when you leave. Should any light bulbs require replacement, please create a work order or contact the Property Management Office.

- Janitorial service is provided Monday through Friday evenings after normal business hours. Routine office cleaning includes vacuuming, dusting and emptying wastebaskets. Service to your suite will commence on the first regular service day after your move-in unless you have requested otherwise.
- As a reminder, please do not place any object near or against trash receptacles if the material is not to be thrown away. For your convenience, trash stickers are available in the Property Management Office to designate boxes or other items for disposal.
- Please note that the janitorial crew will NOT dust any computer equipment, including terminals, hard drives or keyboards; nor will they vacuum or dust near computer cables or wires. This is for your protection to avoid disrupting any sensitive computer equipment.
- Special Requests If you have any special requests or require emergency janitorial assistance, please direct your request to the Property Management Office at 904-620-0876 or place order through our Angus Work Order System.
- Day porters are on duty weekdays from 7:00am to 3:30pm to keep the lobbies, corridors, restrooms, and building perimeter clean during working hours. If you observe a janitorial problem in any of these areas or otherwise, please call the Property Management Office at 904-620-0876 so that we may immediately dispatch a Dayporter.

All boxes and other large items should be broken down and clearly labeled "trash". Removal of large items such as desks, chairs or filing cabinets, etc. are the Tenant's responsibility. Recycling items can be placed in special designated recycling bins.

- On-site Property Management Office.
- One-mile walking path around Deerwood Office Park connecting all offices.
- Fitness Center available for Tenant membership.
- Food Trucks on site Monday-Friday.

- Security is provided 24-hours a day, 7 days a week.
- Security Phone Numbers: Office – 904.620.9128; Cell – 904.426.9697. All after-hours security assistance calls should be directed to the numbers listed above.
- General Safety Guidelines: For your safety, your cooperation is asked in observing the following building safety guidelines:

1. Notify the Property Management Office of loiterers or suspicious persons in corridors or restrooms.
2. Turn away all solicitors and report solicitors to the Property Management Office.
3. Always lock your suite when there is no one in the office – even if you have just stepped out for a quick moment.
4. Always remember to take your suite keys and building access card with you when you leave the premises.
5. Keep corridor doors closed at all times.
6. Do not leave personal valuables unguarded in reception areas, on desk tops or in unlocked drawers.
7. Request a security escort to your car if you leave the building after dark.
8. Notify the police and the Property Management Office of any crimes.
9. Collect keys and building access cards from employees who have resigned or have been terminated from your firm. Notify Security to deactivate building access card.
10. Copy and distribute these general guidelines to your entire office staff.

## **Office Security**

We offer the following recommendations for your office security:

- Keys for entrance doors and cabinets, where valuables are kept, should be in a secure area.
- Lock all doors when leaving the premises at lunch or at the end of the business day.
- When an employee leaves your employment, consideration should be given to changing the lock cylinders and canceling their access fob.
- Employees should be cautioned about leaving articles of value, such as purses, jewelry, etc., in any unattended area.
- Instruct your personnel to notify their manager and the Property Management Office of anyone loitering in or about your premises.
- Notify the Property Management Office if persons are soliciting within the Building.
- Be suspicious of people who enter your office, and finding it attended, makes excuses that they have the wrong office or suite number.
- Keep your business checkbook and check writer under lock and key after 5:00 P.M.

The lobby doors will be open from 6:00 A.M. until 7:00 P.M. on weekdays.

Entry into the building during other than normal business hours is only with an after-hours access card. Building access cards are to be obtained by the Tenant from the Property Management Office via the Angus Work Order System. Prior to move-in, the Tenant representative should provide the Property Management Office with a list of employees that will need after hour access. Each employee provided will receive a building access card with the appropriate access points activated. Replacement of lost or additional access cards will be at Tenant's cost. The current cost of replacement cards is \$10 each.

- General Parking Surface lot parking is available for Tenant employees on a first-come, first serve basis.
- Visitor and Short-Term Parking Designated spaces for visitor and short-term parking are clearly marked. Please remind your staff not to use these spaces for daily parking and remind your visitors of the designated time limit.  
Corporate clients visiting the property are allowed to utilize this parking; however, the Property Management Office requests that Tenants notify our office of such visitors. Our office will, in turn, notify Security so they do not apply parking violation notices.
- Handicap Spaces Parking stalls reserved for handicapped individuals are clearly marked. As a reminder, do not park in these spaces unless you have a valid handicapped license tag or hanging placard. Violators will be towed.
- Contact the Property Management Office if you observe any hazards in the parking areas.
- Remember to always lock your vehicle and remove any valuables including cellular phones. SPI TCM, Capital Plaza LLC is not responsible for any damages to or theft from your vehicle.
- Please be considerate and ask your guests to be considerate of short-term parking restrictions.
- Please observe all directional, speed limit and stop signs throughout the parking area.
- Do not park illegally or in fire lanes. Cars parked in these areas are subject to citation and/or towing.
- Overnight parking is not normally permitted. Please notify the Property Management Office as well as security if it is necessary to park your car overnight.
- Trailers and towed vehicles are not permitted in the parking areas.
- Handicapped spaces are reserved for disabled persons only. Cars illegally parked in these areas are subject to citation and/or towing.
- All vehicles must be parked in designated stalls and may occupy only one space.

When arranging for services provided by an outside vendor for work in individual office suites, Tenants and their vendors are asked to please comply with the following guidelines:

1. Inform the Property Management Office at 904.620.0876.
2. A vendor shall be permitted access to the building only pursuant to the request of the Tenant and only for the purpose of direct deliveries to the specified suite.
3. Tenant's outside vendors are allowed access to the building during normal business hours.

Vendors requiring after-hours access will only be admitted if Tenant has notified the Property Management Office in advance.

4. Vendors may not solicit work from other Tenants in the building.
5. Vendor must provide a Certificate of Insurance covering General Liability, Worker's Compensation, and Auto Liability in the amount of one million dollars.

SPI TCM, Capital Plaza LLC must be named as Additional Insureds and Certificate Holder. A copy of the certificate may be emailed to the Property Management Office at [Jane@somprop.com](mailto:Jane@somprop.com) or mailed to SPI TCM, Capital Plaza LLC, 10401 Deerwood Park Blvd, Ste. 100 Jacksonville, FL 32256. If you have any questions regarding the above requirements, please feel free to call the Property Management Office at 904.620.0876.

Rent payments are due according to the terms set forth in your lease agreement. All rent payments should be mailed to:

**SPI TCM Capital Plaza LLC**  
**PO Box 865840**  
**Orlando, FL 32886-5840**

**or by wire transfer to:**

**Bank:** Wells Fargo Bank, N.A.  
**ABA No.:** 121000248  
**Acct #:** 4788262525  
**Account Name:** SPI TCM Capital Plaza LLC

Please make your checks payable to SPI TCM Capital Plaza LLC.

Other important points of reference to ensure the proper processing of your check:

- Please include the lease identification number on your check.
- Indicate the amount being paid and the check number on the remittance.
- Notify the Property Management Office in writing of any billing address changes.
- If you have any questions, please do not hesitate to call the Property Management Office at 904.620.0876.

All incoming mail should be addressed as follows: Tenant Name, Building Name, Street Address, Tenant Suite Number, City, State, and Zip. Please notify all client contacts and other business associates of your proper mailing address.

U.S. Mailbox is located in loading dock area of building 2. Pick-Up / Delivery Hours Monday through Friday after 2:00pm.

Express Mail Service: Federal Express & UPS drop boxes are located near Loading Dock behind building 2, last pick up is at: 6:45pm weeknights.

Oversized Deliveries (Loading Dock): All oversized deliveries should be made via the building's loading dock. It is necessary to make prior arrangements for all vehicles entering the loading dock for delivery. Security is required to have notification from the Property Management Office before allowing admittance of any vehicle. The loading dock may be used for a maximum of one hour unless previously approved.

1. Energy conservation employees can help conserve energy! If the lights in your suite are not controlled by occupancy sensors, be sure to turn them off when you are leaving for the day. Other suggestions to help conserve energy include replacing the bulbs in desk lamps with Energy Star qualified bulbs, enabling power management settings so that your computer monitor enters into a low-power mode when not in use, unplugging electronics when not in use, and utilizing a power strip with a central "turn off" when you are done using office equipment.
2. Recycling is one of the most pressing issues of the new decade. The Property Management Office is eager to ensure that we do our part to help extend the life of current landfill areas. With that in mind, we have established a convenient single-stream recycling program in the building. Each office is authorized to have a centrally located recycle container(s). Items that can be recycled include paper, glass, aluminum, and cardboard. The nighttime janitorial staff will check your recycle bin periodically and empty it when it is at least half full. Boxes must be broken down before being placed in recycle bin. If you have a large amount of boxes to be recycled, please call the Property Management Office. The nighttime janitorial crew can only remove the items for an additional charge.

In compliance with State Law, smoking is prohibited inside all buildings. For the convenience of building employees who smoke, we have a designated smoking area located in the courtyard behind the buildings. Ash urns are provided in these areas.

As a courtesy to non-smokers and all guests to our buildings, we ask that you adhere to the following guidelines:

1. Use designated smoking areas. Smoking is not allowed within 50 feet of a building entrance.
2. Use the smoking urns provide for disposal of ashes and cigarette butts.

3. Do not discard cigarette waste on walkways, planters or building landscaping.

Building location: 10301 & 10401 Deerwood Park Blvd. Jacksonville, FL 32256

Closest major intersections	Deerwood Park Blvd & Centurion Pkwy. N.
Police/Fire Department/Ambulance	911
24 Hour Non-Emergency	904.630.0500
Closest Emergency Room	St. Vincent's Medical Center 4201 Belfort Road Jacksonville, FL 32216
American Association of Poison Control Centers	800.222.1222

Below are some "common sense" steps that should be followed in almost every type of emergency:

1. Remain calm. Panic can cause more damage and/or injury in many cases than the emergency itself.
2. Contact the appropriate party immediately and relate all pertinent information (address, office number, name, nature of emergency, etc.)
3. Do not add to the situation by exaggeration or by relating irrelevant or unsubstantiated statements.
4. Do not become a spectator. Head away from, not toward, the problem area. Avoid getting in the way of emergency personnel.
5. Follow the directions of those in charge.
6. Remember, unless the fire alarm is activated, Tenants have the final decision whether they wish to evacuate their suite or the building. If it is decided to evacuate, use the appropriate areas designated for this purpose, remain calm, and be courteous to others.
7. In any situation when the fire alarm is activated, all personnel must evacuate the building and should not return unless permission is given by the attending Fire Official.

We strongly recommend that each Tenant establish an internal procedure for handling emergency situations. An office representative should be appointed and given the responsibility of coordinating emergency procedures in cooperation with the Property Management Office. All employees should understand that the representative's instructions should be followed in emergency situations.

Somerset Properties Property Management Office should have the name and telephone number (both working and non-working hours) of the Tenant's representative. Emergency Contact Information should be updated annually or at time of significant change.

The Tenant's representative should be familiar with the location of all emergency exits, equipment, and telephone numbers of all emergency services.

Property Management and emergency services personnel should be aware of any special or unique situations within the Tenant's area, such as:

- UNUSUAL WORKING HOURS
- SPECIALTY NEEDS PERSONNEL
- SPECIAL EQUIPMENT OR PERSONNEL WHO COULD BE

HELPFUL IN EMERGENCY SITUATIONS (PARAMEDIC, CPR, ETC.)

- USE OR STORAGE OF HAZARDOUS MATERIALS IS ALWAYS PROHIBITED PER TERMS OF THE LEASE AGREEMENT

Contained in the following pages are suggested procedures for action to be taken during emergency situations. The use of these procedures is intended to provide for the safe and expedient resolution of the emergency. We suggest that each Tenant understand the guidelines set forth in this Emergency Manual. The final decision on what action to take rests with the individual. We urge that at all times you follow the directions of emergency personnel.

1. NOTIFY THE FIRE DEPARTMENT IMMEDIATELY, DIAL 911
2. NOTIFY PROPERTY MANAGEMENT OFFICE - 904.620.0876
3. FIRE EXTINGUISHERS
  - a. A Tenant should not attempt to fight a major fire on his/her own. It is best to let properly trained individuals fight a fire.
  - b. If the fire is very small (i.e., papers burning in a wastebasket), the use of a fire extinguisher may suffice in controlling the danger. REMEMBER: Even in the case of a small fire, PLEASE ALWAYS notify the Property Management Office at your first opportunity.
4. SUGGESTIONS FOR TENANT SPACE EVACUATIONS

## COMMUNICATION CHAIN

During an evacuation, the objective is to provide the greatest level of safety possible in the shortest period of time. A key element in accomplishing this objective is the "communication chain" by which information and instructions can flow to and from the building occupants. They are:

- Property Management personnel: This is the focal point of coordination and communication until such time as emergency personnel assume responsibility.
- Emergency personnel: Members of the Police Department, Fire Department, or other public agencies who take responsibility for the immediate emergency.
- Tenant Representative(s): These individuals will act as supervisors for their companies' space or any one floor during an emergency situation. They will receive and dispatch information and instructions relating to a given emergency, and oversee the evacuation of all personnel in that space.
- Occupants: All occupants should follow their representative's instructions in an orderly fashion.

All levels in the communications chain should have a back up in case one "link" is not present.

## ACTUAL EVACUATION

Modern buildings are constructed to meet emergency situations with minimal impact. Many emergencies will be contained in a local area, making it unnecessary, in many cases, to evacuate an entire building. Thus, any evacuation will most likely take place in stages, starting with the emergency area and working away from it.

When an emergency situation exists within a building, a "rule of thumb" used is to place a minimum of two (2) floors between the area in danger and the individuals being evacuated. Although we tend to think of an evacuation as leaving the building, in certain types of emergencies it may be safer to evacuate to higher floors in the building as opposed to the street exit. This depends on the nature of the emergency as well as conditions at the time.

If it is determined that an area, floor, or multiple floors be evacuated, the following steps should be initiated:

Pertinent information and relocation instructions will be communicated to the Tenant representative/warden by the quickest means available. They in turn will quickly notify any occupants in an evacuation.

- The representative should be stationed at each Tenant's exit to direct evacuees to a stairwell or safe locations, making sure the evacuation proceeds in a quiet, orderly fashion.
- After verifying that all personnel have been evacuated, the representative will report to the Emergency Personnel, and then proceed to the "safe" location.
- The representatives should be the last persons to leave their space after making a final inspection to ensure that all personnel have been evacuated. Upon arrival at the safe location, the representatives shall maintain calm and quiet among their personnel and await further instructions from the Emergency Personnel.
- During an evacuation, some general policies that should be observed are

At all times, maintain a calm, quiet, steady exit.

Keep conversation to a minimum.

Exit by the nearest available stairwell. Care should be taken to determine if this exit is involved in the emergency and thus inappropriate to use. **DO NOT USE ELEVATORS** unless otherwise notified by emergency personnel.

Care should be taken not to interfere with Emergency Services Personnel.

All buildings are equipped with a state-of-the-art life safety/fire alarm system. Floors in the building are equipped with automatic fire and smoke detector alarms. Manual fire alarm boxes are located on the walls of the corridor of each floor.

The stairwells are fire escapes and the only safe means of exit from the building during an emergency. **DO NOT USE THE ELEVATORS**, unless directed to do so by the fire or police department, because of the danger of power failure. If you are on an elevator during an emergency, the elevator will automatically take you to the lobby.

## **REMEMBER ... BE CALM AND WALK!!!**

History has proven that the best reactions to a fire are:

1. Remain calm.
2. Do not tie up equipment that will be needed by the Fire Department.
3. If possible, close the door to separate the fire area from other areas. This will reduce the spreading of the fire.
4. If trapped in an office, close all doors, block the threshold area to stop the ingress of smoke, and telephone the authorities for help. More people are injured or killed by smoke, heat, or suffocation than flames.
5. Each office is encouraged to develop their own evacuation plan based on their proximity to stair towers.

1. NOTIFY EMERGENCY SERVICES - 911
2. NOTIFY THE PROPERTY MANAGEMENT OFFICE - 904.620.0876  
We can often be of assistance and can prepare for the arrival of emergency personnel.
3. If possible, determine the nature of the illness or injury, what medication if any has been taken, and the doctor and hospital of the individual's choice. This can save valuable time in a serious emergency.

- KEEP CALM.
- GATHER INFORMATION.

The following is a bomb threat checklist to be used when a bomb threat is received. A copy of this list should be kept at the desk(s) of the Tenant representative or those people who receive the majority of incoming calls (i.e., receptionists, customer service operators). This checklist should be used to document the following information:

- Determine the location of the bomb, ie did the caller give a location such as your suite, specific area of the building, or floor etc.
  - Listen for background noises that may be of help in identifying the area from which the call is coming.
  - Record voice characteristics of the caller (pitch, speed, accent, emotion, etc.).
  - If possible, record the call.
- 
- NOTIFY THE POLICE & THE PROPERTY MANAGEMENT OFFICE IMMEDIATELY.
  - EVACUATION.

The best procedure is to clear the immediate area where the bomb is located and follow the directions of the experts. (In case of evacuation, DO NOT USE THE ELEVATORS.)

- SEARCH
1. Keep a lookout for strange or suspicious items. DO NOT TOUCH any suspicious item. Some bombs are set to detonate upon movement.
  2. Report any strange or suspicious item to the Police and/or the Property Management personnel.
  3. Remember, outside personnel do not know your premises as well as you do. What appears commonplace to an outsider may well be out of place to you.

The best procedure in case of riot or public disturbance is:

1. Do not become a spectator. Leave or avoid the area of disturbance to prevent injury or possible arrest.
2. Notify the Police using 911 and the Property Management Office at 904.620.0876
3. Lock all doors and close all blinds, then avoid window areas.
4. Do not argue or enter into a debate with a participant.

5. If one or more of the participants enters your suite, keep calm, be courteous, and do not provoke an incident. If you so elect, call the proper public authority to have the individual removed.
6. The Property Management Office might find it necessary to limit certain services or to restrict access to the building during a disturbance. The Tenant's cooperation is needed under these circumstances.
7. Avoid unnecessary inquiry that will tie up communications systems.
8. Use common sense and keep calm.

The elevators located in your building are both traction & hydraulic. If, at any time, there is a power or mechanical failure during operation, the elevator may stop between floors. If this should occur:

1. REMAIN CALM.
2. Press the RED emergency alarm button.
3. Operate the emergency intercom or telephone located on the control panel in accordance with the instructions. You will then be connected to the security station operator.
4. Advise the operator of your building location, and emergency personnel will immediately be dispatched to your aid.

The elevators can be lowered without electrical power by qualified personnel.

Each office should have a designated recycling container, which are easily recognized when the recycling is being collected and locate the container in centralized area of the office. One very important note: **Please make every effort to prevent the recycling from being contaminated with trash; otherwise, the entire bag must be treated as trash.** Thank you for your help and cooperation. Do not hesitate to contact the Property Management Office 904.620.0876 with any questions.

For your convenience, we have included downloadable and printable PDF document forms that will expedite various Acme Management service requests. Hard copies of all forms are available from the Property Management Office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at [www.adobe.com](http://www.adobe.com).

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