

## **Welcome to the Plaza of the Americas**

You, our tenant, are an integral part of the Plaza of the Americas. Using the highest standards of building management, our goal is to serve you with the quality work environment your profession demands.

This manual contains general information for tenants and their employees. The purpose of the manual is to facilitate daily operations and answer questions that may arise regarding your occupancy at the Plaza of the Americas.

The contents of this tenant information manual do not amend the terms of your lease agreement nor change any rules and regulations of the building. The lease always pre dominates. In the event of informational updates or changes of policy, supplemental pages to this manual will be provided to you by building management.

We extend to you our cooperation and most cordial welcome to the Plaza of the Americas.

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## Plaza of the Americas Moving-In Checklist

### Moving Policies & Procedures

Information read and understood by tenant

### Loading Dock & Freight Elevator

Information read and understood by tenant

### Building Standard Signage

Complete and return Building Standard Signage Form to **Management Office**

Complete and return Directory Board Form to **Management Office**

### Parking Forms

Complete and return forms to the **Parking Garage Office** for each parking space

### Keys & Access Cards

Complete and return Key Request Form to **Management Office**

### Company Contact Form

Complete and return Company Contact Data Form to **Management Office**

### Tenant Insurance & Certificate of Occupancy

Deliver an original Certificate of Insurance and Certificate of Occupancy to **Management Office**

## Plaza of the Americas Key Personnel

### Management 214-220-3300

Lana Hathcock	Senior Property Manager
Elizabeth Mongalo	Assistant Property Manager
Amy Golly	Administrative Assistant

### Engineering 214-220-3300

Brad Buchanan	Operations Manager
Randall Andrews	Chief Engineer

### Leasing 214-220-3330

Don Dowell – Office	SR. VP- Peloton Real Estate
Barbara Houlihan-Office	VP- Peloton Real Estate
Brandon Trimble- Retail	SVP-The Retail Connection

### Security 214-220-3333 or 214-220-3332

Les Varner	Director of Security
Harrison Sneed	1 <sup>st</sup> Shift Supervisor
Charlotte Howell	2 <sup>nd</sup> Shift Supervisor
Andrew Anyakwo	3 <sup>rd</sup> Shift Supervisor

### Parking Garage 214-720-8040

Matt Fields	Parking Garage Manager
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### Janitorial 214-220-3300

Jinah Kim	Project Manager
Laura Martinez	Supervisor
Ricardo Romero	Supervisor

## **Plaza of the Americas Management Office Information**

The property is managed by M-M Properties, LLC. The Management Office is located on the 2nd floor of the South Tower, Suite 202. We are open to serve you from 8:00 a.m. until 5:00 p.m. Monday through Friday.

The **Management Office** telephone number is **214-220-3300**, which is answered 24/7 as it is directed to the security console when management personnel are unavailable to answer the call.

In an emergency, please **call 911**, and then call **Security at 214-220-3333** to alert security personnel of the situation and to meet the emergency vehicles if necessary.

The Management Office fax number is 214-220-3340.

The mailing address for the Management Office is:

**POTA JV, LLC.**  
**Plaza of the Americas**  
**600 North Pearl Street, Suite 202**  
**Dallas, Texas 75201**

**Plaza of the Americas Access Card Request Form**

**Purpose:** Must be filled out and brought to the Management Office to provide after-hour access to the building for employees.

**Tenant Employee Information**

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_

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

Suite # \_\_\_\_\_

Employee Phone number \_\_\_\_\_

Building: North or South

Employee Signature: \_\_\_\_\_

**Access Badge Information** (To Be Completed By Authorized Tenant Contact):

**Activation:**

New card request \_\_\_\_\_

**Deletions:**

Replace lost/broken card \_\_\_\_\_

Deactivate card \_\_\_\_\_

Card returned to security Yes or No

Authorized By (Tenant Contact): \_\_\_\_\_

**TO PREVENT UNAUTHORIZED USE, PLEASE REPORT LOST CARDS TO THE MANAGEMENT OFFICE. THERE WILL BE A \$ 15.00 CHARGE TO REISSUE ACCESS CARDS.**

**Please return access badges upon the employee's termination or transfer from the building.**



***THIS SECTION TO BE COMPLETED BY SECURITY PERSONNEL ONLY***

Card No. Issued: \_\_\_\_\_ Date Issued: \_\_\_\_\_

Card No. Cancelled: \_\_\_\_\_ Date Cancelled: \_\_\_\_\_

Security Employee Signature: \_\_\_\_\_

**Please bring this form with you to the Management Office-South Tower, Suite 202-to obtain an access badge: Monday and Fridays 8am- 11am or 1pm – 2pm**

## Plaza of the Americas Billing Information

All rental payments are due and payable on the first day of each month.  
Payments received to the Lockbox after the 5<sup>th</sup> of the month will be accessed a late fee.

**Please Note: The Management Office does NOT accept payments.**

The correct **mailing address** for payment of rent and above standard services is:

POTA JV, LLC  
P.O. Box 748271  
Los Angeles, CA 90074-8271  
Please make all checks payable to: POTAJV, LLC

If you prefer to make **electronic payments**, that information is:

Bank: Bank of America  
Account Name: POTA JV, LLC  
Account Number: 1453020409  
ABA Number: 026009593

If you prefer to make **ACH payments**, that information is:

Bank: Bank of America  
ABA Number: 121000358  
Account Name: POTA JV, LLC  
Account Number: 1453020409  
Reference Number: Lockbox # 748271

If you prefer to make payment by **overnight mail** that information is:

Bank of America Lockbox Services  
P.O. Box 748271  
Ground Level  
1000 W. Temple Street  
Los Angeles, CA 90012

## Plaza of the Americas Rules and Regulations

Tenant shall faithfully observe and comply with the following Rules and Regulations. Landlord shall not be responsible to Tenant for the nonperformance of any said Rules and Regulations by or otherwise with respect to the acts or omissions of any other tenants or occupants of the Project. In the event of any conflict between the Rules and Regulations and the other provisions of this Lease, the latter shall control.

1. Tenant shall not alter any lock or install any new or additional locks or bolts on any doors or windows of the Premises without obtaining Landlord's prior written consent. Tenant shall bear the cost of any lock changes or repairs required by Tenant. Two keys will be furnished by Landlord for the Premises, and any additional keys required by Tenant must be obtained from Landlord at a reasonable cost to be established by Landlord. Upon the termination of this Lease, Tenant shall restore to Landlord all keys of stores, offices, and toilet rooms, either furnished to, or otherwise procured by Tenant and in the event of the loss of keys so furnished, Tenant shall pay to Landlord the cost of replacing same or of changing the lock or locks opened by such lost key if Landlord shall deem it necessary to make such changes.

2. All doors opening to public corridors shall be kept closed at all times except for normal ingress and egress to the Premises.

3. Landlord reserves the right to close and keep locked all entrance and exit doors of the Building during such hours as are customary for comparable buildings in the vicinity of the Building. Tenant, its employees and agents must be sure that the doors to the Building are securely closed and locked when leaving the Premises if it is after the normal hours of business for the Building. Any tenant, its employees, agents or any other persons entering or leaving the Building at any time when it is so locked, or any time when it is considered to be after normal business hours for the Building, will be required to sign the Building register. Access to the Building may be refused unless the person seeking access has proper identification or has a previously arranged pass for access to the Building. Landlord will furnish passes to persons for whom Tenant requests same in writing. Tenant shall be responsible for all persons for who Tenant requests passes and shall be liable to Landlord for all acts of such persons. The Landlord and his agents shall in no case be liable for damages for any error with regard to the admission to or exclusion from the Building of any person. In case of invasion, mob, riot, public excitement, or other commotion, Landlord reserves the right to prevent access to the Building or the Project during the continuance thereof by any means it deems appropriate for the safety and protection of life and property. **No company may retain access badges that are not registered under an employee and must return access badges upon the employee's termination or transfer from the building.**

4. No furniture, freight or equipment of any kind shall be brought into the Building without prior notice to Landlord. All moving activity into or out of the Building shall be scheduled with Landlord and done only at such time and in such manner as Landlord designates. Landlord shall have the right to prescribe the weight, size and position of all safes and other heavy property brought into the Building and also the times and manner of moving the same in and out of the Building. Safes and other heavy objects shall, if considered necessary by Landlord, stand on supports of such thickness as is necessary to properly distribute the weight. Landlord will not be responsible for loss of or damage to any such safe or property in any case. Any damage to any part of the Building, its contents, occupants or visitors by moving or maintaining any such safe or other property shall be the sole responsibility and expense of Tenant.



5. No furniture, packages, supplies, equipment or merchandise will be received in the Building or carried up or down in the elevators, except between such hours, in such specific elevator and by such personnel as shall be designated by Landlord.

6. The requirements of Tenant will be attended to only upon application at the management office for the Project or at such office location designated by Landlord. Employees of Landlord shall not perform any work or do anything outside their regular duties unless under special instructions from Landlord.

7. No sign, advertisement, notice or handbill shall be exhibited, distributed, painted or affixed by Tenant on any part of the Premises or the Building without the prior written consent of the Landlord. Tenant shall not disturb, solicit, peddle, or canvass any occupant of the Project and shall cooperate with Landlord and its agents of Landlord to prevent same.

8. The toilet rooms, urinals, wash bowls and other apparatus shall not be used for any purpose other than that for which they were constructed, and no foreign substance of any kind whatsoever shall be thrown therein. The expense of any breakage, stoppage or damage resulting from the violation of this rule shall be borne by the tenant who, or whose servants, employees, agents, visitors or licensees shall have caused same.

9. Tenant shall not overload the floor of the Premises, nor mark, drive nails or screws, or drill into the partitions, woodwork or drywall or in any way deface the Premises or any part thereof without Landlord's prior written consent.

10. Tenant shall not purchase spring water, ice, towel, linen, maintenance or other like services from any person or persons not approved by Landlord. Except for vending machines intended for the sole use of Tenant's employees and invitees, no vending machine or machines other than fractional horsepower office machines shall be installed, maintained or operated upon the Premises without the written consent of Landlord.

11. Tenant shall not use or keep in or on the Premises, the Building, or the Project any kerosene, gasoline or other inflammable or combustible fluid, chemical, substance or material.

12. Tenant shall not without the prior written consent of Landlord use any method of heating or air conditioning other than that supplied by Landlord.

13. Tenant shall not use, keep or permit to be used or kept, any foul or noxious gas or substance in or on the Premises, or permit or allow the Premises to be occupied or used in a manner offensive or objectionable to Landlord or other occupants of the Project by reason of noise, odors, or vibrations, or interfere with other tenants or those having business therein, whether by the use of any musical instrument, radio, phonograph, or in any other way. Tenant shall not throw anything out of doors, windows or skylights or down passageways.

14. Tenant shall not bring into or keep within the Project, the Building or the Premises any animals, birds, aquariums, or bicycles or other vehicles except in areas designated by Landlord

15. No cooking shall be done or permitted on the Premises, nor shall the Premises be used for the storage of merchandise, for lodging or for any improper, objectionable or immoral purposes.

Notwithstanding the foregoing, Underwriters' laboratory-approved equipment and microwave ovens may be used in the Premises for heating food and brewing coffee, tea, hot chocolate and similar beverages for employees and visitors, provided that such use is in accordance with all applicable federal, state, county and city laws, codes, ordinances, rules and regulations.

16. The Premises shall not be used for manufacturing or for the storage of merchandise except as such storage may be incidental to the use of the Premises provided for in the Summary. Tenant shall not occupy or permit any portion of the Premises to be occupied as an office for a messenger-type operation or dispatch office, public stenographer or typist, or for the manufacture or sale of liquor, narcotics, or tobacco in any form, or as a medical office, or as a barber or manicure shop, or as an employment bureau without the express prior written consent of Landlord. Tenant shall not engage or pay any employees on the Premises except those actually working for such tenant on the Premises nor advertise for laborers giving an address at the Premises.

17. Landlord reserves the right to exclude or expel from the Project any person who, in the judgment of Landlord, is intoxicated or under the influence of liquor or drugs, or who shall in any manner do any act in violation of any of these Rules and Regulations.

18. Tenant, its employees and agents shall not loiter in or on the entrances, corridors, sidewalks, lobbies, courts, halls, stairways, elevators, vestibules or any Common Areas for the purpose of smoking tobacco products or for any other purpose, nor in any way obstruct such areas, and shall use them only as a means of ingress and egress for the Premises.

19. Tenant shall not waste electricity, water or air conditioning and agrees to cooperate fully with Landlord to ensure the most effective operation of the Building's heating and air conditioning system, and shall refrain from attempting to adjust any controls.

20. Tenant shall store all its trash and garbage within the interior of the Premises. No material shall be placed in the trash boxes or receptacles if such material is of such nature that it may not be disposed of in the ordinary and customary manner of removing and disposing of trash and garbage in the vicinity of the Building without violation of any law or ordinance governing such disposal. All trash, garbage and refuse disposal shall be made only through entry-ways and elevators provided for such purposes at such times as Landlord shall designate.

21. Any persons employed by Tenant to do janitorial work shall be subject to the prior written approval of Landlord, and while in the Building and outside of the Premises, shall be subject to and under the control and direction of the Building manager (but not as an agent or servant of such manager or of Landlord), and Tenant shall be responsible for all acts of such persons.

22. No awnings or other projection shall be attached to the outside walls of the Building without the prior written consent of Landlord, and no curtains, blinds, shades or screens shall be attached to or hung in, or used in connection with, any window or door of the Premises other than Landlord standard drapes. All electrical ceiling fixtures hung in the Premises or spaces along the perimeter of the Building must be fluorescent and/or of a quality, type, design and a warm white bulb color approved in advance in writing by Landlord. Neither the interior nor exterior of any windows shall be coated nor otherwise sun screened without the prior written consent of Landlord. Tenant shall abide by Landlord's regulations

concerning the opening and closing of window coverings which are attached to the windows in the Premises, if any, which have a view of any interior portion of the Building or Building Common Areas.

23. The sashes, sash doors, skylights, windows, and doors that reflect or admit light and air into the halls, passageways or other public places in the Building shall not be covered or obstructed by Tenant, nor shall any bottles, parcels or other articles be placed on the windowsills.

24. Tenant must comply with requests by the Landlord concerning the informing of their employees of items of importance to the Landlord.

25. Tenant must comply with the State in which the Project is located and any local "No-Smoking" ordinance which may be in effect from time to time.

26. Tenant hereby acknowledges that Landlord shall have no obligation to provide guard service or other security measures for the benefit of the Premises, the Building or the Project. Tenant hereby assumes all responsibility for the protection of Tenant and its agents, employees, contractors, invitees and guests, and the property thereof, from acts of third parties, including keeping doors locked and other means of entry to the Premises closed, whether or not Landlord, at its option, elects to provide security protection for the Project or any portion thereof. Tenant further assumes the risk that any safety and security devices, services and programs which Landlord elects, in its sole discretion, to provide may not be effective, or may malfunction or be circumvented by an unauthorized third party, and Tenant shall, in addition to its other insurance obligations under this Lease, obtain its own insurance coverage to the extent Tenant desires protection against losses related to such occurrences. Tenant shall cooperate in any reasonable safety or security program developed by Landlord or required by law. Tenant shall comply with all safety, fire protection and evacuation procedures and regulations established by Landlord or any governmental agency.

27. All office equipment of any electrical or mechanical nature shall be placed by Tenant in the Premises in settings approved by Landlord, to absorb or prevent any vibration, noise and annoyance.

28. Tenant shall not use in any space or in the public halls of the Building, any hand trucks except those equipped with rubber tires and rubber side guards. Electric pallet jacks are prohibited inside the Premise.

29. No auction, liquidation, fire sale, going-out-of-business or bankruptcy sale shall be conducted in the Premises without the prior written consent of Landlord.

30. No tenant shall use or permit the use of any portion of the Premises for living quarters, sleeping apartments or lodging rooms.

Landlord reserves the right at any time to change or rescind any one or more of these Rules and Regulations, or to make such other and further reasonable Rules and Regulations as in Landlord's judgment may from time to time be necessary for the management, safety, care and cleanliness of the Premises, Building, the Common Areas and the Project, and for the preservation of good order therein, as well as for the convenience of other occupants and tenants therein. Landlord may waive any one or more of these Rules and Regulations for the benefit of any particular tenants, but no such waiver by Landlord shall be construed as a waiver of such Rules and Regulations in favor of any other tenant, nor prevent Landlord from thereafter enforcing any such Rules or Regulations against any or all tenants of the Project.

## Plaza of the Americas Moving Policies and Procedures

### TENANTS

1. Moving items in or out of the building/ through the public corridors and entrances **MUST** be preauthorized by the Management Office and shall be restricted by Landlord by:
  - a. Hours of delivery
  - b. Method of Movement
  - c. Routing of Movement
  
4. Tenant is to assume all risks as to:
  - a. Damage of articles moved
  - b. Injury to persons engaged or not engaged to such movement
  - c. Damage to property of Landlord resulting from such movement
  
5. Tenant hereby agrees to indemnify and hold Landlord harmless from and against any such damage, injury, or loss, including attorney's fees.
  
6. Landlord shall not be liable for acts of any person engaged in, damage or loss to any of said property of persons resulting from, any act in connection with such service performed for Tenant.
  
7. **Passenger elevators are for the purpose of transporting people.** Two or four wheel dollies, carts, or any other type conveyances, with the exception of baby strollers, wheelchairs, or briefcases will not be pushed, pulled, or taken into passenger elevators at any time. Only packages or similar items that can be carried by hand will be permitted. Packages that cause passenger discomfort, inconvenience, or that may scratch or soil the elevators or contents therein, will not be carried on passenger elevators even though they are being carried by hand.
  
8. All persons with dollies and conveyances of materials, supplies, or equipment will enter the building through the loading dock, and use the designated freight elevators.

## **MOVING COMPANY**

1. Clean plywood or fiber board sections will be used as runners on all carpeted and/or marble floor areas where heavy furniture or equipment is being moved. These sections must be 1/4 in. to 5/8in. thick, 4 ft. x 8-ft. sheets in the elevator lobbies and corridors, and 32-in. wide sheets through doors and in Tenant spaces. All sections of masonite must be taped together to prohibit sliding on marble surface.
2. All walls, door facings, elevator cabs, and other areas along the route to be followed during the move will be inspected by the Landlord and moving company personnel before and after the move.
3. Any damage caused by the move to the building or fixtures will be repaired or paid for by the moving company.
4. Only the freight elevators will be used for the movement of the boxes, furniture and equipment.
5. Move-ins of furniture, office equipment, or large shipments of supplies, will be permitted before 7:00am or after 5:30 p.m. M-F or during weekends or holidays.
6. The moving company must carry business insurance outlined below. Each company that is moving/ delivering supplies, furniture, and/or equipment into the building shall present the Management Office with a certificate reflecting this coverage, prior to the move/delivery. Please contact the Management Office for updated COI information at 214-220-3300.
  - a. Workman's compensation in statutory limit for the State of Texas, with the employee's liability limit of \$100,000; bodily injury, personal injury, and property damage liability insurance in comprehensive general liability form, and certificate evidencing same shall be furnished to Landlord before moving any item into the building. In addition, the moving company must agree to protect, indemnify, and save Landlord harmless from and against all claims, demands, and causes of action of every kind and character arising in favor of the moving company's employees, Landlord's employees, or other third parties on account of bodily injury, personal injury, death, or damage to property in any way resulting from willful or negligent acts or omissions of the moving company, its agents, employees, representatives or subcontractors. The moving company shall be responsible for all damages and losses sustained by them, their tools and equipment utilized in the performance of all work.
  - b. Comprehensive general liability insurance policy coverage for hazards of premises, operation, elevators, products and completed operations, and including personal injury coverage part and contractual liability coverage part designating the assumptions of liability under the performance of the act of moving. Such insurance shall be in limits no less than \$1,000,000.00 per person's bodily injury and personal injury.
  - c. The limits set forth above are the minimum. Greater limits will apply if they are carried.

The moving company is responsible for removing all boxes and other types of trash from premises. The building trash dumpster will not be used for moving company trash disposal.

## Plaza of the Americas Dock & Service Elevator Information

- Vehicles taller than 13'-4" are not allowed into the loading dock area.
- The Loading Dock is open from 6:00 a.m. until 6:00 p.m. Monday thru Friday.
- **Schedule all deliveries and dock activities with the Management Office at 214-220-3300.**
  - All clearances must be made by 3:30 p.m. to ensure clearance that evening or early morning the following day.
  - Monday - Friday, small furniture or construction related deliveries may be allowed during the day. However, they are preferred before 8:00 a.m. and after 5:30 p.m. Large moves, in or out, must be made after 5:30 p.m. or weekends/holidays with proper authorization. Unauthorized deliveries or removals may be denied by the Dock Master.
- Items may not be stored or staged on the dock or in other common areas of the Plaza of the Americas property without the express consent and authorization of the Property Manager.
- **Certificates of Insurance must be on file for each vendor transporting materials into the building.** The Certificate of Insurance must be received and approved 72 hours prior to freight elevator usage. Information regarding the necessary amount of insurance coverage can be obtained by calling the Management Office at 214-220-3300.

### SERVICE ELEVATORS

- Reservations of a service elevator should take place no less than 72 hours prior to the actual use by calling the Management Office at 214-220-3300. The service elevator can only be placed on independent service between the hours of midnight and 7:00 a.m. Sunday through Thursday. The janitorial contractor uses the service elevator exclusively between 6 p.m. and 11:30 p.m., Sunday through Thursday.
- No pallet jacks are permitted on the service elevators, electric pallet jacks are prohibited on the premises. The maximum weight allowed on the service elevators is 4,000 pounds. Weight must be properly distributed on the elevators so as to ensure proper operation.
- The service elevator cab size is:  
Height: 10'12"  
Width: 8'6"  
Depth: 5'5"  
Door: 4'
- Service elevators must remain free of trash and debris. Damage which occurs to the elevators due to trash in door tracks, misuse of operation due to weight distribution or other misuses shall be charged to the party using the elevator at the time.

## Plaza of the Americas Dock/ Delivery Rules and Regulations

- Normal dock deliveries are made during the hours of 6:00 am and 6:00 pm M –F.
- All delivery personnel and contractors are required to sign-in and receive authorization from Dock Master prior to using the freight elevator or performing work in the building.
- All companies MUST have current insurance on file prior to deliveries or performing work in the building.
- **Large deliveries, after hours and weekend deliveries must be scheduled through Building Management at 214-220-3300.**
- No parking is permitted on the dock. One hour maximum is allowed for deliveries/ pickups.
- Authorization must be obtained from Building Management if the maximum time is to be exceeded.
- Unauthorized vehicles may be towed without notice at Owners expense.
- Storage of items is NOT allowed at the dock or freight areas.
- All trash, empty crates, packing materials, etc. must be removed from the premises upon departure.
- The trash compactor is for exclusive use of tenants and building personnel. No Exceptions!
- The building does not provide labor or equipment to unload/load items.
- All materials must be delivered to the towers via the freight elevators. The passenger elevators are NOT allowed for deliveries.
- NO SMOKING or loitering allowed in the building or freight elevator areas.

## Plaza of the Americas After-Hours HVAC

The environmental control system for air conditioning and heating operates during normal business hours. The thermostats are not to be adjusted by tenants as they are set to provide comfortable temperatures in accordance with the prescribed building equipment needs. If a problem with the air conditioning or heating exists, please enter a request thru Angus Anywhere or contact the Management Office at 214-220-3300.

The standard hours for air conditioning and heating are as follows:

7:00 a.m. – 6:00 p.m. Monday – Friday AT NO ADDITIONAL CHARGE

8:00 a.m. – 1:00 p.m. **Saturday BY REQUEST ONLY AT NO ADDITIONAL CHARGE**

Except Holidays as designated in the lease.

For overtime HVAC, request a form from the Management Office or copy the Overtime Air Conditioning Request Form in the Forms section to this manual. The form must be completed and returned no later than 3:00 p.m. on the day of the request. All monthly requests must be returned 2 days prior to the 1<sup>st</sup> day of the month and must be filled out each month. You may return the form via fax to 214-220-3340.



**Plaza of the Americas Overtime Air Conditioning  
Request Form  
Monthly / Daily (please circle)**

Tenant Name: \_\_\_\_\_ Suite #: \_\_\_\_\_ Date: \_\_\_\_\_

Day of Week	Date	Start Time Please indicate AM/PM	Stop Time Please indicate AM / PM

Person Requesting: \_\_\_\_\_  
(Print Name)

Person Requesting: \_\_\_\_\_  
(Signature)

By signing above, I understand that my company will be charged the hourly rate that is outlined in our companies lease for overtime air conditioning for the date(s) and times listed.

**Normal Building Hours for HVAC Service at NO CHARGE: Monday- Friday: 7 a.m. to 6 p.m. and Saturday HVAC service is BY REQUEST ONLY at NO CHARGE from 8 a.m. to 1 p.m.**

REQUESTS BEYOND THE LISTED HOURS OF OPERATION WILL BE CONSIDERED CHARGEABLE.

EXCEPTIONS:HVAC Service is BY REQUEST ONLY and CHARGABLE during the following Observed Holidays and any other legal holidays commonly observed in similar class office buildings:

New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

ALL REQUESTS MUST BE FAXED TO THE MANAGEMENT OFFICE At 214-220-3340 BY 3:00 P.M.

MONDAY-FRIDAY TO PROVIDE ADEQUATE TIME FOR PROGRAMMING.

Requests received after 5:00pm M-F may be subject to an additional (2) hour Call- In Engineering charge.

FOR OFFICE USE ONLY		
Received by: _____	Engineer Notified: _____	Date Received: _____
Time Engineer Notified: _____	Time Entered: _____	Engineer Initials: _____
Total Air Handler Units: _____	Total AHU Hours: _____	Call-In Hours: _____
Angus TR# _____		

Management Fax #: 214-220-3340

Management Phone #: 214-220-3300

## **Plaza of the Americas Building Services Procedures**

Additional services such as painting, locksmith, special cleaning, and appliance repair, etc. can be performed by our staff or arranged by us through an approved outside contractor. These services could result in additional charges.

In order to avoid confusion, an authorization form signed by a primary contact will be required by a building management staff member. This form will also reflect an estimate of the charges. This procedure is designed to prevent any misunderstandings. All requests for these services should be directed to the Management Office through the Angus Anywhere Tenant Work Order System. (Instruction on Page 54)

## **Plaza of the Americas Keying Procedures**

Plaza of the Americas provides two keys with each installed lock. At the time of move-in, any special key requirements or additional keys should be requested through the Management Office. Shortly before move-in, you will receive your keys from the Management Office and be asked to sign a release indicating receipt of a specified number of keys.

After your move-in, additional keys may be requested through the Management Office at an additional charge of \$3.00 and an administration fee according to your lease agreement. Please see the key request form on the following page or contact the Management Office at 214-220-3300.

For security reasons, duplication of keys or lockset changes by parties other than building management is prohibited.

## Plaza of the Americas Key Request Form

Tenant Name: \_\_\_\_\_ Suite # \_\_\_\_\_

Reason for key request:

- New Employee
- Replacement for lost or broken key
- Rekey tenant suite
- New tenant suite
- Other Explanation \_\_\_\_\_

Keys requested:

<u>Key tag</u>	<u>Quantity</u>	<u>Suite/Room description</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Miscellaneous requests:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tenant Contact \_\_\_\_\_ Title \_\_\_\_\_  
Print Print

Signature \_\_\_\_\_ Date \_\_\_\_\_

A written and signed key request form must be completed for any lock or key request.  
 By signing above, I understand that my company will be charged \$3.00 per key plus administrative fees.  
 Request for keys will typically be completed within the same business day if received before 2:00 pm  
 but requests received after that time, or multiple requests, will be completed the next business day.  
 Any additional lock or key services can be added to this request form  
 and will be priced according to the requested service.  
 Key request forms must be faxed to the Management Office at 214-220-3340.

## **Tenant Primary and Principal Contacts**

For each company or organization in the building we would like to have primary contact names. We request that for contact purposes, you take some time to complete the Company Contact Data Form and return it to the Management Office.

For efficiency and proper authorization, we also ask that you encourage your employees to channel all requests for services through the main contact (see main contact on Company Contact Data Form).

Home and cell phone numbers are requested in the case of an after-hours emergency. All information will be kept in strict confidence and will only be used by the Management & Security.

We also ask that you forward to our office any changes that may occur during your time at the Plaza of the Americas so that we are able to keep all records current.



**PROPERTIES**

**Tenant Information & Business Contacts**

**Purpose:** To ensure that the Management Office has a complete list of tenant business contacts.

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

Tenant Name: \_\_\_\_\_

Suite: \_\_\_\_\_ Number of Employees Day: \_\_\_\_\_ Evening: \_\_\_\_\_

Main Phone: \_\_\_\_\_ Main Fax: \_\_\_\_\_

Type of Business: \_\_\_\_\_

**Business Contacts**

Please provide us the names and daytime phone numbers of the following contacts for your office:

_____	_____	_____
<b>Office Manager- Day to Day Contact</b>	Daytime Phone	fax
_____	_____	_____
Title	Email Address	

_____	_____	_____
<b>Decision Maker/Executive</b>	Daytime Phone	fax
_____	_____	_____
Title	Email Address	

_____	_____	_____
<b>Accounting Contact</b>	Daytime Phone	fax
_____	_____	_____
Title	Email Address	

Additional email addresses for tenant emails & notifications:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Tenant After-Hours Contacts

**Purpose:** The Management Office is requesting names and telephone numbers from your company for *After-Hours Emergencies*. Please list four (4) people and their telephone numbers in the order you would like us to attempt contact. These numbers will be kept strictly confidential.

### 1<sup>st</sup> After-Hours Emergency Contact

_____	_____	_____
Print Name	Evening Phone Or Mobile	Alternate Phone
_____	_____	_____
Title	Email Address	

### 2<sup>nd</sup> After-Hours Emergency Contact

_____	_____	_____
Print Name	Evening Phone Or Mobile	Alternate Phone
_____	_____	_____
Title	Email Address	

### 3<sup>rd</sup> After-Hours Emergency Contact

_____	_____	_____
Print Name	Evening Phone Or Mobile	Alternate Phone
_____	_____	_____
Title	Email Address	

### 4<sup>th</sup> After-Hours Emergency Contact

_____	_____	_____
Print Name	Evening Phone Or Mobile	Alternate Phone
_____	_____	_____
Title	Email Address	

## Angus Anywhere - Service Requestor Contacts

**Purpose:** Please list persons who are authorized to request services from the Management Office and/or Engineering Department. The service requestor contacts shall be authorized to incur charges on behalf of the tenant for all building services (other than construction services). *We will only accept work orders or requests from the Tenant Authorized Service Requestors noted on this form.*

1	_____	_____
Print Name		Email Address
_____	_____	_____
Title		Work Phone

2	_____	_____
Print Name		Email Address
_____	_____	_____
Title		Work Phone

3	_____	_____
Print Name		Email Address
_____	_____	_____
Title		Work Phone

4	_____	_____
Print Name		Email Address
_____	_____	_____
Title		Work Phone Signature



# Tenant Fire Wardens

**Purpose:** The Property Team is requesting names and telephone numbers from your company for *Floor Fire Warden & Deputies*. Please list the Wardens/ Deputies and their contact information. Please list the floor for each contact. These numbers will be kept strictly confidential. (Please make additional copies if necessary.)

**Fire Warden** **Floor**\_\_\_\_\_

<hr/> <b>Print Name</b>	<hr/> <b>Evening Phone Or Pager</b>	<hr/> <b>Alternate Phone</b>
<hr/> <b>Title</b>	<hr/> <b>Email Address</b>	

**Fire Warden / Deputy** **Floor**\_\_\_\_\_

<hr/> <b>Print Name</b>	<hr/> <b>Evening Phone Or Pager</b>	<hr/> <b>Alternate Phone</b>
<hr/> <b>Title</b>	<hr/> <b>Email Address</b>	

**Fire Warden / Deputy** **Floor**\_\_\_\_\_

<hr/> <b>Print Name</b>	<hr/> <b>Evening Phone Or Pager</b>	<hr/> <b>Alternate Phone</b>
<hr/> <b>Title</b>	<hr/> <b>Email Address</b>	

**Fire Warden / Deputy** **Floor**\_\_\_\_\_

<hr/> <b>Print Name</b>	<hr/> <b>Evening Phone Or Pager</b>	<hr/> <b>Alternate Phone</b>
<hr/> <b>Title</b>	<hr/> <b>Email Address</b>	

## Building Standard Signage

The Management Office will arrange for the following signage to be installed for each office tenant.

1. **Suite signage** – a building standard sign beside your suite displaying your company name and suite number.
2. **Directory signage** – The Company name will be entered into the digital directory across from the security consoles displaying your company name, suite number, and names of key people within your company.

The cost of the suite and lobby signage will be deducted from any tenant improvement allowance or directly billed to the tenant.

If a tenant wants to change or order additional signage after the initial move-in, the tenant should submit the request to the Management Office in writing. Upon tenant approval and acceptance of charges, the Management Office will order and install the new signage. The tenant will then be billed back the charges.

## Plaza of the Americas Building Standard Signage Form

Order placed by: \_\_\_\_\_

Signature: \_\_\_\_\_

Date order placed: \_\_\_\_\_

Please complete all information in the box below. The arrow direction is referring to the direction of your suite in relation to the tenant floor lobby board on your floor. This may not apply to signage on your floor. Please be sure to print and check spelling carefully. Signs will be printed per your instructions and any changes made after production is complete will incur extra charges.

Company name: \_\_\_\_\_

Suite number: \_\_\_\_\_

Arrow direction:  
(right, left) \_\_\_\_\_

---

### (Office use only)

Received by: \_\_\_\_\_

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

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

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

## Lobby Digital Directory Form

Below please print your company name and suite number as you would like it to appear on the digital directory.

---

If the company name should appear on the directory in a location **other than** under the first letter in the first word of the company name, explain below.

---

---

Print the names of the key employees from your company along with their titles that you would like listed on the directory board.

<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

Print the names and suite numbers of your company's subtenants **as they should appear on the directory board.**

---

---

**Please fax or deliver this form to the Management Office  
Fax: 214-220-3340**

## Plaza of the Americas Janitorial Information

United Building Maintenance, Inc. (UBM) is the janitorial company that services the Plaza of the Americas.

You may contact UBM through the Management Office main number, 214-220-3300.

The following list details the services you can expect from the janitorial crew.

### General Cleaning Five Days per Week:

(Sunday - Thursday nights)

1. All carpeting will be vacuumed and spot cleaned.
2. All hard surface floors will be swept and mopped.
3. Wastebaskets will be emptied and liners replaced.
4. Drinking fountains will be cleaned and disinfected.
5. All interior doors and partition/cubicle panels will be cleaned.
6. All entrance doors, frames, and glass will be spot cleaned and polished.
7. Restroom mirrors, dispensers, and machines will be cleaned and restocked.
8. All restroom fixtures will be cleaned and sanitized.
9. Countertops will be wiped down and sinks will be cleaned.

### General Cleaning Weekly:

1. Upholstery in executive areas will be vacuumed.
2. All resilient tile floors will be machine scrubbed and buffed.
3. All door glass will be washed.
4. All vertical surfaces of desks, files, paneled walls, and other furniture will be dusted.
5. Restroom air supply and return grills will be cleaned.
6. Fire extinguisher cabinets will be cleaned.

### General Cleaning Monthly:

1. Picture frames and picture glass will be dusted.
2. Window blinds will be dusted or vacuumed.
3. Ceramic tile walls, toilet partitions, ledges and sills in restrooms will be washed down.

### **Trash Stickers**

The janitorial night crew will only take out trash placed in the trash or recycling cans. All other trash such as boxes that you would like to be taken out should be marked clearly "trash". UBM will supply orange trash stickers upon request, which are printed in three languages. These stickers are free of charge to the tenant and will assure that excessive trash is removed. Please place orders for more trash stickers through the Angus Work Order System.

### **Gondolas**

The janitorial service will also provide gondolas for special occasions such as file purging, storeroom clean out, etc. A fee of \$25.00 is charged for each time the gondola is dumped as requested by the tenant during regular business hours. Gondolas can be requested through the Angus Work Order System.

### **Recycling Program**

The Plaza of the Americas participates in the **Anything That Tears** recycling program. Please review the following recycling information sheet carefully and circulate it around your office. If you have questions regarding the recycling program, please call the management office at 214-220-3300.

### **Dot System**

We realize that certain areas of your office contain sensitive materials or machinery. The janitorial company uses a red dot/black dot system to differentiate between the areas that should be entered and cleaned and those that should not. The black dots are placed under the door handles of those areas that should not be entered or cleaned. The red dots are placed under the door handles of those areas that should be cleaned but locked behind the crew as they finish cleaning. All other doors will have no dots and will be cleaned and left unlocked. To have dots placed on your doors, contact the Management Office at 214-220-3300.

### **Reoccurring Problems**

If you have any reoccurring problems with the janitorial services, please contact the Management Office at 214-220-3300 so we may address the issue promptly.

## Plaza of the Americas Recycling Program

**We are on an anything that tears program which means that in the recycling containers, you may throw away the following:**

Any paper, regardless of binders such as staples, rubber bands, and spirals  
colored paper, newspaper, folders, booklets, brochures, phone books, cardboard etc.  
Empty aluminum cans and glass containers,

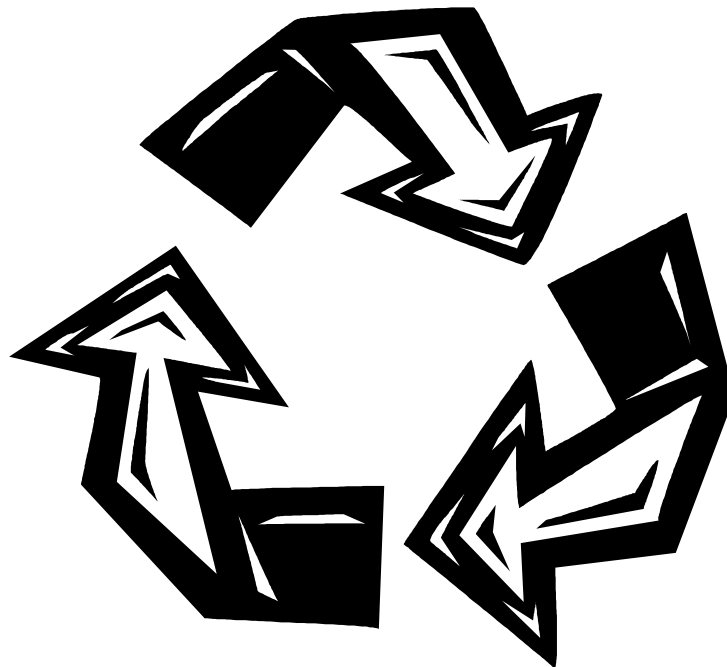
### **There are two types of recycling containers**

Small vented cans for individual desks  
Large blue containers for high volume areas such as the copy or file room


### **Janitorial Responsibility**

- ✓ No trash bags should be used in the vented desk recycling cans
- ✓ Blue trash bags should be used in the large blue recycling containers
- ✓ Black trash bags are to be used in the regular trash cans
- ✓ No clear bags should be used in the offices as they are used for retail tenants only

To avoid contaminating the recycled material please call the Janitorial Project Manager at 214-220-3300 if you see mistakes made with the bags.



# RECYCLE BIN

  
**Acceptable**  
Place in Recycling Bin

Office Paper, Cardboard  
Mail—All Types


Newspapers & Magazines

Telephone Books

Aluminum Cans

Steel/Tin Cans

Plastic and Glass Bottles &  
Containers



**Unacceptable**   
Place in Wastebasket

**NO- Styrofoam**

**NO- Waxed Cardboard**

**NO- Food Waste**

**NO- Food Wrappers**

**NO- Tissue Products**

**NO- Kitchen Trash**



If your paper will tear and is free of food and drink...

**RECYCLE IT!**

No sorting necessary...no removing paper clips or staples.  
Just simply add your empty plastic, glass, aluminum and steel  
containers into the bin and you are done!

**Now you're recycling! What could be easier?**



## Plaza of the Americas Parking Garage Information

### Hours of Operation

An attendant is on duty 10:00 a.m. until 6:00 p.m., Monday – Friday and 10:00 a.m. until 3:00 p.m., Saturday and Sunday. No attendant on duty after hours and holidays, however, there is a pay station at the center exit, which calculates the amount due and collects revenue.

### Parking Rate (subject to change)

Daily Rates:

\$1.50 per 20 minutes

\$18.00 Daily Maximum – 7 days per week

**Monthly Rates:** For monthly parking, contact the garage office

### Garage Office Information

The garage office hours are 8:00 a.m. to 5:00 p.m. Monday–Friday.

Garage Phone Number 214-720-8040

Garage Fax Number 214-720-8075

### Billing Information

Parking rent is due and payable to Platinum Parking by the first and late after the fifth of each month \$15.00 late fee/per card on all payments received after the 5th.

### Parking Cards and Access System

A replacement fee is charged for lost or damaged cards. The current fee is \$20.00 for a replacement card and must be paid before an additional card can be issued.

Monthly parkers have in-and-out privileges 24 hours a day, seven days a week. The card access system for the garage utilizes an anti-pass back feature. After the access card has been used to enter the garage, it can only be used to exit the garage and vice versa.

The exit or entrance gate must be completely down before the garage access card is read by the card reader. If your access card does not work or if you forget your card, please take a ticket upon entering the garage and report to the garage office to have your ticket validated. Only one vehicle per card is allowed to park in the garage at any one time. Violators will be charged the maximum daily rate, and parking privileges may be cancelled.

### Garage Rules and Regulations

Non-reserved parkers are not allowed to park in a reserved space. Unauthorized vehicles observed in a reserved space will be towed or immobilized at the vehicle owner's expense. This applies twenty-four hours a day. All reserved spaces are clearly marked with a reserved sign.

Management assumes no liability for auto damage or theft. We recommend that you remove any valuables and lock your vehicle.

All directional signs and arrows must be observed. Any person found driving reckless, disregarding directional signage or speeding is subject to have their parking privileges cancelled.

The speed limit in the garage is ten (10) miles per hour.

Long term, personal car storage is strictly prohibited.

Handicapped parking is available on each level of the garage at the entrance to the garage elevators.

Vehicles must be parked entirely within the stall lines painted on the floor.

## Plaza of the Americas Security Information

The Security Department at the Plaza of the Americas is here to assist you in any way possible. We encourage you to contact us when assistance is needed. The following information explains our DSX Security System operation and how it affects tenant and/or their visitors desiring afterhours access.

### Security Card Usage (Security Access Form located on Page 6)

To use your security access card, simply place your card in front of the Plexiglas square inside the elevator and push the floor indicator button for which you have access. There will be a sharp beep when the card is read at the reader. It is not necessary to touch the glass; either side of the card will operate the reader. You will have up to 10 seconds to push the floor indicator button after your card is read. You only need to use your card when accessing a floor other than the main lobby level. Elevators will always respond to all floors in allowing you access to the lobby level. No tenant employee should allow another person to use their access badge at any time.

### After Hours Access

Tenant employees are required to show their access badge and sign in at the security desk.

If a tenant employee needs afterhours access but does not have their card, the employee may gain access via the following procedure:

1. Employee must produce I.D.
2. Security Officer in respective tower will check the security computer and/or the tenant after hour's access list to ensure that the employee has after hour's access.
3. Employee must sign in at desk in the After Hours Access Log.
4. Access will then be allowed to the appropriate floor.

This should occur infrequently as all tenant employees should always have their access cards with them after hours. If the name of the employee does not appear on the tenant after hour's employee access list, access may be obtained only after Security has called designated personnel on the tenant emergency notification list and that person approves access. The employee would then be required to sign in and access would be granted to the approved floor.

Tenant visitors can receive access through any of the following:

- Tenant escorts visitor to his suite.
- Tenant furnishes Security with approval and name of visitor prior to his arrival.
  - Tenant provides a phone number for Security to call for approval when visitor arrives.

Visitors will be required to sign in on After Hours Access Log before access is granted.

Listed below are the hours that your Security Access Card **must** be used for admittance to your floor/ suite:

Monday through Friday 7:00 pm - 6:00 am  
Saturday and Sunday  
All Major Holidays

## **Tower Freight Elevators**

The freight elevators do not have card readers but will go into security mode during the same hours as the passenger elevators. Freight elevator usage will be under total control of security while it is in the afterhours security mode. A CCTV camera and intercom is located in the first floor elevator lobbies to allow security to assist carriers in making timely deliveries.

## **Security Emergency Phone Number – 214-969-0099**

We ask that you use this number to report emergency situations only i.e., fire, medical emergencies, suspicious persons, etc. Please do not use this number for reporting routine maintenance requests or other non-emergency requests. We have emergency phone number stickers available if you would like to place them in your office.

## **"Mr. Hopkins" Code**

If an occasion should ever arise where you have a solicitor and/or suspicious person at your desk or in your office area and you want to contact security without alerting that person, call our emergency number 214-969-0099 and ask to speak to "Mr. Hopkins". The Security Officer receiving the call will ask you a few yes/no questions and dispatch an officer or others to your location to assist you.

## **Medical Emergency**

If a medical condition should arise and you know the person needs immediate medical attention, call 911 then contact us on our emergency number and advise us that you have already called 911. We will need to meet the arriving paramedics, secure an elevator for them, and dispatch an Officer to your location to assist the injured person. If you have a medical condition, the severity of which you can't determine, contact the Security Desk immediately. Our Security Officers have received CPR/ First Aid training.

## **Escorts**

We have a Dallas Police Officer on the property from 9:00 am to 9:00 pm, Monday through Friday. Upon request, a Police Officer is available for escorts to our garage and adjacent parking lots.

## **Availability**

We have Security Officers stationed at both North and South Tower Security Desks at all times. The officers will always be available to assist you in any way possible. Anytime you have any questions concerning Security, please contact any Security Officer.

North Tower Security Desk 214-220-3333  
South Tower Security Desk 214-220-3332

## **Plaza of the Americas Fire Safety Information**

The safety and well-being of our tenants in the Plaza of the Americas is of vital concern to us. To provide for your safety, the procedures described in this manual have been designed to inform and instruct your actions and activities during any potential emergency situation. Although not every situation can be anticipated, this plan, if carried out properly, will ensure that immediate and appropriate action will be taken in any emergency, saving lives and valuable property.

### **Organization Chart/Job Description**

The Safety Team is comprised of the following people who have the responsibility to carry out the emergency procedures described below:

- Building Management
- Fire Safety Director
- Tenant Floor Wardens

The Security Department and the Engineering Department in the event of an emergency will assist all these people. The following is a description of the duties and responsibilities of each member of the Safety Team.

### **Building Management**

- Responsible for coordinating overall management of all emergency procedures and situations.
- Responsible for overseeing the organization and training of the Safety Team.
- Has designated operational control of emergency procedures and personnel to Security.

### **Fire Safety Director**

- Responsible for organizing Safety Teams on each floor and maintaining up-to-date lists of all persons involved.
- Will organize and direct training of Safety Team members in Emergency and Fire Prevention Programs and Procedures.
- In the event of an emergency, will assume command and will report all pertinent information to Building Management and the Director of Security.
- In the event of fire, ensure the Fire Department is immediately notified and that evacuation procedure is initiated.
- Will make regular tours to ensure that all necessary fire equipment is provided and operational and that Dallas Fire Codes are abided by.
- Will be assisted in his/her duties by the Security Department and other members of the Safety Team.
- Will report all discrepancies to Building Management and the Director of Security.
- Ensure fire drills are conducted annually and written records kept.
- Will have Engineers adjust HVAC so that smoke is not spread throughout the building and have them check the emergency generator for proper operation.
- Security and Engineering will respond to the fire location, report on the situation and sound alarm if necessary, assist in the evacuation process, and when safe to do so, extinguish the fire if possible.

## Tenant Floor Wardens

- Assign responsible and respected personnel to function as Tenant Floor Warden Assistant.
- Read and understand the Emergency Procedures Plan.
- Should inspect their designated area to ensure the following: all aisles, corridors, and exit doors are kept free from obstruction; all fire prevention equipment owned by the tenant is operational and in order and that arrangements have been made to shut down all major power equipment such as computers.
- Will assign specific areas to be searched by responsible personnel, such as supply rooms, storage areas, and restrooms.
- Will brief all personnel within his/her assigned area as to evacuation routes and procedures.
- In an emergency, will make certain that the fire alarm has been sounded and that Security has been notified.
- In an emergency, will report to the Security Department when his/her floor is completely evacuated.
- In an emergency, will ensure that all persons that are handicapped or need special assistance are taken to the stairwell landing for evacuation. Emergency Personnel (Fire/Police Dept.) will be notified to come to their rescue.
- Will participate in periodic training sessions that will emphasize the performance of specialized emergency assignments.
- Will update Fire Warden Contacts & Special Assistance Necessary Forms with the Management Office as needed.

## Tenant Floor Warden Training

Fortunately, emergency situations very seldom occur in modern office buildings. In the rare instance that an emergency should arise, the best way to provide for the safety of building occupants is to have a well-conceived and practiced plan of action that is implemented by competent and trained leaders. The Tenant Floor Wardens are the very heart of the successful implementation of the Emergency Procedures Plan.

A good training program, coupled with the leadership by Tenant Wardens, will give Plaza of the Americas the most responsive and protective emergency situation procedures possible. Plaza of the Americas Property Management Staff will provide training and assistance for all Tenant Floor Wardens. Responsibilities and situations that will be covered in this training will include:

- Knowledge of evacuation plans to be used in emergency situations.
- Knowledge of floor layout, including the stairwell exits and the location of fire-fighting equipment.
- Familiarity with personnel working on the floor; i.e., any occupants with physical defects which would require extraordinary assistance if evacuation were necessary.
- Recognition of potential fire hazards and situations that could impede a safe and orderly evacuation.
- How to routinely make a visual inspection of life safety equipment on the floor.
- Knowledge of how fire and smoke spread and how to prevent this from happening.
- Function and use of building fire-fighting equipment.
- Knowledge of the functions performed by Property Management, Security, and Fire/Police Department in times of emergency.

## Fire Alarm System

The fire/safety equipment in Plaza of the Americas is a sophisticated, integrated system that provides both a means of detection and of suppression should a fire occur.

Any one of three detection sources can activate an alarm:

- Manually operated pull station;
- Smoke detector; or
- Heat-activated sprinkler device.

The multiple sprinkler head connections throughout the building will also act to suppress a fire. Included in the fire alarm system is an audible alarm and manual public address system capable of reaching all areas within tenant offices. The stairwells, illuminated by stairwell exit signs, are pressurized for evacuation purposes. Supplemental fire extinguishers are placed adjacent to the stairwell doors on each floor.

In the event of an alarm on your floor, you will be alerted by the following means:

- A pre-recorded audible alarm which includes verbal instructions with an intermittent siren.
- Flashing strobe lights

As a safety feature these items take place when an alarm is activated:

- Loss of all elevator service until the alarm area has been checked and found to be all clear.
- Loss of heat, ventilation, and air conditioning (HVAC) on the effected floor, one above and one below. Exhaust fans will be activated to remove smoke from the building.
- **All** magnetically locked doors will automatically be unlocked. Magnetically locked stairwell doors will unlock to permit re-entry onto other floors if smoke is encountered in the stairwell.

In addition, announcements will be transmitted over the public address system by the Security Department to keep you informed of the situation and any special instructions you should follow.



## Fire Emergency Procedures

In the event of a fire, the following action is to be taken:

### Rescue

- If evacuating the floor, evacuate a minimum of three (3) flights down, in an orderly manner; walk, don't run; don't panic.
- Assist handicapped workers to the **nearest stairwell** for emergency personnel assistance.
- Know both stairwell locations before an emergency arises.

### Alert

- Activate a fire pull station on the emergency floor.
  - Call the Security Department immediately, 214-969-0099.
  - Clearly state WHO you are, exactly WHAT the problem is, and exactly WHERE the problem is.

### Contain

- Close doors on the emergency floor to prevent the spread of smoke and flames.
- Close doors and windows will help to limit the amount of oxygen sources available to the fire.

### Extinguish

- Know the locations of fire extinguishers, how to operate them, and on what kind of fires they should be used.
- To be effective, the immediate and full use of all available fire extinguishers at the scene is recommended.
- Use your better judgment before attempting to extinguish a fire -- if it's out of your control, close the door and assist in the evacuation.

### Remember

- The best way to protect life and property is to extinguish a fire at its earliest stages, however, do not delay in calling for help.
- In a fire situation, **don't panic**. Building fires are almost always confined to a relatively small area.
- **Never use the elevators** to evacuate during an emergency, regardless of where the fire or suspected fire may be. When using stairwells for evacuation, stay single file. Walking single file is most important as firemen may be using the same stairwell coming up.
- Follow the direction of Safety Team Personnel or fire officials in the event of an emergency.
- In the event that total evacuation of the building is necessary, proceed in an orderly manner to the first floor of your building and then proceed to the street. Stay clear of the front of the building so that firemen and emergency personnel will have unrestricted access.
- Do not waste time trying to gather personal property!

## Fire Prevention

Often, common-sense precautions are overlooked in day-to-day activities. We have compiled a list of reasonable simple precautions which, if enforced at work or home, will help prevent fires.

- Be certain that all coffee pots, hot plates, or other electrical items have the UL (Underwriter's Laboratories) label.
- Never use immersion-type-heating devices.
- Avoid electrical overloading.
- Avoid octopus plugs. (More than one plug per electrical outlet.) Do not plug high-voltage items into electrical outlets without first checking with Building Management.
- Use power strips, instead of undersized or lightweight extension cords. Extension cords used, as a substitute for permanent wiring is strictly prohibited.
- Never throw matches, cigarettes, cigars, or pipe ashes into wastebaskets.
- Report overheated fluorescent light units immediately. These are characterized by a pungent, burning odor.
- Report failure of any electrical office equipment or outlets to Department Heads.
- Flammable liquids used in office machines, especially mimeograph and duplicating equipment, should be stored in secure Fire Department approved metal cabinets.
- Store papers and wastes paper at least six to eight feet away from operating machinery.
- Keep approved fire extinguishers handy and yearly inspection tags updated.
- Keep flammable cleaning materials in a Fire Department approved metal cabinet and away from paper storage. Cleaning cloths, oily rags and cleaning liquids should be kept in fireproof OSHA-approved metal containers.
- Never "force" office machinery that is not working properly. Report to supervisor or call repairman.
- Using OSHA-approved methods always mark visually, the location of the fire extinguishers.
- Know locations of fire extinguishers within your immediate area.
- Know the usable time limit of the fire extinguishers you have.
- Know the location of the fire alarm pull stations on your individual floor.
- Know exit locations.
- Practice good housekeeping near your desk, in storage areas, and in mechanical rooms.
- Know these procedures and what to do in the event of a fire.





## How Most Fire Extinguishers Work2/19/13

### 1. Pull

- Pull the pin.
- Some units require the releasing of a lock latch, pressing a puncture level, inversion or other motion.

### 2. Aim

- Aim the extinguisher nozzle, horn, or hose at the base of the fire.

### 3. Squeeze

- **Squeeze or press the handle.**

### 4. Sweep

- Sweep from side to side at the base of the fire.
- Watch the area; make sure that the fire does not re-ignite.
  - Fully discharge the contents of the extinguisher.

## General Evacuation Procedures

If evacuation is considered necessary, the Security Department will notify the Tenants of the following:

1. That there is an emergency in the building
2. Whether to direct personnel up or down;
3. When it is safe to return to their office

Once the Fire Alarms are activated Floor Wardens are to go to their respective areas and institute their part of the evacuation procedure. He/she will notify all personnel of the evacuation and will advise them to use the following procedures:

1. Evacuate as soon as directed.
2. Walk briskly, but **do not run** to the exit or exits designated by the Floor Wardens.
3. Keep to the right in the halls and on stairs, and proceed in single file. Hold on to the handrail and merge alternately when two lines meet on the level landings. Please keep the lines moving at all times
4. **Do not use the elevators.** All except the elevators designated for the Fire Department will be brought to the lobby level.
5. Do not return to the building for any reason until directed by emergency personnel.
6. Adhere strictly to the "No Smoking" rule.
7. Keep conversation to an absolute minimum.
8. Handicapped personnel are to advise Floor Wardens of their condition in advance if they intend to wait on their floor level for assistance. The Fire Department and the Building Staff are to be notified to come to their rescue in the stairwells.
9. After evacuation, you are to remain in the assigned area until your Floor Warden or other duly authorized persons tell you that it is safe to re-enter the building.

If fire or smoke blocks closest stairwell, evacuate by an alternate stairwell.

If fire or smoke blocks all stairwells, return to an office or room and close the doors. Call the Fire Department 911 as well as Building Security 214-969-0099 and notify them of your location. Seal doorway openings and air conditioning vents with towels, clothing, etc. Stay low, below the smoke and use a wet towel to cover your face.

## **Plaza of the Americas Tenant Safety Team**

Each tenant in the building should have a Tenant Safety Team. Below is a description of each position on the team.

### **Tenant Floor Warden**

As mentioned previously in this manual, the tenant floor warden is responsible for the tenant area. He/she is assigned a deputy (alternate) as well as searchers to the areas they cover. He/she is also responsible for assigning one searcher to assist people who need special assistance.

### **Deputy Warden**

The deputy warden assists the tenant floor warden in coordinating the escape plan and assuring that all runs smoothly.

### **Searchers**

There should be one searcher assigned to each area within your space. In each immediate area, the searcher assures that all people are out, doors are closed, and pathways are clear. One searcher should be assigned to help people who need special assistance reach the stairwell landings for emergency personnel.

### **Exit Monitors**

Exit monitors stand at each stairwell exit to assist people down the stairs until the last person has exited.

**\*It is important that you inform the Management Office with any changes to the Fire Warden Information and Special Assistance Needed Forms as soon as possible. Update forms may be requested by calling 214-220-3300.**

## Civil Disturbances

Civil disturbance may occur in a variety of ways. One way is through a demonstration or protest. Occasionally a tenant may be the target of demonstration or another type of civil disorder. Demonstrations or protests are not always violent in nature. They are often peaceful expressions of personal views. However, some issues are volatile in nature. Some organizations are known to plan disruptive acts to further their cause or to create more media attention.

Our course of action during a protest or demonstration is to monitor the situation and take the necessary action. We must keep demonstrators from entering the building. Often security personnel are the first individuals to become aware that a demonstration is taking place. Report your observation immediately.

1. Should a disturbance start outside of the building:

- a. All entrances to Plaza of the Americas will be secured by building personnel.
- b. Property Management will be contacted.
- c. The Police Department will be contacted.

2. Should a disturbance start in the lobbies of the building:

- a. All elevators will be turned off at the first floor until Property Management arrives.
- b. Demonstrators will not be given access to the upper floors of the building for any reason.
- c. Property Management will be contacted.
- d. The Police Department will be contacted.

Based on the continued atmosphere of the disturbance, a decision will be made by Property Management to notify the tenants in the building.

In the event a disturbance should occur in a tenant's office or premises, the Property Management Office should be notified immediately. All assistance will be given to the tenant, however; the decision to call the Police Department to a tenant's area will be left to the tenant.

During a civil disturbance situation, it is necessary for strict security measures to be set up especially at the lobby levels. Our objective of maintaining security to the tower will reduce the damage to the building if we are directly attacked.

## Elevator Entrapment Procedure

If you are trapped inside an elevator the following actions should be taken:

1. Remain calm.
2. Press the button located on the Emergency Phone panel, it will automatically ring to the elevator company dispatch center.
3. The dispatcher **MUST** have the following information:
  - Who you are.
  - What elevator you are on, **the cab numbers are located on the opposite panel of the phone button below the floor indicator buttons** (Cabs are numbered by Tower and cab # N1, S1, G1, etc.)
  - What happened? Did the elevator stop suddenly, slowly, or not move at all?
  - What floor you appear to be on? What floor did you start on/ where were you going?
4. Do not try to force the elevator doors open as this could slow the repair process.

Building Security will be contacted by the dispatcher and will take the following actions:

1. Dispatch an officer to the elevator location.
2. Contact building elevator maintenance personnel, engineering, and Property Manager.
3. Complete an incident report to record all necessary information.

**NOTE:** If you observe a malfunctioning elevator from outside, please inform Building Security immediately at 214-220-3333 or contact the Management Office at 214-220-3300.

## **Electrical Power Loss**

Plaza of the Americas is equipped with an emergency electric generator to supply emergency power to the building in the event of a primary power failure. Sufficient emergency lighting will be available to permit a calm and orderly evacuation should it be necessary. An announcement will be made over the public address system directing actions to be taken.

If you experience a power outage, contact Building Management at 214-220-3300 to report location of outage.

If Building Management orders an evacuation of the building, the following procedures will be in effect:

1. Evacuation will be one floor at a time, in a predetermined sequence.
2. Once all occupants have evacuated, stairwell doors and lobby doors will be locked.
3. After power is restored, no one will be allowed into the building until Building Management officially reopens the building.
4. A complete incident report will be completed with all details of the incident.

# Bomb Threat

## Suspected Bomb Safety Precautions

The Safety Precautions enumerated below are designed to acquaint you with the dangers inherent in the search, discovery, and handling of "Suspected Bombs."

**While some of the following Safety Precautions may seem elementary, please do not dismiss them as unimportant, nor take them for granted. Adequate knowledge of these precautionary provisions may save your life, the lives of your fellow employees, and the lives of the individual customers and visitors.**

1. Do not accept the contents of any container as "bona fide," simply because it was delivered by "routine means."
2. Do not accept container markings and/or appearance as sole evidence of their content's identification and legitimacy.
3. Do not use radio equipment to transmit messages.
4. Do not "change the lighting conditions" by turning off or on lights.
5. Do not touch a "suspected bomb."
6. Do not shake shock or jar a "suspected bomb."
7. Do not cover a "suspected bomb."
8. Do not carry a "suspected bomb."
9. Do not assume that a "suspected bomb" is of a specific (high explosive or incendiary) type.
10. Do not open any "suspicious" container or object.
11. Do not cut a string, cord or wire on a "suspicious" container or object.
12. Do not cut or remove the wrapper on a "suspicious" container.
13. Do not unscrew the cover of a "suspicious" container or object.
14. Do not move the "latch" or "hook" on the cover of a "suspicious" container or object.
15. Do not raise or remove the cover of a "suspicious" container or bottle.
16. Do not change the position of a "suspicious" container or bottle.
17. Do not place "suspicious" container or object into water.
18. Do not smoke around a "suspicious" package or container.

A large majority of bomb threat calls are false alarms, meant only to disturb or disrupt the normal work of a person or company. However, at no time should any call be regarded as just another false alarm. The following guide will be useful in the event of a bomb threat. Please insure all personnel are aware of what to do in the event of a bomb threat.

### **When a Bomb Threat call is received:**

1. Keep the caller on the line as long as possible. Ask the caller to repeat the message.
2. Obtain as much information from the caller as possible.
  - **Location of the bomb**
  - **Time of detonation**
  - **Outside appearance or description of bomb**
  - **Reason for planting the bomb**
3. Tell the caller the building is occupied and it might cause the death of innocent people.
4. Try to listen for background noises that might help determine the location of the caller.
5. Immediately report the call to the Dallas Police Department at 911 and then the Building Security at 214-969-0099, giving the officer as much of the following information as possible.
  - Your name, location and phone number
  - Name of the "initial recipient"
  - Name of anyone "listening in" to the "threat"
  - Name of any employee "threatened" by the caller
  - Normal work location of any "threatened" employee
  - TIME the "Bomb" is supposed to explode
  - Exact LOCATION where the "Bomb" is supposed to be
  - OUTSIDE APPEARANCE or DESCRIPTION of the "Bomb"
  - REASON given for the "Bomb"

### **If you receive a written threat, follow these steps:**

- Save all of the materials.
- Avoid any unnecessary handling of the letter or package.
- Contact Security immediately at 214-220-3333.

### **If a bomb threat occurs after normal business hours, please proceed with the following:**

- Contact the Building Security and ask them to contact Property Management.
- Notify your supervisor about the "Bomb Threat Call."
- Have all written records or notes of the "Bomb Threat Call" available for the Property Management to analyze.
- IMPORTANT "Open phone lines" are essential to effectively control this emergency. Please only make necessary calls.
  - Quickly and thoroughly search your company area for "suspicious, unusual or foreign items" ("Suspected Bombs") and report any findings, but do not touch, move, jar, disturb or cover any "suspicious items" that are found. Report any findings to Building Security.



## **Evacuation**

If evacuation is necessary, as determined by Dallas Police Department, Dallas Fire Department, and/or Building Management, you will be notified by Building Security.

**IMPORTANT:** If you determine that Employees and Visitors are in imminent danger, and you cannot reach Building Security in a reasonable length time, please exercise your independent judgment to move or evacuate your personnel without being given specific routes to follow. Normally evacuating 3 floors down unless full evacuation is necessary.

**IMPORTANT:** Identify and give priority to the movement or evacuation of nervous, emotional, ill and/or “handicapped” personnel.

If you “evacuate” establish and announce a “rendezvous point” or Employee meeting place – for personnel safety and control, communication of emergency and “re-entry” information and “roll call.”

**NOTE:** It is normal procedure for the Police to send a Patrol Officer to take a report upon initial receipt of a bomb threat. The Bomb Squad is not normally sent unless a suspicious object is found. In either event be prepared to conduct an evacuation if told to do so by the Police Department, the Fire Department, and/or Building Management.

## Blood borne Pathogens

A pathogen is a specific cause of disease, such as a virus or bacteria. "Blood borne" means carried by or in the blood. The two **Blood borne** pathogens that are currently of particular concern are **HBV – which causes Hepatitis B** and **HIV – which causes AIDS**. It is very important, if you see blood or bodily fluids, to take the following steps:

1. Notify the Property Management immediately of bodily fluids that are not contained.
2. **Do not attempt to clean up the spill yourself.**
3. Janitorial will be notified to properly clean up the spill.
4. If you are exposed to another person's blood or bodily fluids, immediately wash all exposed areas with soap and water. Report the incident to your manager and immediately contact your physician. There are early medical treatments available, which can prevent the development of Hepatitis B and slow the onset of potential HIV infection.

### Safety Reminders & Precautions Concerning Blood or Bodily Fluids

1. **ALWAYS** use protective equipment when handling blood or bodily fluids. Any opening on your body or skin, such as eyes, mouth, skin rash, paper cut, etc., is a route of entry for diseases. Protective equipment includes wearing latex gloves, masks, protective eyewear, etc.
2. **NEVER** use just a paper towel to wipe-up blood or bodily fluids and never allow anyone else to do so either. Always use latex gloves to clean up spills. Disinfect the area with an approved cleaner or bleach diluted with less than 10 parts of water. Double bag the materials used to clean up, and discard the contents in a bag labeled **BIO-HAZARD**. If you do not have any Biohazard bags, notify the Management Office.
3. Immediately wash your hands after you have removed your gloves. Use a disposable towel for turning on the faucets to avoid cross-contamination. Again, dispose of the towel in a **BIOHAZARD** bag.
4. In the event you need to dispose of a needle, avoid bending, breaking or recapping the needle. Immediately dispose of the used needle and any other sharp objects in a designated, puncture-resistant container.

## Severe Weather

Property Management monitors weather radios, TV announcements and weather alert websites during times when severe weather may be eminent during normal business hours. Under extreme conditions the Management Office will notify Tenants when it is necessary to take shelter or evacuate, of course, use your best judgment and take the necessary precautions to protect yourself and your fellow employees/co-workers. Whenever severe weather is reported, use the following procedures to take action:

### Tornadoes

- Get away from the perimeter of the building and exterior glass.
- Leave your exterior office and close the door.
- Go to lowest level possible (not the center of the Atrium) and protect yourself by putting your head as close to your lap as possible. Interlace your fingers behind your neck and protect your head.
- Do not attempt to evacuate the building unless instructed to do so via the Public Address System.
- If you are in transit within the building: Seek shelter in the building stairwell or lower levels, do not use the elevators or attempt to exit the building. Do not go to center of the atrium.
- If trapped in an outside perimeter office, seek shelter under your desk.
- Once the severe weather has passed, all able-bodied members will report to the designated area (Specify rally point is decided by your company).
- After reporting to your company's rally point a roll call should be taken for employee counts. Report any employees not accounted for to the emergency response team and Building Management.
- No one should initiate any searches or rescue attempts until coordination is done through the emergency response personnel.

## Plaza of the Americas Occupant Awareness Program

It is the responsibility of occupants at Plaza of the Americas to be aware of possible fire hazards and/or safety hazards that may be encountered. If such hazards are observed, please notify Building Management at 214-220-3300 immediately so corrective measures can be implemented. Listed below are some of the items that you as Occupants can help prevent from becoming potential hazards.

- Investigate electrical equipment that is not working properly or smells strange. Unusual odors from appliances or cords can be a first sign of a fire. Report to the Management Office.
- **Extension cords are prohibited by the Fire Marshall.** If you are using a power strip, ensure that appliances plugged in conform to U.L. listed ratings. **NEVER** overload the outlet, or power strip.
- Make sure all appliances (coffee pots, toasters, etc.) are turned off prior to leaving the property. In your office area, assign at the minimum, two people to insure this is done on a nightly basis.
- Some personnel may want to use a space heater to supplement the building heating system. Space heaters are **NOT ALLOWED** on the property. Due to the high amount of fires caused each year by poorly maintained and non-U.L. rated space heaters, these items are considered a lease violation. Occupants observed with a space heater in their work area, will be subject to a \$100 fine paid by the Occupant's company, as well as confiscation of the space heater.
- In areas designated as "storage", all boxes and equipment per the fire code regulations must not be within or exceed 18" from the ceiling. If boxes or equipment exceed the height requirement, it greatly reduces the effectiveness of the sprinkler system, you will be subject to fines by the Fire Marshall.
- Insure all trash is properly disposed of as it could be used as fuel by a fire.
- Maintain Material Safety Data Sheets (MSDS) in central locations where they are visible for all to see.
- Keep all appliances and electrical cords in good repair.
- Dispose of cigarettes, cigars, and pipe ashes carefully. Never empty ashes into trash containers.
- Use of candles or any type of flames in the office is strictly forbidden.
- Assign a specific person or persons to aid anyone in the office who requires special assistance in an emergency.
- Store flammable materials in building only after the approval from either the Building Engineer or the Management Office.
- Halogen lamps must be in the "off" position while unattended.
- If the elevator lobbies (freight elevator rooms) contain obstacles that impede pathways, it will reduce the effectiveness of personnel to move quickly or not at all in the event of an evacuation.
- Notify Building Management at 214-220-3300, immediately if these conditions exist in your area.

## Tenant Work Order System- Angus Anywhere Website

I would like to introduce you to our Angus Work Order System. The following are instructions to request work orders for services needed. The Management Office will set up your company and authorized users into the system. Angus will send an automatic email with login/password information.

Go To:

<http://www.ng1.angusanywhere.com/tenant/MMProperties/MM/default.aspx>

Submitting a Service Request:

- Click the New Service Request link
- Select the service request type
- Type in your request and any explanation necessary in the Location & Description area
- Click the Submit button.

EMAIL NOTIFICATION:

You will receive an email notification when the work is complete. Billing information will be included (if applicable).

OVERVIEW OF THE ANGUS WORK ORDER REQUEST SYSTEM:

Easy: Service Requests can be submitted via Internet, Email, or Phone 24 hours a day, 7 days per week.

Fast: Immediate acknowledgement of Service Requests with Confirmation #.

Accurate: All Service Requests routed efficiently for correct service.

Please call 214-220-3300 with any questions or concerns with logging into the system.

## Plaza of the Americas Property Removal Form

Date:	Time:
Company:	Floor:
Person's Name:	ID/DL Number:
Title/Position:	
Tenant Representative Notified:	
Tenant Representative Phone #:	
PROPERTY IS BEING:                      REMOVED                      BROUGHT IN	
Inventory/Description of Property	Serial Numbers (if applicable)
1.	
2.	
3.	
4.	
5.	

\_\_\_\_\_ Security Officer

\_\_\_\_\_ Post/Location

\_\_\_\_\_ Individual in possession of property