

PNC CENTER TENANT HANDBOOK & EMERGENCY PROCEDURES MANUAL



OWNED & MANAGED BY:



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WELCOME TO PNC CENTER!

We are thrilled that you have made the decision to make PNC Center your new home!

PNC CENTER is located in the *Center of It All* in downtown Indianapolis. PNC Center is connected to the Hyatt Regency hotel via the shared atrium. PNC Center is connected to the Convention Center, Circle Centre Mall, State Building, and several hotels and restaurants.

As the owner of this impressive structure, Hertz Investment Group, is excited that your organization has chosen this location for its place of business.

Our on-site management team has a diverse array of skills and backgrounds from which excellent service in all areas can be anticipated. Please feel free to contact any of us at 317-632-2626 with questions or concerns.

Kim Magness	Senior Property Manager	kmagness@hertzgroup.com
Mark Miller	Assistant Property Manager	mmiller@hertzgroup.com
Brianna Butler	Tenant Coordinator	bbutler@hertzgroup.com
Kevin Scroggins	Chief Engineer	kscroggins@hertzgroup.com
Nick Rock	Security Manager	n.rock@edificeprotection.com
Jose Telles	Janitorial Manager	joset@platinumcleaning.com

Our team looks forward to meeting you and your employees and is ready to commit to providing first class service in a Class A office environment.

This Tenant Handbook contains the guidelines, policies and procedures which have been established for the tenants of PNC Center to ensure the quality of operating, security and safety for all tenants, visitors, and the general public. It should answer most of the questions you will have regarding your move to PNC Center and your tenancy throughout the term of your lease. Please read the handbook and request that those employees whom will be responsible for working directly with the Property Management Office read it as well.

In the event a situation arises that is not covered by this handbook or if you should have any additional questions or concerns, please do not hesitate to visit us or contact us in the Property Management Office. Hertz Investment Group is located on the 2nd floor in Suite 210 by the Maryland Street skybridge. We can be reached via phone at 317-632-2626 from 8:00 am to 5:00 pm or via email. Should you need assistance after normal operating hours, you can reach the security console by calling the main number. Building security is staffed 24 hours a day, 7 days a week and management staff is on call after normal business hours.

This handbook should not be removed from the premises nor reproduced without the consent of Ownership.

BUILDING OPERATING INFORMATION

A. Hours of Operation

Building hours are 7:00 am – 6:00 pm Monday through Friday, 8:00 am – 1:00 pm on Saturday, and the building is closed on Sunday. After-hours (secure hours) are from 11:00 pm – 5:00 am every day of the week.

To access the building after-hours, tenant must use their building access card at the readers. Access card readers are located as follows:

- All passenger elevator cabs – wave access card in front of black plexiglass panel
- Inside the Maryland Street skybridge
- To the right of the handicap drawer at the Maryland Street entrance
- Inside the Washington Street entry vestibule

All tenants and visitors are required to check in and out at the security console in the building lobby.

Elevator access after-hours will also require the tenant to use their building access card at the card reader in the elevator lobbies in order to proceed to their floor.

B. After-Hours Visitor Procedures

To expedite the admittance of visitors or non-cardholding employees into the building after-hours, an Access & Freight Request form (Appendix B) should be submitted to the Property Management office no later than 4:00 pm on the day of admittance. The form must include the name of the person(s) to be admitted, the name and location of the tenant, and a telephone number at which the authorizing tenant can be reached. For admittance on weekends or holidays, the form must be received before 4:00 pm on the business day preceding the weekend or holiday. Once the visitor is provided access to the building, they are required to show ID and sign in and out at the security console in the lobby.

If a visitor for a tenant arrives unannounced after-hours or a request for admittance has not been received, Security will attempt to contact the tenant's emergency after-hours contact. If the emergency contact is reached, approval must be given to allow access to the visitor. Approval and time of access will be logged by security. If the emergency contact cannot be reached, the visitor will be denied access to the building.

Special or emergency needs can be discussed with the Property Management office by calling 317-632-2626.

C. Dock Operations

Dock hours are 7:00 am to 6:00 pm Monday through Friday. Use of the dock outside these times must be scheduled through the Property Management Office. After-hours

use of the dock requires a security guard present. This will be billed to the tenant's monthly statement at a rate of \$30/hour (rate subject to change).

The following will aid in your understanding and utilization of this area:

1. Deliveries for Tenants

The dock is first-come first-serve during business hours unless otherwise scheduled. Deliveries during business hours are limited to a 20-minute timeframe. Delivery personnel must sign in with building security upon arrival with a valid government issued ID. A building access card may be provided to certain visitors to assist with elevator and floor access. Building Security Staff will provide the necessary directions and monitor delivery time to ensure delivery personnel are not lingering or wandering about the building.

Use of the dock for special deliveries (i.e. furniture or other large items) which will exceed the 20-minute time limit must be scheduled through the Property Management Office using the building Access & Freight Request form. Any deliveries requiring a padded elevator or that will obstruct tenant traffic, should be scheduled outside of normal business hours – before 7 AM or after 6 PM Monday – Friday or over the weekend.

2. Deliveries for Contractors

Deliveries are separated into two categories:

1. Daily deliveries which are accepted during normal building hours of operations;
2. Large deliveries which require domination of the dock area and freight elevator to unload materials into the building. In order to ensure efficient unloading and distribution of materials, these large deliveries must occur after-hours and are to be scheduled through the Property Management Office.

3. Parking within the Dock

Under no circumstances will parking be permitted within the dock area. Delivery vehicles will be required to park elsewhere if their stay within the building is anticipated to be more than the 20-minute time limit. Engines are **NOT** to be left running. This area is monitored and violators will be towed at the expense of the individual/company parking at the dock. Please alert your vendors.

4. Removals & Property Removal Pass

The security console will monitor materials being removed from the building through the dock area to ensure the removal is authorized. Any person removing material from the building should present a Property/Equipment Removal Authorization from (Appendix F) to the Property Management Office prior to removing any items from the building. Blank removal authorization forms may be obtained by the tenant contact from the Property Management Office.

D. Elevators

PNC Center has two towers with four elevator lobbies which consist of 13 passenger elevators. In the East Tower, tenants may use elevator cabs #10, #11, and #26 to access Floors 2 – 7 and tenants may use elevator cabs #12 - #15 to access Floors 8 – 16. In the South Tower, tenants may use elevator cabs #16 and #17 to access Floors 2 – 7 and cabs #18 - #21 to access Floors 8 – 16. Elevator cabs #22 and #23 should be used to access the parking garage and Floors 1 – 3 in between the East and South Towers. The building freight elevator cabs #24 and #25 only access Floors 1 – 5 and should be not used for passenger travel between those floors. All passenger elevator cabs will be padded in advance once the Property Management Office receives the Access & Freight Request Form. Please work with Security Management to use the designated padded elevator. Empty boxes and/or trash must not be staged in any of the elevators. Please keep these items in your suite and mark them “trash”. The janitorial staff will remove them in the evening.

E. Tenant Key Request

At initial move-in, tenant will receive adequate keying for their suite. Keys will be issued to the tenant contact or other authorized individual identified by the tenant. Additional keys can be requested through the Angus work order system. This is a billable charge and will appear on your tenant monthly statement. In order to maintain building security, it is important to manage key inventory. Please request only the number of keys needed for your employees. *PLEASE NOTE: at no time shall a building key be duplicated by anyone other than authorized Property Management personnel.*

F. Mail

Mail is delivered to your suite each afternoon. There is also a mail room located on the first off the dock hallway next to Subway. The mail room (for official use only) contains three additional outgoing USPS mail boxes (stamped and metered mail) and a commercial carrier (i.e. – FedEx and UPS) overnight service drop-off box. The U.S. Post Office nearest to PNC Center is the Andrew Jacobs Jr. post office located at 125 West South Street, Indianapolis, IN 46204.

G. Building Amenities

Atrium Seating Areas

PNC Center recently built out the Nexus tenant lounge. The lounge includes booth seating and tables, a farm table with TV, a more private round couch and bar top seating with TV, and several smaller conversational areas. Nexus also includes a dry cleaning drop off, kitchenette with sink, microwave and prep area, and vending services. Nexus has high speed wireless internet for your convenience. Tenants may use this area to enjoy their breakfast or lunch, take a break from the office, brainstorm with a group of co-workers or hold an informal meeting. We ask that PNC Center tenants use this area instead of the Hyatt Regency guests areas located across the Atrium.

Banking

A PNC bank branch and two ATMs are located in the Atrium. The branch is open 9:00 am – 5:00 pm Monday – Friday and closed on Saturday and Sunday. The ATMs operate 24/7.

Bicycles

Tenants may not bring bicycles or other vehicles into the Building or Premises. Bicycles and other vehicles may only be parked in areas designated by Landlord. The Landlord provides enclosed secure bicycle parking in the parking garage. This caged area is located by the Illinois Street exit. For access to this area, please submit a request via the Angus work order system and access will be added to your building access card. The Landlord provides this service free of charge. The Landlord is not responsible for any theft or damage of items stored within the bicycle cage or parking garage.

Conference Facility

Our conference facility includes a board room, conference room, and lounge area. Each room is equipped with wireless internet, conference phone, and wall talker system for presentations. The lounge area includes a serving area, bar area, minifridge and coat rod with hangers.

Board Room

- \$50 flat fee rate
- Comfortably accommodates 8 people
- 60" Smart TV

Conference Room

- \$100 – ½ Day or \$175 – All Day
- Hosts 34 guests classroom style with tables and chairs
- Can be configured a variety of ways at your request
- 80" Smart TV
- 2 Power hubs for connectivity

Dining

- Eagle's Nest – Indiana's only rooftop revolving restaurant provides world class cuisine and panoramic views.
- Fat Rooster – A farm-to-table diner including a salad and pasta bar with a variety of options.
- Level One Bar – Lounge offering signature cocktails, draft beers and wines from around the world as well as appetizers.
- Pizza di Tito
- Starbucks
- Subway

Parking Garage

The PNC Center Parking Garage is managed by Denison Parking and can be reached at 317-236-9453. The garage is open to the public 24 hours a day/7 days a week. There are two entrance and exits located off Illinois Street and through the Hyatt Regency valet entrance off Capitol Street. For more information on non-reserved and reserved parking, please contact the parking manager.

H. Conference Facility Rules and Regulations

In order to provide PNC Center with a first-class building amenity, the following policies and procedures must be followed:

1. The conference facility is available for use during normal business hours Monday through Friday.
2. The conference facility must be reserved through the Angus work order system only and must be made in advance.
3. All cancellations for the conference facility must be done via the Angus work order system. Please try to cancel ahead of time in order to make the facility available for use by another tenant.
4. Building personnel will unlock the conference facilities and secure them upon completion of the scheduled reservation. If a meeting concludes early, please notify the Security Console.
5. During use of the conference facility, the tenant will be held responsible for all materials and equipment.
6. Upon completion of the reservation, please be sure to turn off all lights and notify the Property Management Office.
7. Please be respectful of the conference facility. The facility is provided at a reduced rate to cover set up and cleaning fees. Please do not tape and/or staple items to the walls, write on the tables or chairs, or leave a mess for other to clean up. If damage occurs, food/drink spills, or something isn't working properly, please contact the Property Management Office and let us know so that we are able to attend to the issue promptly.

I. Emergency Contact List

This information must be given to the Property Management Office via the Tenant Information Form (Appendix A) prior to move in. The individuals on the emergency contact list should be listed in the order in which they are to be called. It is extremely important that this contact list is kept current. Please notify the Property Management Office should the individuals or their phone numbers change.

J. Billing Information / Rent Payment

Please refer to the lease agreement for all annual base rent and additional rent due and payable dates. As a courtesy, monthly statements are processed on the 25th of each preceding month and are delivered by email or hand delivered to each office unless is

processed from a location other than the Tenant's premises. Utilities, parking and any miscellaneous charges for requested services performed by building maintenance staff will be added to your monthly statement.

All payment should be made payable to: **HPT Indianapolis 101-115 West Washington LLC**

Payments can be sent to the following addresses:

BY US MAIL	BY OVERNIGHT COURIER	BY ACH OR WIRE
HPT Indianapolis 101-115 West Washington LLC PO Box 780644 Philadelphia, PA 19178-0644	Lockbox Services (780644) HPT Indianapolis 101-115 West Washington LLC Lockbox Services #780644 Wells Fargo Bank MAC Y1372-045 401 Market Street Philadelphia, PA 19106	Bank: Wells Fargo Bank ABA # (ACH): 121042882 ABA # (Wire): 121000248 Account #: 4041735200 Name: HPT Indianapolis 101-115 West Washington LLC

K. Alcoholic Beverage Policy

To ensure the safety of the building, tenants and visitors, as well as protect the property, the following alcohol policy will be enforced at PNC Center.

Consumption of alcohol must be contained within the Tenant's lease premises. Noise level of a party must not be objectionable to other Tenants. Loud and/or disorderly conduct within the building and/or outside the Tenant premises will not be tolerated.

The Property Management Office must be informed of any plans to consume alcohol within the Conference Center at least one week prior to the event. All guests and/or Tenants involved must confine activities to the Conference Center; wandering the building is prohibited. Loud and/or disorderly conduct will be cause for immediate termination of the event.

Prior to the event date, the Tenant must provide a current Certificate of Insurance which includes Host Liquor Liability and names HPT Indianapolis 101-115 West Washington LLC as additional insured.

MOVE-IN PROCEDURES

A. Move-In Meeting

At least two weeks in advance of the scheduled move-in, a meeting will be scheduled between the Property Management Office and tenant representative to discuss move-in requirements. During this meeting, a Tenant Information Form (Appendix A) will be provided for completion by the tenant representative prior to the scheduled move-in date. This form will provide the Property Management Office with basic tenant information to be used for administrative purposes. Additionally, a move-in checklist will be utilized to ensure that your move into the PNC Center is a cooperative effort and accommodating to all parties involved.

B. Schedule

All tenant move-ins are scheduled and arranged through the Property Management Office using the Access & Freight Request Form (Appendix B). This involves pre-arranging for the physical move into the building. The physical move can begin as early as 6:00 pm on Friday and run through 9:00 pm on Sunday (see “Elevator” section below). This timeframe will allow the movers the maximum use of the building facilities while being as cooperative as possible with the existing tenants.

C. General Provisions

1. Security

Employees of the moving contractor should be easily identifiable by either uniform or visible I.D. Written authorization for those individuals to be granted access is to be provided. Access will be limited to the elevator and Tenant floor.

2. Certificate of Insurance

A current Certificate of Insurance from the moving contractor with the correct Hertz Investment Group corporate requirements must be provided to the Property Management Office prior to the move-in date. A move-in date will not be approved until the Certificate of Insurance has been approved by the Property Management Office. Please see Appendix C for a sample Certificate of Insurance.

3. Elevators

Moving may commence at 6:00 PM by means of the dock service and padded passenger elevator. All deliveries must go through the dock via the service elevator.

The dock service elevator weight capacity must not exceed 3,500 pounds. The size of the dock service elevators is 79” high x 68” wide x 64” deep. The tower passenger elevator weight capacity must not exceed 3,500 pounds. The size of the tower passenger elevators is 107” high x 78” wide x 61” deep. Property

Management will require a building security guard to run the dock service elevator during the move to ensure operation of the freight elevator is efficient. This will be billed to the Tenant at a rate of \$30/hour (rate subject to change).

4. Interruptions

The moving contractor must conduct operations in a manner that will avoid disruptions to other tenants, building operations, street parking, and traffic.

5. Damage

The moving contractor should exercise care to protect the building and premises; including elevator, doors and frames, equipment and furnishings. Any and all damage to the elevator, building or premises by the tenant, moving company or its employees, will be the responsibility of the Tenant and costs for damages will be invoiced by the Landlord.

6. Tenant's Representative

The Tenant should provide the name of the representative who will be on-site to supervise Tenant's personnel and the movers during the move-in on the Access & Freight Request Form (Appendix B).

7. Walls and Flooring

Proper protection of walls and floors must be ensured. The property Management staff will advise movers of requirements.

8. Loading Dock

Due to space limitations, only vehicles delivering Tenant's property will be granted access to the loading dock.

D. Completion

Prior to leaving, the movers will be required to clean and remove all materials, debris, and moving aids from the areas utilized. This should all be completed by 9:00 PM on Sunday.

E. Signage

Prior to, or during the move-in meeting, confirmation of tenant name must be delivered in writing to the Property Management Office to ensure proper verbiage and spelling for building standard signs and/or directories. This information must be provided at least three weeks in advance of move-in to ensure that building signage is installed by Tenant's first business day.

F. Building Directory

PNC Center has a touch-screen building directory at the security console in the lobby and one located in front of both the East Tower and South Tower elevators. This system not only lists Tenant names and suite numbers but also lists names of key personnel, (principals, partners, etc.). To have personnel appear on the directory, the Tenant must

confirm employee names in writing by listing them on the form provided (Appendix D). Names can be added or deleted upon written request at any time.

G. Keys

Suite access keys will be provided in quantities specified by the Tenant at the move-in meeting. Additional duplicate keys can only be issued by the building at a cost of \$7/key. This charge will appear on your tenant monthly statement.

H. Building Access Cards

Initial building cards will be issued to the individuals listed on the Tenant Information Form (Appendix A). Building access card requests must be submitted via the Angus work order system prior to the card being issued. Replacement cards can be requested through the work order system. Replacement cards are \$25.00/card. This charge will appear on your tenant monthly statement.

I. Mail

Mail will be delivered directly to your suite each afternoon by the USPS.

BUILDING RULES & REGULATIONS

A. Landlord's Entry

Landlord may enter the Premises at all reasonable hours to perform its obligations under this Lease. During the last twelve (12) months of the Term, Landlord may enter the Premises with reasonable prior notice to Tenant to show the Premises to prospective tenants.

B. Right to Exclude

Landlord may require that Tenant, its Affiliates and guests comply with each reasonable security measure that Landlord may establish as a condition for entry to the Premises, Building or Project. These measures may include submitting to a search by persons or devices employed by Landlord, presenting an identification card or pass issued by the government, Landlord, or both, being announced to Tenant and accepted as a visitor by Tenant, and signing a register on entry and exit. Any person who cannot comply with these requirements may be excluded from the Project. If Landlord requires a Building pass issued by Landlord as a condition of entry to the Premises, Building or Project, Landlord will furnish a Building pass to all persons reasonably designated by Tenant in writing. Landlord may exclude or expel from the Project any person who, in Landlord's reasonable opinion, is intoxicated or under the influence of alcohol or drugs.

C. Obstructions

Tenant will not cause the Common Areas, or sidewalks or driveways outside the Building to be obstructed. Landlord may remove, at Tenant's expense, any such obstruction without prior notice to Tenant.

D. Trash

Tenant will place trash in proper receptacles in the Premises provided by Tenant at Tenant's cost, or in Building receptacles designated by Landlord. Tenant may not litter in the Common Areas, or sidewalks or driveways outside the Building.

E. Public Safety

Tenant will not throw anything out of doors, windows or skylights, down passageways or over walls. Tenant will not use any fire exits or stairways in the Building except in case of emergency.

F. Keys and Locks

Landlord may from time to time install and change locks on entrances to the Project, Building, Common Areas or Premises, and will provide Tenant a number of keys to meet Tenant's reasonable requirements. Additional keys will be furnished by Landlord at Tenant's cost. At the end of the Term, Tenant will promptly return to Landlord all keys for the Building and Premises issued by Landlord to Tenant. Unless Tenant obtains Landlord's prior written consent, Tenant will not add or change any locks on any door to, in or about

the Premises. If with Landlord's consent, Tenant installs any lock incompatible with the Building master locking system, Tenant will: relieve Landlord of each Lease obligation that requires access to each affected area; indemnify Landlord against any claims resulting from forced entry to each affected area in an emergency; and, at the end of the Term, remove each incompatible lock and replace it with a building standard lock at Tenant's expense.

G. Aesthetics

Unless Tenant obtains Landlord's prior written consent (which may be withheld in Landlord's sole discretion), Tenant may not:

1. Attach any awnings, signs, displays, window shades, blinds, draperies, or projections to either the outside walls or windows of the Building, or to any part of the Premises visible from outside the Premises or install any internal lighting that may be visible from the exterior of the Premises;
2. Hang any non-Building Standard curtains, blinds, shades or screens in any window or door of the Premises;
3. Coat or sunscreen the interior or exterior of any windows; or
4. Place any objects on windowsills.

H. Directories and Signs

Tenant shall be identified on the Building's directory in the main lobby and the Premises will be identified by one (1) Building Standard sign consisting of Tenant's suite number located at the entrance to the Premises. In the event that multiple tenants are located on one floor, each tenant's suite shall be identified on a floor lobby directory sign as well. The initial lobby directory listing, floor lobby directory sign, if applicable, and Premises sign will be at Landlord's cost and expense, and any changes to the listing or sign will be made at Tenant's cost and expense.

I. HVAC Operation

Tenant will not obstruct the HVAC convectors or diffusers, or adjust or interfere with the HVAC system. Tenant will assist the HVAC system in maintaining comfort in the Premises by drawing shades, blinds and other window coverings in the Premises as may be reasonably required. Tenant may not use any method of heating or cooling the Premises other than that supplied by Landlord.

J. Plumbing

Tenant will use plumbing fixtures only for the purpose for which they are constructed. Tenant will reimburse Landlord for any damage caused by Tenant's misuse of plumbing fixtures.

K. Equipment Locations

Landlord may specify the location of any of Tenant's business machines, mechanical equipment or other property that are unusually heavy, may damage the Building, or may cause vibration, noise or annoyance to other tenants. Tenant will reimburse Landlord for any professional engineering certification or assistance reasonably required to determine the location of these items.

L. Bicycles

Tenant may not bring bicycles or other vehicles into the Building or Premises. Bicycles and other vehicles may only be parked in areas designated by Landlord.

M. Animals

Tenant may not bring any birds, fish, reptiles, amphibians, insects or animals (excepting seeing-eye/assistance dogs) into the Building or Premises.

N. Carpet Protection

To protect carpeting in the Premises, Tenant will, at its own expense, install and maintain pads to protect the carpet under all furniture having castors other than carpet castors.

O. Elevators

Any use of the elevators for purposes other than normal passenger use (such as moving to or from the Building or delivering freight), whether during or after Business Hours, must be scheduled through the Property Management Office. Tenant will reimburse Landlord for any extra costs incurred by Landlord in connection with any such non-passenger use of the elevators.

P. Moving and Deliveries

Tenant's movers are subject to Landlord's reasonable approval. Moving of Tenant's Personal Property and deliveries of materials and supplies to the Premises must be made during the times and through the entrances, elevators and corridors reasonably designated by Landlord. Moving and deliveries may not be made through any of the main entrances to the Building without Landlord's prior permission. Any hand truck or other conveyance used in the Common Areas must be equipped with rubber tires and rubber side guards to prevent damage to the Building and its property. Tenant will promptly reimburse Landlord for the cost of repairing any damage to the Building or its property caused by any person making deliveries to the Premises.

Q. Solicitation

Canvassing, soliciting and peddling in the Building are prohibited and Tenant will cooperate in preventing the same.

R. Food

Only persons approved from time to time by Landlord may prepare, solicit orders for, sell, serve or distribute food in or around the Project. Except as may be specified in the Lease

or on construction drawings for the Premises approved by Landlord, and except for microwave cooking, Tenant will not use the Premises for preparing or dispensing food, or soliciting of orders for sale, serving or distribution of food.

S. Work Orders

Only authorized representatives of Tenant may request services or work on behalf of Tenant. Tenant may not request that Building employees perform any work outside of their duties assigned by Landlord.

T. Smoking

Neither Tenant nor its Affiliates shall smoke or permit smoking in any part of the Premises, Building, Common Areas or Project in which Landlord, in Landlord's sole discretion, prohibits smoking or in which smoking is prohibited by law. Landlord may designate the entire Building, Common Areas or Project a no-smoking area.

U. Holiday Decorations

Organic holiday decorations are not permitted in any part of the Premises.

V. Certificates of Insurance

Tenant is to provide Landlord with certificates of insurance as required by Landlord, from each of contractor, vendor or agent performing work in, delivering products to, moving items into/out of the Premises and/or Building.

W. Rules Applied

These Rules and Regulations apply equally to Tenant's Affiliates and others permitted by Tenant to access, use or occupy the Premises.

X. Securing Premises

Tenant shall see that the doors, and windows, if operable, of the Premises are closed and securely locked before leaving the Building and must observe strict care and caution that all water faucets or water apparatus are entirely shut off before Tenant or Tenant's employees leave the Building, and that all electricity shall likewise be carefully shut off so as to prevent waste or damage.

SERVICES

A. Request for Services

Tenant service requests should be made via the building's web-based work order system, **Angus**. Training will be provided for **Angus** upon occupancy. On the Tenant Information Form, the tenant shall provide a list of those individuals authorized to make service requests; these individuals will be issued log-in credentials for **Angus**. **Angus** allows users to track service requests and is tied to the Landlord's accounting system. Billable services will be invoiced on your monthly tenant statement.

Billable Services Include*:

1. Maintenance Labor: \$40.00 per hour
(Includes services such as light replacement, ceiling tiles, plumbing, carpentry, HVAC, electrical, hanging white boards, pictures and coat hooks)
2. Dumpster Rental: \$15/disposal or \$50/day
(This service is provided for cleaning out a closet or purging several items. Special dumpster rental arrangements should be made for tenants moving out of the building. Furniture vendors should haul away all packing associated with new furniture items.)
3. Additional janitorial services outside of building standard services will be quoted separately by the janitorial company.
(Includes services such as dishwashing, refrigerator, microwave cleaning, carpet cleaning other than spot treatment, etc.)

***All billable services are subject to change at any time**

All Tenants are encouraged to report any malfunctioning equipment, i.e., sinks, commodes, drinking fountains, etc., by placing a service request in Angus. Should a malfunction require immediate attention, such as an overflowing toilet, a water leak, burning odor, etc. please call the Property Management Office directly at 317-632-2626.

B. Moving Furniture

Furniture and heavy equipment moving should be done by professional personnel who have the equipment and manpower to do the work properly. Individuals moving furniture without proper equipment may cause damage to carpeting and/or walls. Any damages to the building due to improper moving will be the responsibility of the Tenant. Should you need assistance with a small move, enter a service request in Angus for building personnel.

C. Janitorial

All occupied areas of the building are cleaned five (5) nights per week in accordance with the Janitorial Specifications (Appendix F). If something is overlooked, please notify the Property Management Office at 317-632-2626 or submit a work order in Angus. We will

correct the oversight in a timely manner. Please note that janitorial personnel are instructed not to touch or move Tenant's personal and/or business items. Desks, credenzas, etc. requiring dusting must have all knick-knacks, personal items and/or paperwork removed.

Above Standard Janitorial Requests

Should you require janitorial items outside of building standard specifications such as carpet cleaning, refrigerator/microwave cleaning, etc., please contact the Property Management Office. Our janitorial staff will be more than happy to provide you with an estimated cost for these services which will be invoiced on your monthly tenant statement.

D. Trash and Recycling

Any trash not in a waste receptacle must be clearly labeled "TRASH/BASURA", or it will not be removed. The Property Management Office would be happy to provide you with fluorescent orange stickers labeled "TRASH/BASURA" for this purpose.

Recycling is provided, free of charge, to all tenants. These containers should be kept at an in a common area such as a corridor or break room. Please ask employees storing recycling at their desk to add their recycling to these common area bins. They will be emptied frequently by cleaning or upon request. **PLEASE NOTE:** These contents do not get shredded or put into a locked bin. Please do not use these boxes for confidential papers.

LIFE SAFETY

The plan and procedures reviewed below will provide the necessary information to aid tenants in making intelligent preparatory decisions and contingency plans for various emergency situations. It is recommended that each Tenant appoint Floor Wardens to supervise safety in emergency situations within your suite and assist with evacuation procedures.

The information below is designed to be an “operational guide” for the safety and protection of the tenants and visitors to the building. In addition to the building plan and procedures, each Tenant should implement their own emergency plan for their employees to follow should there be an emergency within the leased Premises.

A. Floor Wardens (Qualifications, Duties, and Responsibilities)

1. What is a Floor Warden?

In emergency situations, immediately available, trained, and knowledgeable persons are essential to supplement the Property Management, Security personnel, and Fire Department. Floor Wardens are the “connecting link” between the Property Management team and their respective employees. As such, they have direct control and responsibility for all decisive matters relating to the safety of their employees during an emergency. The principle objective of the Floor Warden system is to minimize injury or death in the event of fire, explosion, or natural disaster by having the people most familiar with each floor aid in evacuation and control.

All Tenants are required to provide a list of volunteer Floor Warden names to the Property Management Office. The number of Wardens should be based upon the number of employees and the complexity of the office layout.

2. Floor Warden Selection

- a. A basic guideline is one (1) Warden per five (5) employees for the first 10 employees. After 10 employees, selection is based upon floor layout. Occupying half of a floor will require four (4) or five (5) Wardens. Occupancy of an entire floor will require seven (7) or eight (8) Wardens. The more complicated the floor plan and the larger the number of employees in a given space, the more Wardens will be necessary.
- b. A Floor Warden should be an employee who is readily available in the office and whose duties do not require them to be out of the office on a routine basis. They must also be alert and resourceful individuals who are capable of performing in a leadership role during an emergency situation.
- c. Assistant Floor Wardens should be assigned should the Floor Wardens be out of the office.

3. Floor Warden Duties and Responsibilities

- a. Floor Wardens should be trained in emergency procedures and are expected to train the personnel in their suite and/or on their floor in fire and life safety procedures.
- b. Floor Wardens should instruct all new employees in fire and life safety procedures, as well as show new employees the location of escape routes, fire alarms, and extinguishers.
- c. Floor Wardens will be responsible for the safe and orderly evacuation of the Tenant's employees through the building stairwell. Once evacuated, the Floor Warden should report an "All Clear" or provide the Emergency Tenant Verification Form (Appendix I) to the designated Building personnel outside the building. Floor Wardens will participate in an annual evacuation drill.
- d. Floor Wardens should notify Property Management of any physically challenged personnel within the Tenant's suite who will need assistance during evacuation. Floor Wardens should assign a "buddy" to assist each of these individuals to the stairwell and should notify Building personnel and/or Fire Department of the individual's location in the stairwell and need of assistance.
- e. Floor Wardens should be safety conscious and report all safety and fire hazards to the Property Management Office. For example:
 1. Exit lights burned out.
 2. Missing or defective fire equipment.
 3. Blocked emergency exits or stairwells.
 4. Electrical hazards.
 - i. Floor Wardens should encourage good fire prevention practices within their own offices.

Because Floor Wardens play a vital role in emergency response, changes in employment status or replacement of any Floor Warden must be communicated to the Property Management Office immediately.

B. Life Safety System Components

The life-safety systems are designed to detect, report and in some cases, extinguish the fire completely. These systems are backed up by an emergency generator support system in the event of a power loss to the building.

1. Sprinkler System

The sprinklers are activated by high temperatures which melt a link and causes the sprinkler to discharge water from a covered, recessed sprinkler head to a limited area.

If a fire is not controlled, other sprinklers will be activated as the links melt. Water pressure within the system is maintained by an automatic fire pump. A flow of water from a sprinkler head will activate the fire alarm system.

2. Manual Fire Pull Stations

The Building is equipped with manual pull stations, which are located directly next to the stairwells and in the elevator lobbies. They are activated by breaking the glass and pulling down the lever. Be familiar with the location of the manual pull stations on your floor.

3. Speakers & Strobes

These audio-visual devices are the systems means of communication with you. The devices consist of strobe lights and klaxon type horns and are placed in various locations throughout the floor and building to provide notification during an emergency situation. The devices will activate on the alarm floor and the floor above and below the alarm. The strobes will flash continuously, and the speakers will sound a whooping tone. The speakers will also be utilized to communicate further instructions, as well as evacuation and all clear messages. These devices will remain activated until an all clear has been announced and the fire life safety system has been reset.

4. Public Address System

A public address speaker system is provided building wide to quickly convey information to any and all floors in the event of an emergency.

5. Smoke and Heat Detectors

Smoke and/or heat detectors are located on every floor, in each elevator lobby, as well as in all building mechanical rooms. Smoke detectors are installed in each air handler on every floor. These devices provide the initial warning signal of a fire in the building. The heat detector is a device that will respond when its operating element becomes heated to a predetermined level. The activation of a smoke or heat detector will start all life safety systems and will notify the building command station. The command station personnel will call the Fire Department immediately.

6. Stairwell Doors

There are two emergency stairwells located on each floor (See Appendix H). The emergency stairwells are equipped with lighting which is backed up by the building's emergency alternate power source. Stairwell doors are fire-rated. Their purpose is to seal off the stairwell from the office space, preventing fire and smoke from spreading from floor to floor. All stairwell doors, with the exception of emergency egress floors, are locked on the stairwell side. During an alarm situation, all doors unlock to allow access to any floor during an evacuation. It is important that these doors not be held or blocked open as this allows smoke into the stairwell and reduces efficiency of the stairwell pressure.

7. Stairwell Pressurization System

Stairwell pressurization is a system in which fresh air is pumped into the stairwells. Through fans, outside air is pumped into the stairwells, preventing smoke from entering and providing safe egress from the building. The system is automatically activated by any fire alarm device.

8. Smoke Purge System

If the fire alarm signal is activated on your floor, the Interior Air Handling Unit will immediately shut down. After the fire is resolved, smoke exhaust fans will be started manually to remove smoke from the floor.

9. Fire Extinguishers

ABC fire extinguishers contain a dry chemical for use on computers and other electrical fires and are located near the stairwells. Floor Wardens should be trained to use these extinguishers. **ANYONE WITH ASTHMA MUST BE CAUTIOUS WHEN HANDLING FIRE EXTINGUISHERS AS INHALING THE SPRAY COULD BE FATAL.** Also located in the stairwell are the standpipes. The Fire Department may, if necessary, connect their hoses to the standpipe as a water source.

10. Elevator Recall

Within each elevator lobby and elevator machine room are smoke detectors which, when activated, will immediately recall tower passenger cars to the second floor. This makes them available for **FIRE DEPARTMENT USE ONLY**. Do **NOT** attempt to use the elevators during a fire.

C. Evacuation

1. Evacuation shall be by the most direct, uncontaminated (no smoke or fire) stairwell. **ELEVATORS WILL NOT BE USED** except under the direction of the Indianapolis Fire Department.
2. If your evacuation route is blocked by a closed door, feel the door before opening it; if it is warm to the touch **DO NOT** open it. Use an alternate evacuation route.
3. If you see smoke coming out from under a door, **DO NOT** open it. Use an alternate evacuation route.
4. If upon entering a stairwell there is smoke on lower floors, **DO NOT** go into the smoke. Use an alternate evacuation route.
5. Evacuate as directed by the Fire Department or Property Management personnel. The Fire Department may direct you to another floor or safe area. If you are told to leave the building, move away from the building to your company's designated meeting

point and wait until the **ALL CLEAR** is given by the Fire Department before re-entering the building.

6. Floor Wardens shall remind employees of their meeting location as they leave. Employees should also be reminded to stay calm and to stay to the right of the stairwell when evacuating.
7. Floor Wardens should sweep the area to make sure all personnel have evacuated. Once evacuation of your suite is complete, the Floor Warden shall notify the Property Management staff that they have completed evacuation. The Floor Warden shall also immediately report any physically challenged individuals needing assistance and their location in the stairwell.
8. After evacuating the building, all office personnel **MUST** stay together in a group. The Floor Warden must take a head count to determine if all personnel have been evacuated from the floor safely. The Floor Warden shall immediately report any person not accounted for to the Fire Department or Property Management staff at the scene.
9. Evacuation floor plans should be posted in conspicuous areas. They should indicate both primary and alternate routes.
10. If you find yourself in a hallway containing smoke, crouch down or crawl along the floor to an emergency stairwell. Walking upright in smoke will cause you to become disoriented and may render you unconscious.
11. If you are unable to get to an emergency stairwell, **DO NOT PANIC**. Close as many doors as you can between you and the smoke. Go to a room with a phone and dial 9-1-1. Tell them your location by building, floor, room number, telephone number and which side (north, east, etc.) of the building you are on.
12. **EVERYONE SHOULD KNOW THE LOCATION OF PULL STATIONS, EVACUATION ROUTES FROM VARIOUS LOCATIONS ON THE FLOORS ON WHICH THEY WORK (INCLUDING ALTERNATE ROUTES), DESIGNATED FLOOR WARDENS, THE LOCATION OF PORTABLE FIRE EXTINGUISHERS AND HOW TO USE THEM.**

D. Physically Challenged Personnel

1. The number of permanently and temporarily disabled individuals should be submitted to the Property Management Office and updated as needed in order to ensure assistance can be given in the event of an emergency.
2. Co-workers should be assigned as aides to assist each physically challenged individual during any evacuation. If assistance is required and one or more of the assigned aides

is not present, the Floor Warden will assign from those persons present a sufficient number of people to meet the needs of the evacuee.

3. Elevators will be used to evacuate physically challenged individuals during all emergencies except FIRE EMERGENCIES.
4. During Fire Emergencies:
 - a. Assigned aide should assist the physically challenged individual to the nearest stairwell and have them remain at the landing until assistance by the Indianapolis Fire Department is provided.
 - b. Notification of Authorities: Floor Wardens should notify the Property Management Office of the exact location of the physically challenged person(s) on their floors. Property Management will relay this information to the Indianapolis Fire Department.
5. Evening/After-Hours Plan:
 - a. Before or after building hours, when fewer persons are available to assist the physically challenged, all physically challenged employees should be instructed to check in and give their name and floor number to the security officer on duty at the Atrium console upon entering the building. Should such persons change floors during their stay, they must notify Security by calling 317-632-2626.
 - b. All physically challenged persons should proceed to the elevator lobby on that floor.
 - c. Tenants, Wardens, Aides and the physically challenged play a significant role in providing for their own safety and the safe evacuation of one another. Tenant-Employers must assume their role and responsibility in assuring program development.
6. Elevators may be affected by heat, smoke, or flame and act erratically. Therefore, elevators will be used only under the direction of the Indianapolis Fire Department to evacuate physically challenged individuals.
7. It is important to contact the Property Management Office when an individual with a temporary disability no longer needs assistance during an emergency.

EMERGENCY PROCEDURES

A. Fire Emergencies

Upon discovery of a fire, immediately do the following:

1. Activate the nearest manual pull station.
2. If possible, isolate the fire by shutting doors surrounding the fire area.
3. Contact the Property Management Office at 317-632-2626 to relay the location of the fire.
4. Move quickly and calmly to the nearest fire exit. **CHECK ANY DOOR BEFORE OPENING IT: IF IT IS WARM TO THE TOUCH, DO NOT OPEN THE DOOR;** use an alternate evacuation route. If you open a door and discover smoke or fire, close it and use an alternate evacuation route.

***NEVER USE THE ELEVATORS DURING A FIRE EMERGENCY**

5. Assist any person in distress or physically challenged along your exit route.
6. Proceed to evacuate, do so quickly and calmly. The Fire Department may direct you to another floor or safe area and not out of the building. **FOLLOW THEIR INSTRUCTIONS EXACTLY. YOUR LIFE MAY DEPEND ON IT!**

Upon hearing the fire alarm, a Floor Warden should do the following:

1. Move quickly and calmly around your designated area to be certain that people know how and where to evacuate and are doing so.
2. Assist anyone in distress or physically challenged and get them to the nearest safe place.
3. Close all doors behind you after everyone exits.
4. Move to the nearest exit and evacuate immediately.
5. Once all employees are fully evacuated, notify Property Management staff and/or Fire Department of the location of individuals waiting for assistance.
6. Have all office employees and visitors meet at a predetermined point to take a head count to determine if anyone is missing.

***IF SOMEONE IS MISSING**, report the information to the Fire Department and Property Management Office immediately. Tell them who is missing and where they were last seen.

B. Fire Prevention

Fire prevention is the responsibility of everyone working in or visiting the building. The successful administration of a fire prevention program rests with those dedicated persons who practice fire prevention every day. Very few fires occur when an effective program is firmly enforced.

The following are some preventative measures that must be enforced:

1. Be sure to turn off unneeded electrical appliances, (i.e. coffee pots, copy machines.)
2. Keep fire extinguisher cabinets readily accessible.
3. Keep emergency exit doors closed, but freely accessible from corridor for passage into the stairwells.
4. Keep corridors and aisles clear.
5. Keep office areas free of accumulated paper and other combustible materials.
6. Do not use unauthorized electrical appliances and equipment, especially space heaters.
7. Keep an 18" space between the top of any cabinets or stored materials and the bottom of the sprinkler head.
8. Do not use extension cords unless absolutely necessary. If they are used, be sure they are the correct wattage for the equipment. Do not overload extension cords.
9. All flammable liquids (thinners, solvents, printer ink, etc.) in quantities greater than one gallon **MUST** be stored in approved containers. When they are not in use, they **MUST** be stored in approved storage cabinets.
10. MSDS (Material Safety Data Sheets) must be kept current for all chemicals.
11. All rags should be stored in approved metal containers. Oily rags must be stored in approved metal containers and disposed of in accordance with current fire regulations.
12. Remind all occupants that Indiana law prohibits smoking in the building.

Floor Wardens and all building occupants are encouraged to report any unsafe or unusual conditions observed to the Property Management Office at 317-632-2626.

C. Medical Emergencies

When immediate medical assistance is required dial 911. Be prepared to provide the following information:

1. Your Name
2. The telephone number and extension where you're calling from
3. Name of company
4. Floor, suite number, and general location (NE corner, etc.) of the person in need of assistance
5. Nature of the problem

After calling 911, call the Property Management Office at 317-632-2626, and repeat the above information. The Management Office will notify security who will have the necessary elevators waiting and ready for the arrival of the EMS squad. Security will escort EMS to the person in need of assistance.

Assign an individual to stand by in the elevator lobby of the emergency floor to meet EMS and guide them to the sick or injured person.

D. Tornado/Severe Weather

There are two types of Severe Weather Warnings:

1. TORNADO WATCH – The conditions are favorable for a tornado; however, none have been sighted. In the event of a "tornado watch", personnel are advised to continue working as this is only a precautionary alert with no immediate danger to the building. You should turn on the radio or television for local emergency information.
2. TORNADO WARNING – This means that an actual tornado has been sighted in the area and is possibly heading in this direction. You should seek shelter immediately.

In the event a tornado is sighted in the vicinity of the downtown area, you will be advised by the public address system as to what appropriate action should be taken.

Once the Property Management Office has directed you to take safety measures, Floor Wardens should direct personnel to move to safe areas on your floor. The following procedures should be followed in the event of a TORNADO WARNING:

1. Close all draperies and blinds on outside windows.

2. Close all doors to offices that lead to the outside or have exterior glass.
3. Move to a safe area on your floor (an area away from exterior glass and/or wall). These include:
 - a. Interior rooms with no glass windows.
 - b. Restrooms.
 - c. Fire stairwells.
 - d. Elevator lobbies in the center of the building.
4. **DO NOT** leave the building. You are safer in a steel framed building than you would be in a car or on the street.

If it is necessary to evacuate the upper floors to lower levels or the parking garage, an announcement will be made by Property Management to do so. Top floors will be evacuated first. Persons should stay in safe areas until the ALL CLEAR is given.

E. Earthquakes

Earthquakes are one of the nation's most frightening natural phenomena. When an earthquake occurs, the ground will shake perceptibly for a relatively short time, perhaps only for a few seconds or for as much as a minute in a great earthquake.

Below are some precautions to take **DURING** an earthquake:

1. Try to remain calm and to reassure others.
2. If you are indoors, move immediately to a safe place. Get under a desk, table, or work bench if possible. Stand in an interior doorway or in the corner of a room. Watch out for falling debris or tall furniture. Stay away from windows and heavy objects (such as refrigerators and machinery) that may topple or slide across the floor.
3. Do not dash for exits since stairways may be broken and jammed with people. Seek safety where you are at the time of the incident and then leave calmly if evacuation is necessary.
4. Do not be surprised if the electricity goes out, or if elevator, fire, and burglar alarms start ringing, or if sprinkler systems go on. Expect to hear noise from breaking glass, cracks in walls and falling objects. If you are outdoors, try to get into an open area away from buildings and power lines.

Do not be surprised if you feel more than one shock. After the first motion is felt, there may be a temporary decrease in the motion followed by another shock. (This phenomenon is merely the arrival of different seismic waves from the same earthquake). Also, aftershocks may occur. These are separate quakes which follow the main shock.

Aftershocks may occur several minutes, several hours, or even several days afterwards. Sometimes aftershocks will cause damage or collapse of structures that were already weakened by the main earthquake.

Below are some precautions to take **AFTER** an earthquake:

1. When the shaking stops, there may be considerable damage and people may be injured. It is especially important that everyone remain calm and begin the task of taking care of one another. The first concern is for those who are hurt, and the next concern is to prevent fires. After that, damage can be assessed and remedial measures begun.
2. Remain calm and take time to assess your situation.
3. Help anyone who is hurt and administer emergency first aid when necessary. Cover injured persons with blankets to keep them warm. Seek medical help for those who need it.
4. Check for fires and fire hazards. Put out fires immediately if you can.
5. Check for damage to utilities and appliances. Shut off electricity if there is any chance of damage to wiring.
6. Do not light matches, use any open flames, or turn on electrical switches or appliances until you are certain there are no gas leaks.
7. Do not touch power lines, electric wiring, or objects in contact with them.
8. Do not use the telephone except to call for help, to report serious emergencies (medical, fire, or criminal), or to perform some essential service. Jammed telephone lines interfere with emergency services (When the emergency is clearly over, contact relatives and friends so they will know you are safe and where you are).
9. Be certain that sewer lines are not broken before resuming regular use of toilets.
10. Clean up and warn others of any spilled materials that are dangerous, such as chemicals, gasoline, etc.
11. Listen to the radio for information about the earthquake and disaster procedures.
12. Be prepared to experience aftershocks. They often do additional damage to buildings weakened by the main shock.

13. Use great caution when entering or moving about in a damaged building. Collapses can occur without much warning, and there may be dangers from gas leaks, electric wiring, broken glass, etc.

There are no rules which can eliminate all earthquake danger. However, damage and injury can be reduced by following the above procedures.

F. Bomb Threats

The six (6) step procedure that most commonly occurs when a bomb threat is received is as follows (these are explained in further detail in this section):

1. **Ensure that details of the threat are recorded. (See Bomb Threat Checklist)**
2. **Notify building Security and/or Police**
3. **Make internal notifications**
4. **Conduct a search**
5. **Determine if evacuation is necessary**
6. **After the threat, on-going Tenant coordination and liaison**

Appendix I is attached as an example of a bomb threat checklist.

The threat of a bomb creates the need for protection and understanding to cope with any circumstance that might arise. The protection of life and property is a responsibility that cannot be delegated solely to law enforcement. Property Management, with the cooperation of building occupants, must be prepared to take measures to provide protection for the occupants of the building.

There are two (2) reasons why bomb threats are made:

1. The caller has knowledge of bomb placement and wishes to minimize injury or property damage.
2. The caller wants to create an atmosphere of anxiety for the purpose of disrupting normal activities.

The six step bomb threat procedures are as follows:

1. **ENSURE THAT DETAILS OF THE THREAT ARE RECORDED**

(a bomb threat checklist is provided in the appendix section of this manual). The person receiving the call will take the following actions:

- a. Keep the caller on the line as long as possible. Ask for a repeat of the message and make a written record of every word spoken. Complete the Bomb Threat Checklist (Appendix I) and **REMAIN CALM**.
- b. If at all possible, get the attention of a co-worker and instruct them to notify the Property Management Office at 317-632-2626. Do this in such a manner as NOT to alert the caller to what you are doing.
- c. If the caller does not indicate the location of the bomb or the time of detonation, ask for this information.
- d. Inform the caller that the building is occupied and the detonation of the bomb could result in the death or serious injury of many innocent people.
- e. Pay particular attention to peculiar background noises such as motors running, background music, street noises, and any other noise which may provide a clue as to the location of the caller.
- f. Listen closely to the voice to determine sex, emotional state (calm, nervous, excited, intoxicated, etc.), accents, speech impediments, age or race if at all possible. Immediately after the caller hangs up, notify the Property Management Office.
- g. The threat will be evaluated with the proper authorities. Building occupants will be notified promptly by Property Management if reason for evacuation or other action is indicated.

2. NOTIFY PROPERTY MANAGEMENT AND AUTHORITIES

Immediately notify Property Management at 317-632-2626. After notifying Property Management, contact the Indianapolis Metropolitan Police/EMS/Fire Department by calling 911.

3. MAKE INTERNAL NOTIFICATIONS

After notifying Property Management, make internal notifications as soon as practical after receipt of a threat. If requested by authorities, designated tenant representatives will be notified of the existence of a threat and advised that the Property Management, Security and external Police and Emergency Response Personnel have been called. A preliminary assessment and course of action will be communicated to the designated Tenant(s) representative.

4. CONDUCT A SEARCH (WHEN AUTHORIZED/ASKED TO DO SO)

NOTE: Only conduct a search with the approval of police and property management personnel.

If deemed necessary, Police or Bomb Squad will organize a search response to the suspected area. (Tenant representatives are responsible for searching their areas).

Searches can be conducted by supervisory personnel, area occupants, or trained teams. It is important that the search team (or individual) assigned to a specific area be familiar with the floor plan of the area.

SEARCH TECHNIQUES:

- a. Divide the area and select a search height
- b. Start from bottom and work up
- c. Start back-to-back and work toward each other
- d. Go around the walls and proceed toward the center of the room

As soon as practical, upon completion of the search, the Property Management Office needs to be advised of findings of search by telephone.

Subject Object:

In the event a suspicious item is located during the search, under no circumstances should the article be handled. The description of the item should be immediately communicated to Property Management personnel and available police officials will investigate.

5. DETERMINE IF EVACUATION IS NECESSARY

Depending upon the results of the search, Property Management will decide on the best method of communication to building occupants regarding evacuation; e.g., none, restricted to occupants of targeted floor(s) or building wide. If building wide, a notice will be given via the public address system.

Follow evacuation procedures defined in this manual.

6. ON-GOING TENANT COORDINATION AND LIAISON

At the end of the event, Property Management will request a report from the Tenant representative (who received the threat) detailing the events of the threat. The report will be held as a permanent record of the event.

For the safety of all building occupants, contingency plans and communications must involve active participation from all segments of the building population (employees, Tenants, and contract staff).

G. Power Failure

In the event of a power failure, you will be advised over the PA system of any specific actions that need to be taken. Please do not attempt to use the elevators during a power outage. Please use the emergency stairwells.

The building generator will kick in and provide backup power for all life safety systems and emergency lighting.

If individuals are trapped in an elevator, please notify the Property Management Office immediately. Reassure them that help is on the way.

Floor Wardens should advise their staff to remain calm and avoid congregating in entrances or hallways – congested areas increase the likelihood that someone may trip and become injured, and may cause problems for the repair crew in gaining access to the cause of the power failure.

H. Active Shooter

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

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Active shooters will usually continue to move throughout the building or area until stopped by law enforcement, suicide, or other intervention.

In the event there is an active shooter situation, below are some actions to keep in mind as general response rules:

1. If you suspect a potential active shooter situation, you must quickly determine the most reasonable way to protect your own life. If there is an accessible escape path, attempt to evacuate the premises.
2. Always have an escape route and plan in mind even if you are just visiting. And, make sure to leave your belongings behind and keep your hands visible.
3. If evacuation is not possible, you should find a place to hide where the active shooter is less likely to find you. Block entry to your hiding place and lock the doors. Use heavy

items to barricade yourself if possible. And, remember to remain quiet and silence your cell phone or pager.

4. As a last resort, and only when your life is in imminent danger, you should attempt to incapacitate the shooter by acting with physical aggression and throwing items at the active shooter. Call 911 when it is safe to do so.
5. If you are a manager or uniformed official, employees and customers are likely to follow your lead. So, it's essential that you remain calm and take immediate action. The key is to be aware of your environment and any possible dangers.
6. If you do need to respond, however, remember: try to evacuate. If you cannot evacuate, then hide. As a last resort, take action.

CALL 911 WHEN IT IS SAFE TO DO SO!

For additional information, please see Appendix J.

SECURITY

A. General

Security service at PNC Center is provided 24 hours a day by utilizing both a contract guard service and electronic systems. Guards are on duty/patrol at all times and can be reached directly at 317-632-2626.

It is the desire of the Property Management Office to maintain reasonable security of the building, its occupants and their possessions. Because of the public nature of our building, great numbers of people are continually entering the building and there is always the possibility of petty theft and other misdemeanors occurring.

While personnel of the building are constantly on guard to protect your property, your observance of the following suggestions will be most helpful and mutually beneficial.

1. Notify Property Management when loiterers are observed in corridors or washrooms. In addition, please report peddlers and canvassers.
2. When there is no one in the office do not leave the door unlocked, even for a short time.
3. Handbags, coats, and other articles of value should not be left unguarded.
4. It is unwise to leave valuables or articles of personal property on desks or in unlocked drawers.
5. Keys and access cards should be collected from employees leaving your service, and the Property Management Office should be notified immediately to be sure the access cards are disabled.
6. Make sure that the doors are closed and locked when closing your office. While we patrol the building and perform door checks through our Security Department, we remind you that these should not be relied upon to secure your space.
7. If you plan to have visitors in your office area other than during regular working hours, please leave written authority with the Property Management Office.
8. Entrance and corridor doors must be kept closed at all times.

Security is everyone's responsibility. Being alert to strangers or unusual activities will help deter theft. Please secure all valuables in a locked desk or cabinet. Do not leave keys or money on top of desks or out in the open; these are the first places a thief will look. Restrooms that are accessible from common hallways should also be locked.

Your cooperation is requested in observing the above suggestions. Additionally, we request that you inform new employees of these items in order to maintain a secure office environment.

B. Property or Equipment Removal Authorization Forms

All employees should use the Property or Equipment Removal Authorization form when taking equipment out of the building, even if it is their own property. Each form should contain the following information:

1. Item(s) to be removed.
2. Serial numbers (when applicable)
3. Tenant location from which it is being removed
4. Name and signature of person removing items
5. Name and signature of authorizing person. A list of persons responsible for authorization should be submitted to the property management office.

Removal forms should be presented to the Property Management Office prior to the property being removed.

C. Solicitors and Unknown Persons

Solicitation is not permitted in the building. A vendor going from floor-to-floor disrupts normal business activity. Please contact the Property Management Office immediately if an unwanted vendor calls on you.

Many professional building thieves falsely represent themselves as a lost visitor or vendor to gain access to an office in order to determine if their presence will be challenged. If unchallenged, they will move about the office to make a "snatch" or to "case" the premises. Many thieves are well dressed and present themselves well. An alert receptionist and educated office staff will help prevent our building from being an easy "pick".

If an unknown person is in your area and does not provide an adequate explanation, call the Property Management Office at 317-632-2626. A security officer will be sent to assist you if necessary.

D. Property Loss

Please call the Property Management Office immediately if a theft occurs. A representative from the security department will contact you and an incident report will be completed. If necessary, call the Indianapolis Metropolitan Police Department and file a police report.

If you have misplaced or lost an item, please contact the Property Management Office to see if it has been turned into the lost and found at 317-632-2626.

E. Media Inquiries

In the event that a camera crew or other members of the press enter your suite without your authorization, please contact the Property Management Office immediately. A security officer will be sent to assist you if necessary. If your firm has internal processes to handle media inquiries that may necessitate any additional assistance from the Property Management Office, these procedures will need to be reviewed and approved by Property Management in advance of implementation.

F. Building After-hours

The Property Management Office phones are forwarded to the security console Monday through Thursday from 5:00 PM to 8:00 AM, and Friday from 5:00 PM to Monday at 8:00 AM. In the event that the Property Management Office is called outside of business hours, the call will be by a security officer. The caller will have the option to leave a message for a specific person, the general management office mailbox, or be address by security. Security will answer the phone 24/7.

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- I. Active Shooter

APPENDIX A – TENANT INFORMATION FORM



HPT Indianapolis 101-115 West Washington Street LLC
PNC Center
101 / 115 West Washington Street
Indianapolis, IN 46204
T 317-632-2626

Authorized Signers to Request Billable and Nonbillable Work Orders:

1.	_____ Name (PRINT)	_____ Signature
	_____ Emailed Address	_____ Phone #
2.	_____ Name (PRINT)	_____ Signature
	_____ Email Address	_____ Phone #

After Hours / Emergency Contacts:

1.	_____ Name	_____ Email Address	
	_____ Direct Phone #	_____ Cell Phone #	_____ Home Phone #
2.	_____ Name	_____ Email Address	
	_____ Direct Phone #	_____ Cell Phone #	_____ Home Phone #
3.	_____ Name	_____ Email Address	
	_____ Direct Phone #	_____ Cell Phone #	_____ Home Phone #

Please indicate any staff member that requires special assistance in the event of an emergency (i.e. physically impaired employees). If changes are made to this list notify management immediately.

1.	_____	2.	_____
3.	_____	4.	_____



HPT Indianapolis 101-115 West Washington Street LLC
PNC Center
101 / 115 West Washington Street
Indianapolis, IN 46204
T 317-632-2626

Floor Warden:

A Floor Warden is a tenant designated employee to play a lead role in emergency situations and be familiar with the office and building evacuation plan(s), floor layouts, and location and use of fire equipment.

Name (PRINT)

Email Address

Deputy Floor Warden:

A Deputy Floor Warden is a tenant designated employee to take direction from the Floor Warden and perform as Floor Warden in their absence. Please designate at least 2 employees.

Name (PRINT)

Email Address

Name (PRINT)

Email Address

Please indicate any holidays your firm observes including days before or after major holiday that you may be closed or close early.

_____	_____
_____	_____
_____	_____
_____	_____

Name & Title of person completing this form: _____

Date: _____

If more space is required for any of the above fields, please attach a separate page. Thank you



HPT Indianapolis 101-115 West Washington Street LLC
PNC Center
101 / 115 West Washington Street
Indianapolis, IN 46204
T 317-632-2626

Initial Access Card Request List:

Please use this format below to provide a list of individuals who will need building access cards issued to them upon moving into the building.

First Name	Last Name	Company	Bike Cage Access? (Y/N)

APPENDIX B –ACCESS & FREIGHT REQUEST FORM

Hertz Investment Group
PNC Center
115 West Washington Street, Suite 210
Indianapolis, IN 46204
T 317-632-2626
bbutler@hertzgroup.com

Today's Date: _____

**ACCESS & FREIGHT REQUEST FORM
TENANT CONTRACTORS, VENDORS & VISITORS**

****Please note: All access to Tenant Space is to be Provided by the Tenant.****

Date of Access Request: _____

Arrival Time: _____ AM ☐ PM ☐ Departure Time: _____ AM ☐ PM ☐

Purpose of Request: _____

Tenant Name: _____ Suite Number: _____

Authorized Tenant Contact: _____

Authorized Tenant Contact Cell #: _____

Company Name Requesting Access: _____

Company On-Site Representative: _____

Company On-Site Representative Cell #: _____

Name of All Individuals Requesting Access (REQUIRED):

Was a Certificate of Insurance for this Company provided to Management? YES ☐ NO ☐

(FOR MANAGEMENT USE ONLY)

Approved By: _____ Date: _____

Comments: _____

DISTRIBUTED TO: MANAGEMENT / SECURITY / ENGINEERING

APPENDIX C – SAMPLE CERTIFICATE OF INSURANCE



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

DATE

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER NAME OF INSURANCE AGENT/BROKER ADDRESS CITY, STATE, ZIP www.venbrook.com	CONTACT NAME: NAME OF INSURANCE AGENT/BROKER
	PHONE (A/C, Ho, Ext): AGENT PHONE NO. FAX (A/C, No): AGENT FAX NO.
	E-MAIL ADDRESS: AGENT EMAIL ADDRESS
	INSURER(S) AFFORDING COVERAGE
	INSURER A: NAME OF INSURANCE COMPANY (A- VII or better) NAIC # 11111
	INSURER B:
	INSURER C:
	INSURER D:
	INSURER E:
	INSURER F:

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> DEDUCTIBLE OR SIR NO GREATER THAN MAX ACCEPTABLE GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	POLICY NUMBER	DATE	DATE	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPIOP AGG \$ 2,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	POLICY NUMBER	DATE	DATE	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB DED RETENTION \$	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	POLICY NUMBER	DATE	DATE	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ 2,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	POLICY NUMBER	DATE	DATE	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

RE: 115 West Washington Street, Indianapolis, IN 46204

Hertz Investment Group, LLC and HPT Indianapolis 101-115 West Washington, LLC and its affiliates, their respective employees and agents, members, managers, officers and owners (and their beneficiaries, if any), are Additional Insured jointly and/or severally regarding any coverage afforded by the policy. This insurance shall be primary with respect to any other insurance available to such additional insured, and shall be endorsed in a manner that will prohibit the tenant/vendor's insurers from seeking contribution from such insurance of the additional insured. Waiver of subrogation is included in favor of Hertz Investment Group, LLC and HPT Indianapolis 101-115 West Washington, LLC and its affiliates. Policy includes 30 days notice of cancellation and 10 days for non-payment of premium.

CERTIFICATE HOLDER**CANCELLATION**

Hertz Investment Group, LLC
HPT Indianapolis 101-115 West Washington, LLC
115 West Washington Street, Suite 210 S
Indianapolis, IN 46204

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

AGENT/BROKER SIGNATURE

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ACORD 25 (2014/01)

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2/13/2020

APPENDIX D – DIRECTORY EXAMPLE

PNC CENTER BUILDING DIRECTORY EXAMPLE

For Individual To Be Listed on the Building Directories

[illegible]

APPENDIX E – PROPERTY REMOVAL FORM



PNC CENTER PROPERTY PASS

PERSON & COMPANY

DATE

TIME

The above mentioned person is authorized to remove the following items from the PNC Center property.

Describe items and include serial number when possible)

Date

Time

Signature of Person Removing Property

Date

Time

Signature of Authorized Tenant

Date

Time

Signature of Inspecting Security Officer

APPENDIX F – JANITORIAL SPECS

OFFICE CLEANING SPECIFICATIONS

The following duties are to be performed five days per week, excluding Business Days, unless otherwise noted:

Office Areas

- **Daily**
 - a. Empty waste containers and replace liners as needed
 - b. Dust horizontal surfaces of furniture, equipment and ledges within normal reach
 - c. Spot clean glass top desk and tables
 - d. Remove finger marks and smudges from entrance door glass and glass corridor panels, interior glass partitions, doors and door frames, switches, walls and partitions.
 - e. Collect all materials from recycle boxes in tenant areas and transfer to designated recycle area in the building.
 - f. Remove scuff from doors and kick plates
 - g. Dust mop and spot mop hard surface floors
 - h. All carpeted traffic areas to be thoroughly vacuumed
 - i. Spot clean carpet
- **Periodic Service**
 - a. Dust all horizontal surfaces above normal reach as required
 - b. Dust all furniture as required
 - c. Fully wash entrance door glass as required
 - d. Vacuum fabric furniture and clean chair bases and legs as required
 - e. Damp wipe hard surface furniture as required
 - f. Resilient tile floors to be wet mopped and spray buffed to keep a high sheen on the floors
 - g. Strip and refinish resilient tile floors only when scrubbing and recoating does not achieve desired results
 - h. All carpeted areas to have the edges vacuumed, underneath tables and desks, behind doors and any other area that is not daily vacuumed or vacuumed on a regular basis
 - i. Damp wipe window sills, blinds, and convectors as required
 - j. Wipe clean air diffusers as required
 - k. Remove and wash chair carpet savers, vacuum underneath on a regular basis

Conference Rooms

- **Daily**
 - a. Empty waste baskets and replace liners as needed
 - b. Dust horizontal surfaces of furniture, equipment and ledges within normal reach
 - c. Damp wipe tops of tables with microfiber and disinfectant

- d. Remove finger marks and smudges from entrance door glass and glass corridor panels, interior glass partitions, doors and door frames, switches, walls and partitions
- e. Remove scuff from door kick plates
- f. Sweep and wash resilient tile floors
- g. All carpeted traffic areas to be thoroughly vacuumed

- **Periodic Service**

- a. Dust all horizontal surfaces above normal reach as required
- b. Dust all vertical surfaces of furniture as required
- c. Clean door kick plates as required
- d. Wash entrance door glass as required
- e. Damp wipe hard surface furniture as required
- f. Vacuum carpet wall to wall as required
- g. Spray buff or burnish resilient floors as required

Restrooms

- **Daily**

- a. Remove debris, wash and sanitize wash basins, toilet seats (both sides) toilets bowls and urinals, including undersides
- b. Wipe and disinfect partitions, walls, hand dryers, towel dispensers and entrance doors
- c. Waste receptacles and sani-cans to be emptied and disinfected
- d. Replenish all restroom dispensers (paper towels, toilet paper, sani-bags and soap)
- e. Clean and disinfect plumbing fixtures, blight work, sensors, etc.
- f. Polish all mirrors, metal dispensers, receptacles, faucets and other reflective surfaces
- g. Clean and sanitize all contact points such as; partition locks, push plates and door handles
- h. Floors to be swept or vacuumed, edges and corners to be free of soil
- i. Check and remove graffiti from walls and cubicle partitions
- j. Clean floor drains

- All private tenant restroom are included in nightly cleaning but paper products are provided by tenants

- **Periodic Service**

- a. Wash all partitions, tile walls, vents and diffusers with disinfectant as required
- b. Ceramic tile floors to be machine scrubbed to keep grout lines clean and free of buildup
- c. VC tile floors to be sprayed buffed or burnished
- d. All air vents and diffusers to be thoroughly cleaned as required

- e. Put water in floor drains as required

Break Rooms/Kitchenettes

- **Daily**
 - a. Empty garbage, wipe down spots, spills, stains
 - b. Sweep and wash floors
 - c. Vacuum carpets
 - d. Spot clean carpets as required
 - e. Clean table tops, counters, sinks, fronts of cupboards, clean chairs, stools, bases, legs
 - f. Disinfect all contact points
- All tenant space kitchen paper products are provided by tenant
- **Periodic Service**
 - a. Wash all walls, vents and diffusers with disinfectant as required
 - b. Ceramic tile floors to be machine scrubbed as required
 - c. VC tile floors to be spray buffed as required
 - d. all air vents to be thoroughly cleaned as required

Stairs and Landings

- **Daily**
 - a. Remove finger marks and smudges from doors, door frames, push plates, walls and underside of risers, etc.
 - b. Remove all refuse from stairwells and landings
 - c. Spot clean stairs and landings, high traffic floors required nightly sweeping and washing
 - d. Vacuum entrance mats where applicable, spot clean nightly
- **Periodic Service**
 - a. Fully sweep and wash all stairways and landings as required
 - b. Wash all door frames and doors as required
 - c. All banisters, railings, overhead pipes, sprinklers and high surfaces to be dusted as required
 - d. Extract entrance mats as required to keep them clean and free of water/salt marks
 - e. Wipe all handrails and contact points

Public Corridors (Including Service Areas and Plant Office Areas)

- **Daily**
 - a. Carpets to be thoroughly vacuumed
 - b. Spots and stains to be removed from carpets
 - c. Spot clean and remove all finger marks from sides of entrance doors, walls, glass and metal

- d. Remove finger marks and smudges from walls where finish permits
- **Periodic Service**
 - a. Dust all vertical and horizontal surfaces within arm's reach
 - b. Carpets to be extracted as required to maintain brightness and remove soil/stains
 - c. VC tile/marmoleum floors are to be spray buffed as required to keep shine

APPENDIX G – EMERGENCY TENANT VERIFICATION FORM

PNC CENTER EMERGENCY TENANT VERIFICATION FORM

TENANT: _____

**ALL EMPLOYEES PRESENT AND
ACCOUNTED FOR:**

☐

YES

☐

NO

Missing Employee(s) Location:

Upon arrival at your designated meeting point, account for all employees; complete this form as indicated and immediately deliver to a PNC Center Emergency Check Point (see location map on the back of this form).



Check
Point

CONRAD
HOTELS & RESORTS™

WASHINGTON STREET

SIMON™

CAPITOL AVENUE

PNC Center

ILLINOIS STREET

SIMON
MALLS

MARYLAND STREET

APPENDIX G – BOMB THREAT CHECKLIST

Check
Point

Indianapolis
INDIANA CONVENTION CENTER & LUCAS OIL STADIUM



Check
Point

PRIMANTI BROS.

SIMON
MALLS

APPENDIX H – BOMB THREAT CHECKLIST

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, **DO NOT HANG UP**, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

*** Refer to your local bomb threat emergency response plan for evacuation criteria**

DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

WHO TO CONTACT (Select One)

- **911**
- **Follow your local guidelines**

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov



Homeland Security

2014

BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER
HUNG UP:

PHONE NUMBER WHERE
CALL RECEIVED:

Ask Caller:

- Where is the bomb located?
(building, floor, room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (background/level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

Caller's Voice	Background Sounds	Threat Language
<input type="checkbox"/> Female	<input type="checkbox"/> Animal noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Male	<input type="checkbox"/> House noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen noises	<input type="checkbox"/> Taped message
<input type="checkbox"/> Angry	<input type="checkbox"/> Street noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Coughing	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> Music	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	
<input type="checkbox"/> Deep	<input type="checkbox"/> Clear	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Static	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Excited	<input type="checkbox"/> Local	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Long Distance	
<input type="checkbox"/> Lisp		
<input type="checkbox"/> Loud	Other Information:	
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

APPENDIX I – ACTIVE SHOOTER

ARMED INTRUDER / ACTIVE SHOOTER

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

Characteristics of an Active Shooter:

- Victims are selected at random
- The event is unpredictable and evolves quickly
- Law enforcement is usually required to end an active shooter situation

Coping with an Active Shooter Situation:

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit
- If you are in an office, stay there and secure the door
- Attempt to take the active shooter down as a last resort

How to Respond:

1. RUN

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

2. HIDE

- Hide in an area out of the shooter's view
- Block entry to your hiding place and lock the doors
- Silence your cell phone

3. FIGHT

- As a last resort and only when your life is in imminent danger
- Attempt to incapacitate the shooter
- Act with physical aggression and throw items at the active shooter

When Law Enforcement Arrives:

- Remain calm and follow instructions
- Put down any items in your hands (i.e. bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating

Information You Should Provide to Law Enforcement or 911 Operator:

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons held by shooters
- Number of potential victims at the location

For more information, you can visit the website below:

Active Shooter – What Can You Do (PDF)

<https://training.fema.gov/is/courseoverview.aspx?code=IS-907>

Developing & Maintaining Emergency Operations Plans

<https://www.fema.gov/media-library/assets/documents/25975>

Planning & Response to an Active Shooter

<https://www.dhs.gov/sites/default/files/publications/isc-planning-response-active-shooter-guide-non-fouo-nov-2015-508.pdf>

Run-Hide-Fight Video

<https://www.youtube.com/watch?v=5VcSwejU2D0>

Workplace Violence Publication

<https://www.fbi.gov/file-repository/stats-services-publications-workplace-violence-workplace-violence/view>