

201 SOUTH TRYON EMERGENCY SAFETY PROCEDURES

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EMERGENCY PROCEDURES PLAN ADMINISTRATION

1. Purpose

This Emergency Procedures Plan (“the Plan”) is established as an integral part of the official 201 South Tryon response to emergencies. The contents of the Plan are designed as an operational guide for the behavior, safety and protection of the tenants and visitors of the building.

2. Scope

As outlined on the following pages, the Plan establishes a sequential course of action for recognizing, identifying and reporting the existence of specific emergency situations threatening the building and/or its occupants; and then provides for the safety and protection of endangered personnel and assets. When implemented and supplemented with appropriate instructions from the Property Manager, this Plan becomes an operational tool for effective and responsive action when occupants of the building are forced to cope with various emergency situations.

3. Duties and Responsibilities of Fire Wardens

Fire Wardens are the connecting links between the Property Management staff and the wardens’ respective companies and fellow employees. As such, they have direct control and responsibility for all decisive matters relating to the safety of their employees during an emergency.

Fire Wardens must be able to effectively perform the following duties:

- A. Assume responsibility for communicating appropriate preplanned emergency procedures data to all employees under their jurisdiction through orientation and/or other forms of interoffice communication.
- B. Be knowledgeable about what is not commonplace; i.e., unusual or foreign to the normal environment of their workspace. This will allow qualified assistance in conducting searches and identifying suspicious items.
- C. Notify Assistant Wardens of a planned absence from the building.

4. Method of Reporting Changes in Fire Wardens and Assistant Wardens

Because the Fire Wardens are a vital link in the response to an emergency in the building, interruptions in communications must be avoided. Any change in personnel designated as Fire Wardens or Assistant Wardens should be reported (in writing) to the Property Management office.

5. Testing of the Building's Emergency Procedures Plan

Various aspects of the Plan will be tested on a deliberate, systematic and periodic basis, in accordance with instructions from the Property Management

office and/or the Fire Department. Such testing will familiarize key personnel with their emergency duties and responsibilities, evaluate these duties and the Plan, and will help identify deficiencies and any necessary corrections or adjustments.

FIRE ALARM SYSTEM OPERATION

Fire alarm system devices include manual pull stations, automatic smoke detectors, and automatic sprinklers.

The activation of any manual or automatic device shall cause the following:

1. An alarm shall sound and strobe lights will flash intermittently for the floor of incident and two-floors above and two-floors below.
2. The sound of the alarm is an intermittent "siren" noise.
3. The floor in alarm will be indicated on the fire alarm panels located near the elevators on the first floor.
4. All elevators will automatically be recalled to the lobby level if an elevator lobby smoke detector has been activated. They will remain at the lobby level and be unavailable for use, except by fire department personnel with the use of a fire service key, until the alarm system is reset.
5. The HVAC system on floors in alarm will automatically shut down upon activation of a smoke detector in an air conditioning duct or air handler.

GENERAL GUIDELINES FOR FIRE PREVENTION

Prevention is the best way to reduce loss of life and property due to fire. It is the responsibility of all tenants to practice fire prevention in order to protect themselves and their fellow tenants.

The following fire prevention practices should be followed at all times.

1. Obey NO SMOKING signs.
2. Smoking is not permitted in common areas of 201 South Tryon.
3. Never place wastepaper or other flammable materials into an ashtray.
4. Protect exposed electrical wiring (i.e. cords) from abuse.
5. Turn off all electrical appliances at the end of the day. Give special attention to coffeemakers.
6. Do not "force" office machinery that is not working properly.
7. All combustible or flammable liquids should be stored in approved cabinets and containers.
8. Exits and passageways should be kept clear at all times.
9. Good housekeeping must be maintained in all areas of the building.
10. Notify your supervisor or Property Management of any apparent fire safety hazards existing in the building.
11. Portable space heaters are not allowed due to potential electrical circuit overloading and the fire hazard these units present.

FIRE SAFETY PLAN

PERSONNEL DESIGNATION AND RESPONSIBILITIES

A. Fire/Life Safety Director (Lead Operating Engineer)

The Fire/Life Safety Director will be responsible for supervising and monitoring the fire safety program for 201 South Tryon and will:

1. Be totally familiar with this Fire Safety Plan.
2. Organize training in the Fire Safety Plan for:
 - A. Fire Wardens and their team members.
 - B. Engineering personnel.
 - C. Security and janitorial personnel.
3. Organize instruction in the Fire Safety Plan and fire prevention for all tenants.
4. Assign and maintain an up-to-date list of Fire Wardens and their alternates.
5. Conduct fire drills and evaluate the effectiveness of the Fire Safety Plan.
6. Supervise a sound fire prevention program.
 - A. Conduct regular inspections of all storage rooms, closets, mechanical rooms and office areas to keep them clear of any potential fire hazards.
 - B. Conduct regular inspections of fire and life safety equipment.
 - C. Conduct regular inspections of fire exits to ensure they are passable.
7. Maintain current tenant list for use in emergencies.
 - A. Alphabetically.
 - B. By building, floor, suite number.
 - C. Include Tenant Contact (home phone) and alternate contact (home phone).

8. In the event of a fire, the Fire/Life Safety Director will report to the Fire Department officer in charge.

B. Fire Wardens

Each Tenant will assign at least two (2) individuals to serve as wardens. These individuals fill the positions of Fire Warden and Assistant Warden. Periodic training of wardens will be conducted by the Fire/Life Safety Director throughout the year. Each warden is responsible for the following:

1. To be completely familiar with the layout of his/her office, the number of office occupants, and the locations of floor exits.
2. To divide the office population into groups and formulate their traffic pattern to use emergency stair exits.
3. To inspect the entire floor daily and determine that all fire doors to stairs are closed and that no doors are obstructed or inoperable.
4. To maintain an up-to-date listing of all personnel who cannot use stairs unaided. Make arrangements to have these occupants assisted when evacuation is directed.
5. To take necessary action to prevent panic.
6. To assure that all persons in the office are notified of fire and all are evacuated to safe areas. If possible, a search should be conducted in all lavatories, core offices, conference rooms, etc.
7. To make each person in their office aware of all exit locations.
8. Know the location and proper use of fire fighting equipment on his/her floor.
9. Know the Assistant Fire Wardens and notify those people when you are away from the building.
10. Be responsible for fire prevention in his/her office.
 - A. Periodically check fire extinguisher for current service tag.
 - B. Check area daily for fire hazards.
 - C. Check all exits daily to ensure that they are free of obstructions.
11. Make new employees aware of this Fire Safety Plan.
12. Attend training sessions conducted by the Fire/Life Safety Director.

C. Building Occupants

1. Each person working in the building should become familiar with all provisions of these emergency procedures and evacuation routes.
2. Any time a fire is discovered, regardless of the size of the fire, the City of Charlotte Fire Department (911), and the Property Management office must be notified.
3. If any part of this Fire Safety Plan is not clear, please contact the Lead Operating Engineer at (704) 962-9353 or via email at Stephen.Smith@cushwake.com.

PROCEDURES FOR FIRE EMERGENCIES

The City of Charlotte Fire Department will be notified immediately any time Property Management or the fire alarm system receives an indication that an actual fire emergency exists.

Fire Emergencies are put into effect by:

1. Automatic alarm (smoke detector, water flow alarm, pull station).
2. Report of smoke or fire by an individual calling the Property Management office.
3. An extinguished fire reported by a tenant or employee.

Procedures to be followed during a fire emergency:

1. In the event of fire or smoke on his/her floor, the Fire Warden shall take the following actions:
 - A. Rescue - remove anyone from the immediate danger area. This means the room of origin or immediate vicinity of the fire. This is not an evacuation of the premises.
 - B. Confine - close the door to the room of origin. This will help contain the fire and smoke to that one room for a longer period of time.
 - C. Alert -
 1. Activate the nearest pull station; these are located near each stairwell on all floors.
 2. Call 911 and give the following information:
 - (a) Your name
 - (b) Nature of the problem: Fire
 - (c) Floor number
 - (d) Suite number
 - (e) Telephone number you are calling from
 3. Begin evacuation immediately using stairwells.
 4. Evacuation from other floors shall be initiated by fire department and/or Property Management officials.
 5. Help all persons requiring assistance.
 6. Assign Assistant Wardens to search offices, restrooms, closets, and storage areas to ensure that all occupants have evacuated and to supervise stairwell evacuation.
 7. Ensure all doors are closed, but not locked.

8. Do not return to evacuated area until advised by Property Management.
- D. Fight - If the fire is small and confined to one object (such as a trash can), locate the fire extinguisher appropriate for fighting that type of fire and use it. Never attempt to fight a fire unless:
1. You know how to operate the fire extinguishing equipment.
 2. You have the appropriate type of extinguisher.
 3. The fire is small.
 4. You have access to an exit if you fail to put the fire out.
- E. The extinguishers in the building are ABC extinguishers, which means they can be used on all three types of fires - ordinary combustible material, flammable liquid fires, and fires involving electrical equipment. An easy way to remember how to operate these extinguishers is the word PASS:
- P - Pull the Pin from the handle
 - A - Aim the nozzle at the base of the fire
 - S - Squeeze the handle to discharge the extinguishing agent
 - S - Sweep from side to side
2. In the event of an alarm sounding when there is no obvious indication of fire or smoke, the Fire Warden shall take the following actions:
 - A. Coordinate the evacuation of occupants immediately, via stairwells.
 - B. Make a quick but thorough investigation of floor. Make certain to check restrooms, elevator lobby and storage rooms. If smoke or fire is detected during this investigation, and the situation permits, call 911 to report conditions and follow steps #1 A-E above.
 3. General Tenant Emergency Procedures
Upon discovery of fire or smoke on your floor:
 - A. Rescue - remove anyone from the immediate danger area. This means the room of origin or immediate vicinity of the fire. This is not an evacuation of the premises.
 - B. Confine - Close the door of the room of origin. This will help contain the fire and smoke to that one room for a longer period of time.
 - C. Alert -
 1. Activate the nearest Pull Station; these are located near each stairwell on each floor. This is the best way to notify other occupants in the building.

2. Call 911 and give the following information:
 - (a) Your name
 - (b) Nature of the problem: Fire
 - (c) Floor number
 - (d) Suite number
 - (e) Telephone number you are calling from

Fight - If the fire is small and confined to one object (such as a trash can), locate the fire extinguisher appropriate for fighting that type of fire and use it. Never attempt to fight a fire unless:

1. You know how to operate the fire extinguishing equipment.
2. You have the appropriate type of extinguisher.
3. The fire is small.
4. You have access to an exit if you fail to put the fire out.

E. The extinguishers in all suites are ABC extinguishers, which means that they can be used on all three types of fires - ordinary combustible material, flammable liquid fires and fires involving electrical equipment. An easy way to remember how to operate these extinguishers is the word PASS.

4. Alarms:

An alarm will be activated by the following:

- A. Smoke detection
- B. Heat detection
- C. Activation of the sprinkler system
- D. Activation of the standpipe system
- E. Pull Station activation

There are fire extinguishers and pull stations located near each stairwell in the building.

5. Communication:

In emergencies, communication is vitally important to the success of any plan or procedure.

Tenants' employees are requested not to call the Property Management office during an emergency. Only appointed Fire Wardens or Tenant Contacts should confer with Property Management during an emergency. An alarm, with the announcement of a confirmed emergency situation, should be a signal for everyone to leave the building.

Specific routine procedures for a safe and orderly evacuation of the building must be worked out with the tenants. Regularly scheduled fire drills will be conducted with the tenants so everyone will know what to do when an alarm sounds.

6. Fire Emergencies After-Hours

If you see smoke, flames or smell something burning:

IMMEDIATELY

- A. Isolate the fire by closing the door, if possible.
- B. Notify the Fire Department at 911.
- C. Activate the nearest Fire Alarm Pull Station.

PROCEDURES FOR EVACUATION

In an emergency it may be necessary to evacuate people from the building. If this is required, please be aware of and follow the procedures outlined below.

A. Stairwells – There are (3) emergency exit stairways in the building:

- a. Stairwell A (PRIMARY EXIT STAIR) empties in the building's first floor lobby. Extends from penthouse to LL.
- b. Stairwell B (EXIT STAIR) empties in the rear alley of the building. Extends from penthouse to LL.
- c. Stairway C (EXIT STAIR) empties onto S. Tryon Street. Extends from 4 to LL.

The stairway doors remain locked from the inside to ensure that during an evacuation all occupants are forced to exit the building on the ground floor. This prevents the possibility of someone becoming confused and trying to re-enter the building on another floor where the danger may be located.

B. General Rules to Follow

1. Do not panic. Walk down the stairway to the ground floor level. DO NOT USE THE ELEVATORS.
2. Be quiet and listen for instructions and directions from the Fire Wardens.
3. Take off and carry high heel shoes to avoid tripping and/or falling.
4. If there is smoke, stay low to the ground, but keep moving.
5. Close all doors when exiting areas to limit spread of smoke and fire.
6. Leave all lights on.
7. Keep all stairwell doors closed to eliminate the migration of smoke into the stairwell.
8. If, while walking downstairs, you meet fire fighters coming up, stay on the outside/right of the stairs in single file.
9. Never proceed back up the stairs. Move to an upper floor only if directed by Fire Department personnel.
10. When exiting to the street level, leave the building area. Do not stand around the lobby. Report to your assigned meeting place. Move cautiously and well away from the building. Watch for falling debris. Your assigned meeting place should be a minimum of 250 feet away from the building.
11. Stay with floor tenants so Fire Wardens can see if anyone is missing. Notify your Fire Warden of any missing people.

C. Relocation for Handicapped Persons

Visually Impaired – Each person should have an evacuation attendant assigned to assist them in the event of an evacuation. Ask each person how best to assist them to the stairwell and lead them to safety. It is important that the evacuation attendant remain with the person until the emergency is over.

Physically Handicapped/Non-ambulatory Persons – Each person should have an evacuation attendant assigned to assist them in the event of an evacuation. *In most situations, it will only be necessary to move the person into the stairwell for safety.* If it becomes necessary to move them down the stairs, various lifting and carrying techniques can be utilized. Stay with the person until the emergency is over. Elevators cannot be used.

A Fire Safety Contact Information form should be completed for all tenants/occupants. There is a section on the form to identify persons in the above categories. This form should always be current and updated as needed by Fire Wardens and forwarded to the Fire/Life Safety Director. A copy of the form can be requested by contacting the Assistant Property Manager, Jessica Withers at Jessica.Withers@cushwake.com.

D. Safe Refuge Areas

Safe Refuge Areas are areas inside or outside of the building which would provide a limit of protection.

- Inside Safe Refuge Areas
- A fully sprinklered building
- The enclosed stairwell and any floor three or more below the fire floor are generally deemed Safe Refuge Floors.
- Outside Safe Refuge Areas for a FIRE emergency are:
- Determined based on evacuating stairwell

However, depending on the situation, Building Management with the recommendation of local law enforcement authorities may prevent people from leaving the building and endangering the occupants inside.

In an emergency situation, there should be no vehicle traffic that might interfere with responding emergency vehicles. Additionally, it is important that you report to the designated assembly area in order to be accounted for by your company's warden(s). Otherwise, emergency personnel may unnecessarily exhaust valuable time searching for you in the building. When police or fire department officials give approval for tenants to remove vehicles from the parking deck(s), Property Management officials will advise you of this.

It is advisable for each tenant to meet in a pre-determined area within the safe refuge areas so that all employees can be accounted for. As each tenant's employees arrive in the refuge areas, they should be noted as such and any missing employees should be reported to Property Management officials.

PROCEDURES FOR BOMB THREAT

Bomb threats, if they occur, will likely be received by your telephone receptionist.

In the event a bomb threat is received:

- STEP 1* Fill out the bomb threat checklist on the next page (as soon as possible to recall details).
- STEP 2* Call 911 and notify Property Management immediately at 980-237-4344.
- Give the location: Suite _____ Floor _____
 - Give name of person who received threat.
- STEP 3* Tenants will be notified by Property Management should the decision be made to evacuate the area/building.
- STEP 4* A search of the area/building will be conducted as directed by local authorities.
- STEP 5* Each individual employer may, at their own discretion, order a voluntary evacuation. A mandatory evacuation order will be controlled by joint decision of the police and fire department in consultation with building management. If an evacuation is ordered, either voluntary or mandatory, follow the Evacuation Procedures outlined under "Building Evacuation Procedures" and follow instructions from Property Management or Emergency Personnel.

BE AWARE

- If an unidentified or suspicious package (box, bag, briefcase, etc.) is discovered in your area, notify Property Management immediately for assistance.
- If requested, Tenants should be available to assist official searchers in identifying "packages" not normally found in their area.

Give information ONLY to authorized personnel, i.e., manager of your office, emergency personnel (upon proper identification), and Property Management officials. DO NOT talk to strangers or news media. Direct any inquiries to Property Management officials.

BOMB THREAT CHECKLIST

Exact time of call: _____

Number on Caller ID (if available): _____

Exact words of caller: _____

Questions to Ask:

Exact Wording of Threat:

When is the bomb going to explode? _____

Where is the bomb right now? _____

What does it look like? _____

What kind of bomb is it? _____

What will make it explode? _____

Did you place the bomb? _____

Why? _____

Where are you calling from? _____

What is your address? _____

What is your name? _____

Description of Caller:

Sex: _____ Age: _____ Race: _____

Description of Caller's Voice (Check all that apply):

 Calm Angry Excited Slow Rapid Laughing Crying Normal Distinct Slurred Lisp Raspy Deep Ragged Clearing Soft Loud Nasal Stutter Accent Broken Squeaky Sincere Disguised Stressed Deep Breathing Cracking Voice Familiar - If voice is familiar, who did it sound like?

Bomb Threat Checklist, Cont'd.

Threat Language (Check all that apply):

Well Spoken Foul/Swearing Audio/Video Tape Pre-written
 Irrational Incoherent Message read by threat maker

Were there any background noises? (Check all that apply):

Traffic Sounds Factory Machinery Office Equipment Motor
 Animal Noises House Noises Kitchen Sounds Music
 TV or Radio Local Call Long Distance Call Static
 Other Voices Telephone Booth P/A System Clear
 Other - Describe: _____

Additional Comments/Remarks:

Fill out completely and immediately after the bomb threat.

Date: _____

Telephone number call received at: _____

Length of call: _____

Name of person receiving call: _____

Position in Company: _____

Company Name: _____

PROCEDURES FOR SEVERE WEATHER EMERGENCY

In case of severe weather conditions during regular business hours, please:

1. Look for ALERT messages sent via email from Property Management.
2. If a tornado or severe storm strikes, seek shelter in:
 - Nearest stairwell, rest room, or interior corridor and sit down, OR
 - An interior office (without glass) and sit down, OR
 - Under a desk or table away from glass
3. If time permits:
 - Lower and close ALL window blinds.
 - Close ALL doors to window offices (DO NOT LOCK).
4. If emergency assistance is required as a result of injury, call (in the following order):
 - Emergency 911
 - Property Management 980-237-4344

NOTE:

During storm conditions, the following rules must be observed:

- Keep talking to a minimum.
- Walk in an orderly fashion to the nearest areas of shelter as outlined above.
- If you are in transit in the building, take the stairwell to the lowest floor for shelter. DO NOT USE THE ELEVATORS.

PROCEDURES FOR CIVIL DISTURBANCE (RIOT)

Although riots and civil disturbances are rare, there is still the need for a planned course of action. Should a disturbance start outside of the building, all entrances to the building will be secured by Property Management and Security personnel. The local Police Department will then be contacted.

Based on the nature of the disturbance, a decision will be made by Property Management to notify the Tenants in the building of any changes to normal building operations/schedules. Should a disturbance start in the main lobby of the building, all elevators will be shut down on the first floor until the Property Manager or Lead Engineer (Fire Safety Director) arrives. Angry demonstrators, etc. will not be given access to any areas of the building for any reason.

If a disturbance should occur within a Tenant suite, the Property Management office should be notified immediately. All assistance will be given to the tenant; however, the decision to call any law enforcement personnel to a Tenant's area will be made by the Tenant.

PROCEDURES FOR ELEVATOR ENTRAPMENT

All Tenants and their employees should be familiar with these procedures in the event an elevator stops and the doors remain closed while they are a passenger.

1. Please STAY CALM...you are not in danger.
2. A call box is located behind the small door below the floor selector panel.
3. Access the call box by pulling on the top of the door to open.
4. Push the BUTTON and wait for an answer. DO NOT HOLD THE BUTTON. The phone will dial twice -- once via pulse dial and a second time via tone dial. An elevator representative will answer after the second dial sequence.
5. Elevator numbers are located on the wall above the floor buttons on the right side of the elevator cab. Tell the answering service which elevator you are in and your floor location (if you know).
6. Property Management personnel will respond immediately. In some cases, it may be necessary to wait for an elevator technician who will respond as quickly as possible. You will have constant contact with Management/Engineering personnel during this time. Do not attempt to exit a malfunctioning elevator. This could result in serious injury.

NOTE:

If the fire alarm is activated while you are a passenger on an elevator, the elevator will automatically return to the ground floor.

PROCEDURES FOR MEDICAL EMERGENCY

In case of a medical emergency:

1. Call 911
2. Give this information:
 - a. Nature of the emergency . . . medical, etc.
 - b. Location of emergency:

201 South Tryon Street
Suite #
Floor #
 - c. Any details available regarding accident or illness.
 - d. Phone number NEAREST the emergency.
 - e. Name of injured or ill person.
 - f. Tenant representative in authority.
3. DO NOT MOVE an injured or ill person. STAY WITH THE PERSON to make them comfortable.
4. Contact Property Management immediately for assistance at 980-237-4344
5. If another person is available, have them meet emergency personnel at the elevators on your floor.

PROCEDURES FOR POWER FAILURE

In the event of a power loss only in an area of your suite, contact Property Management by way of telephone, email or work order entry. In the event of a building-wide power loss, do not telephone Property Management unless there is an emergency situation or someone needs assistance. This will help keep lines open should an emergency occur.

Be advised that your telephone system may be inoperative in the event of a power loss. Check with your telephone service provider regarding emergency power. Be sure to coordinate any telephone service changes with Property Management.

Each public corridor and stairwell has emergency lighting. Exit lights and selected overhead lighting within your suite are also powered by backup battery in the event of a building-wide power loss. Should evacuation be necessary, the alarm will sound. Leave the building without delay, in a calm and orderly manner, using STAIRS ONLY. Handicapped individuals should go to the stairwells (using the buddy system).

If you're in an elevator during a power outage...don't panic! The elevator will stop but will not fall. Use the emergency phone. Refer to the Elevator Entrapment Procedures in this manual.

Since a power loss alone is generally not a life-safety threat, evacuation will not normally be ordered nor will the alarm sound. If an emergency evacuation is not put into effect but you decide to close your office, **DON'T FORGET TO TURN OFF OR DISCONNECT APPLIANCES AND EQUIPMENT**. Remember, these will come back on when power is restored and it is possible that a power surge may damage appliances and equipment.