Miami Tower
Tenant Handbook
Table of Contents

GENERAL INFORMATION ................................................................................................................. 3
INTRODUCTION ................................................................................................................................. 3
BUILDING INFORMATION .................................................................................................................. 4
BUILDING ADDRESS ......................................................................................................................... 4
MANAGEMENT OFFICE ..................................................................................................................... 4
SIGNS ................................................................................................................................................. 4
LOST AND FOUND ............................................................................................................................. 4
WEAPONS POLICY ........................................................................................................................... 4
ENERGY CONSERVATION ................................................................................................................ 5
SERVICE ANIMALS ........................................................................................................................... 5
BUILDING HOLIDAYS ......................................................................................................................... 5
AMENITIES ......................................................................................................................................... 5
ON-SITE SHOPS/SERVICES .............................................................................................................. 5
SMOKING AREA ............................................................................................................................... 6
HEALTH CLUB ................................................................................................................................... 7
PARKING ........................................................................................................................................... 7
PARKING GARAGE ........................................................................................................................... 7
PUBLIC TRANSPORTATION .......................................................................................................... 8
BUSES, TAXIS & AIRPORT ............................................................................................................... 9
BUILDING SERVICES ...................................................................................................................... 10
JANITORIAL ...................................................................................................................................... 10
RECYCLING PROGRAM .................................................................................................................. 11
HVAC ................................................................................................................................................ 12
MAINTENANCE AND REPAIRS ....................................................................................................... 13
POSTAL SERVICES .......................................................................................................................... 14
DELIVERIES .................................................................................................................................... 15
TENANT FUNCTION GUIDELINES ................................................................................................... 15
BUILDING ACCESS AND SECURITY .............................................................................................. 16
ACCESS - DURING AND AFTER BUSINESS HOURS ......................................................................... 16
SECURITY - DURING BUSINESS HOURS ......................................................................................... 16
SECURITY - AFTER BUSINESS HOURS ........................................................................................... 17
ACCESS TO SECURED BUILDING AREAS ..................................................................................... 17
PROPERTY REMOVAL ..................................................................................................................... 17
SOLICITING AND LOITERING ....................................................................................................... 17
SECURITY GUARD ESCORT ............................................................................................................ 17
MOVING ........................................................................................................................................... 17
GENERAL INFORMATION ............................................................................................................. 17
SCHEDULING AND ACCESS ........................................................................................................... 18
LOADING/UNLOADING .................................................................................................................. 18
INSURANCE REQUIREMENTS ...................................................................................................... 20
ALTERATIONS AND REMODELING ............................................................................................... 20
TENANT ALTERATION PROJECTS ................................................................................................. 20
COMMUNICATIONS INSTALLATIONS .......................................................................................... 21
MISCELLANEOUS CHARGES ........................................................................................................ 22
EMERGENCIES ............................................................................................................................... 23
PURPOSE OF PROGRAM ................................................................................................................. 23
INTRODUCTION ............................................................................................................................... 23
EMERGENCY TELEPHONE NUMBERS .......................................................................................... 24
MEDIA COMMUNICATIONS ............................................................................................................. 24
EVACUATIONS ................................................................................................................................. 25
GENERAL INFORMATION ............................................................................................................. 25
TENANT RESPONSIBILITIES .......................................................................................................... 25
EVACUATION DRILLS ..................................................................................................................... 25
SPECIAL INSTRUCTIONS FOR PERSONS WITH DISABILITIES .................................................. 26
TENANT EVACUATION PROCEDURES ......................................................................................... 27
General Information

Introduction

We welcome you to Miami Tower and we look forward to your tenancy.

Transwestern Commercial Services of Florida employs a highly trained professional staff to ensure that your expectations of quality in operations and services are met. On a nationwide basis we have access to an extensive and specialized support staff consisting of experts in management, engineering and construction. Our organization and attention to detail in combination with the support staff, maintains the highest level of efficiency.

As part of our commitment to better serve you, Transwestern Commercial Services of Florida has designed this Miami Tower Occupant Handbook to provide you with as much information as possible concerning the management and operations of the building. The handbook also contains emergency procedures that outline what tenants should do in the event of several possible emergencies, evacuation procedures and fire warden responsibilities.

We suggest that the Occupant Handbook be given to your office manager or the person who is responsible for coordinating your office needs and communicating them to the Transwestern Management Office. Should you have any questions or need additional information, please contact the Management Office at (305) 539-7100 or send us an e-mail.

Communication is the most crucial element in implementing the policies and procedures in the Tenant Handbook.

To ensure effective communication, we at Miami Tower would like you to designate a “tenant representative” as the contact between your company and the management office staff. Your tenant representative will be responsible for making requests or reporting problems as well as conveying important information from our office. We suggest that all communication from your company to the management office be channeled through your tenant representative.

The property management office can be reached via the general contact points listed below. Contact with specific individuals on the staff may also be appropriate and direct contact data will be provided accordingly.

<table>
<thead>
<tr>
<th>Main office phone:</th>
<th>305.539.7100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main office fax:</td>
<td>305.539.7078</td>
</tr>
<tr>
<td>Security:</td>
<td>305.539.7108</td>
</tr>
</tbody>
</table>
Building Information

Building Address

100 SE 2nd Street
Miami, FL 33131

Management Office

TRANSWESTERN
100 SE 2nd Street
Suite 120
Miami, FL 33131
Phone: (305) 539-7100
Fax: (305) 539.7078
Office Hours: 8:30 AM to 5:30 PM - Monday through Friday.

The building offers many services and conveniences. Please direct all requests and questions concerning the building to the property management office at the above number.

Signs

The building directory in the lobby displays the name of your company and suite number. If you require additional listings or wish to make changes to your current listing, please contact the Management Office. Prior written approval is required to display public notices or signs. No signs, advertisements or notices (other than those that are not visible outside the Premises) shall be painted or affixed on or to any windows or doors or other part of the Building without the prior written consent of Landlord.

Lost and Found

Please report any lost or missing items to the Security Team at the Ground Lobby. Items found on the premises are kept for one month at the management office. Landlord will not be responsible for lost or stolen personal property, money or jewelry from tenant's leased premises or public or common areas regardless of whether such loss occurs when the area is locked against entry or not.

Weapons Policy

Landlord has the right, but not the obligation, to restrict Tenant and any Tenant Party from bringing into the Office Building or Project, or keeping on the Premises, any weapon including but not limited to firearms, knives, shotguns, and similar items.
Energy Conservation

You can help reduce operating costs and assist the building staff in conserving electrical energy by following a few simple rules. At the end of each working day, require employees to turn off all lights, office machines and coffee makers. The building uses energy efficient lamps wherever possible. Used lamps are recycled. Motion-sensing devices can be installed in active-use areas (kitchens, copy rooms, etc). If your firm wishes to participate, please contact the Management Office so a meeting with maintenance can be arranged.

* The American with Disability Act requires us to allow the access of service animals with reasonable modification when necessary to accommodate people with disabilities. The ADA requires that service animals be under the control of the handler at all times. The service animal must be harnessed, leashed, or tethered while in public places. However, in cases where either the handler is unable to hold a tether because of a disability or its use would interfere with the service animal’s safe, effective performance of work or tasks, the service animal must be under the handler’s control by some other means, such as voice control. Building staff may ask only two specific questions: (1) Is the animal required because of a disability? and (2) What work or task has the animal been trained to perform?

Building Holidays

Miami Tower observes the following holidays.

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Amenities

On-Site Shops/Services

The following shops/services are available on the premises during business hours:

- 24 Hour Security – 305.539.7108
- Food service located at the Sky Lobby and Ground Floor
- Manned desk in ground floor lobby (24 hours service)
- Building access card system
- Security cameras
- Medeco high security key system
- ATM – TotalBank at ground floor lobby & Sky Lobby
- On-site mail pick-up and delivery
- UPS and FedEx drop off boxes at Sky Lobby
- Notary service (Management Office)
- Courtesy umbrella rain bags
- Web-based work order system
- Web-based OT HVAC system
- Florist
- Executive Health & Fitness Center
- Conference Center available for rent (Being remodeled 11/2017-01/2018)
- 1,500-space attached, covered parking deck (owned and operated by City of Miami)
- Free Wi-fi enabled common areas
- Multiple fiber optic providers

**Smoking Area**

Miami Tower provides a smoke-free environment for its tenants and their visitors. Miami Tower is a non-smoking building; therefore, smoking is prohibited in all areas of the building including corridors, stairwells and common areas.

Tenant shall not permit its employees, agents, contractors, invitees or guests to smoke in the Premises or the Building, or the lobbies, balconies, passages, corridors, elevators, vending rooms, rest rooms, stairways or any other area shared in common with other tenants in the Building, or permit its employees, invitees, or guests to loiter at the Building entrances or balconies for the purposes of smoking. A designated smoking area is located on the 10th floor of the parking garage. If Tenant or its employee, agent, contractor, invitee or guest violates the foregoing smoking restriction Landlord may impose a $50 fine on Tenant for each smoking violation by Tenant or its employees, agents, contractors, invitees, or guests.

**The Florida Clean Indoor Air Act provides the following:**

**In a workplace: (s. 386.205(3), F.S.)**
- The owner/employer/proprietor may choose to make the workplace completely smoke free. If they decide to allow smoking they must develop, implement, and post a smoking policy taking into consideration existing physical barriers and ventilation systems. Such a policy shall take into consideration the proportion of smokers and nonsmokers.

**Administration and Enforcement:**
- Smoking in areas other than designated smoking areas is a violation of s. 386.204, F.S., and is subject to civil action by local law enforcement agencies. Any person who violates s. 386.204, F.S., commits a non-criminal violation as provided in s. 775.08(3), punishable by a fine of not more than $100 for the first violation and not more than $500 for each subsequent violation. Jurisdiction shall be with the appropriate county court.

**Designated Smoking Area:**

In order to provide a pleasant arrival to our customers and visitors, smoking will not be allowed at the building entrances. For those who do wish to smoke, Miami Tower provides smoking areas. Smoking areas are located on the 10th floor of the garage and Sky Terrace buy have to be 25’ from entrances. Security has been asked to enforce the smoking policy and only allow smoking in the designated areas. We ask that all employees be respectful of each other and abide by the smoking policy. Also, please be sure to discard all ashes and cigarette butts in the ash urns provided.
**Fitness Center**

All tenants wishing to use the Fitness Center must read and understand the Fitness Center rules and regulations and sign an indemnification agreement to gain access to the Fitness Center. Fitness Center access hours will be Monday – Friday from 6am – 9pm with a 9pm lights off policy.

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**Transportation**

**Parking Garage**

Parking is available in the ten-story garage of the building. The parking garage is managed and owned by the City of Miami. Their office is located next to the southeast entrance to the garage on I-95 side.

Miami Parking Authority  
40 NW 3rd Street Suite 1103  
Miami, FL 33128  
305.373.6789

**Garage No. 4**

<table>
<thead>
<tr>
<th>Rates:</th>
<th><strong>FREE</strong> (first 1/2 Hour)</th>
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<tbody>
<tr>
<td></td>
<td>$19.00 Full day rate Mon to Fri</td>
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<tr>
<td></td>
<td>$9.00 Early Bird in before 9 a.m. out by 3 p.m.(Mon - Fri only)</td>
</tr>
<tr>
<td></td>
<td>$9.00 Flat Rate, Sat and Sun</td>
</tr>
<tr>
<td></td>
<td>$155.01 Monthly</td>
</tr>
</tbody>
</table>

| Hours of Operation:               | Mon - Sun, 24 Hours / Holidays 24 Hours |

Maximum clearance in the garage is 6’4”. Please be aware that due to the low-lying sprinkler lines and ductwork, there are some areas of the garage that are lower than 6’4”. Drivers of taller vehicles need to be particularly cautious.

There are two (2) stairwells in the garage for use in case of an emergency evacuation. Please familiarize yourself with the location of these stairwells.

The speed limit in the garage is 5 MPH. For the safety of all tenants, visitors and patrons of the garage please observe the posted speed limit.

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**Tenant Bicycles**
All tenants wishing to ride their bicycles to the building will have to use the freight elevators to access their suite. Please contact Building Management for further instructions.

**Public Transportation**

**Trains**
Take the metro mover to the Government Center to access the Metrorail station.

**Buses**
Transportation is available to and from the building.

http://www.miamidade.gov/transit/routes.asp
http://www.95express.com/home/bustransit.shtml

**Taxis**
You may contact one of the listed cab companies.

<table>
<thead>
<tr>
<th>Cab Company</th>
<th>Phone Number</th>
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</thead>
<tbody>
<tr>
<td>Yellow Cab</td>
<td>305.444.4444</td>
</tr>
<tr>
<td>Metro Taxi</td>
<td>305.888.8888</td>
</tr>
</tbody>
</table>

Other taxi and limousine services are available and can be found on-line or in the phone book. There are no implied guarantees associated with the specific listings above. They are shown as a convenience only.

**Airport**
The Miami International Airport is approximately 20 minutes south of the building via I-95 N to 836 West.
Building Services

Janitorial

Janitorial service is provided by Allan Industries, Monday – Friday evenings. Service to your suite will commence on the first regular service day after your move-in unless you have requested otherwise. Please notify our office if you require special services.

A day-porter and a day-maid are on duty Monday - Friday from 7:00 AM until 4:30 PM to keep lobbies, corridors and restrooms clean. If you observe a janitorial problem in any of these areas, please enter it into 360 Facility so that it can be addressed in a timely manner.

If you require cleaning of above-standard improvements (e.g., parquet floors, glass partitions, etc.), or have any special cleaning requests (e.g., carpet shampooing, dishwashing, stripping/waxing of vinyl floors) please contact the management office. An appropriate quote will be obtained from the current cleaning service and any tenant-billable charges require tenant authorization prior to work being scheduled.

Cleaning procedures:

- Cleaning personnel have been instructed not to remove boxes and/or papers unless they are either in a waste bin, or noticeably marked “Trash/Basura.”

- If the desktop needs to be thoroughly cleaned, all papers must be removed.

- Cleaning service does not include washing any dishes, glasses or cleaning any appliances.

Trash Removal

If you have a small amount of trash that needs to be removed but is too large to fit in the trash can, please mark it with a “TRASH/BASURA” sign. The building janitorial staff will remove it but they are instructed not to throw anything away that is not in a trash can or marked with a sign.

Moving companies and vendors must remove their boxes from the premises after deliveries. If you have boxes to be disposed of, please flatten them, stack them within your office space and clearly mark them “trash.” You can make special arrangements for the disposal of large boxes or large quantities of boxes by contacting the Management Office. At no time should boxes, trash, or excess materials/equipment of any kind be left in the hallways, lobbies, freight elevator lobby, or any area designated as a fire exit.

Green Clean Program
Our goal is to establish and implement through education and training, best practices for the reduction of impact to the environment, reduction of health impacts and the improvement of accommodations for both the occupants of the buildings and the service workers. We commit to provide the best equipment and tools technology has to be utilized in our buildings so we may contribute to reduced air-borne pollutants, and conserve water while remaining focused on the given task of removing soils. Our methodology of cleaning is to benefit the health and welfare of our service workers and building occupants while aid in the reduction of cross contamination and energy usage in the building.

Reduced Cross Contamination
- Use of color coded microfiber rags
- Use of microfiber flat mops
- Use of disposable towel for disinfectants

Reduced Chemical Usage
- 80% less chemical usage via microfiber rags reducing VOC’s in the air
- installed a dilution system for the chemicals that is spill proof
- utilize back pack vacuums that exceed USGBC standards for soil suction on particles per inch to aid the indoor air quality of the building

Reduced Energy Consumption
- We implemented a team cleaning methodology verse a zone clean methodology at night for a more efficient energy approach to cleaning the building

Recycling Program
- We have created a recycling program in the building
  What do we do now –
  - Currently in your offices there are clear trash bags throughout the office. Your desk container is for paper, paperclips, rubber bands, glass & plastic. This trash is put in the compactor.
The Black trash bags which would be located in the kitchen/break room would be for your food, wet contaminated materials.

If you are interested in having janitorial come to your office to help educate on recycling practices in the building please contact me so that we can get that scheduled for you. If you have any questions at all please feel free to contact the office.

**Electronic Recycle**

All types of electronic equipment, whether built up, peripherals, components or parts (no self-standing due to weight and size), such as: desktop computers, LCD-monitors, notebooks, any peripheral, PDAs, copier and printer, fax machines, hubs, network systems, electrical and electronic cable, UPS, remote control, batteries, land phone, electronic game, video and sound system; in other words, any equipment or part not listed above but small enough to be dropped off into the bin located at the loading dock. We have an additional bin located in the management office for cell phones, ink cartridges, and toners.

**HVAC**

Heating, Ventilation and Air Conditioning (HVAC) systems normal operating hours are as follows:

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Monday through Friday</td>
<td>7:00 AM to 7:00 PM</td>
</tr>
<tr>
<td>Saturday</td>
<td>9:00 AM to 1:00 PM</td>
</tr>
<tr>
<td>Sunday</td>
<td>None</td>
</tr>
</tbody>
</table>

If at any time during working hours you desire adjustment to the temperature within your suite, please enter a work order in Aware Manager work order system. To avoid damage and minimize delays, please do not
adjust thermostats without assistance. Remember to turn off all lights in areas that are not in use. This conserves energy and helps the HVAC equipment operate more efficiently. Please keep blinds at a 45 degree angle.

HVAC services after regular office hours are available via a web portal which will allow for full tenant control, even if the management team is at home sleeping. Please contact the Management Office to setup access for each user. Overtime HVAC hourly charges are $51 hourly.

**Maintenance and Repairs**

If you experience a problem within your suite that requires maintenance assistance and/or repair, please have your tenant representative:

1. Enter the work order in the Aware Manager work order system. If you are the tenant contact for the office and do not have access to Aware Manager, please contact the Management office at 305-539-7100.

2. Provide your name, company name and suite number.

3. Provide the location of the issue. Directional information (e.g.: southwest corner; near the north stairwell, etc.), person’s name if in an internal office, or any other landmark information allows the engineering staff to quickly identify the problem area.

4. Describe the problem as accurately as possible.

The management office staff will address the problem as soon as possible, sending someone to assist you or making whatever other arrangements are necessary. If the repair or maintenance work is not the landlord’s responsibility, tenant will be charged for such work at landlord’s cost plus associated mark-up. Please make your service request directly to the management office. Maintenance personnel are required to receive instructions and assignments from the management office only. This procedure helps the management staff keeps track of your requests and ensure that they are resolved in a timely fashion.

- **Lighting/Electrical:** If you need light bulbs or ballasts installed, submit the request via Aware Manager.

- **Keys:** New tenants receive two keys per lock set. You can purchase additional keys by submitting the request via Aware Manager. Requests for lock work, except for desks and filing cabinets, should also be submitted via Aware Manager. Alterations to locks can be made only with approval from the management office. Tenants may not re-key any locks without management office involvement.

- **Access Cards:** All tenant employees needing access to the building after-hours or during holiday hours must have an activated security access card. Access request forms must be submitted to the Management Office through an authorized tenant representative and include approved access information. Basic access is provided to the building lobby during normal business hours. All changes in access card assignments including termination of employment or lost cards must be reported to the management office immediately. Access cards are a loan to the new hire the tenant is responsible to return the access card to avoid fee for replacement of the card.
• **Pest Control:** Pest control is scheduled monthly. If you find that you have a pest problem, please contact the management office immediately.

• **Renovations:** If alterations or repairs need to be made to your suite, please contact the Management Office. Miami Tower approves and oversees all tenant improvements. Any construction work can become extensive and usually requires work coordination by an architect, as well as obtaining permitting from the county/city officials.

• **Insurance:** All contractors/vendors are required to submit insurance certificates to the management office prior to commencement of any work or major deliveries.

**Postal Services**

The U.S. Postal Service delivers mail Monday through Friday to the mailboxes located behind the parking garage elevators in the Sky Lobby. Outgoing mail is picked up Monday through Friday at 2:00 pm and 5:00 pm and Saturday at 1:00 pm.

Your company’s mailing address should read:

Firm Name (or individual name)  
100 SE 2nd Street  
Suite _______  
Miami, FL 33131

Please inform all employees of the need for the firm name and suite number to ensure mail is delivered properly. Individual name without a firm or suite number will be returned to sender by the postal service as the delivery boxes do not account for individuals’ names within the firm.

The full service post office serving the Miami Tower Area is located at 200 S. Biscayne Blvd. Suite 600A, Miami, FL 33131

**Federal Express**

• A Federal Express drop box is located in the Sky Lobby in the mail room behind the parking garage elevators. Packages are picked up at 6:00 PM each afternoon.

• The Federal Express phone number is 800.238.5355

• Federal Express packages are delivered directly to tenants by Federal Express whenever possible. If no one is available in your suite to sign for a package, the package will be returned to the local Federal Express office. You must make prior arrangements with the Management Office to accept delivery for you.

• FedEx World Service Center is located nearby at 200 S. Miami Avenue, Miami, FL 33131

**UPS**

• A UPS drop box is box is located in the Sky Lobby in the mail room behind the parking garage elevators. Packages are picked up at 6:00 PM each afternoon. This drop box is for all next day and 2 day packages. All ground shipments must be called in to schedule a pickup. They will not take any ground packages from the mailroom if a pickup has not been scheduled.

• The phone number is 800.742.5877
UPS packages are delivered directly to tenants by UPS whenever possible. If no one is available in your suite to sign for a package, the package will be returned to the local UPS office. The service may make multiple delivery attempts. You must make prior arrangements with the Management Office to accept delivery for you.

A notice will be placed on your suite door if a package has been attempted delivery to your company. If your package requires a specific signature, you may need to pick it up at the United Parcel Service office.

**Deliveries**

Located on the southwest side of the Building, the loading dock is equipped with 1 bay area to facilitate vehicles of any standard length. Normal hours of operation are 7:00 a.m. to 7:00 p.m., Monday through Friday and 7:00 a.m. to 6:00 p.m. on Saturday. Small deliveries are permissible during normal business hours. However, movement in or out of the Building of furniture or office equipment or any other bulky material must be executed after operating hours as stated above.

Please encourage your delivery personnel to abide by the following rules:

1. The bay area is available on first come, first serve basis. Delivery vehicles should not occupy the bay for more than 20 minutes.
2. Three (3) delivery/courier vehicle parking spaces are provided adjacent to the loading dock. Courier vehicles must not use loading dock bays for parking.
3. The freight elevator must be used for all deliveries made via the loading dock. Carts and hand trucks are strictly prohibited in passenger elevators.
4. Mail bags and large package deliveries should be made via the loading dock entrance and freight elevator.
5. Delivery personnel must sign in at the security console and present identification.
6. Delivery vehicle engines must be turned off while parked at the loading dock.

Deliveries are not accepted by building management or Security staff. The delivery of large objects or a quantity of items should be prearranged by calling the Management Office to ensure availability of the service elevator and delivery entrance. These deliveries should be arranged to arrive outside of normal business hours, 8:00 am – 5:30 pm, or on weekends. Evening and or weekend deliveries must be prearranged through the Management Office, so security may be alerted. No responsibility will be assumed for these items.

Small deliveries that can be carried without the aid of hand trucks or other equipment may be made using the passenger elevators. ALL other deliveries MUST be made using the service elevator (when applicable). Hand trucks are prohibited on the passenger elevators. Please advise your vendors of our delivery policy.

**Tenant Function Guidelines**

If you’re planning a tenant function (e.g., party, reception, fund raiser), please notify the Management Office in advance. The management office maintains certain policies and procedures that assist in coordinating the event, limit liability of the building, and provide for the safety of all visitors and guests.
The management office may ask for the following: date and time of event, number of guests, presence of alcohol, parking requirements, overtime HVAC requirements, service elevator use, janitorial needs, electrical requirements (for sound equipment), security requirements, and certificate of insurance. No function may be held in the common area or on the grounds without prior management approval.

**Building Access and Security**

**Access - During and After Business Hours**

Normal operating hours for the building are:

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Friday</td>
<td>7:00 AM – 7:00 PM</td>
</tr>
<tr>
<td>Saturday</td>
<td>9:00 AM - 1:00 PM</td>
</tr>
<tr>
<td>Sunday and Holidays</td>
<td>Closed</td>
</tr>
</tbody>
</table>

At times other than normal operating hours, access to the building is limited to the main entrance with the use of an access card. Employees who visit the building must sign in at security desk on ground floor have their access card and have their office keys. Security guards are not permitted to open office suites.

Please provide the management office with a list of the names and home phone numbers of at least three individuals who may be called to authorize admittance of an employee into the building without an access card. These individuals would also be contacted in the event of an emergency.

**Security - During Business Hours**

Suite entrances are unlocked during regular business hours. Although we try to maintain a secure working environment, many people enter the building every day, and we cannot guarantee complete safety. You can take several preventive measures to keep your area more secure. For example:

1. Lock all doors when leaving your suite unattended.

2. Instruct employees to keep valuables in secured areas (locked desks, file cabinets or closets) when leaving them unattended.

3. Always keep safes, vaults, strongboxes or similar devices locked, particularly when unattended. Do not divulge combinations of safes or vaults. Do not leave combinations or access codes where they can be found or easily deciphered.

4. Notify the management office if you see loiterers, peddlers or canvassers on the premises.

5. Record serial numbers of all valuable office equipment. If anything is stolen or missing, a record of serial numbers will aid in the recovery of the items.

6. Check wastebaskets at the end of the day to ensure that no items of value have been left there.
Security - After Business Hours

After normal business hours, please make sure that all entry doors to your suite are locked. It is also a good practice to keep all entrance doors other than the main entrance to your suite locked at all times.

Do not allow anyone to follow you into the building after business hours. Anyone authorized to enter the building after normal business hours will do so without problems. If you encounter someone having problems gaining entrance into the building, do not let them in. Instead, contact the security desk at 305.539.7108 and security personnel will assist them.

The management office recommends that you keep all personal valuables locked up during non-business hours. Although the security staff patrols the building throughout the night, we cannot guarantee the safety of unsecured valuables or personal items.

Access to Secured Building Areas

Occasionally, it will be necessary for Tenants to gain access to secured areas of the Building, i.e. telephone closets, air handling rooms, etc. In order to maintain the integrity of these areas, please notify the Property Management Office. Tenant vendors will need to leave a driver’s license (requested as a deposit) with the Security Desk. Any work in the telephone and electrical closets will be checked before the driver’s license is returned.

Property Removal

Written Authorization for Property Removal

Anyone wishing to remove property from the building must present a written authorization—signed by an authorized tenant representative—to the management office or security. The pass should describe the item(s) being removed and the date of removal.

Soliciting and Loitering

Canvassing, soliciting, peddling and loitering are not allowed within the building. If you are approached by a solicitor of any kind, or if you observe an individual engaged in such activities, contact the management office immediately at 305.539.7100.

Security Guard Escort

A security guard will accompany anyone requesting an escort to his/her car to the parking garage between 6:00 pm and 11:00 pm and will wait until the car has been started. Call security at 305.539.7100

Moving

General Information
All Tenant moves into, out of, or within the Building must be coordinated with the Management Office. A Notice of Work should be submitted to the Management Office at least two (2) business days before the proposed moving date and should include the proposed moving date and moving contractor.

**Scheduling and Access**

All moves will be held after 7:00 PM during weekdays and after 7:00 am on Saturdays or anytime on Sunday. The moving contractor should also contact the management office so that use of the freight elevator can be scheduled. The moving contractor must provide evidence of liability insurance coverage at least five (5) days prior to the day of the move.

We recommend that all moves be undertaken during non-business hours to simplify access to the building and minimize any inconvenience to other tenants. The management office will attempt to accommodate your schedule in every way possible, if a non-business hour move is inconvenient.

**Loading/Unloading**

There is a 10’5” height limit at the loading dock. Trucks that exceed that limit have to unload south of the via-duct and cart material by hand using the ramp. All items must be moved via the loading dock and freight elevator.

**Property Protection**

The moving contractor must make every effort to thoroughly protect all Building fixtures and finishes with appropriate materials to safeguard them from damage. Building access will be discontinued if it is observed that the moving contractor is not taking proper precautions.

**Clean-Up**

The moving contractor is responsible for leaving the Building and premises clean by removing all cartons and other trash generated by the move. If additional cleaning services must be procured after the move, charges will be assessed directly to the responsible Tenant.

**Property Damage**

Any damage to the Building including but not limited to elevator areas, doors, corridors, or grounds which the Tenant, moving company or its employees or agents cause will be the responsibility of the Tenant. The Management Office will accomplish the required repairs and charges will be assessed directly to the responsible Tenant.

**Freight Elevator Dimensions – SE-1 (loading dock to 10th floor)**

- Depth 8’
- Width 5’
- Back Height 8’
- Front Height 7’

**Freight Elevator Dimensions – PE-13 (10th floor to all floors)**

- Depth 6’
- Width 6’
- Back Height 9’
Front Height 8’
Insurance Requirements

The moving contractor must provide and deliver a Certificate of Insurance to the Management Office at least 5 days prior to the move. The moving contractor must, at its sole cost and expense, obtain, maintain and keep in full force and effect insurance as described below. The Management Office will refuse to allow access if the limits on the certificate do not meet the following criteria:

Certificate Holder:
Sumitomo Corporation of Americas (Owner)
USPO Miami, LLC
c/o TRANSWESTERN, as Manager of Owner
100 SE 2nd Street, Suite 120
Miami, FL 33131

Additional Insureds:
Sumitomo Corporation of Americas (Owner)
USPO Miami, LLC
c/o TRANSWESTERN, as Manager of Owner
100 SE 2nd Street,
Miami, FL 33131

For the requirements and limits of the liabilities please request them from the property management office.

COVERAGE:
GENERAL LIABILITY:
AUTO LIABILITY:
WORKER'S COMPENSATION: As determined by Florida Statutory Limits.
EXCESS/UMBRELLA LIABILITY:
Please provide evidence of additional insured status using ISO Form 2001 CG2037 or 1985 CG2026. This form should be attached to the certificate of insurance

Please note that these policies must not be canceled or changed so as to affect insurance described by the certificate until (30) days after written notice of such a cancellation or change has been delivered to the Miami Tower at International Place Management Office.

Our address is:
USPO Miami, LLC
c/o Transwestern
100 Southeast Second Street, Suite 120
Miami, FL 33131

Alterations and Remodeling

Tenant Alteration Projects

All alterations require the approval of the management office. Requests to make alterations should be sent, in writing, to the property management office. Alterations can be performed only by the Miami Tower Staff
or an approved contractor. All construction contractors including general, electrical, plumbing or phone contractors must register with the management office prior to performing any work in the building. Installation of communications equipment, computer or alarm systems must also be coordinated with the management office. All contractors/vendors are required to submit insurance certificates to the management office prior to commencement of any work or major deliveries.

**Communications Installations**

When changes or additions to your communications network are necessary, your selected telephone installation contractor must contact the management office—prior to the day on which the work is due to start—to ensure that house cabling lines are properly assigned and code requirements are met.

**Telecom**

<table>
<thead>
<tr>
<th>FiberLight</th>
<th>Fibernet Direct</th>
<th>Cogent Communications</th>
<th>XO Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lori Kerkes 678-824-6622</td>
<td>Besaida Fernandez 305-552-4803</td>
<td>Loyd Mack 786-636-8322</td>
<td>1-855-339-4417</td>
</tr>
</tbody>
</table>

**Cable**

Comcast (866) 682-3776
**Miscellaneous Charges**

NOTE: All prices are subject to change based on current pricing from vendors used. You may request a quote through the management office prior to authorizing any work.

**Security Access Card**
$20.00

**Keys**
$25.00 per key
$45.00 Lock re-pin w/ 2 keys
$95 Deadbolt lock

**After Hours HVAC**
$51.00 / hr

**Labor**
Maintenance: $30.64/hr regular time per person

**Additional Cleaning Charges**

- Additional Day Porter/Janitorial Labor
  - Contact Management office for janitorial contact to discuss specific cost

Note: Please contact the management office at (305) 539-7100 to obtain an estimate on services or work not listed above.
Emergencies

Purpose of Program

The Miami Tower Emergency Plan is an essential component of the building’s emergency response procedures. The plan is designed as an operational guide for the behavior, safety, and protection of the tenants and visitors to the building.

Prevention and preparation are the most effective tools for minimizing the effects of potential emergencies at Miami Tower. This program provides information regarding building systems, the responsibilities of the various emergency personnel, reporting procedures, emergency communication systems, and evacuation procedures.

This manual establishes a systematic approach to recognizing, identifying and reporting the existence of specific emergency situations threatening the building and its inhabitants and provides for the safety and protection of endangered personnel and assets. When implemented and supplemented with appropriate instructions from the Property Management Office, this plan becomes an operational tool for effective and responsive action if building occupants must respond to an emergency situation.

The success of this program depends upon the total cooperation of every individual working in the building. Please study this information carefully and share it with your co-workers.

Introduction

The landlord-tenant relationship is one of mutual dependence and responsibility. This relationship is most important when discussing fire and safety issues. You depend on the building management to provide you with information and instructions on how to respond during an emergency situation. Similarly, we depend on you—and all of the tenants to become familiar with that information, and participate in evacuation drills and training sessions.

Throughout the following Emergencies section we will refer to the Emergency manager, incident commanders, evacuation brigade, floor wardens, tenant wardens, searchers, and various monitors. These are people in the building who have been assigned specific duties to perform during an emergency situation. Please refer to the Evacuation section of this manual for more information on the responsibilities of each of these positions.

If you have any questions about the procedures and plans in this manual, do not hesitate to contact the management office at 305-539-7100.
Emergency Telephone Numbers

- Miami Rescue/Emergency: 911
- Property Management Office (24hrs): 305-539-7100
- Miami Fire Department: 305-579-6245
- Miami Police Department non-emergency: 305-579-6111
- National Hurricane Center (Recording): 305-229-4470
- National Weather Service: 305-229-4522

Testing of Emergency Procedures

The building’s Emergency Procedures will be tested on a deliberate, systematic, and periodic basis, in accordance with instructions from the General Manager and the Fire Department.

Testing ensures that key personnel are well-practiced in emergency duties and responsibilities. Testing also enables Property Management and Fire Department officials to maximize the effectiveness of Emergency Procedures by evaluating their feasibility under changing conditions, identifying potential deficiencies, and making well-informed decisions toward correcting, adjusting and constantly improving the safety provisions for the property.

Media Communications

At times, the Media may come to the Building. As a policy, all media inquiries pertaining to the building shall be directed to Building Management. In the event the Media is inquiring about Tenant activities, and you need assistance, please contact Building Management at (305) 539-7100.
Evacuations

General Information
Each tenant is obligated to follow the Emergency Preparedness and Evacuation Plan established for 100 SE 2nd Street. The tenant shall provide responsible personnel to assist the management office and be responsible for controlling the movement of tenant employees during an evacuation of the building.

The Emergency Preparedness and Evacuation Plan includes the following people:

- The general manager, who is in complete charge of the procedures and the specific responsibilities of those assigned in the plan.
- Sufficient floor wardens and tenant wardens to ensure that an evacuation team is in force in all occupied portions of the building and public areas (i.e. lobbies, corridors, exits) during an evacuation.
- A single floor warden assigned to each floor by the management office. The floor warden remains in contact with the management office during all emergencies.
- A representative selected by each tenant and assigned the duties of tenant warden. The tenant warden remains in contact with the floor warden during all emergencies.
- Sufficient searchers and monitors assigned to appropriate areas of the building, to ensure that all employees are evacuated from remote areas, and that evacuation takes place in an orderly and safe manner.
- Sufficient alternates assigned for each position specified in the plan, so that a principal or alternate is in the building at all times during working hours to supply leadership under the plan.

Tenant Responsibilities
Each tenant should establish an emergency team based on the positions described above. A tenant warden serves as the contact point between the management office and the tenant’s employees, ensures that every employee of the tenant is aware of all emergency procedures and plans, and coordinates tenant response in an emergency.

The emergency team for each floor consists of the floor warden, tenant warden(s), searchers, and monitors.

Evacuation Drills
- The general manager coordinates with the Fire Department to conduct emergency evacuation drills, at least annually, in accordance with the approved plan.
- All occupants of the building are required to participate in the emergency evacuation drill. The occupants may be required to leave the building and assemble in an area designated by the general manager.
- A written record of the drills are kept on the premises and readily available for inspection by the fire department.
Special Instructions for Persons with Disabilities

Persons with disabilities must be identified and considered prior to any emergency evacuation. It is necessary for tenant wardens to notify the floor warden and property management office of any persons with disabilities who may require special assistance during an evacuation. A list must be maintained by the tenant warden and updated as necessary. (See Exhibit B).

Person’s not requiring or providing assistance will evacuate first. The assisted persons can then evacuate without being bumped or pushed down, thus speeding evacuation and avoiding injury. If there is evidence of fire, persons with disabilities should be positioned near the fire exit stairs located farthest away from the fire. If fire conditions pose a personal threat, the special assistants will enter into the exit stairwell accompanying the person with disabilities and wait for special assistance from the fire department. The evacuation brigade may assist in evacuating the persons with disabilities if danger is imminent and the fire department has not yet arrived.

NOTICE TO ALL FLOOR WARDENS: It is your responsibility to inform the property management office of any vacations, leaves of absence, transfers, or sickness of yourself and tenant wardens, in order to make necessary provisions for alternates.

Searchers

1. Find and evacuate all personnel from the suite, specifically from remote areas such as storerooms, file rooms, computer rooms, bathrooms, core areas, etc.

Special Assistants (to aid persons with disabilities)

1. Make sure all persons with disabilities are evacuated.

2. Maintain an up-to-date list of persons with disabilities in your suite. If possible a buddy system will be implemented in which one or two special assistants will be responsible for evacuating specific co-workers.

Stairway Monitors

1. Assigned to a specific exit area, ensure that everyone exits into the stairwell in an orderly and safe manner.

Elevator Monitors

1. Make sure no one uses the elevators unless assisted by the fire department.
Tenant Evacuation Procedures  
(Full and Partial Building)

The following evacuation procedures should be observed:

- If possible, grab purses, wallets, cell phones, valuables, etc. as soon as the order to evacuate is given. You will not be allowed back into the space until the Fire Department or Building Management says it is safe to re-enter.

- Before opening any door to the corridor, check the door and doorknob for heat using the back of your hand. If it is warm, stay in your office and "caulk" around the door seams using wet towels or "duct" tape. DO NOT OPEN THE DOOR! Find another exit to the corridor.

If both your door and doorknob are cool, and you leave your office:

- Check for smoke in the corridor.

- When smoke is present, stay low by crawling since clean air is closest to the floor.

- Everyone should proceed quickly, but calmly to the nearest stairwell. DO NOT RUN! All the stairwells are constructed with fire-resistant materials to provide safe evacuation for Building occupants.

- DO NOT PANIC! Panic is the most harmful and most difficult element to control in an emergency. Panic will be avoided if tenants are prepared with the following information:

  Knowledge of procedures which must be followed  
  Confidence in the responsible personnel's ability and guidance  
  Calmness and self-confidence of responsible personnel

DO NOT USE THE ELEVATORS!

Check stairwells for smoke.

If the corridor and/or stairwells are smoke filled, RETURN TO YOUR OFFICE.

Once you are in the stairwell, should you encounter smoke on your descent, get out of the stairwell into any clear corridor, and proceed to a different stairwell. There are 2 stairwells located on each floor.

Evacuate to the exact area designated by the Building Manager, Safety Warden, or Fire Department.
If your designated evacuation area is outside of the Building, move to areas well away from the building to ensure you do not inhibit fire-fighting activities.

One person (possibly an Alternate) should be designated to walk the suite to assist employees and make sure everyone is aware of the evacuation order.

The last person leaving any enclosed office area should close the office door, without locking it. This will help to confine any fire until the arrival of the Fire Department.

Form a single-file line at the stairwell exit door and proceed calmly and carefully down the staircase to the floor designated in the evacuation instructions. Never open any door without first checking to see if it is hot. If the door is hot, there is undoubtedly a fire on the other side. Proceed to another floor.

Conversation should be kept to a minimum. Stay in a single-file line on the right side of the staircase.

Once the evacuation has begun, do not re-enter the evacuated area until it has been declared safe by Fire Department officials or Building Management.

SHELTER-IN-PLACE

During evacuation, mobility impaired persons should be helped into a "safe room." This safe room should be an outer perimeter office with a window and telephone. One person should remain with the mobility impaired individual and another designated person should contact the property management office and notify them of the mobility-impaired person's exact location (floor, suite, and room number). The non-emergency telephone number shown above should be posted on or near the telephone in the designated "safe room". Do not assist mobility-impaired individuals down the stairwell during the initial evacuation, as the entire evacuation effort will be slowed. Building and Fire Department personnel will assist the evacuation of all mobility-impaired individuals after the initial evacuation is complete.

Note: Remember that "mobility impaired individual" includes EVERYONE with ANY sort of impairment. Possible examples include pregnancy, recently sprained ankle, permanent disability, or even a sore knee. Anyone who will be moving at a slower rate than general traffic is considered mobility impaired for the purposes of evacuation.

The Safety Warden or Alternate should proceed to take a head count. If someone is missing, this information should be relayed to the Building Staff or Fire Department immediately.

RELOCATION PLAN

It is the responsibility of the tenant to have their own personal relocation plan and procedures in place should the building become inaccessible or becomes structural unsafe to occupy.
PROCEDURES TO FOLLOW IF ESCAPE ROUTES ARE BLOCKED

If evacuation of an area is not possible because all escape routes are blocked by fire or heavy smoke, the following procedures should be observed:

Move as far away from the fire as possible. Close all doors as you go. Every closed door between you and the fire provides a barrier against smoke.

If a phone is accessible, call the Fire Department (911) and then the Management Office 305-539-7100 with your precise location.

Stuff clothing or other material around ventilation ducts and cracks in the doors to prevent smoke-filled air from penetrating the area.

DO NOT BREAK OR OPEN A WINDOW. A broken/open window will provide oxygen to the fire, which in turn will spread the intensity of the fire.

Fire

General Information

The building must be evacuated when a fire alarm signal is sounded. An effective evacuation depends on the orderly ‘phasing’ of floor clearance, which means that the emergency floor is evacuated first and immediately. The next floor to evacuate should be the floor above the emergency floor, followed by the floor below. The general manager will be in charge of the evacuation until the fire chief arrives.

Each tenant office manager or supervisor must predetermine priorities for the safety of records, classified material, and/or securities. Supervisors also must cooperate with tenant wardens to ensure that all employees are well-informed and instructed on evacuation procedures.

Procedure

1. The person who discovers the fire:
   - Dials 911 and reports the fire to the fire department.
   - Calls the management office at 305-539-7100 to report the location of the fire.
   - Activates the fire alarm pull station (FAPS).

2. The management office contacts the fire Brigade via Preparis, the floor wardens directly above and below the fire floor and the evacuation brigade.

3. The fire wardens contact the assistant fire wardens, searchers and monitors and special assistants assigned to their floor. In addition, the floor wardens assume full control of their floor and activate the Emergency Preparedness and Evacuation Plan.
4. The tenant wardens and searchers go into immediate action. Absolute silence and decorum must prevail for maximum effectiveness. Also, no smoking is ever permitted during an evacuation.

5. Special assistants immediately contact and help their assigned person. Persons with disabilities wait for help from their special assistant.

6. The stairway and elevator monitors go to their stations and perform their assigned duties.

7. Members of the evacuation brigade go to their stations and perform their assigned duties.

8. The floor warden, under instructions from the management office, orders the fire floor to evacuate. As soon as the occupants of the fire floor have reached a safe level of descent in the stairways, stairway monitors signal the adjacent floors immediately above and below the fire floor to evacuate.

9. All elevators are called to the ground floor and put on manual control. The evacuation brigade promptly clears the ground floor lobbies by directing all people outside to avoid lobby congestion.

10. As each floor is evacuated, the stairway monitors make sure all stairway doors are closed after the last person evacuates the floor.

11. Floor wardens distribute the flow of people evenly via all available stairway exits.

   - If a stairway is filled with smoke or on fire, the alternate stairway can be reached via crossover through the closest tenant floor.
   - Each stairway designated as an evacuation stairway is identified by signs on the inside and outside of the door at eye level. When floor wardens report to the security desk on any condition, they must refer to their location as evacuation stairway.

12. The orderly phasing of floor clearance continues until all occupants are evacuated to the outside safety area, which is located no less than 300 feet from the building.

13. When the “all clear” is announced, the evacuation brigade signals the floor wardens to lead the employees in an orderly fashion back to their work places. If available, elevators will be back in service. The evacuation brigade coordinates the loading of the elevator cars to prevent overcrowding. Single floor groups should enter an elevator together.

14. The intermittent Alarm Signal is silenced when the “all clear” is announced. (The alarm signal continues throughout the state of emergency.)

**NOTE:** Upon arrival, THE FIRE DEPARTMENT IS IN CHARGE.

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**Tenant Responsibilities**

**Searchers**
1. Check all rooms and remote areas including restrooms and conference rooms.

2. Advise any remaining personnel on the floor of the emergency and ensure their evacuation.

3. Evacuate any non-employees from the floor and check reception area and elevator lobby.

**Special Assistants (to aid persons with disabilities)**

1. Evacuate persons with disabilities.

2. If necessary, ensure persons with disabilities are carried by their assigned assistants. Wheelchairs should be left behind.

**Stairway Monitors**

1. Take a position at your assigned stairway and assist in the evacuation of personnel.

2. Inspect stairwells before and after evacuation of personnel.

3. Instruct personnel to form a single line into the stairwell and direct personnel to exit along the right side of the stairway.

4. Calmly supervise and monitor evacuation flow.

5. Stay at the exit until searchers have cleared all personnel from the floor.

6. For stairwell monitors stationed near elevators, **MAKE SURE PERSONNEL DO NOT USE ELEVATORS DURING EVACUATION.**

**Elevator Monitors**

1. Direct employees to the nearest stairway.

2. Know the location of all evacuation stairways.

3. Remain at your designated post until the floor warden instructs you to evacuate.

4. **MAKE SURE PERSONNEL DO NOT USE ELEVATORS DURING EVACUATION.**

**Floor Wardens (Multi-tenant Floors)**

1. Direct the evacuation of the floor in accordance with the directions received from the management office and the following guidelines:

   - Utilize tenant wardens to ensure that all occupants are notified of the fire and immediately execute the Emergency Preparedness and Evacuation Plan.

   - Know where all persons with disabilities are located and keep an up-to-date list. These persons may need special assistance in the event of evacuation.

   - Select the safest stairwell to use for evacuation on the basis of the location of the fire and any information received from the fire chief and/or security desk attendant.
2. Before anyone enters the stairwell to evacuate, check the environment in the stairwell. If it is affected by smoke, select an alternate stairwell and notify the security desk attendant (305) 539-7108.

3. Keep the security desk attendant informed of the means being employed for evacuation by the occupants of your floor and other pertinent information.

Tenant Wardens

1. Assist the floor warden in the effective implementation of the Emergency Preparedness and Evacuation Plan.

2. Ensure the evacuation of all occupants within your tenant space.

3. In the absence of the floor warden, assume the full duties and responsibilities of the floor warden position.

Assistant Tenant Wardens

1. Assist the tenant warden in the effective implementation of the Emergency Preparedness and Evacuation Plan.

2. In the absence of the floor warden, assume the full duties and responsibilities of the floor warden position.
Miami Tower

If You Discover Smoke or Fire

1. Dial 911 immediately.

2. Inform the fire department dispatcher that you are calling to report a fire at 100 SE 2nd Street, Miami, Miami Tower. Tell the fire department dispatcher:
   - Your name
   - Your company’s name
   - Your suite/floor number
   - What is on fire
   - The location of the fire
   - Your telephone number

3. Listen to the dispatcher for any additional instructions before hanging up.

4. Call the management office at 305-539-7100.

5. Activate the nearest manual fire alarm pull station at the location shown on the attached floor plan.


(A copy of this page should be distributed to all employees.)
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.

There are at least two reasons why bomb threats are a serious problem:

1. Serious personal injury can result if an explosive or fire-generating device is set off.
2. Valuable work time is lost during building evacuations.

The Miami Tower staff 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 the management office at 305-539-7100, or to security at 305-539-7108.

Procedure
1. The person who receives the bomb threat call:
   - Gets as much information from the caller as possible using The Bomb Threat Checklist (Exhibit A) as a guideline.
   - Dials 911 and reports the threat to the local police or fire department.
   - Calls the management office at 305-539-7100 or security at 305-539-7108.

   If a non-descriptive general bomb threat is received (no description of bomb, no detonation time, no location, etc.), the building will remain open. The decision to evacuate is then the responsibility of each tenant. Total evacuation may be necessary if ordered by fire department or police department when the threat is specific in nature, the call cannot be resolved as a hoax, or a suspicious object is located. If total evacuation is necessary, the Bomb Threat Notification Procedure (Exhibit B) will be executed. For evacuation procedures, please see the Fire section.

NOTE: Two-way radios may detonate some explosive devices. Therefore, two-way radios should not be used during bomb threats.

2. The management office contacts the evacuation brigade and all floor wardens. The general manager and floor wardens confirm the need to notify company employees of the threat and to evacuate the building.

3. The floor wardens contact the tenant wardens, searchers and monitors assigned to their floors. In addition, the floor wardens assume full control of their floors and activate the Emergency Preparedness and Evacuation Plan.

4. Tenant wardens notify employees in a calm and deliberate manner.
• Carefully worded pre-planned statements can convey the urgency of the situation without causing panic. An appropriate statement might be, “Employees are directed to immediately cease work, gather their personal belongings, and proceed to (the emergency stairwell or floor [x]). This is not a drill.”

5. Tenant wardens execute their bomb threat plan, making sure they:

• Are observant for objects that seem out of place.
• Do not touch anything! Suspicious objects MUST NOT be tampered with.
• Notify the management office immediately at 305-539-7100 if they have found a suspicious object. (The management office will then notify the fire department, who will subsequently assume full control of the operation.)

6. The evacuation brigade reports to the affected area of the building and begins a search of the following areas:

• Public areas
• Stairways
• Elevators
• Equipment rooms
• Cleaning closets
• Restrooms
• Air handler rooms
• Any other areas designated by the police

7. Floor wardens search the common areas of their floor including the following areas:

• Public Areas
• Stairways
• Restrooms

8. Floor wardens inform the management office 305-539-7100 of all new developments.

NOTE: If your company decides to evacuate the building, use the stairways to evacuate. The tenant warden must confirm with the property management office that your company has evacuated the building.

Tenant Responsibilities

1. Develop a Bomb Threat Action Plan to be executed upon receipt or notification of a threat and select people to participate in it.

2. Search leased space for bombs.

3. Evacuation. If a non-descriptive general bomb threat is received, the building will remain open. The decision to evacuate is then the responsibility of each tenant.
Preventative Measures

- Conduct regular inspections in every suite for suspicious objects. Neat offices that are free from debris and boxes can make a foreign object easier to detect.
- Encourage all employees to report any suspicious persons wandering about the offices, corridors and restrooms to the management office at 305-539-7100.
- Monitor all delivery people and repairmen while in your office. Do not leave your office unattended and unlocked for any reason. All drawers, cabinets, compartments, closets, etc. fitted with locks should be kept locked.
- Encourage all employees to comply with the building security access control measures.
If You Receive a Bomb Threat Over the Telephone

1. Complete Bomb Threat Checklist, if possible. (Exhibit A).

2. Call 911.

3. Inform the dispatcher that you are calling from Miami Tower at 100 SE 2nd Street, Miami, FL 33131 and that you have received a bomb threat. Tell the dispatcher:

   * Your name
   * Your company’s name
   * Your suite/floor number
   * Your telephone number
   * Any information from your Bomb Threat Checklist

4. Listen for instructions.

5. Call the management office at 305-539-7100.

6. Wait for further instructions from your tenant warden.

(A copy of this page should be distributed to all employees.)
Exhibit A

Bomb Threat Checklist

Time and Date Reported: ______________ How Reported: ______________

Exact Words of Caller: ______________________________________________________
________________________________________________________________________
________________________________________________________________________

Questions to Ask:
1. When is bomb going to explode? __________________________________________
2. Where is the bomb right now? ____________________________________________
3. What does it look like? __________________________________________________
4. Why did you place the bomb? ____________________________________________
5. What kind of bomb is it? _________________________________________________
6. What will cause it to explode? ____________________________________________
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: _____________________________________________________
Remarks: ________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Name, address and telephone number of recipient: ______________________________
________________________________________________________________________
________________________________________________________________________

Telephone number that the call was received at: ________________________________
________________________________________________________________________

(A copy of this page should be distributed to all employees.)
Bomb Threat Notification Procedure

1. Bomb threat is received by tenant. Bomb threat checklist is completed (if possible)
2. Tenant immediately calls 911 to report the threat
3. Tenant then calls Property Management Office 305-539-7100 to report the threat
4. Property Management Office informs tenant wardens and evacuation brigade
5. Tenant wardens notify their employees of any action to be taken (if applicable)
6. Tenant Wardens and Emergency Personnel begin conducting a bomb search (if necessary)
Severe Weather

**Tenant Responsibilities**

**All Tenants**

1. Maintain an inventory of emergency equipment to be used during severe weather.
   - Flashlights and fresh batteries
   - First aid kits to treat minor injuries
   - Portable radios—useful for keeping abreast of severe weather conditions

2. If informed by the US Weather Service that severe weather is imminent, follow the steps below (if necessary):
   - Clear desks, tables and window sills of books, papers or other items and secure them in boxes or drawers.
   - Move easily moveable furniture away from windows.
   - Close all doors of perimeter offices.
   - Store all easily moveable office equipment in inside offices.

**Tenant Wardens**

1. Move all occupants to the core areas of the building (corridors, elevator lobbies).

2. If your company decides to evacuate the building, notify the property management office of your intention to do so. The evacuation stairway is the only stairway to be used in a severe weather evacuation.

3. Confirm with the property management office that your company has totally evacuated its space and the building.

1. Notify the property management office of all severe leaks, fires, and structural or other damage during or after the storm 305-539-7100.

**NOTE:** The building staff will maintain communications with public utilities as appropriate and monitor local news and weather reports.

During disasters that cause loss of primary power sources, Florida Power & Light will work to restore service from a stand-by source.

Telephone service may also be interrupted during severe weather. Tenants requiring emergency service should contact their telephone company.
Tornadoes

General Information

Tenants have the choice of evacuating or remaining in the building during a tornado warning. If a tornado warning has been issued by the weather service, a tornado siren is sounded or if the management office has notified you that a tornado warning is in effect. See the Severe Weather section for more information.
**Hurricanes**

**General Information**
When the National Hurricane Center issues a Hurricane Warning, the building will close to the public and all tenants will be requested to secure their offices and leave the premises. A hurricane warning is defined as follows:

* A warning indicates that hurricane winds of 74 mph and higher, or any combination of dangerously high water and very rough seas, is expected in specified coastal areas. When a hurricane warning is announced, hurricane conditions are considered imminent and may begin immediately or at least within the next 12 to 24 hours.

When a hurricane warning has been issued, it is of the utmost importance that all precautionary measures and actions are taken immediately for the protection of life and property.

**Procedure**

1. Keep abreast of weather conditions via radio or television.
2. Remove all papers, pictures, plaques, hanging objects, calendars, desktop items, and other loose objects from perimeter offices and store in interior rooms.
3. Close all doors of perimeter offices. Close all drapes and blinds.
4. Move all expensive equipment and important documents to interior rooms.
5. Notify the alarm system company (if your company has one) of the probable discontinuance of electrical service during the storm.
6. Leave all interior doors open in order to prevent atmospheric pressure problems.
7. Notify the management office at 305-539-7100 of all severe flooding, leaks, fires, and structural damage.

Someone from the management office will contact you with further instructions.

For information on approaching storms, use the following web-sites:
- National Weather Center [www.nws.noaa.gov](http://www.nws.noaa.gov)
- Storm Prediction Center [www.spc.noaa.gov](http://www.spc.noaa.gov)
- Weather Channel [www.weather.com](http://www.weather.com)
- Local TV and radio stations

Additional information regarding hurricane preparedness can be found at the following web-sites:
- American Red Cross, Broward County Center [http://www.redcross.org/fl/miami](http://www.redcross.org/fl/miami)

*(A copy of this page should be distributed to all employees.)*
Miami Tower

Hurricane Procedures

Before [Hurricane Season begins June 1st]

1. Create and distribute a communications plan with your employees. Review/update your contact information for each employee.
2. Address the necessity/identify an alternate work site for critical business continuation functions should the building be severely damaged or inaccessible.
3. Review current emergency stores and procure necessary supplies to replace to full-stock levels. Checklists for supply levels are available from various sources.
4. Encourage each employee to have individual family communications plans and ample supplies.
5. Review your insurance policies; update contact information with your carrier. Photograph or video-tape your office and materials; store these records off-site.
6. Review/update your emergency contact information on-file with the Management Office.

Prior to a Storm’s arrival

1. Stay abreast of weather developments: listen to a local station on a radio or internet. The Management Office will close the building immediately following the issuance of a Hurricane Warning (hurricane conditions are eminent, reaching the area within 12-24 hours). Tenants and visitors will have 2 hours to leave the property as the engineering staff prepares the building for the storm.
2. Make multiple back-ups of all electronic data and files. Plan to have the copies taken off-site by several different individuals.
3. Move all equipment and important documents to interior spaces. Lock all drawers and file cabinets. Close all perimeter doors; leave interior doors open.
4. Unplug all lamps, computers and other electronic devices to avoid damage should a power surge occur. Cover computers with plastic bags for added protection against water damage.
5. Record a special voice mail containing appropriate information on how your employees and customers to reach the necessary individuals for business continuation during and after the storm. The power and phone services may be out, but many voice-mail systems are remotely located and will continue to function.
6. Have all batteries for cell phones, laptops and other electronics fully charged.
7. Dismiss employees as early as possible to avoid dangerous situations on the roadways and allow them ample time to reach and properly secure their homes and families.

(A copy of this page should be distributed to all employees.)
Miami Tower

Hurricane Procedures (con’t)

During a Storm
The Management Office will communicate all building access information via Preparis and building hotline number, 1-800-815-4096, will be updated as warranted by weather conditions.

After a Storm
The building will remain closed to all individuals until the management office receives notice the storm’s danger has passed or the local authorities have lifted any travel bans and determined the area is safe for occupancy.
Tenants should not assume the condition of the workplace is the same as their personal residence.
All local and state warnings regarding travel should be heeded.
The management company has policies and practices in place to secure the building and if necessary, address any repairs necessary to minimize or eliminate any further damage.

1. BE PATIENT. Make the personal safety of your family and home your top priority. Do not return to your workplace until clearance has been given by your employer.
2. Continue to monitor local news and weather sources.
3. Updates will be distributed via Preparis and employees can call the management office hotline number for building updates. Implement your company’s communication plan to make your employees and customers aware of your business’s on-going status.

- Minimal or No damage: Once the Management Office confirms with local authorities regarding the safety of the structure, surrounding area and roadways, the building will be declared open allowing access by all individuals.
- Moderate or Major Damage: The Management Office will be in contact with tenants’ emergency contacts to advise via Preparis on next-steps and time-frames. Tenant emergency contacts and/or specialized service personnel may be requested to be on-site to assist in damage assessment, property containment or other tenant-specific issues regarding the building.
- Please limit access to only those personnel requested on-site by the management and engineering teams. Additional people will only make the business-recovery tasks more difficult.

4. When allowed on-site, take inventory to determine and record losses, if any. Photograph or video tape the office and contents after the storm for comparison to the pre-storm recording.

(A copy of this page should be distributed to all employees.)
Power Failure

General Information

In the event the building sustains a power failure, emergency lighting is available in the stairwells. The stairwell emergency lighting, elevators and life safety equipment is tied into the emergency generator, which will be operational for at least 24 continual hours. All HVAC equipment, non-essential lights, receptacles, and most telephone equipment will not be operational.

Procedure

1. The chief engineer contacts the electric company to find out the duration of the power outage.

2. Floor wardens check the elevators on their floors to see if people are trapped inside. If there are people trapped the floor wardens will ask them to remain calm and then notify the property management office.

3. Elevator monitors report to the elevator lobby on their floors to assist the floor warden in assessing the elevator situation. If people are stuck, the elevator monitor will stay in contact with these people and not leave the elevator lobby.

4. Stairway monitors report to the elevator lobby on their respective floors. If the floor warden leaves the floor, prepare to evacuate according to the fire procedure.

5. If the power is not restored after 15 minutes, all floor wardens proceed to sky lobby.

6. The general manager meets the floor wardens at sky lobby and informs them of the situation.

NOTE: If the electric company does not know how long the power will be out, or if power will be out for longer than one hour, the building may need to be totally evacuated.

If total evacuation is necessary, it is conducted according to the fire procedure. (For greater detail on the fire procedure, refer to the Fire section of this manual.)
Elevator Entrapment

General Information
If you are traveling in an elevator that stops moving and does not respond to controls:
1. Use the elevator call button to alert security of the situation.
2. All passengers in the elevator should provide security with their name and the name of their firm, the direction the elevator was traveling, and the floor near which it stopped.
3. Remain calm- an elevator technician will respond within 30 minutes of notification. The technician will either return the elevator to service or, if necessary, manually open the elevator at its existing location and release passengers.

Medical Emergencies
Time is extremely important in the case of a medical emergency. Miami Tower recommends that all tenants keep a first aid kit unlocked and fully stocked in their suite. It is the tenant’s responsibility to also make sure that employees are aware of its location.

Procedure
1. The person who discovers the emergency
   - Dials 911, telling the paramedics:
     - Building address — 100 SE 2nd Street, Miami, FL 33131
     - Your name
     - Your company name
     - Your floor/suite number
     - Your telephone number
   - Calls the management office at (305) 539-7100.
1. The management office directs the emergency personnel to the medical emergency.
2. The evacuation brigade recalls an elevator to the ground floor to transport the paramedics to the floor of the medical emergency.
3. If the person is to be transported to a hospital, send a friend or fellow employee to comfort the person and help them until a relative arrives. Do not forget his or her personal belongings.

NOTE: It is crucial that the injured person is not moved. Try to keep the injured person comfortable without moving him/her.
Earthquakes

General Information
In the event of an earthquake, do not attempt to leave the building. You are safer within the building until the initial tremors subside. If evacuation is necessary, know where the locations of possible safe refuge areas are outside and away from the building. Beware of falling glass and electrical lines.

1. It is recommended that you have available in your tenant space:
   
   - A first aid kit
   - Transistor radio and flashlight with extra batteries
   - Heavy gloves in case of broken glass
   - Rubber soled shoes
   - A 72-hour minimum supply of medication (if on medication)
   - One or two bottles of water per employee - rotate regularly

2. Have a plan for reuniting with your family.
3. Have an out-of-state contact person for your family members to contact.

For more information on earthquake preparedness, contact the American Red Cross or your local fire department.
Miami Tower

Earthquake Procedures

During

1. Remain calm. Do not exit the building. Do not use elevators. If you are in an elevator, exit as soon as possible.

2. Take cover under a desk or another sturdy object or against the wall in the core of the building. Protect your head. DUCK, COVER and HOLD.

3. Move away from the building exterior. Stay away from windows, bookcases, filing cabinets and any objects that may fall or shatter.

4. Do not take cover in emergency stairwells.

After

1. Check for injured and assist if possible. Do not move a seriously injured person unless they are in immediate danger.

2. Inspect your floor for damage. Check for fires. Check for gas and water leaks and electrical shorts. If you suspect a gas leak, DO NOT use matches or cigarette lighters or turn on electrical switches or appliances. If you smell gas, please contact engineering or security immediately at (305) 539-7100.

3. Open doors carefully. Watch for falling objects.

4. Wear shoes for protection from debris and broken glass.

5. Stay away from windows/glassed areas.

6. Replace telephone receivers, in case the telephone system works. Use telephones for emergency calls ONLY.

7. Listen to radio for emergency reports.

8. Do not spread rumors regarding the building condition, extent of damage and injuries. This may cause a panic.

9. Cooperate with the public safety officials.

10. Be prepared for aftershocks.

11. Notify the management office or security of any damage to the building.

(A copy of this page should be distributed to all employees.)
Emergency Prevention

Suspicious Activities

Any suspicious activities should be reported immediately to the management office during regular working hours or the security desk after building hours. Security guards are generally powerless to assist or take police action in criminal matters in a tenant space. During business hours, management personnel will escort the police officers directly to your suite.

Crime Prevention Message

The management staff is concerned about the safety and protection of our tenants, their employees and their property. We are conscious of the various criminal activities to which each of us is exposed on a daily basis.

To reduce crime, emphasis must be placed on preventive rather that reactive measures. Preventive measures against office thefts, burglaries after hours and crimes against persons can best be achieved through the individual efforts of each employee. 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 management does not provide security services to any tenant suite. Contracts for guard services are on behalf of the building owners and are for the protection of their interests in public (common) areas only. All criminal activities should be reported immediately to the police department at 305-579-6111.

Training

All members of the emergency preparedness and evacuation team must attend forums and informational sessions produced by the fire department, police department, and Miami Tower. The information is essential to the readiness of the emergency preparedness and evacuation team. The sessions are designed to illustrate the need for a fire action plan, show the proper use of building fire suppression equipment, and acquaint everyone with the specific evacuation plan of the building. The sessions will be conveniently scheduled by the safety/evacuation director and attendance will be verified.

Regular in-house company meetings and fire drills are encouraged to familiarize employees with the Emergency Preparedness and Evacuation Plan. Miami Tower may be contacted for assistance in presentations and review of the Emergency Preparedness and Evacuation Plan.

Emergency Telephone Numbers

All Emergencies.................................................................911
Fire Department ........................................................................................................... 305-579-6245
Police Department .................................................................................................... 305-579-6111
Management Office ................................................................................................. 305-539-7100
After Hours Building Emergency Number/Security ................................................ 305-539-7108
Florida Power & Light .............................................................................................. 954 797-5000
National Hurricane Center (Recording) .................................................................. 305-229-4470
National Weather Service ......................................................................................... 305-229-4522
Cypress Communications .......................................................................................... 877-590-5955

Floor Warden(s)

__________________________________________  ________________________________________

__________________________________________  ________________________________________

Tenant Warden(s)

__________________________________________  ________________________________________

__________________________________________  ________________________________________

Stairway Monitor(s)

__________________________________________  ________________________________________

__________________________________________  ________________________________________

Elevator Monitor(s)

__________________________________________  ________________________________________

__________________________________________  ________________________________________

Special Assistants (Monitors for Persons with Disabilities)

__________________________________________  ________________________________________

__________________________________________  ________________________________________

Persons with CPR Training

__________________________________________  ________________________________________

(completed copy of this page should be distributed to all employees.) Updates should be made semi-annually or as needed.
Exhibit B

Persons with Disabilities

Company name: ____________________________________________

Name: ____________________________________________ Office #: __________________________
Phone #: __________________ Disability: __________________________
Special Assistant: ____________________________________________

Name: ____________________________________________ Office #: __________________________
Phone #: __________________ Disability: __________________________
Special Assistant: ____________________________________________

Name: ____________________________________________ Office #: __________________________
Phone #: __________________ Disability: __________________________
Special Assistant: ____________________________________________

Name: ____________________________________________ Office #: __________________________
Phone #: __________________ Disability: __________________________
Special Assistant: ____________________________________________

Name: ____________________________________________ Office #: __________________________
Phone #: __________________ Disability: __________________________
Special Assistant: ____________________________________________

Name: ____________________________________________ Office #: __________________________
Phone #: __________________ Disability: __________________________
Special Assistant: ____________________________________________

Name: ____________________________________________ Office #: __________________________
Phone #: __________________ Disability: __________________________
Special Assistant: ____________________________________________

NOTE: As changes in personnel or physical conditions occur, please forward an updated copy of this form to the management office.
Miami Tower

Warden Information Sheet

Date: __________________________  

Company name: __________________________  Suite #: __________________________

Floor warden:

___________________________________________________  Phone number:

___________________________________________________

Tenant wardens:

___________________________________________________

___________________________________________________

___________________________________________________

Assistant tenant wardens:

___________________________________________________

___________________________________________________

___________________________________________________

___________________________________________________

NOTE: Each floor will have one (1) floor warden. In addition, a tenant warden must be assigned for each suite. Generally, a tenant occupying approximately 7,000 square feet should have two (2) tenant wardens. Tenants occupying a full floor or more should have three (3) tenant wardens per floor. Each tenant warden shall appoint an assistant tenant warden to assume his/her duties and responsibilities in their absence. As changes in personnel occur, this sheet must be updated and forwarded to the management office.
Floor Plans

Ground Lobby Floor Plan
Sky Lobby Floor Plan

Sky Lobby

Fire Pull Station
Low Rise Floor Plan
Floors 12-19
Mid Rise Floor Plan
Floors 20-30
High Rise Floor Plan
Floors 31-45