

511 Group, Inc.

SMYRNA PHYSICIANS PAVILION

Tenant Handbook

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BUILDING OPERATIONS

Building Management

The staff at 511 Group is dedicated to making your work environment as safe and pleasant as possible. Please do not hesitate to contact us at the following:

Title	Name	Phone Number	E-Mail
Property Management	Susan Binkley	615- 347-5056	susan@511group.com
	Richard Fletcher	615-256-1555	rdf@511group.com
Accounting	Carlin Woods	615-256-1555	carlin@511group.com
Maintenance	David Duke	615-256-1555	david@511group.com
	Jerry Smith		jerry@511group.com

Holidays

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

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Certain services are not provided on weekends and the holidays listed above.

BUILDING SECURITY

Overview

A CardKey system controls main the main entry of the building. After hours access is by card access. Cards can be obtained from the Management Company.

General Office Security

SECURITY PRECAUTIONS

- Never leave cash in your office.
- Do not leave reception areas unattended.
- Valuables, such as purses and wallets, should be locked up or taken along when an employee leaves a workstation or desk.
- Require identification from repairmen working in your suite.
- Lock all suite doors at close of business each day.

- Inform the Management Company of lost cardkeys, suite keys, and terminated employees.
- Immediately inform the Management Company of suspicious or unknown personnel on your floor.

Incident Report

To comply with building insurance requirements an incident report is required for any accident or theft occurring on or about the property. Please report incidents of this nature to the Management Company.

Key and Lock Policy

SPECIAL KEYING

All locked doors are keyed to a Building Master Key System, which allows the building staff access to all areas in the event of an emergency. For this reason, locks may not change or additional lock/bolts added to any door within your suite without the prior consent of the Management Company.

Lost and Found

If you find a lost item, please contact the Management Company. Also report anything you believe you may have lost in the building or on the grounds to the Management Company.

Solicitation

Solicitation is not permitted. If someone is soliciting in your suite, then please notify the Management Company.

Theft and Insurance

Any suspected theft, no matter how small, should be reported to the Management Company immediately. The Building's insurance does not cover the personal belongings of tenants. Personal property insurance is the responsibility of each tenant.

Emergency Telephone Numbers

In case of an emergency, such as theft, fire, or other incidents occurring after normal business hours, we will notify a designated contact from your company. This procedure allows us to alert you as soon as possible in case of any unforeseen circumstances.

EMERGENCY PROCEDURES

Introduction

Protection of your employees is always forefront in the minds of the Smyrna Physicians Pavilion management team. We feel by communicating with you about your role in building and personal safety and security, we can reduce the risk of life threatening situations.

The emergency action procedures presented in the following pages are designed to provide immediate coordinated response to fire and evacuation emergencies. When emergencies do occur, the ability to respond quickly with trained people operating as a team becomes vital. Prompt action will reduce the probability of personal injury and will minimize damage. It is imperative that each employee be familiar with these procedures.

Thank you for your cooperation!

Emergency Contacts

All Emergencies	911
Building Management Office	615- 256-1555
After Hours Contact	615-347-5056

EMERGENCY TELEPHONE NUMBERS

In case of an emergency, such as theft, fire, or other incidents occurring after normal business hours, we will notify a designated contact from your company. This procedure allows us to alert you as soon as possible in case of any unforeseen circumstances.

Fire and Life Safety

Fire is perhaps the most common and frightening safety hazard. To effectively combat this hazard, a thorough knowledge of the building's safety features, escape routes and evacuation procedures is required.

BUILDING SAFETY FEATURES

- Smyrna Physicians Pavilion is sprinklered and complies with all local and national fire codes.
- All floors are fully sprinklered. The sprinkler heads, located in the ceilings, are activated individually to prevent water damage.
- There are two exit stairwells located in the Building. These stairwells are constructed of fire rated walls to provide a safe area for exit and refuge. (See Exhibit A).
- Fire Pull Stations are located on each floor on hallway walls adjacent to the stairwell doors. (See Exhibit A). Activation of a pull station automatically signals an alarm and calls the Fire Department.
- ABC fire extinguishers are located within each tenant's space or each public corridor.
- The building's alarm system incorporates horns and voice communication.
- Elevators automatically return to and shut down at the first floor in an emergency.
- All components of the fire alarm system are periodically inspected and tested.

Evacuation

It is extremely important that everyone evacuate in the precise manner and to the exact areas designated by Building management or the Fire Department. When an alarm sounds on a floor, everyone should be prepared to:

- Leave work station.
- Take nothing except for purses and wallets, if nearby.

- Check all doors for heat **before** opening. If warm, **DO NOT OPEN**. Find another exit to the corridor.
- If possible, cover mouth and nose with a wet cloth or handkerchief if smoke is encountered. Crawl in smoky areas since cleaner air is closest to the floor.
- If you are on the first floor, proceed to the front or rear exit doors. If you are on the second floor, proceed immediately to the nearest stairwell. **DO NOT USE THE ELEVATORS**.
- If using a stair to evacuate, form a single line and proceed calmly and quickly down the stairs and exit the Building. **DO NOT RUN**. In the event of a tornado or other severe weather, Building occupants should remain in the stairwells.
- Once outside the Building, employees of each tenant should proceed to a predetermined assembly area in order to conduct a head count.
- Remain alert and listen for any instructions from the Fire Department during evacuation.
- The Fire Department advises that when an alarm sounds, all occupants should proceed to the stairwells. If there is a doubt of an actual alarm, wait in the stairwell until notified otherwise.

In the unlikely event evacuation of an area is not possible because fire or thick smoke blocks all escape routes, the following procedures should be observed.

- Move as far away from the fire as possible.
- Close all doors as you go. Every door between you and the fire provides a barrier against smoke.
- Locate a safe place and wait for the fire department personnel. To prevent smoke penetration, avoid re-opening of doors.
- If a phone is accessible call: 911
- Give the building name and address (Smyrna Physicians Pavilion 537 Stonecrest Parkway), and your exact location in the building.
- Stuff clothing or other material around ventilation ducts and cracks around doors to prevent smoke-filled air from penetrating the area.
- Hang cloth or other signal in the window to attract attention.

Fire Procedures

IF YOU DISCOVER A FIRE

- Pull the nearest fire alarm box.
- Notify the Management Company. Give exact location and any other available details.
- Notify the Safety Coordinator in your office. Follow Evacuation Procedures.

IF YOU SMELL SMOKE

- Notify the Management Company, or 911. Give exact location and any other available details.
- Notify the Safety Coordinator in your office.

FIRE SAFETY AND PREVENTION TIPS

- Do not use electrical devices to prepare food (except microwave ovens). Do not cook.
- Turn off coffee makers after use.
- When outside, extinguish all smoking materials in ashtrays. Do not leave lit cigarettes or cigars unattended.
- Do not use extension cords that are not intended for commercial use.
- Do not overload electrical circuits.
- Turn off all office equipment at close of business day.
- Provide adequate ventilation for copy machines, computers, printers, etc.
- Do not use space heaters.
- Do not store materials in the electrical equipment room, or stack materials closer than 18" from the ceiling. These are violations of the fire code.
- **NEVER USE WATER ON AN ELECTRICAL FIRE**. Multi-purpose "ABC" extinguishers are designed to handle all classes of office fires. They can, however, cause extensive damage to electronic equipment.

FIRE PLANNING MEETINGS

Due to the use of the Building, fire drills are not conducted. However, meetings are now held once a year in the Building to review the emergency procedures, especially for fire. Building management will send out notices to each tenant informing them of the date of the Fire Planning Meeting. It is strongly recommended that each tenant send a representative, preferably the Safety Coordinator (see below), to attend the meeting.

SAFETY COORDINATOR PROGRAM

It is recommended that each tenant appoint a Safety Coordinator and an Alternate. Safety Coordinators should be persons capable of calm, strong leadership which is critical in preventing panic and carrying out evacuation in a timely manner. This individual should be familiar with the names and faces of all employees in his/her office. Depending on the size of the firm, the office manager or personnel director would be a good candidate.

Safety Coordinators are responsible for the development and implementation of the tenant's Fire Safety Program. This program should include:

- Development of evacuation plans including determining an assembly point outside the Building.
- Assignment of firefighting responsibilities.
- Training employees on emergency procedures.

In the event of a fire or other emergency, this individual is in charge until the Fire Department arrives. If evacuation is ordered, this individual will initiate the orderly movement of employees out of the Building in accordance with established evacuation procedures. It is of primary importance to get safely to the exit doors and exit stairwells if on the second floor.

DEVELOPMENT OF EVACUATION PLANS

The following is specific information on items that should be included in your safety program.

- Familiarize employees with their location on the floor. Familiarize employees with the location of all Building exits and exit stairwells.
- Identify all handicapped individuals who may require assistance during evacuation.
- Reinforce that elevators are not to be used.
- Coordinate your evacuation plan with the overall evacuation plan of the Building.

ASSIGNMENT OF FIRE FIGHTING RESPONSIBILITIES

- Familiarize all employees with the location of alarm pull stations and fire extinguishers.
- Train individuals on the operation and the use of fire extinguishers.
- Identify situations where use of extinguishers is appropriate. Attempts to extinguish small fires (areas of less than 10 square feet) should be made unless doing so would expose the individual to personal danger and/or delay notification of the Fire Department and Management Company

TRAINING EMPLOYEES IN EMERGENCY PROCEDURES

- Schedule meetings and practice sessions to assure complete familiarity with both the tenant and Building's evacuation plan.
- The Fire Department and Management Company are available to assist you with your Fire Safety Program.

Elevator Malfunction

If an elevator should become stuck or non-operational during use, follow this procedure:

1. Press emergency call button. The button will automatically contact the elevator service company, or Police or Fire, if an emergency. .
2. Remain calm and wait for assistance. The elevator cannot fall. Qualified personnel will respond around the clock.
3. DO NOT ATTEMPT TO OPEN THE CEILING HATCH.

Severe Weather

In general, there are two types of unusual weather conditions which may occur and for which extraordinary precautions should be taken:

- Severe Thunderstorm Activity
- Tornado

SEVERE THUNDERSTORM ACTIVITY

Local weather service will issue advisories predicting areas of probable severe thunderstorm activity and the estimated duration of such activity.

TORNADO WARNING

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The weather service will announce the approximate time of detection and direction of movement. Winds will be 75 mph or greater.

Public warning will come over the radio or the TV. Each tenant is encouraged to listen to a radio or TV to monitor the weather situation. Should a severe storm or tornado occur, the following guidelines should be observed.

- Move away from the exterior of the Building to a corridor or elevator lobby.
- As you move, try to close the doors of rooms that have windows. Also, be sure the door to your suite is closed tightly, but not locked.
- Go to the interior corridor and protect yourself by putting your head as close to your lap as possible, or kneel protecting your head.
- Stairwells are safe. DO NOT USE THE ELEVATORS.
- DO NOT go to the first floor lobby or outside the building.
- If you are trapped in an outside office, seek protection under a desk. Keep your radio or television set tuned to **a local station for information.**
- Once the weather has subsided, report any damage or storm related leaks to the Management Office at 615- 220-3720.

Power Failure

Smyrna Physicians Pavilion is designed to minimize the risk of a power failure resulting from causes in the Building. When power failures do occur, they are generally confined to specific areas and are typically associated with tripped circuit breakers.

Power failures caused by malfunctioning utility company transformers, transfer switches, etc. generally affect some larger portion of the surrounding geographic area and usually result in a complete loss of power to the building.

The Building is equipped with an emergency generator. In the unlikely event of a total power failure, the generator will automatically start and provide sufficient power to operate basic building components including emergency lights in hallways, elevator lobbies and stairwells, an elevator, and the fire safety system. The generator can continue to supply emergency power for as long as five hours.

If an electrical failure does occur, the following guidelines should be observed:

- Contact the Management Company. Open draperies and raise blinds to let in outside light.
- If you are instructed to evacuate, lock all areas. Do not congregate in lobby areas.

- If you are trapped in an elevator during a power failure, wait for assistance. Your elevator will cease operation, but - WILL NOT FALL. Do not force open the doors or try to escape through the roof hatch. DO NOT PANIC - HELP WILL BE DISPATCHED.

The Management Company will attempt to advise you regarding the length and cause of the power failure as soon as possible.

Medical Emergency

1. Call 911 - Be prepared to provide:

The address of the building:
Smyrna Physicians Pavilion
545 Stonecrest Parkway
Smyrna, Tennessee 37167
Company name, floor, and suite number.

2. Call the Management Company.

Bomb Threat

When a bomb threat is received by telephone, the person receiving the call should remain calm and be prepared to ask the caller the questions found on the attached checklist to the greatest extent possible.

Once a bomb threat is received, either by telephone or letter, immediately call 911 and the Management Company.

Experience has proved that the best approach after receiving a bomb threat is to conduct an occupant search, as only tenants would recognize a suspicious object in their work areas. Never disturb suspicious objects. Report them to the Police Department or the Management Company.

Evacuation during a bomb threat is left up to the individual tenant.

Bomb threat Checklist

Flooding

In the event of a flood that may cause damage to tenant property or affect the normal operation of the Building, designated tenant representatives will be contacted by Management personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

Homeland Security

It is recommended that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

Department of Homeland Security

<http://www.dhs.gov/dhspublic>

Federal Emergency Management Association

<http://fema.gov/>

American Red Cross

<http://www.redcross.org/>

Center for Diseases Control and Prevention Emergency Preparedness and Response
<http://www.bt.cdc.gov/>

Local media outlets will provide important information during an emergency situation.

POLICIES AND PROCEDURES

Contractors

For the rules and regulations of hiring contractors, please contact the Management Company.

Insurance Protection

Please refer to your lease for the Building insurance requirements.

Moving Procedures

Please contact the Management Company to schedule movers.

Smoking

Smyrna Physicians Pavilion maintains a no smoking policy throughout the building, including all common areas, the lobby, rest rooms, stairwells and elevators. Smoking is also prohibited around the exterior of the Building.

