

CARILLON

**EMERGENCY
PREPAREDNESS
&
EVACUATION GUIDE**

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Introduction

The Landlord-Tenant relationship is one of mutual dependence and responsibility. This relationship is most important when discussing fire and life safety issues and building emergencies. The Tenant depends on Building Management to provide information and instructions on how to respond during emergency situations. Similarly, Building Management depends on the Tenant to become familiar with the Building Emergency Preparedness and Evacuation Procedures and participate in Evacuation Drills and Training Sessions.

This Guide is designed to protect the safety of all individuals working in Carillon during emergency situations including:

- Medical
- Fire
- Power Failure
- Bomb Threat
- Severe Weather
- Civil Disturbance

The intent is to provide for the immediate protection of the building personnel and to ensure that responding emergency officials receive the information and resources necessary to assist during an emergency situation.

Throughout this guide, references will be made to the *floor warden, tenant wardens, searchers, stairwell monitors, elevator monitors, and special needs assistant*. These are the individuals in the building who have been assigned specific duties to perform during an emergency situation. Please refer to the **Evacuation & Emergency Preparedness Team Responsibilities** sections of this manual for more information on the responsibilities of each of these positions.

If you have any questions in regards to this guide please contact Building Management at 704-714-1100.

Carillon

Emergency Telephone Numbers

All Emergencies	911
Fire Department	911
Police Department.....	911
Building Management Office	(704) 714-1100
Building Courtesy Staff.....	(704) 333-5374

Emergency Prevention

Suspicious Activities

Any suspicious activities should be reported immediately to Building Management at (704) 714-1100, which is answered 24/7 by Building Management (during business hours) or Building Courtesy Staff (after business hours).

Suspicious activities may include suspicious person(s) or an unattended object in a common area or Tenant suite. As a reminder, the building has a No Solicitation rule. If you observe any individuals in the building soliciting, please notify Building Management or Building Courtesy Staff.

Building Courtesy Staff are not authorized to take police action in criminal matters located in a Tenant suite or on the property. However, they can assist by contacting and directing officials to the Tenants suite or the location of the incident.

Crime Prevention

Building Management's first priority is the safety and protection of our Tenants, their employees and their property. We are cognizant of the various criminal activities to which each of us are exposed to on a daily basis.

To reduce crime, emphasis must be placed on preventive rather than reactive measures. Preventive measures against office thefts, burglaries after hours and crimes against persons can best be achieved through the cooperative efforts of individual employees. To minimize incidents, it is important that you establish and routinely monitor procedures, rules and regulations as a means of preventing losses and identifying wrongdoing.

We request that these procedures be circulated among all employees and that everyone is made aware of the importance of helping to ensure a safer and more secure work environment. We strongly suggest that valuables and personal property be stored and secured out of sight. Please note that Building Management does not provide security services within individual Tenant suites. All criminal activities should be reported immediately to the police department. In addition to contacting the police department, it is also important to report these incidents to Building Management.

Training

Members of the Emergency Preparedness Team must attend annual emergency and evacuation training that is sponsored by Building Management and assisted by the Charlotte Fire Department. Training is performed on an annual basis to help reiterate and review life safety information that is critical in an emergency situation. The information reviewed in these sessions assists in preparing the Emergency Preparedness Team for their roles in an emergency. The emergency and evacuation training includes information on building exits and stairwell locations, types of emergencies and proper evacuation procedures for each type.

Tenants should also hold regular emergency and evacuation training with their team to familiarize all employees with the Building Emergency Preparedness and Evacuation Procedures. Upon requests, Building Management is available to provide assistance in the presentation and review of the Building Emergency Preparedness and Evacuation Procedures.

Evacuation

General Information

There are three types of Emergency Evacuation: Partial Building Evacuation, Full Building Evacuation, and Shelter in Place. The type of evacuation you will execute during an emergency situation is dependent on the type of emergency, the severity and the location of your floor.

Each Tenant should establish an Emergency Preparedness Team that will be responsible for assisting Building Management in the proper evacuation of their suite during an emergency or drill. As changes in personnel occur, the Emergency Preparedness Team List (Exhibit A) must be updated and forwarded to Building Management as necessary.

The Emergency Preparedness Team for each Tenant should consist of the following people, with each floor designating one Floor Warden to represent the floor. Responsibilities and duties for each team member are further detailed under the Emergency Preparedness Team Responsibilities section.

- **Floor Warden:** Leads in the evacuation of their designated floor and communicates the status of the floor evacuation with Building Management or the Fire Command Center during emergencies. One Floor Warden should be designated per floor.
- **Tenant Warden:** Leads in the evacuation of the tenant suite and communicates the status of the suite evacuation with the Floor Warden. Each Tenant should have a designated Tenant Warden for their suite.
- **Searcher:** Assists in the evacuation by ensuring that all employees are evacuated from remote areas, and that evacuation takes place in an orderly and safe manner. Each suite should assign at least one searcher. Additionally searchers should be assigned based on the size of the suite.
- **Stairwell Monitor:** Assists in the orderly evacuation of personnel off of the floor via their assigned stairwell. Each floor should have two stairwell monitors, one for each stairwell.
- **Elevator Monitor:** Denies access to the elevators and directs traffic to the closest safest stairwell.
- **Special Needs Assistant:** Assist any special needs individual with the safe evacuation off the floor and/or out of the building.
- **Alternates:** Alternates should be assigned for each position specified in the plan, so that a team member is in the building at all times during working hours to supply leadership under the plan.

Building Exits and Stairwells

Tenants should be aware of all building exits as well as the location of the two emergency stairwells in the event of an emergency situation that requires building evacuation.

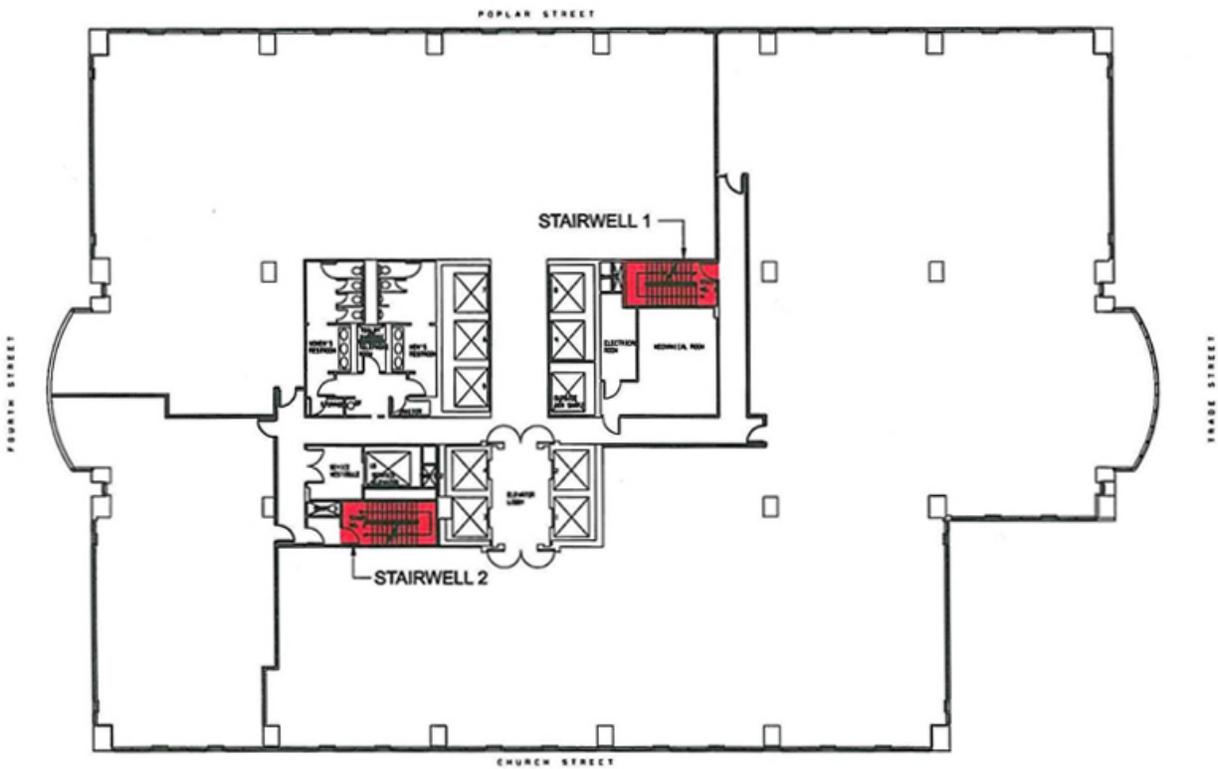
Buildings Exits

There are two (2) main building exits located on the Lobby Level

- Front Lobby towards West Trade Street
- Side Lobby towards Poplar Street

Buildings Stairwells

- There are two (2) building stairwells that serve the Basement through the Roof.
 - Stair 1 is located on the NE corner of the Common Corridor by Poplar St. and West Trade St. Stair 1 will exit inside the Building near the Lobby Level Elevator Corridor.
 - Stair 2 is located on the SW corner of the Common Corridor by 4th St. and the Church St. Stair 2 will exit outside of the Building onto Poplar St.
- Both stairwells are two (2) hour fire rated. During a fire emergency, the stairwell is the safest place to be.
- **Important Note:** During normal building operations, for security purposes, the stairwell doors are kept locked on the inside except for the exit doors located on the Lobby Level. During a fire emergency, the locks on these doors will automatically unlock to assist with the building evacuation.



Evacuation Drills

Building Management conducts emergency evacuation drills, at least once a year, in accordance with the Charlotte Fire Department (CFD) requirements. To assist with the proper evacuation of the floors and building, the CFD are scheduled to be onsite during these drills. When necessary, Building Management may conduct follow-up drills or training to ensure proper response during evacuations.

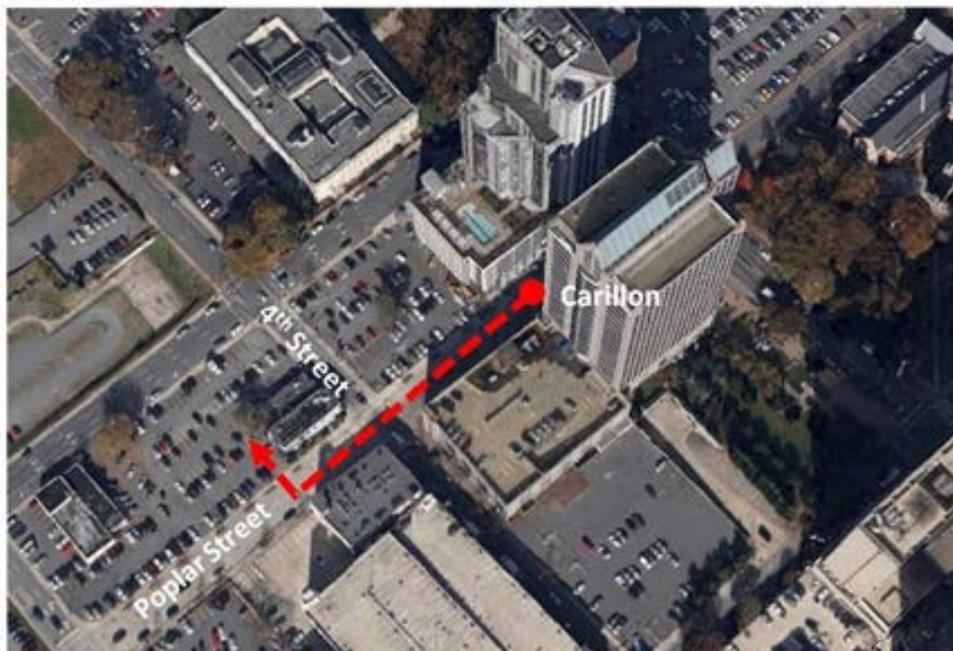
All occupants of the building are required to participate in the emergency evacuation drill. Citations may be given by the CFD to any Tenant and/or individual if they refuse to participate.

There are three types of Emergency Evacuations: Partial Building Evacuation, Full Building Evacuation, and Shelter in Place. During the drill, two out of the three types of Emergency Evacuations will be conducted: a Partial Building Evacuation and a Full Building Evacuation. Tenants will complete either a partial or full building evacuation during the evacuation drill based on the location of their suite. Additional information on the two types of evacuation can be found in the Fire Emergency section.

- Partial Evacuation Drill
 - Floors 24 through Lobby Level
 - Evacuate to the floor assembly area – Five (5) floors down (i.e. the 24th floor would evacuate to the 19th floor).
- Full Evacuation Drill
 - Floors 24 through Lobby Level
 - Evacuate to the building assembly area – Green’s Parking Lot on the corner of 4th Street and Poplar Street.

In the event of a Full Evacuation, building occupants should evacuate the Building and assemble at the Building Assembly Area located at Green’s Parking Lot on the corner of 4th Street and Poplar Street. Please see the map below.

Building Assembly Area



Floor Evacuation Area

Tenant's Floor Evacuation Area will depend on the location of their suite. Please reference the list below for the Building Floors and the corresponding Floor Evacuation Area.

Building Floors	Floor Evacuation Area
24	19
23	18
22	17
21	16
20	15
19	14
18	12
17	11
16	10
15	9
14	8
12	7
11	6
10	5
9	4
8	3
7	2
6	Building Lobby
5	Building Lobby
4	Building Lobby
3	Building Lobby
2	Building Lobby
1	Building Lobby
SL-2	Building Lobby
SL-1	Building Lobby
Fitness Center	Building Lobby

Instructions for Special Needs Individuals

Persons with special needs should be identified and considered prior to any emergency evacuation (i.e. an individual with a heart condition or a broken leg or pregnant women). Tenant Wardens should notify Building Management of any persons with special needs who may require individual assistance during an evacuation. An updated list should be maintained by the Tenant Warden and provided to Building Management (See Exhibit B). This list will be kept confidential and will only be shared with emergency responders upon their request.

Individuals' not requiring or providing assistance should evacuate first. This allows individuals who require assistance to evacuate without being impeded, thus speeding evacuation and avoiding injury. If there is evidence of fire, special needs individuals should be positioned near the exit stair located farthest away from the fire. If fire conditions pose a personal threat, both the Special Needs Assistant and the special needs individual should enter the stairwell and wait for additional assistance from the fire department.

The evacuation team may assist in evacuating the person(s) with special needs if danger is imminent and the fire department has not yet arrived. If evacuating the special needs individual is not an option, the Special Needs Assistant may choose to stay with the individual or evacuate themselves and should advise the Floor Warden accordingly.

Emergency Preparedness Team Responsibilities

Floor Warden

In an emergency evacuation, the Floor Warden acts as the main liaison between the Fire Control Center (FCC) and the Tenant Wardens on the floor. The Floor Warden is responsible for communicating the status of the floor evacuation to the FCC. The Floor Warden should report any potential or actual emergency condition located on their floor to Building Management at (704) 714-1100 and to Emergency Responders (911).

Duties

▪ Before an Emergency

1. Assist in developing and enhancing emergency response procedures for the floor based on specific needs of the floor.
2. Assist in the fire evacuation drills coordinated by Building Management annually.
3. Know the Tenants and the Tenant Wardens on the floor.

▪ During an Emergency

1. Report emergency situations on the floor to Emergency Responders and Building Management (i.e. medical emergency).
2. Direct Emergency Responders to the location of the emergency on the floor.

▪ During a Building Evacuation

1. At the onset of an emergency floor evacuation and/or drill, put on the safety vest for identification.
2. Report to the common area on the floor where the Tenant Wardens will be able to find you (i.e. by the elevator corridor).
3. Confirm the status of each suite evacuation with the Tenant Wardens. Keep a readily available checklist of the Tenants and the Tenant Wardens on the floor.
4. Remind individuals to evacuate **Quickly, Quietly, and Hands Free**.
5. Notify members of the Emergency Preparedness Team on the floor to evacuate the floor when their duties have been completed.
6. The Floor Warden should be the last person to evacuate the floor. Confirm that the stairwell doors are closed behind them.
7. Notify the Fire Command Center on the status of your floor evacuation using the red emergency phone located in or near the stairwells on each floor.
 - i. Report if your floor is clear, if there are any unaccounted for individuals, or if there are individuals that are unable to evacuate (i.e. special needs individuals).
 - ii. The emergency phone will automatically dial the Fire Command Center (FCC) once it's picked up. The FCC can only communicate with one emergency phone at a time. If the first attempt is unsuccessful; it is likely that the FCC is on the phone with another individual. Wait a few seconds and try again. Once a successful call is made, be sure to hang up the phone to allow other individuals to call in. If multiple attempts are made, but are still unsuccessful, notify Building Management or Emergency Responders on a mobile phone or in person that you were unable to complete the call.

Tenant Warden

In an emergency evacuation, the Tenant Warden acts as the main liaison between the Floor Warden and their office. The Tenant Warden is responsible for communicating the status of their suite evacuation to the Floor Warden. Additionally, the Tenant Warden acts as the main point of contact for Building Management for the organizing and training of the suite Emergency Preparedness Team. The Tenant Warden should report any potential or actual emergency condition located within their suite to Building Management at (704) 714-1100 and to Emergency Responders (911).

Duties

▪ **Before an Emergency**

1. Assist in developing and enhancing emergency response procedures for the suite based on specific needs of the suite.
2. Train the Emergency Preparedness Team on their responsibilities and educate office personal on how to properly evacuate during an emergency or drill. Request training material from Building Management if needed.
3. Assist in the fire evacuation drills coordinated by Building Management annually.
4. Distribute building communication and training material provided during annual fire drill training with the office.
5. Maintain the Emergency Preparedness Team List (Exhibit A) for the suite and provide an updated list to Building Management as needed.
6. Maintain a Special Needs Individual List (Exhibit B) for the suite and provide an updated list to Building Management as needed.

▪ **During an Emergency**

1. Report emergency situations in the suite to Building Management and Emergency Responders.
2. Direct Emergency Responders to the location of the emergency in the suite.

▪ **During a Building Evacuation**

1. At the onset of an emergency floor evacuation and/or drill put on the orange armband for identification.
2. Communicate with the Searchers on the status of the suite evacuation and relay the information to the Floor Warden once the suite has been fully evacuated or report any individuals who are unable to evacuate.
3. Remind individuals to evacuate **Quickly, Quietly, and Hands Free**.
4. Notify members of the Emergency Preparedness Team within the suite to evacuate the floor when their duties have been completed.
5. Once the suite is clear, the Tenant Warden should be the last person to evacuate the suite and confirm that the suite doors are closed or evacuate sooner if instructed by Building Management or the Fire Department via the Public Announcement System or in person.

Searchers

Under the supervision of the Tenant Warden, Searchers are responsible for finding and evacuating all personnel from their work area of the suite. After the Searchers area is clear, Searchers should inform the Tenant Warden that the area is clear and follow any further instructions that are given by the Tenant Warden.

Duties

▪ **Before an Emergency**

1. Be familiar with the suite and the building evacuation plan including all suite and building exits.
2. Know the total number of employees and who were present on that day.

▪ **During a Building Evacuation**

1. Check all assigned areas including offices, cubicles, conference rooms, file rooms, reception areas, restrooms, etc.
2. Close all doors after being checked but do not lock them.
3. Remind individuals to evacuate **Quickly, Quietly, and Hands Free**.
4. Advise all office personnel to evacuate the suite.
5. Insist that all individuals evacuate. Remind any resistant individuals that the Fire Department may fine both the office and the individual for not evacuating.
6. Once duties are complete, confirm with the Tenant Warden if you may evacuate or evacuate sooner if instructed by Building Management or the Fire Department via the Public Announcement System or in person.

Stairwell Monitors

Under the direction of the Floor Warden, Stairwell Monitors are responsible for checking their assigned stairwell for fire or smoke and assisting in an orderly evacuation of personnel off of the floor via the stairwell.

Duties

▪ **Before an Emergency**

1. Be familiar with the building evacuation plan, the locations of all stairwells on the floor and the building exits.

▪ **During a Building Evacuation**

1. Take position at the assigned stairwell and assist personnel in evacuating the floor.
2. Before opening the stairwell door, feel it with the back side of your hand, checking for intense heat; if no intense heat is felt, the stairwell door should be opened slowly to inspect the stairwell for intense heat or smoke before allowing anyone to use the stairwell for evacuation.
3. If heat or smoke is encountered or the stairwell is obstructed, the Stairwell Monitor should remain by the door directing individuals to the alternate stairwell for evacuation.
4. If the stairwell is accessible, instruct personnel to form a single line and proceed down the right hand side of the stairwell. Do not hold the stairwell door open. Holding the door open allows smoke to enter the stairwell. Know the location of your

floor assembly area (refer to Floor Evacuation Area section) and remind individuals to evacuate to this area and assemble in the elevator lobby for further instructions. In the case of a full building evacuation, individuals should gather at the Building Assembly Area, located at Green's Parking Lot on the corner of 4th Street and Poplar Street.

5. Instruct individuals to exit via the stairwell **Quickly, Quietly, Hands Free, and to the right**. If drinks or large bags are observed being taken into the stairwell, instruct the individual to leave them outside the stairwell door away from foot traffic. Small purses or bags may be carried into the stairwell, but must be closely secured under the individuals arms.
6. Remain by the stairwell exit until instructed to leave by the Floor Warden or evacuate the floor if the situation becomes unsafe at any time or instructed by Building Management or the Fire Department via the Public Announcement System or in person.

Elevator Monitor

Under the direction of the Floor Warden, Elevator Monitors are responsible for denying individuals access to the elevators in the event of a fire evacuation.

Duties

- **Before an Emergency**
 1. Be familiar with the building evacuation plan, the locations of all stairwells on the floor and the building exits.
- **During a Building Evacuation**
 1. Take position in the elevator lobby and deny individuals access to the elevators.
 2. Direct personnel to the nearest, accessible stairwell.
 3. Remind individuals to evacuate **Quickly, Quietly, and Hands Free**.
 4. Remain at the elevator bank until instructed to leave by the Floor Warden or evacuate the floor if the situation becomes unsafe at any time or instructed by Building Management or the Fire Department via the Public Announcement System or in person.

Special Needs Assistant

Under the direction of the Tenant Warden, the Special Needs Assistant is responsible for the evacuation of any special needs individual within the suite.

Duties

- **Before an Emergency**
 1. Know the individual(s) that will require your assistance in your suite and what assistance may be required.
 2. Be familiar with the building evacuation plan, the locations of all stairwells on the floor and the building exits.
- **During a Building Evacuation**
 1. Assist assigned special needs individuals to the stairwell for evacuation of the floor.

2. If the special needs person is unable to descend the stairwell, stay with the person and allow individuals not requiring assistance to evacuate first. Once the stairwell is clear, assist the special needs person in the stairwell on the floor landing.
3. Once the special needs individual safely reaches the stairwell, the Special Needs Assistant can choose to stay with the special needs individual in the stairwell or proceed down to the floor assembly area. In either case, advise the Floor Warden if any individual needs to stay behind and will require additional assistance to evacuate. The Floor Warden will communicate this to the Fire Command Center upon their evacuation.
4. The stairwells are fire rated for two hours, but all individuals should be prepared to relocate if necessary at anytime if the area becomes unsafe.

Types of Emergencies

Medical Emergencies

General Information

Medical Emergencies are the most common type of emergency that take place in the Building. More than at any other time, the cooperation between Tenants and the Building Management Staff is most critical in the event of a medical emergency. Cooperation and communication can directly impact emergency officials' ability to quickly respond to an emergency situation. Please ensure that the following procedures are communicated to all employees.

Building Management recommends that all Tenants keep a first aid kit unlocked and fully stocked in their suite. Additionally, Tenants should make certain that all employees are aware of its location.

Procedure

1. The person who discovers the emergency:
 - Call 911 immediately
 - Call Building Management at (704) 714-100 to report the emergency. Building Courtesy Staff will assist after regular business hours.
2. If the medical emergency involves an injury, it is crucial that the injured person is not moved. Try to keep the injured person comfortable without moving them.
3. Medical personnel will access the floor via the service elevator. Please assign someone from your office to stand by the service elevator to meet the emergency responders and guide them to the injured person.
4. Stay with the individual until assistance or medical attendants have arrived.

IMPORTANT: Time is extremely important in the case of a medical emergency. It is critical that Building Management be notified immediately after contacting 911. Emergency personnel, such as paramedics, rely on the Building Staff to coordinate the use of the service elevator for them. Failure to notify Building Management or Building Courtesy Staff could result in a critical delay in the emergency personnel's response time.

CARILLON

QUICK REFERENCE

If You Encounter a Medical Emergency

1. Call 911 immediately.
2. Inform the operator that you are calling to report a Medical Emergency at **227 West Trade Street**. Provide the following information:
 - Your name
 - Your company's name
 - Your location (suite/floor number)
 - Nature of the emergency
 - Your telephone number
3. Listen for instructions. Depending on the nature of the emergency, the operator might provide specific instructions on how to assist the individual.
4. Call Building Management at (704) 714-1100 immediately after the call to 911 to report the emergency. Building Courtesy Staff will assist after regular business hours.
5. If the operator requests that you stay on the line until paramedics arrive in order to get additional instructions to assist the individual, have someone else contact Building Management as soon as possible.
6. If the medical emergency involves an injury, it is crucial that the injured person is not moved. Try to keep the injured person comfortable without moving them.
7. Stay with the individual until assistance or medical attendants have arrived.

Fire

General Information

In the event of a Fire Emergency, the fire alarm will be activated and will trigger both the speakers and strobes throughout the floor. If the incident is contained to only one (1) floor, the fire alarm will activate on five (5) floors only: the incident floor, two (2) floors above and two (2) floors below. If the incident affects multiple floors, the fire alarm will activate the entire building.

During a fire alarm, the building stairwell doors that are typically locked from within will go to “Fail Safe” mode and will automatically release to assist with building evacuation. Additionally, the stairwell will become pressurized, pulling in outside air. This pressurization assists with keeping smoke and/or fire from entering the stairwells.

During normal business hours, Building Management will be in charge of the evacuation until the Fire Department arrives. Upon arrival, the Fire Department will take control of the Building and the evacuation. After business hours, a Building Management designee will assist with the evacuation until Building Management or the Fire Department arrives on site.

At the start of a fire evacuation, the Emergency Preparedness Team should immediately take their assigned post and carry out their specific duties. Floor occupants should begin evacuating the floor and/or building following the procedures described below:

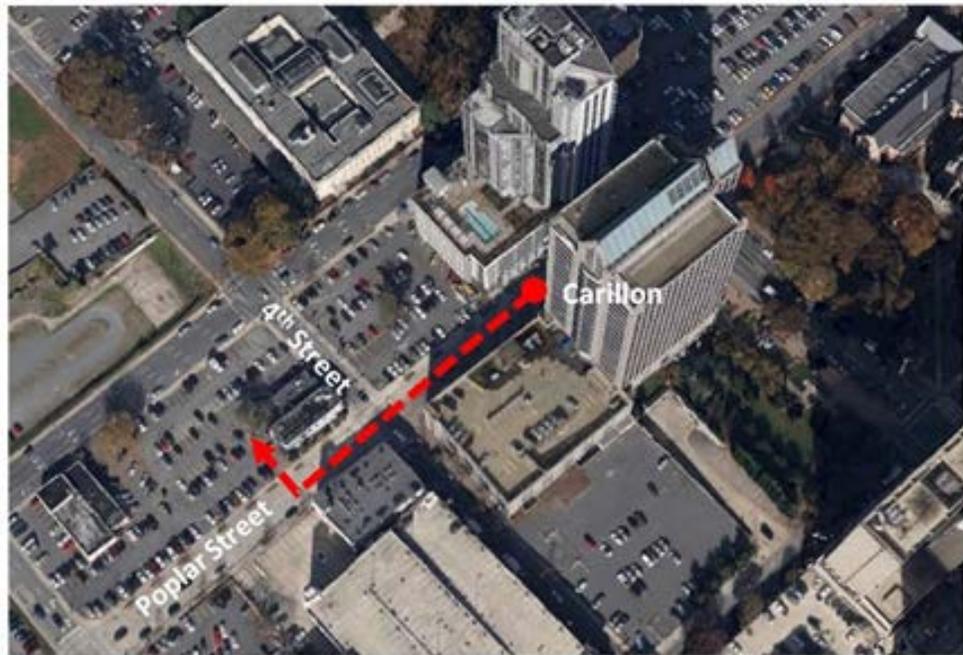
Procedure

1. The person who discovers the fire:
 - Activates the Fire Alarm Pull Station (FAPS).
 - Calls 911 and reports the fire to the fire department.
 - Calls Building Management at (704) 714-1100 to report the incident. Building Courtesy Staff will assist after regular business hours.
2. Upon initiation of the Fire Alarm, both audible (speakers) and visible (strobes) alarms will go off on the affected floors of the Building. In the case of only one incident floor, the alarm will be triggered on five (5) floors: the incident floor, two (2) floors above and two (2) floors below.
3. The Floor Warden, Tenant Wardens, Elevator and Stairwell Monitors, Searchers and Special Needs Assistant on every affected floor should immediately take their assigned post and begin the evacuation process as outlined in the Emergency Preparedness Team Responsibilities section.
4. All other Tenants located on the affected floors that are not part of the Emergency Preparedness Team or needs special assistance should immediately begin either a Partial or Full Building Evacuation based on the location of their floor via the stairwells. Do Not Use the elevators.

5. Floors should evacuate based on the location of the floor as noted below:

- **Floors 24 through Building Lobby**

- i. Complete Partial Building Evacuation unless the emergency calls for a Full Building Evacuation. See Section (iv) below.
- ii. Evacuate 5 floors down (i.e. Floor 24 will evacuate to the 19th floor) to the floor assembly area.
- iii. Once Tenants reach the floor assembly area (see Floor Assembly Area section), assemble in the common area and quietly wait for instructions from Building Management or the Fire Department
- iv. If the speakers and strobes on your floor assembly area are also going off, this is an indicator that there are multiple incident floors and Tenants should complete a Full Building Evacuation and assemble at the Building Assembly Area located at Green's Parking Lot on the corner of 4th Street and Poplar Street.



- v. Assemble in a common area and wait for instructions from Building Management or the Fire Department.

6. While evacuating, Tenants should follow the proper evacuation techniques below.

- Evacuate Hands Free (i.e. no drinks, handbags, or large briefcases that can't be tucked underneath the arm)
- Walk, Do Not Run
- Be Quiet and Listen for Instructions
- Proceed Down the Stairs on the Right Hand Side.
- **Quickly, Quietly, & Hands Free**

7. If a stairwell is not accessible, Tenants may reach the alternate stairwell by crossing over through the closest tenant floor.

8. When the “all clear” is announced via the Public Announcement (PA) System or Building Personnel, the evacuation team should lead individuals in an orderly fashion back to their floors via the elevators.

NOTE: Upon arrival, the Fire Department assumes full control of the Building throughout the course of the event.

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QUICK REFERENCE

If You Discover Smoke or Fire

1. Activate the nearest manual fire alarm pull station located next to either emergency stairwell.
2. Call 911 immediately.
3. Inform the operator that you are calling to report a fire at **227 West Trade Street**. Provide the following information:
 - Your name
 - Your company's name
 - Your location (suite/floor number)
 - What is on fire
 - The location of the fire
 - Your telephone number
4. Listen to the operator for any additional instructions.
5. Call Building Management at (704) 714-1100 to report the incident. Building Courtesy Staff will assist after regular business hours.
6. Inform your Tenant Warden. Alert all others in the immediate area.
7. Do not attempt to fight a fire that appears to be out of control or threatens your safety. If possible, close the door to the room where the fire is located and all doors in the immediate area on the floor.
8. Evacuate the floor or assist with the floor evacuation if you are on the Emergency Preparedness Team.
9. Once you have evacuated safely to the floor evacuation area, gather in the common area of the floor and quietly listen for instructions over the Public Announcement System.
10. If the fire is small enough to be controlled by fire extinguishers, hand-held chemical fire extinguishers are located on each floor by either emergency stairwell. To operate the extinguisher, follow these simple instructions:

Remember PASS:

- P** -- Pull locking pin
- A** -- Aim at base of fire
- S** -- Squeeze trigger
- S** -- Sweep spray back and forth

Power Failure

General Information

In the event of a building power failure, the building back-up generator will turn on to sustain emergency power to base building critical systems (i.e. life safety system) and emergency lighting in the stairwell, common areas, and Tenant suites. The emergency lighting in Tenant suites and common areas on the floors will be minimal. Elevator access will be limited as only one (1) elevator in each elevator bank (i.e. high rise and low rise) will remain operable.

Procedure

1. At the onset of a power failure on your floor, contact Building Management at (704) 714-1100 to report the power loss. Building Courtesy Staff will assist after regular business hours. The power loss may be contained only on your floor and thus Building Management will need to be notified.
2. Depending on the cause and the extent of the power failure, Building Management will determine if the building or portions of the building will close and notify Tenants accordingly via email, over the Public Announcement (PA) System, or in person.
3. If Building Management determines that the building will close, Tenants should evacuate under any special instructions provided by Building Management.

Bomb Threats

General Information

Fortunately, the vast majority of bomb threats are false alarms. Unfortunately, it is difficult to differentiate false alarms from genuine threats. As little publicity as possible should be given to the incident, since the objective of the caller is usually to disrupt normal business functions by causing the building to be evacuated.

Building Management will endeavor to control unauthorized access to this facility. The success of the preventive strategy requires full cooperation from all Tenants. All suspicious individuals or situations should be reported at once to Building Management at (704) 714-1100, which is answered 24/7 by Building Management (during business hours) or Building Courtesy Staff (after business hours).

Procedure

1. The person who receives the bomb threat call should:
 - Obtain as much information from the caller as possible using The Bomb Threat Checklist as a guideline. **Keep them on the phone as long as possible and ask as many questions as you can.**
 - Call 911 and report the threat to the local police.
 - Contact Building Management at (704) 714-1100 to report the threat. Building Courtesy Staff will assist after regular business hours.
2. If possible, have someone else from the office contact 911 and Building Management while you keep the caller on the phone. If the threat is specific to the Tenant Suite, notify the Tenant Warden, who may execute a Bomb Threat Search Plan to search for objects that may seem out of place within the Tenant suite. If any suspicious objects are found, DO NOT Touch or Tamper with the object. Notify Building Management immediately and provide the location and description of the package.
3. Once Building Management is contacted regarding the threat, Building Management will contact proper authorities i.e. CMPD or the Fire Department and request for additional assistance.
4. Building Management will review the information received from the threat, consult with the proper authorities and determine if the building will be closed or remain open and will notify main tenant contacts accordingly.
 - Building to Remain Open
 - i. Tenants should determine if their individual office should close based on the information provided by Building Management and inform Building Management accordingly.
 - Building to be Closed
 - i. The main tenant contact or the Tenant Warden should notify employees in a calm and deliberate manner.
 - ii. Instructions for evacuation of the building will be provided via email and/or via the Public Announcement System.

Preventative Measures

1. Conduct regular inspections of Tenant suites for suspicious objects. Neat offices that are free from debris and boxes can make a foreign object easier to detect.
2. Encourage all employees to report any suspicious persons wandering about the offices, restrooms, or common areas to Building Management at (704) 714-1100. This includes any individuals that are soliciting in Tenant suites or common areas.
3. Monitor all delivery people while in your office. Schedule work with repairmen by credible vendors or a building approved vendors. Do not leave your office unattended and unlocked for any reason. All drawers, cabinets, compartments, closets, etc. fitted with locks should be kept locked.

CARILLON QUICK REFERENCE

If You Receive a Bomb Threat Over the Telephone

1. During the conversation, complete the Bomb Threat Checklist on the next page.
2. Call 911 immediately.
3. Inform the operator that you received a bomb threat and are calling from **227 West Trade Street.** Provide the following information:
 - Your name
 - Your company's name
 - Your location (suite/floor number)
 - All information obtained on the Bomb Threat Checklist
 - Your telephone number
4. Listen for further instructions.
5. Call Building Management Office at (704) 714-1100 to report the threat. Building Courtesy Staff will assist after regular business hours.
6. Inform your Tenant Warden and wait for further instructions from your Tenant Warden or your office main point of contact.

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Bomb Threat Checklist

Time and Date Reported: _____ How Reported: _____

Exact Words of Caller: _____

Questions to Ask:

1. When is the bomb going to explode? _____
2. Where is the bomb right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____
7. Why did you place the bomb? _____
8. When did you place the bomb? _____
9. Where are you calling from? _____
10. What is your name? _____
11. Where do you live? _____

Description of Caller's Voice:

Male/Female Young _____ Middle Age _____ Old _____ Accent _____

Tone of Voice: _____

Is voice familiar? _____

If so, who did it sound like? _____

Other Voice Characteristics: _____

Background Noise: _____

Time Caller hung up: _____

Additional Remarks: _____

Name, address and telephone number of recipient: _____

Telephone number that the call was received at: _____

Severe Weather

General Information

Severe weather is tracked and reported by the National Weather Service. Building Management monitors these reports via a weather radio and will alert Tenants accordingly if severe weather is reported in the Charlotte Area that may affect building occupants.

There are different types of severe weather that may affect our area. Tenants can take precautionary steps in advance of any severe weather condition to help prepare occupants and property in the suite in the event of severe weather. An example would be maintaining an inventory of emergency equipment to be used during severe weather such as flashlights and fresh batteries, first aid kits to treat minor injuries, and portable radios. Additionally, each Tenant should develop a severe weather emergency action plan that is specific to the suite to protect its property in the event of severe weather.

In the event of severe weather conditions, the National Weather Service may issue two types of weather advisory: Severe Weather Watch or Severe Weather Warning.

Severe Weather Watch advisory indicates that the weather conditions are favorable for a hazard to occur. Immediate action is not required. Under this condition, Tenants should monitor the weather to find out if severe weather conditions have deteriorated and discuss the suite severe weather emergency action plan in case the condition is upgraded to a Warning.

Severe Weather Warning advisory indicates that a weather hazard is imminent – in that it is either occurring or it is about to occur at any moment. Immediate action is required. Under this condition, Tenants should take action and execute the suite's severe weather emergency action plan and begin the Shelter in Place – Refuge Area Evacuation procedure described below.

Hurricanes

In the case of a Hurricane Warning, hurricane conditions are considered imminent and may begin immediately or at least within the next 12 to 24 hours.

If a Hurricane Warning advisory is issued for the Charlotte area, but conditions are not immediate, Building Management may choose to close the building for the safety of all occupants and request that Tenants secure their offices and leave the premises.

If a Hurricane Warning advisory is issued for the Charlotte area and conditions are immediate, Tenants should execute the suite's severe weather emergency action plan and begin the Shelter in Place – Refuge Area Evacuation procedure.

Tornadoes

In the case of a Tornado Warning, a tornado has been sighted by spotters or indicated by Doppler weather radar. Tornadoes usually develop from severe thunderstorms and can touch down with little or no warning. If a tornado is spotted approaching the building, immediately notify Building Management at (704) 714-1100 and begin the Shelter in Place – Refuge Area Evacuation procedure.

Shelter in Place – Refuge Area Evacuation

In the event of a severe weather emergency that requires evacuation, Tenants will need to complete the Shelter in Place – Refuge Area Evacuation. Once Building Management determines that an

evacuation is necessary, Building Staff will make an announcement over the Public Announcement System advising all Tenants to complete Shelter in Place Evacuation by taking refuge in the building common corridor.

Procedure

1. Once notified by Building Management to take refuge, do not attempt to leave the building.
2. If there are customers, clients, or visitors in the Tenant space, provide for their safety by asking them to stay and take shelter as well.
3. If there is not an imminent hazard:
 - Close all blinds and shades
 - Move all expensive equipment and important documents to interior rooms
 - Open all suite interior doors in order to prevent atmospheric pressure issues
4. Move to the building common area and close all Tenant exterior doors to contain flying glass and objects in the suite.
5. Keep away from any glass doors and window areas and avoid the Building Lobby.
6. The elevator lobby corridor or the restrooms will be the safest area.
7. Remain in the shelter area until Building Management or Emergency Personnel advise that it is safe to leave via the Public Announcement system or in person.
8. Notify the Building Management Office at (704) 714-1100 of any severe flooding, leaks, fires, or structural damage that may have resulted from the severe weather emergency.

Civil Disturbance

General Information

Civil disturbance may refer to a number of events (i.e. riot or civil unrest or an active shooter) in or around the building. Under any of these situations, threat is imminent and Tenants should respond to Building Management's instructions quickly. If a civil disturbance situation is witnessed, Tenants should seek a safe area and report it to Police at 911 and Building Management at (704) 714-1100 immediately. If a civil disturbance situation is confirmed, Building Management will employ a Shelter in Place – Stay in Place Evacuation.

Shelter in Place – Stay in Place Evacuation

In the event of a civil disturbance emergency that requires evacuation, Tenants will need to complete the Shelter in Place – Stay in Place Evacuation. Once Building Management determines that an evacuation is necessary, Building Staff will make an announcement over the Public Announcement System advising all Tenants to complete Shelter in Place Evacuation by staying in place and securing the area.

Procedure

1. The person who discovers the situation
 - Immediately seek a safe area for refuge
 - Call 911 and report the situation to the Police
 - Call Building Management at (704) 714-1100 to report the situation. Building Courtesy Staff will assist after regular business hours.
2. Once notified by Building Management to take shelter, stay in place and immediately secure all suite exterior doors. If you are not in an area that can be secured (i.e. common area), get to one quickly.
3. Do not attempt to leave the suite or the building.
4. If there are customers, clients, or visitors in the Tenants space, provide for their safety by asking them to stay and take shelter as well.
5. Once all suite exterior doors are secured, do not allow access to any unknown individuals that are not Emergency Personnel or known Building Management Staff.
6. Keep away from any glass doors or windows.
7. Remain in place until Building Management or Emergency Personnel advise that it is safe to leave via the Public Announcement system or in person.

CARILLON

QUICK REFERENCE

If You Encounter a Civil Disturbance Situation

1. Get to a safe area immediately and secure all exterior doors to the area.
2. Call 911 immediately.
3. Inform the operator that you are calling to report a civil disturbance situation (state the condition) at **227 West Trade Street**. Provide the following information:
 - Your name
 - Your company's name
 - Your location (suite/floor number)
 - The civil disturbance situation
 - The location of situation (or last seen)
 - Your telephone number
4. Listen to the operator for any additional instructions.
5. Call Building Management at (704) 714-1100 to report the situation. Building Courtesy Staff will assist after regular business hours.
6. Inform your Tenant Warden. Alert all others in the immediate area.
7. Once all suite exterior doors are secured, do not allow access to any unknown individual that is not Emergency Personnel or known Building Management Staff.
8. Keep away from any glass doors or windows.
9. Remain in place until Building Management or Emergency Personnel advise that it is safe to leave via the Public Announcement system or in person.

Exhibit A – Emergency Preparedness Team Information Sheet

Please return to erik.mischker@hines.com

Tenant Name: _____

Floor: _____ Suite Number: _____ Office Phone: _____

Emergency Preparedness Team includes the following positions that are necessary during Building Emergencies. Please assign them to individuals in your suite. Please refer to the Carillon Emergency Evacuation Guide for detailed explanation of position responsibilities.

Floor Warden: _____ Email: _____

Tenant Warden: _____ Email: _____

Searchers:

1. _____ Email: _____

2. _____ Email: _____

3. _____ Email: _____

4. _____ Email: _____

Stairwell Monitors:

1. _____ Email: _____

2. _____ Email: _____

Elevator Monitor:

1. _____ Email: _____

Aide to Individual(s) with Special Needs (if applicable):

1. _____ Email: _____

2. _____ Email: _____

***Please inform the Management Office when there is a change in this list**

Exhibit B – Special Needs Individual

Please return to erik.mischker@hines.com

Company name: _____ Suite #: _____

Special Needs Individual: _____

Phone #: _____

Special Needs Requirement: _____

Special Assistant: _____

Special Needs Individual: _____

Phone #: _____

Special Needs Requirement: _____

Special Assistant: _____

Special Needs Individual: _____

Phone #: _____

Special Needs Requirement: _____

Special Assistant: _____

Special Needs Individual: _____

Phone #: _____

Special Needs Requirement: _____

Special Assistant: _____

NOTE: As changes in personnel or physical conditions occur, please forward an updated copy of this form to Building Management.