

**227 West Trade Street
Electronic Tenant® Portal**

Created on January 23, 2023

Amenities: Conference Center

Our recently updated conference center is located near the [Property Management Office](#) on the 3rd floor. This space can accommodate up to 45 guests and features a plethora of options for setup as well as some great amenities.

Rental of the space includes:

- ClickShare
- Flip Chart
- Podium
- 2 large screen TVs
- Easels
- LCD Projector
- Polycom Conference Phone
- Wireless Internet Access
- Cell phone Charging Station
- Private Telephone Booth
- Janitorial Cleanup

Amenities: Fitness Center

The Fitness Center is located on the lobby level of the building. The 5,625 square foot center is for tenant use only and offers a Fit Atelier exercise space, weight room, and state of the art cardio machines.

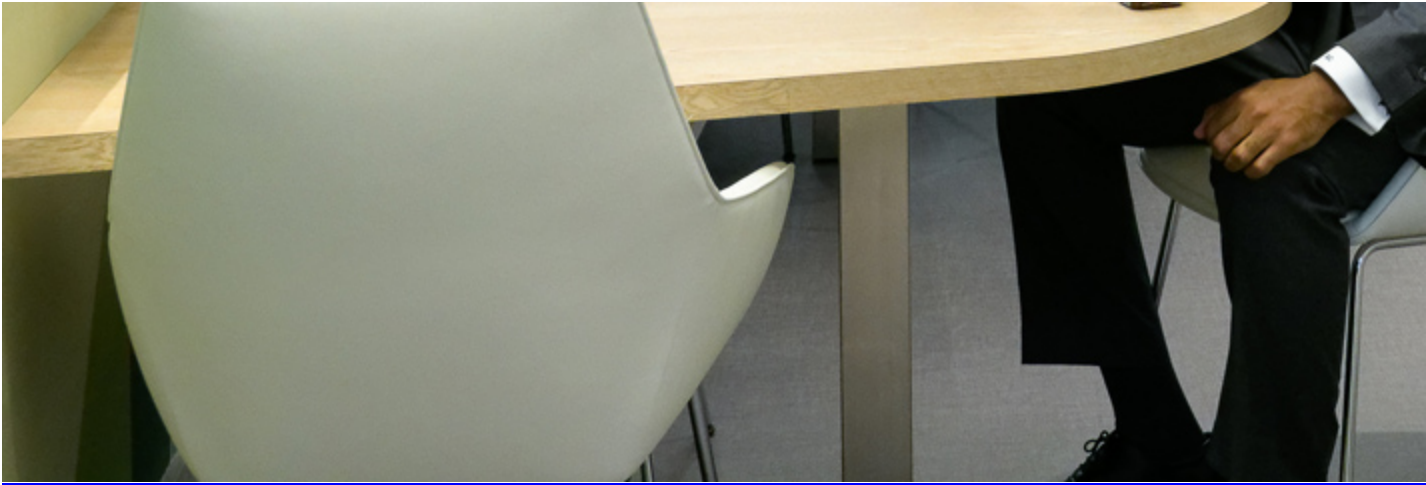
[Facilities Access & Release Form](#)

Please note that the building owner is not responsible for lost or stolen personal items. Valuables should be secured in lockers and must be removed upon departure from the Fitness Center. Overnight storage is not allowed.

All items left overnight may be claimed from the Security Console located in the main lobby.

Fitness Center users should report all equipment malfunctions, personal injuries and specific concerns immediately to the [Property Management Office](#).



















Amenities: Parking Garage

PARKING MANAGER

The parking garage is managed by SP Plus. It contains 832 parking spaces and provides convenient access to the building. Areas of the garage are allocated for non-reserved, reserved and visitor (hourly) parking. Entrances and exits are found on Church Street, 4th Street and Poplar Street. Elevators provide easy access to the building lobby from all levels of the parking garage. For more information, please contact SP Plus at [\(980\) 224-1065](tel:9802241065).

PARKING DECALS

With proper authorization after executing a Garage parking contract, a decal will be affixed to your windshield by a SP+ attendant which in turn provides access to the Garage entrances. Do not loan your decal to anyone. Revocation of garage privileges is the penalty for loaning either of these items to another person.

MONTHLY CONTRACTS

Monthly contracts may be available for sale at the posted rate. To inquire information about their availability, please speak with the Parking Manager located in the Parking Office on the P- 4 garage level.

[Monthly Parking Application](#)

DAILY/HOURLY PARKING

Daily parking is available at the posted rates. Payment in cash or credit and removal of the automobile is required prior to the 2:00 a.m. garage closing time.

HEIGHT RESTRICTION

The maximum garage clearance is 6' 8". Please be aware that due to low-hanging pipes and sprinkler lines there are some areas of the garage that are lower than 7'. Drivers of taller vehicles need to be particularly cautious and park on the P-1 level.

PARKING SPACES FOR DISABLED INDIVIDUALS

Parking for drivers with a valid handicap sticker is available. The handicap sticker must be displayed at all times when parking in a handicap space. Please stop at the Garage Manager's office, located on Level P-4 next to the Elevator garage lobby. A Parking attendant will assist you.

SPEED LIMIT

For everyone's safety, the garage speed limit is 7 M.P.H. Signs are posted throughout the garage as a reminder.

VISITOR PARKING

Visitor Parking is available at the daily rate for visitors to tenants of Carillon.

PARKING RULES AND REGULATIONS

The following rules and regulations have been implemented to provide a positive experience for all parkers and to safeguard the building and its occupants. Monthly Parking Contracts are issued to and accepted by the holder subject to the following rules and regulations. Failure to abide by the rules and regulations of the garage can result in cancellation of the contract.

1. Employees of tenants of Carillon are authorized to park in the garage subject to the employer's allotment of parking permits and lease provisions. Requests for parking permits in excess of the number specified by the lease will be handled on a space available basis.

2. Employees of tenants of Carillon who obtain a monthly parking contract are authorized to request a parking decal.
3. The monthly parking decals are not transferable to other persons. Lending either of these items to another person can result in the forfeiture of parking privileges.
4. Monthly Contract parkers must affix their decal on their front windshield to enter and park in the garage.
5. Any monthly contract holder who loses their access card should immediately speak with their firms' facilities department. Any monthly contract holder who loses their hang-tag will be charged a replacement fee as determined by the garage manager.
6. Parkers are expected to observe the posted speed limit of 7 miles per hour.
7. Parkers are expected to follow the directions of the garage attendants.
8. The Garage Manager must be notified at least 30 days prior to the date of cancellation of a contract and the employee must surrender his/her hang-tag to the garage manager.
9. The Building Owner, Property Management Office, and the Garage Manager, are not responsible for any losses due to theft, collision, or any other damage done to vehicles in either the Building parking garage or elsewhere on the Carillon premises.
10. Additional guidelines are listed on the Monthly Parking Information sheet. This sheet is available through the Parking Manager and must be completed prior to the original purchase of monthly parking privileges.
11. The Carillon Garage Board reserves the right to modify or change any of the above rules and regulations at any point in time.

Monthly Contracts may be available, depending upon availability. For more information, please contact the [Property Management Office](#) or the Garage Manager.

[Top of Page](#)

Amenities: US Mail

The United States Postal Service operates the mail room which is located on the lobby level. For your convenience, [FedEx](#), [UPS](#), and [DHL](#) drop boxes are located within the mail room area. The [USPS](#) staffs the mail room Monday - Friday from 11:30 a.m. - 12:00 p.m.

The closest full-service United States Post Office is located at:

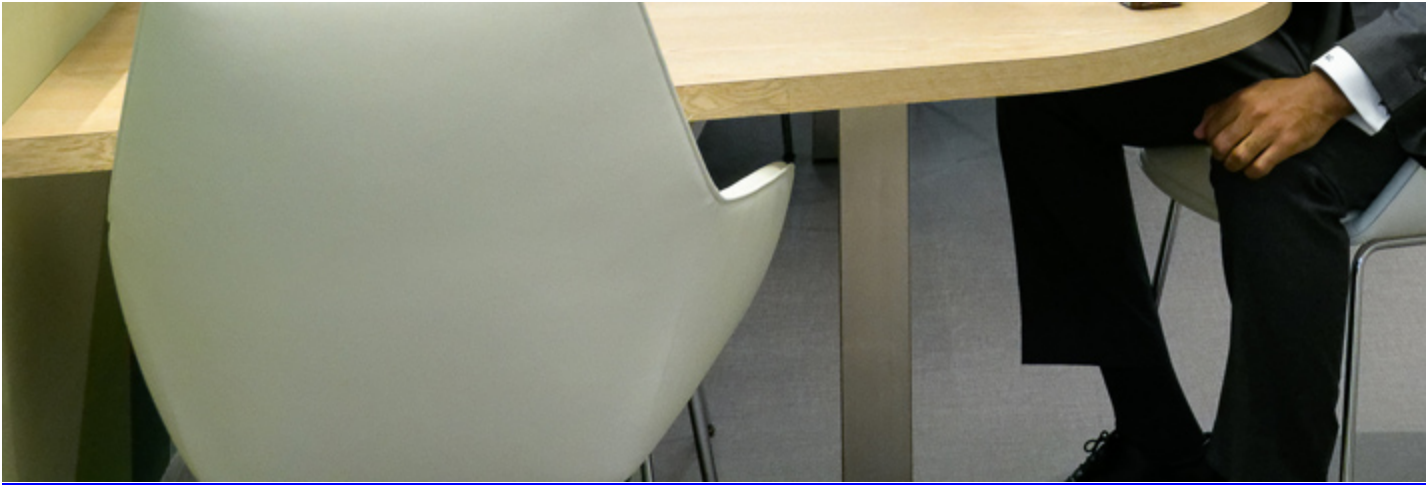
[100 N Tryon Street](#)
[Suite 50](#)
[Charlotte, NC 28202](#)

Amenities: Dry Cleaning

Carillon has Tide Dry Cleaners lockers located on the 2nd floor of the parking garage elevators. The Tide lockers drop off system is easy, secure, and quick.

Amenities: Gallery

































CARILLON SUNDRY

CONVENIENT SHOPPING



SNACKS
DRINKS
& MORE

CONVENIENT SHOPPING

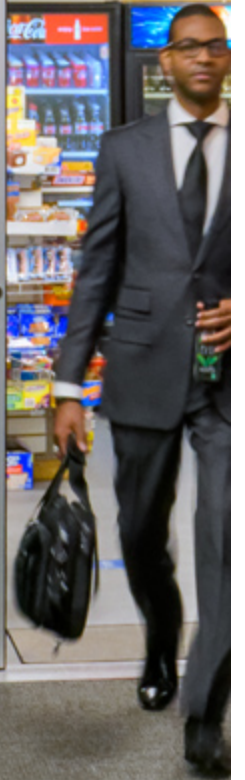
Carillon Sundry
7am until 3pm
No credit cards.
Thank you.

STORE HOURS:

Monday - Friday
7am - 6pm

Weekends
CLOSED

PURCHASE LOTTERY HERE!
PERSONS 18 & OLDER ONLY













Emergency Procedures: Bomb Threat

The vast majority of bomb threats are false alarms and are 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. When a call is received, there are several things to do:

- Remain calm. If this is a real bomb threat, usually the reason the perpetrator has called is because he has changed his mind and wants the bomb to be neutralized.
- Keep the caller on the line as long as possible. Ask the caller to repeat the message.
- Obtain as much specific information from the caller as possible:
 - Location of the bomb.
 - Time of detonation.
 - Outside appearance or description of the bomb.
 - Reason for planting the bomb.
 - Caller's name.
 - Any information which might give clues to anything above.
- Tell the caller the building is occupied and it may cause the death of innocent people.
- Listen for the sex of the caller, patterns of speech, and also background noises that might help in determining where the call is being made from.
- At the conclusion of the call, do the following:
 - Notify the [Property Management Office](#) at (704) 714-1100 regarding the details of the call.
 - If the call is received after hours, notify your tenant contact of the details of the call. He/she will contact Property Management.
 - Await additional instructions.
 - Complete the Telephone Bomb Threat Report located on page 39.

The factor which most affects the careful handling of a telephone bomb threat is the person who receives the call. A bomb threat may be received by anyone and not necessarily by those who are best equipped to handle it. For example, a call may be received by:

- A tenant
- A tenant switchboard
- Property Management
- Security Officers

In all cases, the [Property Management Office](#) should be notified as soon as possible. Additional directives will be provided by the Retail Property Management Office.

Outlined below are guidelines that will help us to become more alert to potential problems and knowledgeable in our immediate response. Bombs represent 50% of all terrorist incidents because they supply the variety and violence necessary to attract media coverage.

- Be sensitive to strangers in the Office Buildings, especially to individuals using non-public areas of the Office Buildings, such as stairwells, mechanical closets and restrooms. Report all such individuals to Security and the [Property Management Office](#) immediately.
- Be alert to any unattended packages, cases, or abandoned vehicles. If a suspicious parcel or vehicle is noticed either in a conspicuous or inconspicuous area, notify the [Property Management Office](#) or Security immediately. Do not attempt to investigate the parcel or vehicle yourself.
- Pay special attention to individuals loitering in or directly outside the lobby, building perimeter, garage, loading dock, garage entrance ramps, mailroom, freight lobbies, roof, stairwells, etc. Also,

anyone photographing or sketching the property should be suspected. Report such individuals directly to Lobby Security.

- A terrorist will not fit any special description. A terrorist will try to go about his work without drawing obvious attention to themselves. LOOK BEYOND THE OBVIOUS!! Be alert for unusual behavior or devices, not suspicious looking people of any certain race with any special attire. Terrorist groups have hired individuals of all races to carry out their acts.
- All individuals in a position to answer a phone should be knowledgeable of the building Bomb Threat Procedures. Take all threatening calls seriously and report them to the [Property Management Office](#) immediately.
- Show care in exercising normal building and company security procedures. Pay special attention to adhering to all access control policies, sign in/out, locking door, not leaving the space unattended, etc.

BEAT THE BOMB THREAT SCARES

Threatening or harassing phone calls can be traced by hanging up and pressing *57. Police urge anyone who receives a bomb threat to use the Call Trace Service. Here's how it works:

- After Hanging up, pick up the phone and listen for a dial tone. No matter how long the call lasted, it can still be traced
- Listen for the operator to confirm the trace and hang up. The origin of the last call has been recorded.
- If the call was a bomb threat or threatened emergency, call 911 after making the trace.
- Call the phone company's annoying-calls office and report the trace.
- Keep a record of the date and time you made the trace. Keep notes on any specifics, such as the accent of the caller or any background noises.

NOTE: There is a charge for each trace.

MAIL BOMB PROCEDURES

Mail bombs have been employed against individuals and organizations for purposes of revenge, extortion, and terrorism.

Consider the following when examining mail; the physical appearance of a mail bomb is limited only by the imagination of the bomber. However, mail bombs have exhibited unique characteristics that should be helpful in identifying a suspect item.

- Mail bombs have been contained in letters, books and parcels of varying sizes, shapes, and colors.
- Letters feel rigid, appear uneven or lopsided, or are bulkier than normal.
- Oil stains may be present on the wrapper.
- Use of an excessive amount of postage stamps.
- The sender is unknown.
- No return address.
- Unusual restricted endorsements such as "Personal" or "Private".
- The addressee normally does not receive personal mail at the office.
- Name and title of addressee are not accurate.
- Return address insures anonymity of sender (i.e., homemade labels, cut and paste lettering).
- Mailing emits a particular odor.
- Mailing appears to be disassembled or re-glued.
- Handwriting appears distorted or foreign.
- Protruding wires, metal, or string are present.
- Pressure or resistance is noted when removing the contents.
- Outer container is shaped irregularly or asymmetrically, or has soft spots or bulges.
- Wrapper exhibits previous use such as traces of glue, mailing labels, return address or tape.
- Several combinations of tape are used to secure the parcel.
- Unprofessionally wrapped parcel is endorsed "Fragile - Handle With Care" or "Rush - Do Not Delay".
- Package makes a buzzing or ticking noise.
- Contents of parcel makes a sloshing sound.

IF YOU SUSPECT A MAILING AND ARE UNABLE TO VERIFY THE CONTENTS:

- Call 911.
- Notify the [Property Management Office](#) at [\(704\) 714-1100](#) immediately. If this occurs after hours notify your tenant contact. He/she will contact Property Management.
- Do not open the article.
- Isolate the mailing and evacuate and secure the immediate area.
- Do not put the article in water or a confined space such as a desk drawer or filing cabinet.

[Top of Page](#)

Emergency Procedures: Civil Disturbance

Should a riot or civil disturbance start outside the Building, the security guards will immediately lock all entrances to the building. The police will be notified. We will keep you informed.

If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

Emergency Procedures: Elevator Emergency

Elevator emergency calls are monitored twenty-four (24) hours a day. Should an elevator malfunction, push the "Press to Call" button. Building Security will be notified and respond immediately to assist you.

If you are in the elevator and it stops for no apparent reason, remember to remain calm. Pressing the emergency button within the cab will alert Property Management that the elevator is malfunctioning. The cab number will be identified, and so too, the specific floor on which it is stuck. The Guard will establish two-way communication with elevators occupants until help has arrived.

In the event of a power outage, elevators will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car itself will temporarily cease moving. Each elevator will automatically return to the lobby, their doors will open, and they will remain inoperable until the power has been restored.

IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.

Emergency Procedures: Emergency Contacts

In case of an emergency please call the [Property Management Office](#) at (704) 714-1100. If the emergency occurs after hours the office number will be forwarded to Security to answer.

Emergency Procedures: Evacuation

STAIRWELLS

Carillon, contain two (2) stairwells for use in the event of emergency evacuation. FOR YOUR SAFETY, PLEASE FAMILIARIZE YOURSELF WITH THE LOCATION OF THESE STAIRWELLS.

The stairwell doors are locked 24 hours a day to prevent access to the elevator lobbies from the inside of the stairwell.

When evacuation is necessary as a result of the sounding of the Building Fire Alarm System or the order for Building evacuation has been given by the Fire Department, Property Manager or his representatives, the following steps should be taken:

1. Tenants should immediately begin an orderly evacuation via the stairwells, remembering at all times to keep right (single file) in the stairwells. Do not use the elevators.
2. The Fire Warden or Deputy should direct the evacuation effort on his/her respective floor.
3. The Fire Warden or Deputy should inform all personnel in their area as to when and where to evacuate.
4. The Fire Warden or Deputy should remain behind to make sure all personnel have left their assigned area.
5. **IMPORTANT** - Identify and give initial priority to the movement or evacuation of nervous, emotional, ill, or disabled personnel. The Fire Warden should be constantly aware of injured or disabled personnel that occupy or visit their area. It is the Fire Warden's responsibility to assign appropriate personnel to assist the disabled or ill during the procedure.
6. Assign your assistants:
 - in two-person teams to assist the disabled or ill.
 - to take flashlights or other portable lights available in case of an electrical power failure.
 - to properly secure and safeguard special company records, i.e., documents, original contracts, negotiable instruments, etc., and to lock the appropriate files, vaults, closets, desks, etc. This should be directed by individual company policy.
 - to unplug appropriate electrical equipment and machines (hot plates, coffee makers, etc.) if accessible.
 - to check for any remaining employees and visitors, TURN OFF lights, and close but do not lock office doors.
 - to coordinate the evacuation, announce the rendezvous point. Always evacuate down unless instructed by the Fire Safety Director to do otherwise.
 - to evacuate via the stairwell, suggest to persons wearing high-heeled shoes to remove them so they will have less difficulty walking. Remind everyone to keep to the right on the stairwells.
 - to tell employees to take their essential personal possessions with them because they will not be allowed to re-enter during the emergency.
 - to remind everyone to be quiet during the evacuation so they will be able to hear and understand all emergency instructions.
 - to assure your employees and visitors that they have nothing to fear because plans have been established and tested, and personnel trained to handle this specific type of emergency.
 - to assemble and account for all your personnel when evacuation is complete. Note the:
 - total number of employees moved or evacuated.
 - total number of visitors moved or evacuated.
 - total number of personnel missing.
 - names of missing persons.

Use the above as a guide. Obviously, it will not always be possible to account for all individuals.

Note that elevators will be used for evacuation only by orders from the Fire Department or Fire Safety Director.

- **IMPORTANT** - If you determine that your employees and visitors are in imminent danger, and you cannot contact the Property Management Office in a reasonable length of time, you may determine it prudent to exercise independent judgment and move or evacuate your personnel without being given specific directions to do so.

- For future reference by the Property Management Office, write a brief report covering your actions in response to the emergency, including any special problems or incidents that you encountered, and submit it as soon as possible to the Property Management Office, retaining a copy for yourself.

REMEMBER: Tenant Contacts, Fire Wardens, and Deputy Fire Wardens must continually demonstrate during an emergency, by what they say and do, that they are capable of leading their employees and visitors to safety.

[Top of Page](#)

Emergency Procedures: Fire Emergency

Carillon offers many superb fire safety features that in combination provide excellent fire protection. These can be placed into four (4) categories: Prevention, Detection, Notification, and Control.

PREVENTION

Fire-resistant construction materials were used:

- Fireproofed structural steel.
- Stone and glass walls.
- Concrete floors.
- Ceilings are fire-resistant mineral fiber suspended on metal supports.
- Stairwells are two-hour rated.
- All building mechanical and electrical functions are located in separate closets or rooms on each floor.

There is an on-going Property Management Program that functions to continually remove items that could be hazardous.

DETECTION

The common areas and service corridors of the Office Buildings are equipped with both automatic smoke and heat detectors and manual alarm pull-stations. There are two types of smoke detectors: the ceiling-type smoke detector and the duct-type smoke detector.

The ceiling-type detector is located in the electrical rooms, the passenger elevator lobbies, the service elevator lobbies, and the Air Handling Unit (AHU) rooms. In addition, detectors are located in the main electrical switch gear rooms (Level PH), the elevator machine rooms (Penthouse), and the garage elevators.

Smoke from any other space is drawn into the duct type detectors, located in all mechanical rooms on Levels C1 through the Penthouse level. The duct-type detectors will sense smoke and stop the air handling unit to prevent the distribution of smoke throughout the floor. At the same time, they will activate the fire alarm system.

When activated, the smoke detectors and the heat detectors initiate a fire alarm.

Manual fire alarm stations, or pull stations, are located at the entrance to each of the fire stairwells and inside the stairwells. These stations are to be used when an individual notices a fire.

NOTIFICATION

Activation of either an automatic or manual device will transmit a visible and audible fire alarm at the Fire Panel that shows the affected zone, floor, and device. An enunciator panel in the Lobby will also show this information.

An automatic device will:

- Transmit an alarm to the appropriate security personnel who will in turn immediately call the Washington, D.C. Fire Department.
- Sound the fire bells and flash the strobes.
- A manual alarm will initiate the same response.

CONTROL

The Fire Command Center (FCC), located on the lobby level.

Automatic Smoke Controls

When smoke is detected in an office area:

- Air Handling Units are deactivated on the incident floor.

- Supply air is shut down to the fire area or floor.

Sprinklers and Water-flow Systems

There are two types of automatic sprinkler fire suppression systems operating at Carillon: A Wet Pipe System for the Lobby through Penthouse levels and a Dry Pipe System for the areas subject to freezing (both garage levels and retail areas). The Wet Pipe System maintains water in the sprinkler pipes so that it is continually ready to suppress a fire. The Dry Pipe System pumps water into empty sprinkler pipes within sixty seconds of activation.

Both systems are activated when a fire produces sufficient heat to melt a lead-fused link, a small mechanism in the cap of the sprinkler head. When melted, the sprinkler head releases water and suppresses the fire.

The building also uses a standpipe system that enables fire fighters to connect their hoses to a water supply. The standpipe system is comprised of segments of the District's water supply system known as mains, which are connected to risers, or vertical pipes. These risers extend from the garage through the Penthouse.

OTHER SYSTEMS

Standby Power System: Carillon is equipped with a diesel-powered generator that is capable of carrying an emergency power load within 30 seconds of a general power failure. Transfer Switches enable emergency or normal power to be provided to the following portions of the Building:

The standby power system supplies:

- Exit Lights.
- Emergency Lighting (in office space, common areas, and stairwells).

When the generator starts, each elevator will automatically travel to the main Lobby level, where it will open its doors and shut down. Cars will shut down one at a time. After all cars have moved to the main Lobby, one pre-selected car will respond to elevator calls.

The retail service elevator has a battery back-up system.

Fire Department emergency key switches, located in each car and in the Main Lobby, will activate an elevator car when turned on. However, only one car will operate at a time.

EMERGENCY PLAN

In recent years, the term "Life Safety" has been accorded new emphasis as it affects all aspects of our daily living. In order to keep pace with the hazards of our times and to offer a secure environment, concerned Property Managers and Owners have found it necessary to initiate certain protective measures.

Thus, Hines Interests Limited Partnership has commissioned the planning and development of these Fire Emergency and Evacuation Procedures as an integral element of the Building.

The successful execution of the Fire Emergency and Evacuation Procedures will depend upon the degree of confidence, cooperation, and coordination mutually achieved by the Fire Warden, Deputy Fire Warden, tenants, and the property management staff.

In that regard, each Fire Warden must exhibit an unselfish responsibility toward the common good, i.e., the safety of all occupants within the building. This can be achieved if senior management within each firm will:

- Assign responsible personnel to function as Fire Wardens and Deputies;
- Insist that the Wardens read and understand the Fire Emergency and Evacuation Procedures and Evacuation Plan in its entirety;
- Assure that applicable portions of this Fire Emergency and Evacuation Procedures are adequately disseminated to each of their employees;

- Allow Fire Wardens and Deputies to participate in periodic training sessions, so they are equipped to perform specialized emergency assignments; and
- Enthusiastically support the overall objectives of the Building's Fire Emergency and Evacuation Procedures.
- Tenants are encouraged to include specific emergency procedures applicable only to their individual operation, e.g., procedures to safeguard money, negotiable instruments, original contracts, etc.

EMERGENCY PERSONNEL

Fire Safety Director (Property Manager)

The Fire Safety Director's primary responsibility is to coordinate and implement an effective evacuation of the Building's tenants in case of a fire, bomb threat, or other serious situation that requires evacuation. Further responsibility includes the preparation, monitoring, and implementation (with the approval and assistance of the Fire Department) of a training program for all members of the fire emergency team (including Floor Wardens), fire plan(s) of action, and records associated with emergencies.

Assistant Fire Safety Director (Engineering Manager)

The Assistant Fire Safety Director is responsible for the effective implementation of the Evacuation Procedure and for the actions taken by the Building's Fire Brigade prior to the arrival of the Fire Department. The Assistant Fire Safety Director should assist the responsible Fire Department Supervisor in briefing, as to seriousness, location, and type of fire while explaining actions taken prior to the arrival of the Fire Department.

Fire Wardens (Assigned by Tenant)

The Fire Wardens are responsible for implementing, in an orderly manner, an approved evacuation of their floor upon notification from the Building Fire Alarm System.

DEPUTY FIRE WARDENS

The Deputy Fire Warden shall perform in the absence of the Fire Warden or assist the Fire Warden in the event that both are present.

FIRE CODE COMPLIANCE

Each tenant's Leased Premises must meet and remain in compliance with applicable fire codes at all times. All proposed changes to the Tenant's Leased Premises must meet applicable fire codes and must be reviewed and approved by the Hines Property Management Office in advance of the start of construction.

FLAMMABLE MATERIALS

No flammable or explosive fluids or materials shall be kept or used within the Building except in areas approved by the Retail Property Management Office, and the tenants will comply with all applicable building and fire codes related hereto. Requests to use such materials must be made to the Retail Property Management Office.

SPACE HEATERS

The use of space heaters is not permitted at Carillon

- Space heaters can overload the electrical system causing tripped circuit breakers and loss of power to potentially critical business functions
- Space heaters can inadvertently cover or come in contact with combustible materials which may result in a fire.
- Space heaters can become a tripping hazard
- Space heater cords are subject to damage and constitute a fire and/or shock hazard
- Space heaters adversely affect the HVAC system by increasing the ambient temperature, which results in the system blowing more air to cool the space to the temperature set point

Any space heater found will be confiscated and stored at the Retail Property Management Office. When a space heater is removed, it will be tagged with its location and a corresponding note left for the occupant so that they may retrieve it from the Retail Property Management Office. If the space heater is not picked up within 30 days, then it will be disposed of.

FIRE ALARM PROCEDURE

- Sound Alarm by engaging the pull-station by one of the stairwell doors.
- Contact the Property Management Office, [\(704\) 714-1100](tel:7047141100). Immediately describe the exact location, severity, and type of fire. The Fire Department is contacted by the fire alarm monitoring company upon receipt of an alarm.

During non-business hours, the Property Management Office telephone will be answered by a Security Officer. Inform them of the exact location and severity of the fire.

FIRE DEPARTMENT TELEPHONE NUMBER ... 911

- Fire Wardens should begin evacuation. If the fire is small enough to be controlled by fire extinguishers, use the hand-held chemical fire extinguishers that are located on each floor. Make sure that the fire extinguisher is the correct type for the fire. To operate the fire extinguisher, pull it from the wall and remove the locking pin. Point the fire extinguisher at the base of the fire and spray in a sweeping motion.

Do not attempt to control the fire if it poses a threat to your safety.

- Communicate any specific fire information to [Property Management Office](#) or the Fire Department. Keep calm. Wait for further instructions on any designated refuge floor if one is announced.

FIRE DURING BUSINESS HOURS

- Upon discovery or being notified of a fire, initiate the Fire Alarm by pulling the alarm pull station and begin the evacuation process.
- Call the [Property Management Office](#) at [\(704\) 714-1100](tel:7047141100), immediately relaying the following information:
 - the EXACT location of the FIRE;
 - what is burning - electrical equipment or wiring, liquids, paper or wood, furniture, etc.;
 - the severity of the fire;
 - your name;
 - your phone number;
 - your location.
- The Fire Brigade will proceed to the scene with the Assistant Fire Safety Director to evaluate the fire and begin the extinguishing process.
- Fire Wardens and Deputy Fire Wardens are to start evacuation pursuant to evacuation procedures starting on page 30.

FIRES DURING NON-BUSINESS HOURS

- Initiate the Fire Alarm by pulling the alarm pull station by the stairwell and begin the evacuation process
- Notify other employees located on the floor and evacuate the building, using the closest stairwell.

[Top of Page](#)

Emergency Procedures: Medical Emergency

Upon receiving notification that there is a "Medical Emergency,"

1. Call 911 and report the emergency.
2. Call the [Property Management Office](#) at (704) 714-1100 with the following information:
3. Nature of the Medical Emergency.
4. Exact location and name of the sick or injured person.
5. Whether an ambulance or Doctor has been notified. (This call should be made prior to calling the Property Management Office.) If not, the Property Management Office will contact 911 and assist in their entrance to the building, if necessary.
6. If the sick or injured person requests that you call their Doctor, please do so and notify the [Property Management Office](#) so assistance can be given to the Doctor when entering the building.
7. Assign one of your employees to stand by the entry door on the floor where the sick or injured person is located to meet the Doctor and/or ambulance attendants at the elevator, and guide them to the sick or injured person.
8. If the sick or injured person is to be sent to the hospital, try to send a friend or fellow employee along to comfort the person and help him/her at the hospital until a relative arrives.

Following the conclusion of the Medical Emergency:

1. Consult with your employees and determine if they encountered any special problems or incidents during the performance of their emergency duties.
2. For future reference by the Property Management Office, prepare a brief written report of your efforts and actions in response to the emergency, including any special problems or incidents that you encountered, and submit the Tenant Reports to the [Property Management Office](#) as soon as possible, retaining a copy for yourself.

ACCIDENTS

Tenants shall provide immediate notice to the [Property Management Office](#) in the event of any accidents occurring in the Tenant's Leased Premises, the Building, or the parking garage. Such notice shall be followed by a written incident report within two (2) days of the date of occurrence.

Emergency Procedures: Natural Disaster

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are present that can produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken to enhance safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Property Management, but rather by each Tenant Company. However, in the event these conditions do exist, the following guidelines should be adhered to:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.

TORNADOES OR FUNNEL CLOUDS

In most cases advance warning of a tornado is unlikely. For this reason, if a tornado is sighted approaching the building, please notify the [Property Management Office](#) and begin moving office staff to the interior corridors and elevator lobbies of the building. One of the greatest dangers will be that of flying glass and objects, so please attempt to select a location that has the maximum number of walls to the exterior of the building.

HURRICANES/ TROPICAL STORMS

When a hurricane warning and evacuation order has been given by the National Weather Service and Civil Defense Authorities; the Property Management Office will notify all tenants of the closing of the building. Notification will be given by phone and by notices posted in public areas, lobbies, elevators and entry areas. All valuable documents, files and furnishings should be moved to inner offices to guard against the possibility of water damage from a broken window. Tenants not reached by phone will have evacuation notices placed on their entrance doors.

Emergency Procedures: Tenant Fire Wardens

QUALIFICATIONS, DUTIES, AND RESPONSIBILITIES OF THE FLOOR WARDENS AND THEIR ALTERNATES TO CONTROL ANY EMERGENCY

The Fire Wardens are appointed by each tenant of the Building. Those persons or their alternates, Deputy Fire Wardens, must be present at all times while the Building is occupied. These Wardens must be familiar with the Building evacuation plan, floor layouts, and location and use of fire equipment. In the case of tenants occupying a full floor or more than one floor, each floor should have at least two Fire Wardens and two Deputy Fire Wardens. Partial floor tenant should have at least one Fire Warden and one Deputy Fire Warden.

Fire Wardens, Deputy Fire Wardens, and their alternates should be selected on the basis of two principle criteria:

First - They must be alert and resourceful individuals who would be capable of performing in a leadership role during an emergency situation;

Second - They must typically work within the Building, rather than having their primary duties and responsibilities at a different location.

The Deputy Fire Warden shall provide leadership in the absence of the Fire Warden. If the Fire Warden is present during a fire evacuation the Deputy Fire Warden is expected to assist in the evacuation of the floor at the direction of the Fire Warden.

Fire Wardens are the "connecting link" between the Property Management Office and their respective employees and co-workers. As such, they have direct control and responsibility for all decisive matters relating to the safety of their employees during an emergency. It must be emphasized that the Fire Warden (within the bounds of the Emergency Plan) is in charge during an emergency and all corporate hierarchy should disappear.

Fire Wardens are responsible for selecting, identifying, and training sufficient back-up personnel and "emergency assistants" other than the Deputy Fire Warden to effectively perform their emergency duties and responsibilities.

Fire Wardens, Deputy Fire Wardens, and their alternates must be knowledgeable about items that are not commonplace to their office space, i.e., unusual or foreign to the normal environment of their respective company areas, so that in the event of a bomb threat, for example, they will be qualified and instrumental in assisting in the identification of any suspicious item.

Due to the key positions they occupy, Fire Wardens, Deputy Fire Wardens and their alternates must assure that during their absences from the building, other qualified associates are always familiar with and available to perform their emergency duties.

METHODS FOR REPORTING CHANGES IN FIRE WARDENS AND DEPUTY FIRE WARDENS

The Fire Wardens are essential in responding to an emergency in the Building, and because they are the appointed "connecting link" between the Property Management Office and their respective office/firm, communication of emergency instructions and information must never be interrupted due to the transfer or loss of this key individual.

Thus, changes in the employment status and/or replacement of each Fire Warden or Deputy Fire Warden must be reported immediately, in writing, to the Property Management Office. Efforts must be made to immediately train the replacement individuals in all aspects of the Emergency Plan. This can be accomplished through the Property Management Office.

AUTHORITY OF THE WARDEN

All Tenant supervisory personnel and employees must recognize that it is essential for them to voluntarily accept emergency instructions given to them by the Fire Wardens and/or Deputy Fire Wardens in order to insure a safe and orderly response to any emergency situation.

TENANT EMPLOYEE'S EMERGENCY DUTIES AND RESPONSIBILITIES

All Tenant employees must remain calm, attentive, responsive and quiet, so they are able to hear all pertinent emergency instructions and/or orders, and so that they will not add confusion or dangerous panic to the emergency procedures initiated for their personal safety.

Testing of the Building's Emergency Plan Procedures

Various aspects of the Building's Emergency Plan Procedures will be tested on a deliberate, systematic, and periodic basis, in accordance with instructions from the Property Management Office and/or the Fire Department.

CONDUCT WITH THE NEWS MEDIA

Experience has proven that the company which "makes the headlines" frequently becomes the target for prank callers. Thus, for the protection and safety of all occupants of the building, tenant employees are requested to refer news media inquiries to their respective company's public relations representative or to the Property Manager.

[Top of Page](#)

Introduction: Welcome

The tenant information provided in this portal is meant to provide you with a better understanding of Carillon and to facilitate your company's operations. There is a great deal of information contained within this portal; take the time to familiarize yourself with this portal and it will become a valuable resource for you and your company. Please note that the [Property Management Office](#) is available to help in any way possible. Your first call for any problem or question can always be directed to the [Property Management Office](#), and we will assist you from there.

Every attempt has been made to provide current and accurate information in this portal, but it is possible that some items will change over time. The Property Management Office will promptly notify you of any such changes. Please feel free to contact the [Property Management Office](#) with any questions you may have. We are here to serve you.

Welcome to Carillon!

Introduction: About Carillon

Located within one block of 'Main & Main' in Charlotte's central business district, Carillon is a distinctive icon on the city's skyline. Featuring dramatic, neo-Gothic architecture and iconic artwork, this Class A office tower offers tenants a truly exceptional office experience and opportunity to make a striking first impression.

- Class A office tower rising 24-stories and featuring 475,000 RSF
- Designed by [Thompson, Ventulett, Stainback & Associates](#) and developed in 1991
- [LEED](#) Silver-certified and [Energy Star](#)-rated, providing an eco-friendly and productive work environment 39% more energy efficient than the average U.S. office building
- Highly efficient 22,000 SF floor plates, providing maximum flexibility for small, medium and large users
- 9' floor-to-ceiling windows, maximizing natural light and unobstructed views overlooking BB&T Ballpark and the 5.2-acre Romare Bearden Park
- Two-story picturesque lobby featuring Italian Verona marble floors, a rotating art gallery and the 40-foot kinetic sculpture "Cascade" by the world-renowned artist Jean Tinguely
- 10-level attached parking garage accommodating 834 cars and 3 levels of underground parking
- 9 high-speed passenger elevators providing efficient service to the office floors above
- On-site professional [Hines](#) property management committed to providing the finest in quality tenant service

Introduction: About KBS

Founded by Peter Bren and Charles J. Schreiber Jr. in 1992, [KBS](#) is one of the nation's preeminent buyers of commercial real estate and structured debt investments. In August 2014, KBS was ranked by [Institutional Real Estate, Inc.](#) and [Property Funds Research](#) as among the top real estate investment managers globally, and in December 2015, [National Real Estate Investor](#) ranked KBS the seventh-largest office owner globally. KBS has a strong reputation in the industry for efficient and timely closing on large and complex transactions in the office, industrial, multifamily and retail sectors. KBS also originates and acquires debt positions collateralized by stabilized and value-added properties.

KBS Realty Advisors has created six institutional commingled funds, 14 separate accounts with public and corporate pension funds and five sovereign wealth funds. [KBS Capital Advisors](#) was formed in 2006 as the exclusive advisor for KBS' publicly registered non-traded REITs, which are designed to give individual investors the ability to invest in a similar type of real estate as KBS pension fund and institutional partners.

- Acquisitions
- Dispositions
- Underwriting
- Loan Origination
- Portfolio Management
- Comprehensive and Transparent Client Reporting
- Asset Management
- Dedicated Financing Team
- Portfolio Accounting

Introduction: Tenant Center

Tenant Center Registration Video

Tenant Center Access will allow you to:

- **Customize** notification options - receive information via email and/or text!
- **View and manage** your contact information.
- **Stay current** and improve your involvement in crucial property initiatives like sustainability and preparedness campaigns!
- **Learn more** and take better advantage of the available amenities and affinity programs at your property!

[SIGN UP](#) [SIGN IN](#)

Need Access?

1. Click on the "[Request Account](#)" link on the login page of the Tenant Center.
2. Enter your contact information and click "Submit". Your account request will then be sent to Management for review.
3. Once your request is approved, you will receive your login credentials via email. You can then login to the Tenant Center, update your password, and review and update your contact information and notification preferences.

Download the App!

How to submit a Reservation:

1. Select Conference Room - Request Reservation;
2. Choose "Select" next to the room you would like to reserve;
3. Enter the details of your reservation.

[Help Center](#)

*Requires being logged into the Tenant Center.

Operations: Accounting

Below is the remittance address for Carillon:

By Mail:

KBSIII Carillon, L.P. Hines Interests LP AAF
PO Box 953353
St. Louis, MO 63195-3353

By Overnight Mail:

KBSIII Carillon, L.P. Hines Interests LP AAF #953353
SL-MO-C1WS
1005 Convention Plaza
St. Louis, MO 63101

By ACH or Wire Transfer:

KBSIII Carillon, L.P., Hines Interests LP AAF
Account # 1-537-9516-4125
ABA: 121201694
US BANK

Please contact the [Property Management Office](#) with questions or for wire instructions.

Operations: After Hours Access

Carillon is secured from 12:30 am - 6:00 a.m., Monday - Thursday. Friday and Saturdays it is secured from 2:00 a.m. - 6:00 a.m. and 24 hours on Sunday and most Federal holidays. To access the building after operating hours, tenants must have an access card.

Tenants who are having work performed in their suite after hours and are not available to provide access, may request that the [Property Management Office](#) provide access. To request this service, the tenant must submit a request in writing and provide any necessary keys/access cards. The Property Management Office will work with the Building Security to provide access. The Property Management Office assumes no liability for the security of the tenants' Leased Premises or the return of the keys or cards.

AFTER HOURS ELEVATOR ACCESS

All Office Building floors are secure requiring access authorization in the elevators. Tenants must have an access card to authorize the elevators to run to their respective floors. Access is available 24 hours a day 7 days a week.

Operations: Building Access

Access control is provided at Carillon 24 hours per day, 7 days per week. Every tenant is issued an access card that will enable them to access areas of the building for which they are authorized. Tenants may not give or loan the card to other persons. The Carillon Property Management Office reserves the right to deny entry to anyone without proper identification or an authorized access card.

Carillon provides access control to the common areas and service corridors of the Building only and does not assume any responsibility for access control in the Tenant spaces. Carillon shall not be responsible for lost or stolen property, money, or jewelry from the Leased Premises or public areas regardless of whether such loss occurs when the main entrance is locked against entry.

The Carillon main entrance is located on West Trade Street. The garage is accessible from S. Poplar, Fourth Street and Church Street. Doors leading to all sidewalks, entries, passages, courts, corridors, stairways, elevators, and other similar areas in or to the Building shall be kept closed when not in use. Doors may not be propped at any time.

ACCESS CARD ADMINISTRATION

The administration and maintenance of access cards should be performed by the tenant in conjunction with the Property Management Office. Access cards will provide access to base building areas.

ACCESS TO SECURED BUILDING AREAS

Occasionally, it will be necessary for various people to gain access to secured areas of the Office Building, i. e., telephone closets, air handling rooms, rooftops, etc. In order to maintain the integrity of these areas, tenants must notify the [Property Management Office](#) that they have requested work to be done and access will be required. The Property Management Offices will provide access. In instances where a Security Officer must provide an escort, there may be a nominal charge.

VISITOR ACCESS

All visitors to the building may park in the visitor area of the parking garage and would travel up to the street level in the retail elevators that exit to Palmer Alley that runs through the property. Visitors would then report to the lobby security desk. All visitors will be required to show identification and sign-in. Tenants are encouraged to notify security directly in advance of visitors coming to the building. Unannounced visitors will be notified to designated tenant contacts for review and approval. Individual tenant requirements will dictate whether Security is permitted to provide visitors access to the tenant floors, or if they will require a tenant escort.

Operations: Building Hours

Office Building Hours:

Monday - Friday: 8:00 a.m. - 6:00 p.m.

Saturday: 8:00 a.m. - 1:00 p.m.

Sunday: Secured

Property Management Office Hours:

Monday - Friday: 8:00 a.m. - 5:00 p.m.

Operations: Deliveries

All deliveries (except for courier deliveries) must occur via the Loading Dock and the service elevator. The loading dock is to be used for loading/off-loading only. Parking at the loading dock is prohibited at all times. Large deliveries that require the vendor to remain parked at the dock for an extended period must be scheduled in advance through the [Property Management Office](#). Such deliveries may be scheduled to occur outside of the building operating hours, at the discretion of the [Property Management Office](#).

MESSENGERS/COURIERS

All messengers and couriers are required to enter and exit the Buildings via the Loading Dock entrance or tenants' main entrance. All deliveries requiring hand-trucks or push-carts should be made through the Loading Dock, using the retail service elevator.

Operations: Holidays

The Building Holidays observed each year are listed below in order to aid your planning operations during the year.

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving Day
- Christmas Day

Please note that these holidays are subject to change. "Official" Building holidays are as stated in lease documents.

Operations: General Office Security

SECURITY CHECKLIST

The following is a list of general office security suggestions, which are offered to you as an aid in establishing your internal security procedures:

- Restrict office keys to those who actually need them.
- Keep complete, up-to-date records of the distribution of all office keys.
- Establish uniform procedures for collecting keys prior to the termination of employees.
- Establish a rule that keys must never be left unguarded on desks or cabinets.
- Require that filing cabinet keys be removed from locks and placed in a secure location after opening cabinets.
- Prevent unauthorized personnel from reporting a lost key and receiving a replacement.
- Ensure that a responsible person is in charge of issuing all keys.
- Store keys systematically in a secured wall cabinet of either your own design or one that conforms to a commercial key control system.
- Insist on identification from repairmen who come to work in your office.
- Clear all desks of important papers.
- When working alone in the office at night, lock the front door to prevent anyone else from entering.
- Keep the police, fire department, and building security telephone numbers posted.
- Double check to see that all doors are securely locked before you leave.

REPORTING A PROBLEM

If you have a security problem, see a suspicious person, see a suspicious event, or have a safety concern, call the [Property Management Office](#) immediately (704) 714-1100. The phone will be answered during normal business hours by the Property Management staff. Remember, if you are in doubt, call.

Operations: Key & Lock Policy

Electronic access control devices have been installed at the Office Building main lobby entrances, Office Building Loading Dock, retail service corridor exterior entrances and in each retail service elevator.

Keys to any store entry locks must be provided to the [Property Management Office](#) so that access may be gained in the event of an emergency. Upon termination of the Lease, the Tenant shall surrender to the Retail Property Management Office all keys as well as the combination of all locks for safes, safe cabinets, and vault doors, if any, that are to remain in the Leased Premises.

Requests for additional locks and for lock changes are to be addressed to the [Property Management Office](#).

Lock All Doors

When not open for business, the Tenant shall lock all doors leading from the Leased Premises to all common areas, entries, passages, balconies, corridors, stairways and elevators.

Operations: Leasing

For information about office leasing, please contact:

Jennifer Kurtz
[\(704\) 295-0412](tel:(704)295-0412)
jtk@trinity-partners.com

Rhea Greene
[\(704\) 294-0460](tel:(704)294-0460)
rdg@trinity-partners.com

Operations: Lost & Found

Please contact the Management Office at [\(704\) 714-1100](tel:7047141100) to claim items that have been lost or found in the buildings.

Operations: Property Management

The day-to-day operations of the Office Buildings is managed by the Property Management Office, located in 227 West Trade Street, Suite 330.

The telephone number of the Property Management Office is [\(704\) 714-1100](tel:(704)714-1100), FAX [\(704\) 714-1105](tel:(704)714-1105).

Unless otherwise instructed, all inquiries, requests, and other matters should be directed to the Property Management Office. Office hours are Monday - Friday, 8:00 a.m. - 5:00 p.m.

KBS III Carillon, LP
227 W Trade Street, Suite 330
Charlotte, NC 28202

Telephone: [\(704\) 714-1100](tel:(704)714-1100)

Fax: [\(704\) 714-1105](tel:(704)714-1105)

<i>General Property Manager</i>	Mary Paltani
<i>Assistant Property Manager</i>	Paul Stojancic
<i>Tenant Services Coordinator</i>	Makenzie Koch
<i>Sr. Project Accountant</i>	Amiee Marena
<i>Engineering Manager</i>	David Jarvis
<i>Janitorial Manager</i>	David Johnson
<i>Security Manager</i>	Dean Smith
<i>Parking Operations Manager</i>	Marek Nelson
<i>After Hours Emergencies</i>	Security: (704) 333-5374

Operations: Solicitation

Canvassing, soliciting, and peddling in the Building are strictly prohibited and Tenants shall cooperate to prevent it. If you become aware of any such person or persons acting in such a manner, please notify the [Property Management Office](#) immediately.

Policies & Procedures: Building Rules & Regulations

CABLE TELEVISION

Cable television is currently available through Time Warner Cable. Please contact the [Property Management Office](#) for corporate contact information.

CARDBOARD BOXES

Tenants are requested to break down all cardboard boxes prior to placing them for removal. This will enable the building to maximize its waste storage capacity and will help to keep the removal costs down.

CARPET DAMAGE

Tenants are responsible for any damage to common area or service corridor flooring resulting from deliveries, spilled beverages, spilled grease/garbage and general stains.

If a spill occurs during the day, please report it immediately to the [Property Management Office](#). A housekeeping employee will be dispatched in an attempt to minimize the damage. All spills should be addressed as quickly as possible.

COMMON AREAS

All sidewalks, entries, passages, courtyards, corridors, stairways, elevators and other similar areas in or to the Office Building shall not be obstructed or used for purposes other than entrance and exit of the Leased Premises by Tenants, their guests, or their agents.

COMPUTERS

When cooling for a tenant's computer systems is provided by the Office Buildings' mechanical systems, the Property Management Office shall not be responsible for mechanical failures, which may result in computer shutdowns (e.g., Tenants should plan for redundancy and back-up, as appropriate). In the event of interruptions in service for preventive maintenance, a tenant will be notified so that computers may be shut down while repairs are made.

CONSTRUCTION

Construction of various portions of the Office Buildings will occur from time to time. The Property Management Offices will make every effort to minimize the disturbance. All tenants must submit construction plans for review to the [Property Management Office](#) prior to the start of any construction. All contractors working in the Office Building must adhere to the Site Rules and Regulations and provide a current Certificate of Insurance prior to the start of work.

NOISE

Tenants may not disturb other occupants of the Office Building by the use of any musical or sound-producing instrument, equipment, audio system, by making unseemly noises, or by interference in any way.

OCCUPANCY

The Leased Premises are to be used only as specified in the Lease.

PHOTOGRAPHS

Photographs in the Office Building Lobbies, other common areas of the Office Buildings, or service corridors may not be taken without the prior consent of the Property Management Office.

PLUMBING & LEAKS

All appliances installed in the Leased Premises, including, but not limited to refrigerators, icemakers, dishwashers, garbage disposals, showers, and water lines for coffee makers, must be properly operated

and maintained by the tenants of the Office Buildings. All water leaks or suspected leaks must be reported immediately to the [Property Management Office](#).

All leak repairs shall be done by approved contractors or the Property Management Office at the Tenant's sole cost and expense. The cost of any repair of any damage to the Leased Premises, another tenant's space or personal property, or the Office Buildings, resulting from the use or maintenance of such appliances will be paid by the tenant.

Plumbing fixtures shall be used for their designated purpose, and no foreign substances of any kind shall be deposited therein. Damage to any such fixture resulting from misuse by a tenant or any employee or invitee of the tenant shall be repaired at the sole expense of the tenant.

The Property Management Office reserves the right, at any time, to rescind or modify any one or more of these Building Rules and Regulations, or to make such other and further reasonable rules and regulations as in the Management's judgment may from time to time be necessary for the safety, care and cleanliness of the Building and Leased Premises.

TELEVISION CLOSET ACCESS AND WORK

Tenants requiring access to the Office Building telephone closets should contact the [Property Management Office](#) to discuss their needs prior to the tenant's contractor arriving on site. The Property Management Office reserves the right to require wiring to be encased within conduit. Prior consultation may save the Tenant time and money.

VENDING MACHINES

No vending machine or machines other than usual office equipment shall be installed, maintained, or operated upon the Leased Premises without the written consent of the Property Management Office.

[Top of Page](#)

Policies & Procedures: Contractor Rules & Regulations

MODIFICATIONS TO LEASE PREMISES

In order to maintain the integrity of the Office Building systems and to permit the peaceful enjoyment of all tenants, no painting, decorating, or alterations to the Leased Premises are to be performed without the prior written notice to and approval of the [Property Management Office](#). All alterations, painting, and decorating shall be performed by contractors approved by the Property Management office, at tenants' expense, unless otherwise specifically provided in a tenant's lease agreement. Installation of communication, computer or alarm systems is to be done in coordination with the Property Management Office. Any damage to the Leased Premises done or caused by a tenant or its agents or employees will be repaired by the tenant or the Property Management Office at the tenant's sole cost and expense.

[Contractor Rules and Regulations](#)

Policies & Procedures: Insurance Requirements

These are general building insurance requirements. Tenant Leases and Contractor Service Contracts may have more specific insurance requirements that should be adhered to rather than defaulting to these requirements. Check with the [Property Management Office](#) with any questions regarding.

[Insurance Requirements](#)

Policies & Procedures: Maintenance Services

ABOVE STANDARD SERVICES

The following services are available at a reasonable cost:

- Installation of door closers.
- Minor alteration or remodeling work.
- Painting.
- Minor electrical, plumbing, and carpentry work.
- Minor appliance repair and maintenance.
- Bulk Trash removal

Comprehensive construction services, including tenant build-outs, remodeling and construction management.

MAJOR ALTERATIONS AND/OR REMODELING

In order to maintain the integrity of the Building systems, tenants must notify the [Property Management Office](#) of all alterations and remodeling work prior to the commencement of construction. Please contact the [Property Management Office](#) for further information.

[Building Engines Portal](#)

Policies & Procedures: Moving Rules & Regulations

When a tenant moves in or out of the Office Buildings, the tenant contact and a representative of the moving company must contact the [Property Management Office](#) at least three (3) business days prior to the date of the move for coordination assistance. The tenant should make every effort to schedule moves for weekends. Prior to the move, the tenant's contractor must provide a valid certificate of insurance with coverage levels as required by the Property Management Office.

All safes, furniture, fixtures, or other bulky articles shall be moved in or out of the Office Buildings only in the manner directed and approved by the Property Management Office. The Property Management Office shall, in all cases, retain the right to prescribe the weight and proper positions of safes and other weighty articles before the same are admitted to the Office Buildings, but in no event shall the weight of live loads exceed 100 pounds per square foot.

Prior to purchasing furniture or other items, the tenant should measure the item to ensure that it can be placed in the Office Building retail service elevators and pass through the doors of the Leased Premises. Large pieces should be transported in parts and assembled in the tenant space. The Retail Property Management Office reserves the right to refuse the delivery of any object to the Office Buildings that does not comply with the above conditions.

Any and all damage to the Office Buildings, Office Building common areas, and service corridors shall either be repaired by the tenant or its contractors at tenant's sole expense, or shall be repaired by the Retail Property Management Office at tenant's expense.

Guidelines

These guidelines have been developed to ensure a safe and efficient move for you and your organization. Following these Guidelines will expedite your move and protect the people handling the move as well as your property and the building itself. These Guidelines are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. Please let us know how we can best assist you with your move. We are happy to answer any further questions you may have. Please call the [Property Management Office](#) at (704) 714-1100.

- Notify the [Property Management Office](#) as soon as possible of the date and time of your scheduled move. All moving arrangements must be coordinated with the Administrative Assistant. You will be required to schedule the Loading Dock in advance for all large moves and deliveries.
- Large moves may only occur on the weekends or between 6:30 p.m. - 6:00 a.m., Monday - Friday.
- The moving contractor must provide a Certificate of Insurance to the Property Management Office prior to the move. We suggest that you secure a Certificate of Insurance for your firm as well, to protect your property. The moving contractor must be bonded and carry single limit, property damage and public liability insurance. The Property Management Office will provide specific insurance requirements upon request.
- Your moving contractor will be responsible for any damage to the building incurred during the move. To avoid unnecessary damage:
- Pad or otherwise protect all entrances, doorways, and walls affected by the move.
- Cover all floors traversed during the move with "masonite" or a similar protective material.
- All move activity must occur via the Loading Dock. Any exceptions to this entry point must be authorized by the Property Management Office. If other areas of access are approved, the moving contractor must protect the Office Buildings from damage. Prior to approval, the moving contractor will be required to specify the material that will be used to protect the Office Buildings.
- The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway.
- All large moves must be handled through the service elevators. Tenants are responsible for protecting the elevator cab interior, floor and walls. The moving contractor will be able to provide the necessary materials.

- Your moving contractor must report any electrical problems or equipment breakdowns that occur during the move that may affect building operation. They are also responsible for removing all trash and bulky packing cartons from the Office Buildings and the Loading Dock.
- Your moving contractor is expected to monitor the behavior of its employees in and around the perimeter of the Office Buildings. Moving crew members are not permitted to smoke in any areas of the Office Buildings. Crew members should not loiter or eat in the lobby or in the front of the building, unless they are customers at one of the restaurants and seated at a table. While working in the building crew members should keep their voices at a conversational level so as not to disturb tenants who may be working.

[Top of Page](#)

Policies & Procedures: Smoking

The Property Management Office, with the consent of the owners of Carillon, have designated the Office Buildings as NO SMOKING Buildings. As such, there will be no smoking in any of the common areas or service corridors of the Buildings, including the main lobby, elevator lobbies, service hallways, corridors, garage, roof top deck, restrooms or within 25 feet of entries and outdoor air intakes.

The designated smoking area is available on Level 5 of the Parking Garage.

Services: Building Directory

The Property Management Office will provide a listing of the Tenant's name as soon as possible upon receipt of your written request and occupancy of the space.

To add or delete a listing, a written request must be submitted to the [Property Management Office](#).

Services: Elevators

Carillon is equipped with one service elevator.

All deliveries, equipment, furniture and freight must be carried through the service elevator. In circumstances requiring the lengthy use of the service elevator (i.e. move-ins, move-outs, furniture deliveries), the tenants must coordinate access with the [Property Management Office](#) at least twenty-four (24) hours in advance.

Security personnel monitor elevator emergency calls twenty-four (24) hours a day. Should an elevator malfunction, please call for assistance using the "press to call" button provided in the lower area of the front elevator panel in each cab. This will connect you first to the security front desk lobby phone, building security respond immediately to assist you as soon as they are notified of the issue. Any elevator problems should be reported to the [Property Management Office](#) immediately.

Services: Forms

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

[Access Request Form - Contractor](#)

[Access Request Form - Vendor](#)

[Access Card Request Form](#)

[Building Rules and Regulations](#)

[Emergency Procedures Manual](#)

[Fitness Center Access & Release Form](#)

[GREEN OFFICE Tenant Guide](#)

[Insurance Requirements - Tenant](#)

[Insurance Requirements - General Contractor](#)

[Visitor Acknowledgement Form](#)

Services: Housekeeping

STANDARD NIGHTLY SERVICES

Nightly janitorial service and trash removal is provided Monday-Friday from 6:00 p.m. to 9:00 p.m. Any items not in a trashcan that are marked "TRASH" or "BASURA" (equipment and furniture are not included) will be removed. To remove larger than normal quantities of trash, please contact the [Property Management office](#) to coordinate removal.

DAILY PORTER SERVICES

In addition to nightly janitorial service, day porters service the facility throughout the normal business hours of 8:00 a.m. to 5:00 p.m. Day porters are responsible for stocking restrooms, responding to special requests, servicing common areas (elevator lobbies, common corridors, the 1st floor main lobby, etc.), building exterior and parking grounds and trash removal.

As part of Hines commitment to sustainability, ABM uses only certified green cleaning solutions throughout the property and also uses EPA (recycled content) consumable stocking practices.

Services: HVAC

If the temperature in your office needs adjustment, please contact the [Property Management Office](#). Your call will be referred immediately to engineering personnel.

After-Hours HVAC

The [Genea ACS Cloud](#) provides a more energy efficient program that will enable tenants to have autonomy and more management control of their energy consumptions. Additionally, this program is easy to manage and easier to request overtime and after hours HVAC services by going on-line at your convenience. Requests can be made using any internet enabled device and your smart phone.

If you would like access the Genea ACS Cloud, please contact the [Property Management Office](#).

Services: Loading Dock

The Loading Dock hours are:

Monday - Friday: 7:00 a.m. - 7:00 p.m.

The Office Building Loading Dock can be accessed from South Church Street. The Loading Dock is available at times other than those listed through prior coordination with the [Property Management Office](#). There is a 30 minute unloading period for vehicles using the loading dock. Vehicles requiring parking for a period greater than 30 minutes must park in the garage or other alternative.

Please remind your vendors that all deliveries are to be made via the Office Building Loading Dock and the service elevator. Deliveries will not be permitted through the Office Building main lobbies.

Services: Telecommunications

HIGH SPEED INTERNET, TELEPHONE, TELEVISION

Sustainability: Energy Star

Carillon is ENERGY STAR® Rated

Sustainability: HinesGO

[GREEN OFFICE Tenant Guide](#). This is a voluntary initiative adapted for Hines tenant spaces, which measures and rewards the "greening" efforts in your lease space.

The program will help you identify and implement no-cost and low-cost alternatives to operating in a standard indoor office environment. Scored on a scale of 100, you can evaluate your space in seven categories. When a specific strategy or improvement has been implemented from those categories, "Leaf Credits" are earned, which are weighted differently according to their relative sustainable value. If your office achieves 70 Leaf Credits and submits the attached form, it is then designated as a GREEN OFFICE.

We encourage you to establish a "green team" to conduct cost-benefit analyses for opportunities that require nominal cost to achieve a credit. Then a plan can be created for implementing those opportunities and measuring the results with an over-riding goal of reducing our collective environmental footprint and energy consumption.

Hines rolled out a similar program internally in December of 2008 and has since designated over 140 Hines GREEN OFFICES in the United States and Europe.

"Hines GREEN OFFICE expresses the sustainable approach we have used in our development and management services for decades. Encouraging tenants to make greener choices is just as important as designing healthy, productive and environmentally friendly space. We are pleased to offer this service to our tenants." - Hines President and CEO Jeffrey C. Hines

As always, feel free to contact [Property Management Office](#) or engineering if we can assist you with anything, and we look forward to hear of your sustainability achievements.

Sustainability: LEED & Green Building Features

- The LEED green building certification program is a voluntary, consensus-based national rating system for buildings designed, constructed and operated for improved environmental and human health performance.

Green Building Features

Hines has built or begun construction on more than 50 million square feet of LEED® certified buildings.

Sustainable Features at 227 West Trade Street are coming soon.

Sustainability: Recycling

Carillon recycles mixed paper, cardboard, glass, and aluminum. Recyclables should be co-mingled and disposed of at the Loading Dock.

MIXED PAPER

Mixed paper includes white paper, colored paper, magazines, newspapers, envelopes (both with and without windows), post-its, etc. It is extremely important that only mixed paper be placed in the paper recycling containers. Any food wrappers or debris in the containers will result in "contamination" and cause the entire container to be discarded by the janitorial staff in the normal trash.

CARDBOARD

Tenants need to break down (flatten) all boxes and clearly mark the cardboard as "trash" or "basura". Stickers can be provided upon request.

ALUMINUM & GLASS

Aluminum & glass containers should be cleaned/rinsed. Plastic containers including single-serve, narrow necked bottles can also be cleaned/rinsed and recycled.

BATTERIES

Please contact the [Property Management Office](#) to coordinate disposal of batteries.