

6000 Fairview Tenant Handbook SouthPark Towers

6000 Fairview Road

Charlotte, NC 28210

<http://southparktowers.com/>

Table Of Contents

WELCOME

- SouthPark Towers
- CBRE History
- Building Management Office
- Property Management Office
- Key Telephone Numbers

GENERAL POLICIES

- Monthly Rental Payments
- Certificate of Insurance
- Deliveries
- Moving Regulations
- Keys and Locks
- Mail Service
- Signage
- Smoking Policy
- Building Rules and Regulations (Exhibit A)

SERVICES

- Hours of Operation
- Housekeeping Services
- Trash Removal
- Tenant's Service Requests
- Maintenance and Repairs
- After-hours HVAC

BUILDING & SURROUNDING AMENITIES

- Conference Room
- Parking
- Amenities

SECURITY & BUILDING ACCESS

- Security Services
- Escort Services
- Access
- Security Precautions

EMERGENCY

- Life Safety & Fire Alarms
- Alarm Response Procedures
- Emergency Response Team
- Medical Emergencies
- Elevator Emergencies
- Bomb Threats
- Crime or Theft
- Weather Emergencies

ATTACHMENTS

FORMS

WELCOME

Welcome to SouthPark Towers

Located in the heart of Charlotte's most prestigious office submarket, SouthPark Towers dominates the skyline. This premiere location for high-profile businesses is known for quality and excellence of service.

Surrounded by the quiet streets of well-established residential neighborhoods such as Moorcroft, Foxcroft, Eastover and Myers Park, SouthPark is situated in the geographic center of the Charlotte region, equally accessible to downtown, the airport and the southern stretches of I-485.

In support of your daily operations, CBRE, Inc. is pleased to provide you with this Tenant Handbook which is designed to provide quick, useful information about your building's management, general policies, security, emergency procedures, services and amenities. This handbook does not change the terms of your lease or the building rules and regulations, but rather is designed to explain current operating procedures.

In any questionable situation, the lease shall govern and control all aspects. In the event of a change or update in content, supplemental pages for this handbook will be provided.

CBRE, Inc. believes our tenants are our most valuable asset. We extend to you our pledge of dedicated service and our most cordial welcome.

SouthPark Towers

SouthPark Towers

SouthPark Towers, completed in 1998, is owned by California State Teacher's Retirement System, a public entity, and managed by CBRE Investors, LLC, its Investment Manager headquartered in Los Angeles. It is a 15 story office tower, with approximately 291,650 rentable square feet of office and retail space. It features a 5 level parking garage with 950 parking spaces and a landscaped fountain. SouthPark Towers is constructed of reinforced concrete and various finishes of amber and black granite, marble, glass and various surfaces.

CBRE History

CBRE, Inc.

CBRE, Inc. the management company for SouthPark Towers, is the world's leading real estate services company. The company has more than 30,000 employees (excluding affiliates), and serves real estate owners, investors and occupiers through more than 300 offices (excluding affiliates) worldwide. CBRE offers strategic advice and execution for property sales and leasing; corporate services; property, facilities and project management; mortgage banking; appraisal and valuation; development services; investment management; and research and consulting.

CBRE, Inc. emphasizes the importance of satisfying its tenants by providing flexible office space, full tenant services and amenities, years of leasing and property management expertise and an eagerness to please. The company is committed to long-term customer relationships through delivery of professional and competent management. We take pride in your selection of SouthPark Towers for your company and encourage you to always feel free to contact us with any concern or need.

Building Management Office

Building Management Office

CBRE is located in Suite 235 of the 6000 Fairview Road Tower. You may visit our office or call 704.731.1000 between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday. After hours please call 704.731.1000 or Security at 704.400.5082 if you have an emergency or need assistance.

CBRE, Inc. handles all functions of building management including leasing, maintenance, tenant office construction and accounting. All other services are provided by separate contractors under supervision by CBRE, Inc.

Property Management Office

CBRE, Inc.
6000 Fairview Road
Suite 235
Charlotte, NC 28210

For all management and maintenance issues, please dial 704.731.1000.

Key Telephone Numbers

Building CBRE	704.731.1000
	FAX 704.731.1005
Security	704.400.5082
Monday - Friday:	8:00 a.m. to 12:00 a.m.
Saturday	8:00 a.m. to 12:00 a.m.
Sunday	12:00 p.m. to 8:00 p.m.
Leasing Information:	704-331-1244
Emergency: Police – Fire – Medic	911
Charlotte-Mecklenburg Police Department	
Non-emergency services and information	704.353.1000
Charlotte Fire Information	704.336.2441
City-County Information	704.336.7600
Rideshare	704.336.3896
Info Charlotte Hotline	704.331.2700

GENERAL POLICIES



Monthly Rental Payments

MONTHLY RENTAL PAYMENTS

All rent and other occupancy related payments should be mailed to the following address:

CBRE Investors AAF CalSTRS - SouthPark - 6000 Fairview LLC
Property ID 2593
PO Box 905307, Charlotte, NC 28290-5307

Checks should be made payable to:

CBRE Investors AAF CalSTRS - SouthPark - 6000 Fairview LLC

Rent is due on or before the first day of each month. A late fee will be assessed in accordance with each lease (leases vary; however, typically rent is late if received after the 5th).

If you have any questions regarding your rental payment, please contact the management office at 704.731.1000.

Certificate of Insurance

CERTIFICATE OF INSURANCE

The Lease Agreement requires all 6000 Fairview tenants to provide evidence of insurance. Please contact your insurance carrier and request that a certificate be provided to the management office.

Certificates holder is:

CBRE Investors AAF CalSTRS - SouthPark - 6000 Fairview LLC
6000 Fairview Road, Suite 235, Charlotte, NC 28290-5307

The additionally insured should be:

California State Teachers Retirement System (Owner)
CBRE Global Investors, LLC (Its investment manager)
CBRE, Inc. (Its management agent)

Please contact the management office at 704.731.1000 with any questions regarding Insurance Certificates.

Deliveries

All deliveries must be made using the service elevator. Dollies, carts and hand trucks are prohibited in the passenger elevators unless specifically approved by the CBRE Management Office. All deliveries must be made from the loading dock or back doors. Deliveries are prohibited through any main entrance doors. No pallets are allowed in the building.

Please note that your company can be held responsible for any damage to the building relating to your vendor making the delivery. For this reason, it is important for you to communicate with each vendor the importance of using the loading dock and freight elevator.

There is a 30 minute time limit for delivery vehicles parking at the dock area. Unauthorized parking in the loading dock area is specifically prohibited. Towing or wheel locks will be enforced.

Moving Regulations

1. The CBRE Management Office must be notified in writing of the exact date and time of your proposed move. Please use the "Move Scheduling Form". Your mover should be instructed to contact CBRE Management Office at 704.731.1000 to confirm all arrangements prior to the move.
2. Your move **MUST** be scheduled for an evening or weekend.
3. All moves and deliveries will take place through the designated building loading dock. No access through the main lobby will be permitted.

4. Use of the designated entrance and elevators is strictly "on a first-come, first-serve basis.

The standard Lease Agreement stipulates that each tenant is responsible for any and all damage that occurs in the building as the result of its actions or negligence, or the actions or negligence of its invitees, guests and contractors. In order to protect you from damage caused by your mover; please submit a Certificate of Insurance to CBRE Management Office, by both the tenant and the mover prior to the move. Contact 704.731.1000 for insurance requirements needed for your mover.

5. The tenant is responsible for the removal of all moving boxes and other debris from the building and building site. The CBRE Management Office recommends that the tenant arrange for the mover to dispose of any debris. If necessary, the CBRE Management Office can arrange for debris disposal at tenant's cost.

6. The mover is responsible for providing floor protection and other materials necessary to protect the building during the move. The mover will pad or otherwise protect all entrances, common areas and freight elevator.

Keys and Locks

In an effort to enhance the security and fire safety of the building tenants, the CBRE Management Office has developed a master keying system and policy. This policy and system allows the tenant to have mechanical security while simultaneously allowing certain members of the building's maintenance, security, management and cleaning staff to have access to tenant premises in conformance with life safety requirements and the terms of the lease.

At the tenants expense, the CBRE Management Office will cut certain keys and pin all locks in accordance with tenant's security needs. Please note that there is a minimum charge for all key and lock requests. Any tenant area requiring special security needs, in addition to the building master key system, must be reviewed and approved by the CBRE Management Office.

Tenant shall not install any locking devices in their suite without permission from the CBRE Management Office.

Keys to suite entrances and interior offices will be issued to the tenant upon completion of their space. After initial move-in, if additional keys are required, they must be obtained from the CBRE Management Office for an additional charge. Only the designated representative of the tenant will be authorized to request additional keys. All locks must be keyed to the building system. Any combination locks must be registered with the CBRE Management Office and have a key override/bypass.

Mail Service

The building is equipped with a mail room that is serviced by the U.S. Postal Service. Deliveries and pick-ups are made Monday through Saturday. The Postal Office supports this location and can be contacted at 704.522.3842.

FedEx (pick up at 7:00 p.m.) and UPS (pick up at 6:00 p.m.)

Signage

Interior **Signage** for a tenant must be ordered through the CBRE Management Office. We will order signage for the lobby directory and signage for the suite entrance. All signs (interior and exterior building) must meet 6000 Fairview's building standard and must be authorized by the CBRE Management Office. A form is attached in the FORMS section of this Tenant Handbook for your convenience-please submit your signage request directly to the CBRE Management Office.

After your initial move-in signage; a charge will apply to have your signage changed. Paper signs are prohibited in the building unless inside a tenant's suite or approved by the CBRE Management Office.

Smoking Policy

CBRE Building Management has established a designated smoking area for the 6000 Fairview Building. The designated smoking area is located in the courtyard parking deck area on the 3rd level (2nd floor Building). Appropriate smoking receptacles are located in these areas. Smoking is prohibited in all other areas.

Building Rules and Regulations (Exhibit A)

The list of Building Rules and Regulations section of your lease is included in this handbook as Exhibit A.

SERVICES



Hours of Operation

The building is open Monday through Friday from 8:00 a.m. to 6:00 p.m. and Saturday from 8:00 a.m. to 1:00 p.m. All other hours, the building will be locked and require the use of your access card key. The building's HVAC system will operate from 8:00 a.m. to 6:00 p.m., Monday through Friday and from 8:00 a.m. to 1:00 p.m. on Saturdays. Please contact the CBRE Management Office to request after-hours HVAC operation outside of these above mentioned hours. The building will be closed on New Year's Day, Christmas Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Thanksgiving Day and Labor Day.

Housekeeping Services

The cleaning for this building is done by the contract services under rigid specifications and supervision. All contract personnel are bonded and in uniform and meet strict requirements for employment. Good housekeeping is an important part of our tenant services and suggestions for improvement are always welcome.

Cleaning service is provided five nights a week. The daily scope of services includes vacuuming carpets, dusting horizontal surfaces, sweeping and * (* spot mopping daily; heavy mopping weekly) mopping tile, marble and wood floors, emptying waste baskets and cleaning kitchen counter tops and sinks. If desks are cleared, better dusting will be done. Items on desks will not be moved or shifted by cleaning personnel. Restrooms are cleaned nightly and checked again during the day. All paper products and soap are restocked each evening and as needed during the day.

If you have any special cleaning needs such as VIP's visiting or spot carpet cleaning, contact the CBRE Management Office. If sufficient notice is given, usually this can be accomplished without charge. In the event of any accidental spills during the day, please call the CBRE Management Office to dispatch cleaning personnel. A copy of the cleaning specifications for the building are included as Exhibit C in this Tenant Handbook.

Trash Removal

If you wish to dispose of trash other than that which is in the wastebaskets, please inform housekeeping personnel by marking

these items with the red, multilingual "TRASH" signs available upon request from the management office.

Please DO NOT leave items, which are not trash on top of the wastebaskets.

When a considerable amount of trash needs to be discarded, such as boxes from delivery of supplies, furniture or equipment, the tenant is responsible for the cost of removing it from the premises. Please contact the building management office to arrange removal of large quantities of these over-sized type items.

Do not place trash or boxes in corridors or elevator lobbies, including the service elevator lobby. This is a violation of the fire code, and the Charlotte Fire Department may fine tenants up to \$200 per violation.

Tenant's Service Requests

We ask that you appoint an office management contact, as well as an alternative representative, in order to facilitate effective communications. Please indicate your designated staff on the "Office Management Contact Form" that is attached in the FORMS section of this Tenant Handbook. We request that you limit the number of people placing requests or service calls with the management office. Tenant requests should be placed by the office management contact, alternative contact or, if neither is available, by the receptionist. To place on-line work orders go to www.southparktowers.com

Most requests for service may be placed with the CBRE Management Office by calling 704.731.1000. Please do not make requests with the maintenance staff directly. You will be asked to state your name, company name, suite number and your request. This information will be recorded in a building log, and a service request will be issued to be handled appropriately. Once the request has been completed, the service request is returned to the Building Office and is recorded as completed in the log.

Response times will vary according to the number and complexity of the tenant requests received. If we are experiencing a building emergency or confront a project that will delay response to your request, we will let you know as soon as possible. Similarly, if we are awaiting supplies or need a contractor's expertise in order to complete your request, you will also be informed. Please let us know if you are dissatisfied with the response you receive.

The following items are considered service not covered under the Lease, but serviced by 6000

Fairview staff for an additional charge:

- Specialty light bulb replacement
- Maintenance of tenant break room water heaters
- Re-keying of tenant doors and locks (after initial installation)
- Hanging pictures or bulletin boards in offices
- Carpet extraction or steam cleaning, unless specifically stated in your lease.

Requests for alterations to tenant spaces must be made through the CBRE Management Office. This includes repairs, hardware installations, and any other minor alterations to your suite. All work must be requested in advance. Only requests made by the authorized tenant representative will be accepted.

All proposed alterations; remodeling or repair work must be approved in writing by management. Contractors performing work on the premises will be selected from the approved contractor list. Contractors performing such work must provide evidence of insurance in addition to necessary building permits. All work performed will be billed to the tenant by the CBRE Management Office. An administrative fee will be included in the tenant's bill.

Maintenance and Repairs

CBRE takes great pride in providing attentive and courteous maintenance to the tenants of 6000 Fairview. Should you require maintenance service, please contact the CBRE Management Office at 704.731.1000. An engineer will be dispatched as soon as possible.

After-hours HVAC

6000 Fairview has a state-of-the-art multiple-zone, variable air volume heating and air conditioning system designed to deliver year-round comfort with maximum operating efficiency. The building's HVAC system is programmed to shut down during the business week at 6:00 p.m. and 1:00 p.m. on Saturdays. If you need to have HVAC service any time outside of these hours please fax a

request to the CBRE Management Office at 704.731.1005. Please try to get these requests to the CBRE Management Office twenty-four (24) hours in advance. Should you need service and have not requested prior please call the after-hours maintenance pager at 704.731.1000; there is a \$25.00 charge for an on-call HVAC after-hours request, plus the hourly rate as stated in your lease.

BUILDING & SURROUNDING AMENITIES



Conference Room

The Conference Center is located in the 6100 Fairview Building.

The meeting room seats 30 to 40 guests.

To reserve the conference room, please call the CBRE Management Office at 704.731.1000. No specific notice is required; the conference room is available on a first-come, first-serve basis.

Parking

A 929 space covered parking garage with five (5) full floors is available for tenants and guests. The parking garage is conveniently connected to the office tower by a covered bridge.

Amenities

Convenient and Free Parking: A 929 space covered parking garage with five (5) full floors is available for tenants and guests. The parking garage is conveniently connected to the office tower by a covered bridge. In addition, there are one hundred (100) surface parking spaces adjacent to the building which is available to visitors to the building.

Location: 6000 Fairview is located in a prestigious, highly visible location convenient to I-77, the airport and uptown Charlotte with lodging, restaurant, retail and banking facilities readily available in the SouthPark area.

Exterior Plaza Area: Beautifully landscaped plaza area has tree-shaded benches and a fountain for your outdoor enjoyment. In the evening, decorative lighting provides visual enjoyment.

Conference Center: The conference room is located in the 6100 Building and is available to all 6000 Fairview tenants for business use. Audio visual equipment is available. The Conference Center also provides a small catering area. Please call the CBRE Management Office at 704.731.1000 for availability. There are no phone lines in the conference room.

Fitness Center: The fitness center is located on the 2nd floor of the building. It offers 2 showers/restrooms and a variety of fitness equipment. The rubber flooring provides weight and sound absorption for a great workout. Entry is granted with your access card only.

Convenient Mail Service: USPS mail delivery is available to all 6000 Fairview tenants - the mail boxes are located on the ground floor. Federal Express and UPS have drop boxes outside the building.

Banking: Several national banks are located within walking distance from the property.

Dry Cleaning Service: is available through SouthPark Sundries in the building.

Café 6100: is located in the main lobby of 6100 Fairview building. They offer affordable and convenient breakfast and lunch daily.

SECURITY & BUILDING ACCESS



Security Services

6000 Fairview features an electronic security access system, which is supplemented by roving guard services. An access card is required to enter the building after hours.

Security officers are trained in responding to emergencies and are able to contact the CBRE Management staff at any time. A written request should be submitted to the CBRE Management Office if a tenant wishes to permit after-hour access to a client or contractor.

Elevators are restricted to access cards for after-hours. Security cameras are located strategically throughout the building and at entrances.

Escort Services

We understand that you may need to work late hours, but encourage you to contact security if you need an escort to your vehicle during late hours. You may contact security by dialing 704.400.5082.

Access

Security Officers are not authorized to allow access to tenant spaces without prior arrangements being made with the CBRE Management Office.

The building's perimeter doors may be locked by the building's electronic security system. The building entrances may be accessed through the use of an activated access card after business hours. The access card provides an electronic record identifying any individuals entering the building. There are numerous doors throughout the property that are locked and alarmed for supervisory purposes.

It is imperative that you provide CBRE Management with any employees' status changes as they occur. Please contact the CBRE Management Office immediately if an access card is lost or an employee terminated.

Security Precautions

Please familiarize yourself and your staff with these basic security precautions.

1. Be aware of all repair and delivery personnel who enter your office. If the person appears suspicious, obtain identification

- and telephone for his/her verification.
2. Institute a check-in/badge policy for all delivery and repair personnel.
 3. Never leave the reception area unattended. Do not allow visitors to pass beyond the reception area without an escort.
 4. **Secure all important items.** Wallets, purses and all other valuables should ALWAYS be placed in a locked drawer or cabinet. Laptop computers, handheld electronic devices, petty cash boxes, briefcases and similar items are easily removed from your space and the building. If it is important to you and your company, **SECURE IT!**
 5. Never leave a rear or side entry door unlocked or propped open.
 6. Report any lost or stolen access cards to the CBRE Management Office.
 7. Always lock your door when working before or after normal office hours.
 8. Never be fooled by a uniform. Demand identification. Uniforms are easily obtainable and often used as a disguise.
 9. Soliciting is not permitted at 6000 Fairview. Immediately report peddlers or solicitors to the CBRE Ellis Management Office at 704.731.1000.
 10. All janitorial staff is required to be easily identifiable (ID badge, smock, uniform). If you encounter anyone who claims to be with the cleaning crew and is not so identified, please contact the CBRE Management Office at 704.731.1000. If call is made after-hours, please follow instructions on the recorded message.
 11. Do not enter an elevator if a suspicious looking person or persons occupy it. Walk away and notify a guard or the CBRE Management Office immediately.
 12. A security officer is available to escort you to your car during and after hours. Please contact the CBRE Management Office and follow instructions on the recorded message to arrange for an escort to your car.

EMERGENCY



Life Safety & Fire Alarms

6000 Fairview is equipped with an electronic life safety system that is monitored twenty-four (24) hours a day remotely. The fire annunciation panels located in the building's fire command center and main lobby provides fire department personnel and the CBRE Management Office with the location of the alarm in the event of alarm activation.

The main components of the life safety system are smoke detectors, heat detectors, pull stations and a wet pipe sprinkler system. Smoke detectors and pull stations function as early warning devices. When a smoke detector or pull station is activated, fire alarms sound **ONLY** in the section of the building where the detector or pull station is located.

The fire/life safety system is tested on an annual basis. Code also requires an annual **unannounced** fire drill for every floor of the building. The Fire Department may conduct fire drills at their discretion.

Appoint a fire warden for your office, as well as an alternate warden to assume responsibility when your usual warden is absent. His/Her main responsibilities include:

1. Closing all office doors.
2. Making sure all personnel have vacated the entire office.
3. The office fire warden should be aware of any individuals within his/her company who will require assistance exiting the building. A list of these individuals should be provided to the Charlotte Fire Department and the management office.

Please fill-out the Designated Fire Warden Form attached in the "FORMS" section of this handbook.

A detailed description of the Fire Warden's responsibilities is also attached.

In the event of a fire, the fire warden should check-in with the building staff after he/she has evacuated his/her office/floor. The building staff will be stationed near the buildings main entrance.

If fire or smoke is discovered in the building:

1. Pull the nearest fire alarm.
2. Leave the building via an exit stairwell. **Do not use elevators.**
3. Call Charlotte Fire Department at 911 for assistance.
4. Notify building management.

Alarm Response Procedures

The following is a summary of the 6000 Fairview alarm response procedures for 6000 Fairview tenants to follow during alarm activation. Please review and share with your employees.

1. When an alarm is activated for a floor, the horns are audible and the strobe lights flash. Move quickly and calmly to the nearest stairwell and proceed to the evacuation assembly area outside the building (100 ft. from building). (See attached building evacuation site plan.)
Please keep in mind that it is possible to hear the audible alarm on an adjacent floor or through the elevator shafts. However, if the alarm is activated for your floor, the alarm strobes will flash and the audible alarm will be exceptionally loud.
2. The assigned fire warden will notify the fire department that all employees/co-workers are accounted for.
3. Pertinent information will be broadcast over the public address system. For example, when a drill has been completed or the alarm has been investigated and cleared, occupants will be instructed to return to their offices.
4. In the event of a fire alarm:
 - DO NOT use the elevators.
 - DO NOT call security or the management office during any alarm.
 - DO NOT assemble in the building lobby.

Emergency Response Team

During a Building Emergency, it is the fire warden's responsibility to assign the assistant fire warden, deputy fire warden, searchers and aides.

Fire Warden / Assistant Fire Warden

When the life safety system has been activated the fire warden will proceed to stairwell #2. Their duties are to assist all personal out of the building, waiting for the Searchers to report everyone is out or any exceptions. Once everyone is out, the Fire Warden will report any exceptions to the Fire Department. Then wait for the all clear before returning to the effected floor.

Deputy Fire Warden

The deputy fire warden will respond to the passenger elevators to ensure they are not used to evacuate the floor. He/She will wait there until the fire warden gives permission to go to the assembly area via the stairs.

Searchers

Searchers will search all offices, break-rooms and common areas assigned to them by the fire warden to ensure that everyone is aware they need to evacuate. They will report all exceptions to the fire/ assistant fire warden by name and location. This information will be reported to fire department when everyone is safely out of the building.

Aides

Aides will assist individuals that are handicapped and can not relocate to the designated stairwell on their own. Aides will stay with the handicapped individual until the fire department arrives to transport the individual to an area designated by the fire department. Aides can utilize the fire phone located on the landings of the stairwells to notify the fire department of their location.

Medical Emergencies

1. Call **911**.
2. Call Property Management Office at 704.731.1000 to inform them of emergency.
3. Try to get as much information as possible concerning the injury or illness.
4. **DO NOT MOVE THE INJURED PERSON.**

If you call 911, please be prepared to provide the dispatcher with the following information:

- Type of emergency (bleeding, chest pain, etc.)
- Condition/Description of victim (male/female, conscious/unconscious, etc.)
- Location (building, street address, suite number, etc.)
- Your name and telephone number

If you call 911, please be prepared to:

- Assist medic in locating your office in a timely manner
- Have someone meet the responding medic when he/she arrives
- Keep the victim calm and comfortable
- Do not move the victim
- Administer first aid, only if trained
- Maintain privacy and crowd control around the victim

Elevator Emergencies

Elevators are the safest mode of transportation in the world. They are subject to power and mechanical problems, which may prevent the elevator from operating in the manner designed. There are numerous safety devices to reduce any such incident to only an inconvenience.

Remain calm if such an incident occurs while you are on an elevator. Do not attempt to manually open the doors or attempt to climb out of the elevator. The majority of elevator related injuries are caused by people climbing out of elevator cabs. Please be patient and allow maintenance to take the necessary measures to remove you safely from the cab.

The elevators are equipped with a phone system that will automatically connect you to our remote monitoring station. You simply push the call button to connect.

Bomb Threats

If you receive a bomb threat, STAY CALM and note as many of the following details as possible. A form is attached in the FORMS section of this Tenant Handbook for your use in documenting specific details of the call.

Where has the bomb been placed?

When is it scheduled to explode?

What does the bomb look like?

What kind of bomb is it?

What will cause it to explode?

Did the caller place the bomb?

Is the caller part of a group?

Why was the bomb placed?

Note details regarding the caller's voice and any background noise you might have heard, such as accent, traffic and other voices.

Once the caller has terminated the conversation:

1. Notify your office manager or supervisor.
2. Call **911**.
3. Notify the CBRE Building Management at 704.731.1000.
4. Discuss the call **ONLY** with your office manager or supervisor, CBRE Building Management and the Charlotte Police Department. Do not communicate with the media.

Crime or Theft

If you experience any crime or theft in your suite, on property or relating to your vehicle, please contact the management office and the police department. See the section on important phone numbers in relation to communicating. It is very important to communicate these issues to the police department to ensure it is reflected in the SouthPark crime stats. These stats dictate the amount of police resources made available to this area.

Weather Emergencies

The CBRE Office may notify you that the building is being closed if a weather emergency with the potential to harm building occupants develops. The National Weather Service issues warnings over radio, television and in the case of an actual emergency.

If we experience an unforeseen weather emergency, you should:

1. Move to a building stairwell or to the core of the building.
2. Assume a crouching position with your head tucked between your knees.
3. Stay in the building until otherwise instructed.

ATTACHMENTS

[6000 - Exhibit A - Building Rules and Regulations](#)

[6000 - Exhibit B - Contractor Rules and Regulations](#)

[6000 - Exhibit C - Cleaning Specifications](#)

[6000 - Exhibit D - Fire Safety and Emergency Evac Plan](#)

FORMS

[Bomb Threats Checklist](#)

[Employee After Hour Access List Form](#)

[Fire Safety Volunteer List](#)

[Handicapped Personnel List Form](#)

[Health Club Waiver and Release Form](#)

[Key Request Form](#)

[Move Scheduling Form](#)

[Office Management Contact Form](#)

[Request for Extra Air Conditioning Form](#)

[Tenant Directory and Signage Form](#)