



# TotalPlaza

1201 Louisiana Street, Houston, TX

# | TenantHandbook

Everything you need to know about your home away from home

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# **Introduction**

## **Welcome**

Brookfield Properties is committed to providing you the highest level of Tenant Services and Support. Please let us know how we can assist you, as we would be happy to provide any information or coordinate any services that you may require.

This Tenant Handbook should answer many of the immediate questions you may have about property regulations, policies, and operating procedures. We have provided important Building personnel names and phone numbers, as well as emergency contact phone numbers.

The information contained within this Handbook is general in nature and may differ from your lease. In all cases, the lease takes precedence over the Tenant Handbook.

Brookfield Properties prides itself on quality service and responsive attention to the needs of our tenants. We encourage you to work with us in upholding our service goals and provide feedback to improve our premises and your surrounding business environment.

We hope you find this Tenant Handbook to be a useful guide.

## **About Brookfield**

Brookfield Properties is a premier real estate operating company, providing integrated services across all property investment strategies of Brookfield Asset Management ("Brookfield") – a global alternative asset manager with over \$265 billion in AUM. The combination of Brookfield's highly regarded network of investment professionals around the globe and vast access to capital, along with Brookfield Properties' well-established position as the commercial property landlord of choice in many of the world's most dynamic markets, provides a competitive advantage in the marketplace. More importantly, it assures premier quality and optimal outcomes for our tenants, business partners and the communities in which we do business.

## **About Total Plaza**

Total Plaza is situated in the heart of Houston's Central Business District. Total Plaza offers premier high-rise office space with unmatched access to all downtown amenities. The property features direct connection to Houston's all-weather tunnel/skywalk system which provides direct access to Allen Center and the Hyatt Regency Hotel as well as many other fine dining eateries and retail shops. The first property to be outfitted with mirror-finished reflective glass, Total Plaza offers distinctive architecture that defines the "Skyline District" of downtown Houston. Dramatic views of the nation's fourth largest city are highlighted by full floor-to-ceiling windows. In addition to being three blocks from the light rail, 1201 Louisiana also boasts three levels of on-site parking, giving the

property unparalleled access to downtown Houston and surrounding communities.

## Operations

### Property Management Office

As the property manager of Total Plaza, we want you to know that every member of our staff is here to assist you. The Total Plaza Management Office is located at 1201 Louisiana, Suite 304, Houston, Texas 77002 and business hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding major holidays.

Please feel free to call the Management Office at (713) 651-9800 with any questions or concerns 24 hours a day. After normal business hours, Security personnel answer our telephone lines.

Security is in contact with our management, engineering, janitorial and security staff.

Property Management Staff:

Title	Name
Property Manager	Heather McMillon <a href="mailto:Heather.mcmillon@brookfieldproperties.com">Heather.mcmillon@brookfieldproperties.com</a>
Assistant Property Manager	Jorge Sordia <a href="mailto:Jorge.sordia@brookfieldproperties.com">Jorge.sordia@brookfieldproperties.com</a>
Chief Engineer	Rey Ayala <a href="mailto:Rey.ayala@brookfieldproperties.com">Rey.ayala@brookfieldproperties.com</a>
Property Assistant	Susannah Jenkins <a href="mailto:Susannah.jenkins@brookfieldproperties.com">Susannah.jenkins@brookfieldproperties.com</a>
Security Manager	Lorene Strait <a href="mailto:Lorene.strait@brookfieldproperties.com">Lorene.strait@brookfieldproperties.com</a>

### Leasing

<https://www.brookfieldproperties.com/>

### Hours of Operation

Building Services, including HVAC, are provided during the following normal business hours:

Monday - Friday:	7:00 a.m. - 6:00 p.m.
Saturday:	8:00 a.m. - 1:00 p.m.

Services outside of these hours, including After-hours HVAC and Freight Elevator access, may be arranged by calling the Management Office by 4:45 p.m. Monday through Friday.

## **Building Holidays**

Total Plaza will be closed on the following major holidays:

- New Years Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The Day After Thanksgiving
- Christmas Day

Each Tenant Liaison, however, should consult their specific lease clause. If any conflict arises as to the above Holiday schedule and your lease, your lease terms prevail. Please call the Management Office to make sure the appropriate building services are provided.

## **Energy Use / Consumption**

Chart

## **Sustainability**

<https://www.brookfieldproperties.com/sustainability/>

## **Security / Fire Life Safety**

### **Security Overview**

Security officers are on duty at the Building's Security Console and tour throughout the property and garage twenty-four hours a day, seven days a week. The Building also employs electronic surveillance devices throughout certain common areas. Two-way radio communication between the Management Office, Security Console and property staff provide quick response to any issue.

While security officers, closed circuit cameras and the maintenance staff can provide basic protection for the Building, security is everyone's responsibility and your cooperation and vigilance is essential.

Each tenant can be effective in preventing the loss of valuable personal and company property by careful observance of these common-sense procedures:

- Be particularly observant of strangers in your area and if their identity cannot be readily established, advise the Management Office immediately. Our ability to take positive action may be wholly dependent on speedy notification.



- Establish and use, within the occupied premises, a secured area for packages, purses, salable and transportable property, etc., and particularly any form of a negotiable instrument or petty cash. We recommend a GSA approved fire safe.
- At the end of each working day, store small personal and company items of value, such as hand-sized dictating machines, calculators, etc., in a locked desk, credenza, file cabinet or other secured location.
- Personal computers and large calculators should be bolted to the desk. Particular care should be taken for the security of lap top computers and tablets; they are easily transported and readily marketable.
- File cabinet drawers should be closed at the end of the working day and all file cabinets that are provided with locks should be secured nightly.
- Be certain that all public corridor egress doors are locked at the conclusion of standard business hours on each business day and when your receptionist leaves the premises.
- Enforce strict control of keys and access cards. Please notify the Management Office when any employees are terminated.
- Promptly report the loss of property or any suspicious event to Security. Serial numbers of all valuable items should be recorded and retained in a file to aid police in recovering property in the event of a loss or theft.
- Articles of value (handbags and coats) should not be left in open, unattended reception areas or on desks in offices at any time.
- Never leave a vault or safe open while out of the office. Thoroughly spin the combination lock when closing a vault or safe. Do not leave a vault or safe combination in a desk.

Special care should be taken during certain times best suited for pilferage, i.e., the first 30 minutes after opening, lunch hours and just before closing. These are the times of maximum movement of personnel and absence from work areas and offices.

You may request additional checks of your offices by contacting the Management Office.

## **Fire Life Safety**

Brookfield prides itself on providing the highest level of prevention measures to ensure the safety and security of our customers, visitors and employees. We recognize the growing importance of safety and security in our buildings, and Brookfield's National Security Program is designed to heighten tenant awareness and increase understanding of our safety and security processes and procedures. Our program recognizes that prevention is the cornerstone of emergency management. Through long-term planning and the use of enhanced technology, Brookfield's National Security Team works to address the ever-changing security needs of our properties.

To learn more about life safety and security training, please click on the following link: <http://www.rjwestmoretraining.com/register.aspx>.

Please log in to the site. Should you need your company specific Registration Code, please contact the Building Office at 713-651-9800.

Brookfield's National Security Team's key responsibilities include:

Delivering unparalleled service to our customers

Maintaining our national programs at the highest state of readiness

Cultivating professional relationships with local law enforcement agencies

## **Access Control**

We strive to provide a safe environment for tenants and their employees, guests, customers, and visitors. For this reason, access to the Building is restricted. Total Plaza is open to tenants at all times, however, Management may limit public access at certain hours. Building doors are open during the times listed in the Hours of Operation section.

Outside of these times only tenant employees using Total Plaza security access cards/badges, or visitors, vendors, and customers who are sponsored by tenants, may be admitted to tenant areas. All visitors without proper after-hours authorization are referred to Property Security at all other times.

### **After-Hours Building Entry**

To gain access to the Building after-hours and on non-business days, tenants must use either the Milam or Louisiana Street entrance. Visitors, vendors and tenants are asked to check in on Level 2 at the Security Console.

Tenants should send a written request to the Management Office for after-hours and non-business day's access for temporary employees, contractors, telephone workers, etc. Access will not be granted without the written request being on file. Security will issue identification badges.

### **Vendor/Contractor Access**

There may be special instances when vendors or contractors need to perform work in your suite during non-business hours. In such instances, please provide written notification to the Property Management Office on the Security Clearance Form including:

- The Company Name
- Foreman or supervisor
- Names of all people who will be doing the work
- Date(s) the work will be performed
- Time the contractor will arrive and depart
- Description of the work being done

Property staff will not admit your contractor into your suite. Please make arrangements to meet the vendor or provide them with keys.

### **Handicap Accessibility**

Handicap accessible entrances provide easy access to and from Total Plaza.

Handicap entrances and egresses are available at the following locations:



- Street Level Milam and Louisiana
- 1225 Louisiana Surface Lot

## **Parking – Security & Access**

Entrance to the 1201 Louisiana garage is located on Louisiana Street and is clearly marked by the parking sign. Monthly parking rates can be obtained by contacting the SP+ garage manager at 713-655-0732. Rates are subject to change periodically.

Entrance to the 1225 Louisiana garage is located by entering the surface lot from the Milam Street entrance. Surface parking is both self-service and valet, and hourly and daily parking rates are clearly marked. Garage parking is under the surface lot and is clearly marked. Monthly parking rates can be obtained by contacting the SP+ garage manager at 713-655-0732. Rates are subject to change periodically.

SP+ handles all routine matters including the issuance of parking access cards. Issues with regard to service and courtesy should be addressed with the parking manager at (713) 655-0732.

Pedestrian traffic on the garage entrance ramp is prohibited for the safety of all concerned.

## **Property Removal / Stolen Property**

To prevent unauthorized removal of material or equipment from the Building, the “Property Removal Authorization” form, which can be obtained by contacting the Property Management Office, must be completed by an authorized tenant representative and be retained by the individual authorized to remove the material. Security personnel will request this form when an individual is removing materials or equipment from the building after normal business hours.

If property belonging to a tenant, employee or visitor is stolen, notify the Police Department and the Management Office immediately (after normal business hours, calls to the Management Office will be automatically forwarded to Security). A security officer will respond as quickly as possible to take an incident report and will assist the Police Department.

## **Solicitation**

For the privacy of our tenants, solicitation and hand-billing is not allowed in Total Plaza. To report solicitation, please call the Management Office.

# Emergency Procedures

## Overview

During an emergency, the safety of personnel and the protection of property often depend on the actions taken by those individuals within the emergency's arena. For this reason, Brookfield has developed and implemented the Tenant Emergency Procedure Manual. (TEPM)

The TEPM serves to standardize and clarify emergency information, preparedness, procedures and responsibilities of the building owner and tenants at all US locations. It is based upon the best suggested guidelines derived from state and local fire prevention codes and other well-established emergency information.

It is imperative that all building occupants become familiar with this plan and its procedures since its effectiveness depends on the active participation of tenants and employees at all levels. Tenants should use it to help prepare their own emergency plans that are individually tailored for maximum employee and asset protection. To this end, each Property Manager will distribute to all Tenant point of contacts a hardcopy of the building's TEPM. Tenant employees can also review this manual [at](#) the building's on-line fire life safety training website (See below link)

[www.rjwestmoretraining.com](http://www.rjwestmoretraining.com)

However, due to the obvious difficulty associated with predicting the scope and nature of any given emergency, Tenants should not use the TEPM as the ultimate arbiter when determining how to respond to an emergency. The procedures are suggestions which should never be at odds with their primary goal: to protect life, safety and property. Additionally, no Tenant or Brookfield's employee should ever risk life or limb based upon the TEPM's perceived advice. In fact, the TEPM includes clear limitations:

**IMPORTANT** - never endanger your own life or the lives of others when carrying out duties in the Fire Safety Plan

Use of a fire extinguisher by any tenant employee or tenant Fire Safety Team Member is optional and should only be attempted if safe to do so.

The TEPM can provide significant assistance to all Brookfield Tenants who are intent on preparing an effective and safe response to a developing emergency. Its procedures strive to make a sometimes dangerous world safer. As situations and procedures can vary from building to building, please contact the Property Manager's Office if you have any questions.

For a building status update, please call the Brookfield Hotline Number at (713) 336-2345 for the most up to date information.

## Active Shooter

The following is the agreed-upon definition of an active shooter by U.S. government agencies including the White House, U.S. Department of Justice/FBI, U.S. Department of Education, and Department of Homeland Security/Federal Emergency Management Agency:

### Profile of an Active Shooter

An Active Shooter is "an individual(s) actively engaged in killing or attempting to kill people in a . . . populated area." In most cases of mass casualty attacks, the actors use firearm(s), but it is important to be aware that other weapons are sometimes used such as explosives and cutting instruments.

Active shooter incidents are usually unpredictable and the situations evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

- Since most active shooter situations are often over within 5 minutes before local law enforcement arrives, individuals must be prepared both mentally and physically to deal with an active shooter situation. Civilians will often have to make life and death decisions, and, therefore, should be engaged in training and discussion on decisions they may face.

### How to Respond When an Active Shooter Is In Your Vicinity

The DHS recommended survival techniques you follow should be fluid based on the threat, your location and your individual circumstances. Therefore, note that the order of the techniques can be modified. RUN/HIDE/FIGHT

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

#### 1. RUN Evacuate

- If there is an accessible escape route, attempt to evacuate the premises. Be sure to:
  - Have an escape route and plan in mind
  - Evacuate regardless of whether others agree to follow
  - Leave your belongings behind
  - Help others escape, if possible
  - Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

## 2. Hide

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed door and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet If evacuation and hiding out are not possible:
  - Remain calm
  - Dial 911, if possible, to alert police to the active shooter's location
  - If you cannot speak, leave the line open and allow the dispatcher to listen

## 3. FIGHT Take action against the active shooter

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

### 1.1.1 General Response Guidelines to a Report of an Active Shooter

During a report of an Active Shooter incident, and when safe to do so, each tenant will be instructed via a PA Announcement or mass notification alert to implement their company's Active Shooter policy.

PA Announcement - Whenever possible and safe to do so, an announcement will be made over the fire alarm PA system. Below is a sample script emergency notification when the active shooter is inside the building:

"An active shooter has entered the building; he was last seen on the 3rd floor of the building. Please implement your company's active shooter response plan based on your location and stand by for further notifications."

### Active Shooter Inside the Building

- The building's Fire Safety/Security/EAP Director will inform the occupants of the building to implement and maintain their company's Active Shooter incident policy until the shooter can be isolated or is immediately stopped by responding law enforcement officers.

### Active Shooter Outside the Building

- Lobby Area - In order to protect the occupants within the lobby area, the building's Fire Safety/Security/EAP Director will initiate a lock down of the lobby and have lobby occupants relocate to a safe area until the shooter(s) can be isolated or is immediately stopped by responding law enforcement officers.
- Rest of the Building (above and below grade areas) - The building's Fire Safety/Security/EAP Director will initiate a Shelter-in-Place Emergency Action Plan response for the remainder of the building occupants informing them of the situation via a PA announcement.
  - Once more information is provided and confirmed i.e., location of shooter(s) direction of flight, the building's Fire Safety/Security/EAP Director will provide the occupants of the building with an update of the situation.
    - To the extent that the FS/Security/EAP Director has actionable information, he/she will inform the occupants of the building of what is actually going on, where it is happening, and what part of the EAP Plan the building will be implementing and provide frequent status updates.

### Elevator Recall

Unlike fire emergencies, the Fire Safety/Security/EAP Director is NOT required to recall all the passenger elevators. The Fire Safety/Security/EAP Director will act based on available information including the building's infrastructure and the reported location and movement of the threat before deciding where to position the elevators.

### Fire Alarm Pull Stations

As a general guideline, tenants should NOT pull the manual fire alarms due to the fact that this may automatically unlock the stairway re-entry doors and recall the elevators to the lobby. This could potentially give wider access to an active shooter and in the case of an elevator lobby recall, deliver tenants into a potentially unsafe location.

## Bomb Threat

In the event of a bomb threat this policy will provide for an orderly, safe and rapid response plan for conducting searches, providing prompt and necessary communications, rendering assistance, and if necessary evacuating and returning personnel to work.

### Bomb Threat

In the event of a bomb threat either through a telephone call or by other means, the following procedure should be followed:

1. Remain calm.
2. If the threat is via telephone, try to keep the caller talking as long as possible.
3. Ask the person to repeat the message.
4. Write down the message and obtain as much relevant information as possible. Below are some of the items you want to identify along with other information which will aid in an investigation:
  - a. Time the call was received?
  - b. When is the bomb due to explode?
  - c. Identification of the caller?
  - d. Why was the bomb put there?
5. Try to recall every statement made by the caller and find out as much as possible about the caller. For example:
  - a. Sex
  - b. Age
  - c. Voice characteristics (educated, low, high-pitched, accent)
  - d. Speech (fast, slow, nervous, slurred throat drinks or drugs)
  - e. Manner (calm, angry, hysterical, humorous)
  - f. Background noises (road traffic, music, giggling, aircraft)

After a bomb threat call has been received, immediately notify the Property/Security Office. The Property Manager and Security Manager will coordinate the search activities and make necessary notifications.

### Letter Bombs

Letter bombs are designed to travel safely but to explode when opened, triggered by either mechanical (spring loaded) or electrical means.

Some signs to look for:

Size - Is the letter unusually thick?

Weight - Is it heavy? An effective letter bomb will weigh over two ounces. Few first class letters weigh that much.

Balance - Is it heavier on one end?

Appearance - Are there grease marks on the envelope or wrapping caused by sweating of an explosive? Is the envelope sealed more tightly than usual or taped shut?

Does it bear an unusual style of writing?

Odor - Is there a smell of almonds or marzipan?

If you consider a parcel or letter suspicious, DO NOT OPEN IT! Immediately call 911 and inform the Property/Security Office.

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## **Chemical, Biological, Radioactive (CBR) Release**

If there is a CBR release including an envelope "white powder" and potential exposure call 911 and the Security/Property Management office. Provide the building's address, your floor and phone number, and also what type of spill has occurred. Any person(s) exposed should be directed to an area where they and where other people will not become contaminated and are to await medical attention there.

Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

- Contain the material and isolate the area to minimize the impacted area
- Contain the material to minimize the number of individuals exposed
- If outside, identify wind direction and ASAP direct unaffected persons upwind of release.
- Contain the potentially impacted individuals to ensure that they receive proper medical attention

### **Notification**

- Notify Security/Property Management Office
- Notify local Emergency Response Authorities (Call 911)
- Notify your supervisor
- Notify persons in the area

### **Containment**

If material is released, potentially impacted individuals should move from immediate area to adjacent control area. Minimize activities until appropriate response staff arrives. If absolutely necessary, move impacted individuals into nearest bathroom facility on floor.

Non-impacted individuals on the impacted floor should be evacuated and await further instructions from response team.

The HVAC (heating and ventilation) system for impacted and adjacent areas, as well as for bathrooms/kitchens will be immediately turned off by the property engineers.

Isolate the impacted area(s), e.g. shut door during exit. Do not allow any unprotected personnel into the impacted area.



Retain all impacted material for response team.

Should an evacuation or re-location become necessary, the initial authority and responsibility to implement that response will be the building's Emergency Action Plan Director. Once the agency having jurisdiction (police, fire etc...) arrives on the scene, they will assume control of the situation.

## **Elevator Entrapment**

Occasionally elevator service can be interrupted when the elevator controls detect a potential malfunction. The building elevator equipment is designed to stop at the slightest hint of an unsafe condition occurring, which may impact service to passengers.

If elevator service is interrupted while you are a passenger, remain CALM. Do not attempt to force the elevator doors open or leave the cab.

Press the "EMERGENCY ALARM BUTTON" on the elevator panel which will summon assistance. Two-way voice communication is available in all building elevators and security will remain in constant contact.

Once communication is established with security, the elevator mechanic will be notified to respond. Please stay away from the elevator doors and Do Not try to open the elevator doors.

Inform security of the following:

- Number of people in the elevator? \_\_\_\_\_
- Condition of people in the elevator? \_\_\_\_\_
- Number of injuries? \_\_\_\_\_
- Condition of the elevator? \_\_\_\_\_
- Names of people in the elevator? \_\_\_\_\_
- Company names? \_\_\_\_\_
- Telephone numbers? \_\_\_\_\_
- Who you would like notified? \_\_\_\_\_

Security personnel will maintain constant communication with the elevator occupants checking on physical condition and inform them that elevator staff is working on the condition.

## **Emergency Notification System – LiveSafe**

LiveSafe is a mobile safety application and emergency communication dashboard platform. The LiveSafe Command Dashboard is a web-based system that any computer connected to the Internet can access. The command dashboard provides security operation centers with an additional line of communication and is aligned with existing Brookfield protocols.

Unlike other mass communication companies our staff and tenants will have the ability to not only receive but to also send critical emergency AND ROUTINE tips to a dashboard that YOUR BUILDINGS can monitor in house.

Below is a list of LiveSafe mobile application features that will be available to our tenants:

- One button feature to contact security or property management directly.
- One button feature to contact 911.
- One button feature to have access to critical portions of the Tenant Emergency Procedure Manual (TEPM) and tabs for each emergency scenario.
- The ability to report an emergency or tip and add a photo or video to send to the dashboard. This can also be done anonymously for privacy reasons.
- The ability to use the Safewalk feature which will allow the tenant to have a colleague or co-worker monitor their activity when they are leaving the property, headed to the garage or to the train station OR TRAVELING OUT OF TOWN.
- As long as their colleague has the LiveSafe app, Safewalk can be used in any capacity that a tenant wants a colleague to follow their path.

## **Fire Emergencies**

In the event of a fire alarm activation:

Typically, the building's fire alarm system will sound on the floor in alarm and the floors immediately above and below the initial floor in alarm. This will set off a "sequence of operations" that will include the activation of the evacuation tone and strobes lights on those floors, the release of the stairway re-entry doors for relocating building occupants, the recalling of the elevators to the lobby, and the shutting down of the heating ventilation and air conditioning (HVAC) on the floors in alarm.

Upon activation of a fire alarm on your floor, you are to listen to the PA announcements from the building's Emergency Action Plan Director and proceed to the nearest safe stairway exit and continue down the stairs to your floor's re-entry floor or evacuate the building to the pre-determined outside assembly area depending on your regions typical response plan.

In either scenario, whether relocating to another floor or evacuating the building to the outside assembly area, you are to report in to your floor warden(s) and await further instructions.

If you see or smell smoke, immediately call 911 and the Security/Property Management Office.

If you see flames, evacuate your area immediately and close all doors behind you. NOTE a fire may spread faster than you think, trapping you and others. A safe and orderly evacuation is the first priority. If you have not heard a fire alarm

announcement in the building, activate the nearest fire alarm pull-box station located near each stairwell entrance, by pulling the lever, and then call Security.

If you are involved in a fire situation, remain CALM. Listen for information and instructions being announced over the building's public address system.

At the direction of property staff or the Floor Wardens, evacuate the floor via the Emergency Exit Stairwell proceeding as follows:

- Check doors with the back of your hand before opening them. If door or knob is hot, don't open it. If it feels cool, brace the door with your foot and open slightly to look for smoke and feel for heat. If the air appears to be cool, proceed into the stairwell.
- Walk down the stairs and proceed to your re-entry floor or if instructed to do so, exit the building. When you have reached your destination, assemble in groups with your Floor Warden for roll call.
- Personnel needing assistance should assemble in the designated stairwell with their assigned "buddies" to await evacuation by rescue teams.
- When all personnel have evacuated the floor, close the stairwell door. This prevents the loss of the pressure which is necessary to maintain clean air in the stairwells.
- If the fire is minor, and it is safe to do so (i.e., small waste paper basket) you may try to extinguish the fire using a portable fire extinguisher - this is optional!
- Evacuate the floor using designated evacuation stairs. **DO NOT USE THE ELEVATORS!**

#### Relocation and Evacuation in the Case of Fire Emergencies

In order to ensure the safety of building occupants, it may be necessary to relocate or evacuate some, or all, building occupants during emergencies. The schedule of re-location floors is included in the Tenant Emergency Procedure Manual and is reviewed during the semi-annual fire drill.

A relocation, partial evacuation, or full building evacuation is a structured response to an emergency and must be conducted in an orderly manner. Upon a fire alarm evacuation or notice to evacuation your floor, tenants and visitors should take the following steps:

1. Assist the Floor Wardens in directing persons to the exit stairway and relocation floor.
2. If possible, close all doors, which will slow the spread of fire, heat, and smoke.
3. Walk quickly but do not run to the designated stairway. Keep to the right in halls and stairwells and stay in single file.
4. Once you are in the stairway, do not turn back for any reason.
5. Hold onto the hand rails, **DO NOT TALK** on your cell phones and **DO NOT TEXT!**

6. Merge alternately when two lines meet at various floor landings. Proceed in an orderly manner.
7. Before entering through a closed door, place your hand on the door. If the door is hot, do not open it. You may be entering a fire or endangering the lives of the people in your charge. If there is evidence of fire or smoke on the designated relocation floor (doors warm, alarm is sounding on relocation floor, or smoke is present), continue down the stairs to the next "safe" floor.
8. Do not use elevators when there is a fire alarm on your floor. Elevators can spread smoke from floor to floor and potentially become a trap if impaired by smoke or fire damage. The Fire Department may also require the elevators to move equipment or rescue occupants.
9. Do not return to your floor until the "Back to Normal" announcement has been made.
10. If told to evacuate the building by Fire Department or building personnel, exit via the stairwell to the street or lobby level, out the doors, and away from the building to your pre-arranged assembly point.
11. Do not exit at the concourse or parking areas unless directed to do so.

## **Fire Life Safety**

### **Introduction**

Brookfield prides itself on providing outstanding prevention measures to ensure the safety and security of its tenants, visitors and employees. This is accomplished through fire and life safety education, as well as planning for emergencies. It is important that each tenant and their employees be familiar with emergency exits, equipment, evacuation plans, and well informed on all issues related to fire and life safety.

Tenants are given materials and are educated in response procedures for both fire and non-fire related emergencies. Fire Drills are conducted twice a year and an emergency action plan (EAP) drill is conducted annually.

We provide additional fire life safety information for tenants via our on-line training website ([www.rjwestmoretraining.com](http://www.rjwestmoretraining.com)) where a customized video describes all of the building's safety features.

In addition, our tenants can review their knowledge of the fire life safety topics by answering site specific questions provided in the RJ Westmore On Line Life Safety Training website.

In conjunction with security consultants, we also hold seminars for building staff and tenant representatives. Seminar topics include fire life safety, bomb threat preparedness, and other personal security related issues.

The entire evacuation of high-rise buildings in an emergency cannot be accomplished in a short period of time and the number of people occupying a high-rise building is too great to permit everyone to leave at the same time. During a fire condition, this potentially dangerous situation could cause a panic

and hamper firefighting and rescue operations. In fact, during most fire situations within a high-rise building, an entire building evacuation will not be necessary or feasible.

The fire and life safety systems installed in high-rise buildings today, including automatic fire sprinkler protection, are designed to control a fire and therefore lessen the need to evacuate all occupants. In a typical scenario, the occupants of the fire floor and the floor immediately above it should use a safe exit stairs to descend to a floor level that is at least two floors below the fire floor, and await further instruction from fire officials.

### **Fire Safety Plan**

The purpose of the Fire Safety Plan is to establish a systematic, safe and orderly method of evacuating an area (or areas) within the building in the least possible time, to an area of safety. The plan also provides instructions for the use of available fire appliances, including fire extinguishers, manual pull station alarms and fire warden telephones for the controlling or extinguishing of fire and the safeguarding of human life.

The Fire Safety Plan relies on technology, including fire alarm and communication systems, smoke detectors, sprinklers, door releases, other safety mechanisms, and on highly trained building staff and tenant employees to assist with evacuation/ relocation of occupants. Documentation relative to the life safety features within the building i.e., copies of the Certificate of Occupancy, floor plans, riser diagrams for standpipe/sprinkler systems, elevator and stair identification charts, are posted in the fire safety plan.

The objective of the Fire Safety Plan is to provide proper education through a continuing employee indoctrination and written program for all occupants, to assure the prompt reporting of fire, the response to fire alarms as designated, and the immediate initiation of fire safety procedures to safeguard life and contain the fire until the arrival of the Fire department.

Each tenant on every floor must appoint a responsible individual to the position of Floor Warden. This appointment will ensure that the floor is under the direction of a designated floor warden, who is familiar with the safety plan.

### **Fire Preparedness**

The Fire Provisions section of this handbook contains very important information. Each tenant should be familiar with the information provided on the following pages. Listed below are a number of links to help find specific information quickly and easily.

Brookfield is proud of its efforts to provide the highest possible level of fire and life safety protection, which include fire safety education, as well as emergency planning. It is important that each Brookfield tenant is well informed on all issues related to fire and life safety through the following measures:

- Tenants are given materials describing emergency guidelines and bomb threat checklists for distribution to all employees.
- The Tenant Fire Safety Team personnel receive training from the building's Emergency Action Plan Director and through the Tenant Emergency Procedure Manual written specifically for your building.
- Brookfield holds semi-annual fire life safety drills to insure tenants know how to react in an emergency.
- Brookfield provides additional fire life safety training for tenants through an on-line life safety training website that provides training modules in fire, medical, bomb threats, power failures and access to all of the building's safety resources.
- Brookfield, in conjunction with security consultants, holds seminars for tenants as well as building staff. Seminar topics include fire life safety, bomb threat preparedness, and other non-fire emergencies related issues.

## **Fire Prevention**

### **Elements of Fire**

There are three elements of fire:

- Fuel (furniture, plastics, grease, etc.)
- Heat (matches, cigarettes, sparks, electric, etc.)
- Oxygen

Fire needs all three elements. If you remove one, you can eliminate or reduce the fire. For example:

- Closing doors - reduces the amount of oxygen
- Dousing with water - reduces heat
- Using an ABC Type Fire Extinguisher - smothers the fire, reducing oxygen
- Removing nearby draperies, papers, furniture - removes the source of fuel

### **Fire Tips and Facts**

- In an emergency, use stairwells. Do not use elevators, unless instructed otherwise.
- Feel the stairwell door with the back of your hand for heat, before opening the door.
- If you encounter smoke, get down on your hands and knees. The air is cleaner and cooler nearer the floor. Crawl to the nearest stairwell exit.
- Most fatalities are a result of smoke inhalation, poisonous gases and panic. Panic, a sudden overpowering terror, is usually the result of not knowing what to do.
- Smoke detectors serve as an early-warning system. Smoke detectors save lives.

- A sprinkler system is designed to suppress a fire. Sprinkler heads are activated one at a time by a rise in the temperature.

#### Planning and Preparedness

- Have a list of emergency phone numbers.
- Be familiar with your floor's layout.
- Know primary and secondary exits routes and termination points both up and down.
- Know location, type and how to use manual fire alarms and fire extinguishers.
- Know primary and secondary methods of communication.
- Know safe refuge areas (re-location floors) during a fire emergency:
- If relocating within the building - usually a minimum of four (4) floors below the fire floor is adequate.
- When evacuating the building - move away from the building, and out of the way of emergency vehicles, flying glass and other obstacles. Usually a distance that is greater than the height of the building and proceed to your pre-determined outside assembly area.

#### Safe Stairwell Procedures

- Remain quiet and calm. Do Not Talk and Do Not Text!
- Remove high-heel shoes. Keep a pair of old sneakers next to your work station.
- Use handrails & move quickly. Walk in a single file.
- Keep to the right so Emergency personnel can ascend the stairs on the left.
- Allow others to enter into stairwell flow, but do not unnecessarily hold up traffic.
- Assist those who are slower or physically impaired.
- Walk down the stairs (unless otherwise instructed).
- All injuries should be treated at stairwell landings when required and safe to do so.
- Do not spread false information, rumors, etc.
- Do not bring drinks or food into stairwell.
- Develop awareness of safety conditions, fire violations and potential hazards, for example: fire doors improperly blocked or open, improper lighting, frayed cords, overloaded outlets, obstructed halls and corridors, trash buildups, etc.
- Participate in fire drills and review emergency procedures.
- Know your area of responsibility and your emergency actions.

#### Fire Prevention Tips

- Obey "NO SMOKING" law in all areas of the building.
- Do not use portable heaters in the building at any time.



- Check for frayed or damaged electrical cords. Report them to your supervisor.
- Do not run electrical cords under carpets or chair pads.
- Do not overload electric outlets.
- Turn off or unplug appliances when not in use.
- Do not let trash overflow in wastebaskets or collection areas.
- Do not block corridors, freight elevator bays and stairwells.
- Do not prop open stairwell, corridor or other fire doors.
- Check lighting in corridors, stairwells and exit signs. Report any malfunctioning lights.
- Do not store any flammable liquids, oily rags or combustible materials in the building at any time.
- Under NO circumstances should any items be stored in the stairwells. They are your means of exiting in an emergency.

### Fire Extinguishers

Always maintain 3 feet of clearance around all fire-protection equipment. Never re-hang a fire extinguisher once it has been used. Have it recharged by a licensed service provider. Most of all, practice fire prevention and good housekeeping. Don't give fire a place to start.

#### Class A

Any fire involving ordinary combustible materials such as paper, wood, cloth, rubber and plastics. Extinguish with a penetrating cooling agent. Water is the best material commonly available for this.

#### Class B

Any fire involving flammable liquids, such as gasoline, naphtha, acetone, greases and oils; or flammable gases like methane or hydrogen. Extinguish with surface-acting agents such as dry chemicals, which break up the chemical reaction of the fire; or use inert, dense, heavier-than-air gases, which smother the fire.

#### Class C

Any fire involving electrical equipment, appliances and wiring. Extinguish with a nonconductive extinguishing agent to protect against electrical shock. Most extinguishers that have a Class B rating also have a Class C rating but read the label to be sure.

#### Class D

Any fire involving combustible metals such as magnesium, lithium, potassium, etc. would be considered a Class D Fire

### Fire Extinguisher Types

The building is equipped with multipurpose ABC dry chemical extinguishers that are suitable for class A, B and C type fires. All Class A fires must be followed up with water to ensure extinguishment of all deep-seated smoldering fires.

Class A - Air Pressure Water Tank, Hand Pump Water Tank and multipurpose ABC dry chemical.

Class B - Pressurized Dry Chemical, Carbon Dioxide, and multipurpose ABC dry chemical.

Class C - Pressurized Dry Chemical, Carbon Dioxide, and multipurpose ABC dry chemical.

The "PASS" Method for Using ABC Extinguishers

- Pull safety pin while holding upright
- Aim the hose at base of fire and stand back 10 feet and
- Squeeze the lever/trigger.
- Sweep side to side.

## **Fire Safety Personnel**

Fire Safety Director

Trained Fire Safety Directors are on duty at all times. They are responsible for ensuring that all tenants are trained and aware of the safety procedures. In an emergency, the Fire Safety Director has the primary responsibility of manning the Fire Command Center and implementing the Fire Safety Plan. From this main location in the lobby, he/she will be able to control all mechanical, alarm, and communication systems within the building. The Fire Safety Director, under normal fire or fire alarm situations will usually only have to be initially concerned with evacuating the fire floor and the floor immediately above. As a standard operating procedure, usually the evacuation of those exposed will be to a location four (4) floors below the floor evacuated. Further evacuation, of additional floors, can be ordered as information is received at the Fire Command Center, or as ordered by the Fire Department Incident Commander.

Tenant Emergency Personnel

Floor Wardens

A crucial step in the development of an evacuation plan is the appointment of Tenant Floor Wardens; these individuals should have strong personalities and the ability to take charge in the event of an emergency. Strong decision action early in an emergency may save lives.

In the case of multiple-tenant floors, a Floor Warden is appointed for each tenant. Each tenant will be required to staff all safety team positions on each floor and should check stairwells and restrooms in an emergency.

Floor Warden's Responsibilities

Know all disabled persons on the floor (including those temporarily disabled, as with a bone fracture, etc.). Instruct all employees on the floor as to the following:

- Locations of emergency stairwells
- Locations of fire extinguishers
- Locations of fire-pull stations
- Never to use the Elevators during an alarm
- Establish a meeting place outside the building where all employees should assemble for check-in.
- Ensure that no one re-enters the building.

#### General Evacuation Procedure

In the event of an emergency or disruption to the Building's normal operation the first reaction should be to REMAIN CALM and call the Security/Property Management Office to report the emergency. This will set in motion several events simultaneously including:

- The immediate dispatch of qualified assistance for fire, medical, and other agencies as dictated by the emergency.

In the event that it is necessary to evacuate part or all of the building, remain CALM and LISTEN to the instructions being given over the public address system, and by property staff. Emergency Exit Stairwells are to be used for evacuation. DO NOT USE ELEVATORS unless instructed to do so over the public address system, or by Police or Fire Department representatives. Stairwell entrances are located on the north and south side of the Building's core in close proximity to the lavatories.

When using the Emergency Exit Stairwell, keep to the right so that incoming emergency personnel can utilize the stairwell.

An up-to-date listing of all personnel who may need assistance should be kept by the Building's Emergency Action Plan Director and be documented in the Building's Emergency Action Plan on file with the Fire Department.

#### Plans for After an Emergency

Tenants should pre-assign a coordinator who will act as liaison between your company and officials from the Fire Department and building personnel.

The coordinator and property management will work to establish a communications network for all employees in order to pass-on important information.

The following recommendations are made to assist you in disseminating a fire prevention program to your employees:

- Never leave electrical appliances unattended
- Never use immersion-type heating devices
- Avoid electrical overloading and multiple plugs
- Do not use undersized or lightweight extension cords
- Report failure of any electrical outlets or lights to the Management Office

- Flammable liquids should be stored in a safe area away from heat sources
- Keep paper at least six to eight feet away from operating machinery
- Know the location and type of fire extinguishers in your premises
- Keep fire extinguishers in high hazard areas such as photocopy rooms and employee lounges
- Know the usable time limit of the fire extinguishers available to you
- Know relevant exit locations
- Practice good housekeeping near your desk, in storage areas, in mechanical rooms and in the area of exit doors and hallways

### Life Safety Systems - Testing and Fire Drills

Fire and life safety preparedness includes regular testing of the fire alarm, fire suppression, and communications systems and regular fire drills.

#### Systems' Testing

The fire alarm and communications systems are tested regularly throughout the year. A full-building announcement is made prior to the beginning of the day's testing, and an announcement is made on each floor when testing is about to begin on that floor. Another full-building announcement is made when system testing is finished for the day.

#### Fire Drills

Fire drills are held twice a year. A notification giving the date and time of the planned fire drill is sent to tenants in advance. Tenants are requested to supply or update an existing list that shows the floor warden, assistant floor wardens, and searchers, and a current list of employees who would require assistance in case of relocation/evacuation.

During a fire drill - and in an actual fire emergency - employees should move calmly and quickly to the nearest fire stair exit and proceed to their relocation floor. Fire drills are conducted as follows:

- Fire Life Safety personnel will be dispatched to the floor(s) where the fire drill is being performed.
- The drill will commence with the activation of the fire alarm evacuation tone.
- The Tenant Fire Life Safety Members on the affected floors observe the conduct of tenants and guests, ensuring that all areas of the floor are participating.
- Floor wardens are to assist in the evacuation of their assigned areas and close doors behind them.
- After the drill has been successfully completed, an "all clear" announcement is made, and tenants may resume normal duties.

## Heightened Alert

Local, national, or international events may dictate that additional measures should be put in place to ensure the safety of the building and its occupants. For example, extra security precautions may be necessary during a trial of defendants accused of serious crimes, or following actual incidents or threats of world terrorism. Brookfield's goal is to institute appropriate security measures without undue inconvenience to building users. Such measures may include the following:

- Extra or more frequent patrols by security officers, including areas outside the building, with special attention paid to apparently suspicious vehicles, suspicious persons loitering in the area, and unattended vehicles or packages
- More frequent inspection of restroom facilities, stairwells, and trash receptacles
- Higher security visibility
- Greater attention paid to all persons or vehicles seeking to enter the building at loading docks and freight areas (loading docks and freight elevators may be closed)
- Restrictions on building access

Please feel free to contact the Property Manager at any time about these or other security issues.

## Homeland Security

Brookfield recommends 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/>

Federal Emergency Management Agency  
<http://fema.gov/>

American Red Cross  
<http://www.redcross.org/>

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

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

## **Major Water Leaks**

Persons discovering water leaks should immediately report them to the Property Management Office. Be certain to give your name, firm name, location, and extent of the leak. If water is coming through the ceiling, and if it is feasible, please close all open drawers in the vicinity, move papers, small furniture, or work in progress, and place wastebaskets or buckets under leak(s).

## **Medical Emergency**

In the event of a medical emergency or accident involving personal injury in the workplace immediately call 911 and Security/Property Management. Give security/office management the floor number, location on the floor and the type of accident or medical emergency.

### **Patient Assessment & Crowd Control**

Certified CPR/AED employees, if present, should be notified to respond to the medical emergency (via email, phone, or runner) and assume control of the situation. The certified employees have been trained to conduct patient assessment and to ensure that the following procedures are followed:

- Conduct Patient Assessment and ensure:
  - That 911 has been notified and the AED and First Responder Kit are on the scene.
- Secure the scene by:
  - Confirming the scene is safe for rescuers
  - Removing all non-essential personnel from the area
  - Clearing a path for EMS arrival

Someone should remain with the victim. Do not move the victim unless in immediate danger. Keep comfortable and warm. Security will ensure elevator is available and waiting at the street level and will meet the Emergency Medical Services (EMS) ambulance crew outside the building and direct them to the freight elevator.

## **Non-Fire Emergency Response**

In the event of an emergency or disruption to the Building's normal operation the first reaction should be to REMAIN CALM and call the Security/Property Management Office to report the emergency. This will set in motion an immediate dispatch of qualified assistance for fire and medical, and other agencies as dictated by the emergency.

Catastrophic events can occur without warning, and they may not necessarily involve a fire. For clarity purposes, these events will be classified as "non-fire" emergencies and will include such events as: explosions, biological, chemical or hazardous material incidents or releases, natural disasters. Should this happen, a complete evacuation to street level may be necessary or you may be directed to remain at your work station and shelter-in-place. The Fire Safety/EAP Director

will give instructions over the Public Address system as to what part of the EAP Plan will be implemented.

Additionally, Brookfield Properties has documented and implemented a building emergency action plan which includes various emergency scenarios Policy and Procedures and protocol for the Building Emergency Action team (BEAT) to follow during emergencies and incidents such as:

#### Sheltering-in-place

Although you may want to get as far away as possible from an emergency situation, evacuation is not always the safest option. One of the instructions you may be given in an emergency where hazardous materials may have been released into the atmosphere is to shelter-in-place. This is a precaution aimed to keep you safe while remaining indoors. Shelter-in place means to make a shelter out of the place you are in. It is a way for you to make the building as safe as possible to protect yourself until an emergency passes and you receive an all-clear signal. Although sheltering-in-place can apply to many types of emergencies, i.e., blackouts natural disaster, civil disturbance, it is particularly important during hazardous material incidents. Local officials especially the Fire Department, are best qualified to recommend protective actions against hazardous materials exposure, and sheltering in-place is most often your safest option.

#### In Building Relocation

This is the controlled movement of building occupants from an endangered area to an area of safety within the same building in response to an emergency that affords a different level of protection than sheltering in place. These areas are pre-determined and identified in the EAP plan and are usually more remote. This area or space tends to be more isolated, away from exterior walls and any open floor space.

This also may involve relocating to another floor or interior stairway.

#### Partial Evacuation

In some instances, a full building evacuation may not be necessary or feasible. Evacuating only some of the building occupants may be all that is required to provide a level of protection from an exposure. This movement of occupants utilizing the stairs, and possibly some elevators, will be coordinated from the Fire Command Station with instructions from the EAP Director being transmitted over the PA System. Upon exiting the building, occupants will be instructed to report to their assigned assembly area, this area will also act as a point of contact for employee accountability and information sharing.

#### Full Evacuation

The timing of the evacuation order should relate to the immediacy of the threat. Some emergencies pose a threat so immediate that evacuation must be ordered as soon as the situation is detected. Other situations will warrant monitoring and



a heightened level of attention, so that if evacuation becomes necessary, it can be expedited.

Should this become necessary, employees will proceed out of the building to an exterior assembly area.

- Once instructions have been received to evacuate the building, follow directions from the Fire Safety/EAP Director, Floor Wardens and/or Fire Department personnel.
- Exercise caution when going down stairs, hold handrails, and do not run, or push others.
- High heel shoes should be removed and carried.

### **Office Safety Tips**

- Valuables such as women's purses should never be left unattended, even in areas where visitors seldom go and, especially in the reception area. Never leave a purse on the floor or underneath the desk or on top of a file cabinet - put them out of sight.
- If you go shopping on your lunch hour, do not leave the packages exposed. Place the packages in a cabinet or drawer.
- All visitors, including messengers and delivery personnel, should be watched while on your premises. Escort them to inner office or work areas, do not simply direct them.
- Special care should be taken during the times most suited for pilferage - 30 minutes just after opening and before closing - when there is maximum movement from work areas and offices.
- Investigation of prospective employees' backgrounds may eliminate potential threats.
- Consider changing locks after the discharge of any employees who had keys, access to keys or safe combinations. If business keys are lost, change the lock. All re-keying must be done through the Property Management Office.
- Personnel carrying keys to premises should never have any identifying tags on their key rings, since loss of a key ring would enable a dishonest finder to locate and use business keys to gain illegal entry.
- If personnel carrying keys park in garages that require leaving keys in the auto ignition, they should leave only the car keys. Duplicates can readily be made from other keys on the ring.
- Never leave the reception area unattended with the door unlocked. Extra care should be taken regarding small items such as radios, pocket calculators, pens and desk ornaments.
- Checkbooks and other valuable corporate property should be locked up.
- Avoid giving keys to outsiders for special deliveries or for early/late arrival for special purposes.
- Serial numbers of all important corporate items should be recorded to aid police in recovering property in the event of loss or theft.

Immediately report to Security or the Property Management Office any strangers loitering in the building. If any equipment or valuables are lost, report it to the police, your insurance company and the Property Management Office.

## **Pandemic Preparedness**

### **What you Need to Know**

An influenza (flu) pandemic is a worldwide outbreak of flu disease that occurs when a new type of influenza virus appears that people have not been exposed to before (or have not been exposed to in a long time). The pandemic virus can cause serious illness because people do not have immunity to the new virus. Pandemics are different from seasonal outbreaks of influenza that we see every year. Seasonal influenza is caused by influenza virus types to which people have already been exposed. Its impact on society is less severe than a pandemic, and influenza vaccines (flu shots and nasal-spray vaccine) are available to help prevent widespread illness from seasonal flu.

Influenza pandemics are different from many of the other major public health and health care threats facing our country and the world. A pandemic will last much longer than most flu outbreaks and may include "waves" of influenza activity that last 6-8 weeks separated by months. The number of health care workers and first responders able to work may be reduced. Public health officials will not know how severe a pandemic will be until it begins.

### **Importance and Benefits of Being Prepared**

The effects of a pandemic can be lessened if you prepare ahead of time. Preparing for a disaster will help bring peace of mind and confidence to deal with a pandemic.

When a pandemic starts, everyone around the world could be at risk. The United States has been working closely with other countries and the World Health Organization (WHO) to strengthen systems to detect outbreaks of influenza that might cause a pandemic.

A pandemic would touch every aspect of society, so every part of society must begin to prepare. All have roles in the event of a pandemic. Federal, state, tribal, and local governments are developing, improving, and testing their plans for an influenza pandemic. Businesses, schools, universities, and other faith-based and community organizations are also preparing plans.

As you begin your individual or family planning, you may want to review your state's planning efforts and those of your local public health and emergency preparedness officials. State plans and other planning information can be found at <http://www.flu.gov/professional/checklists.html>.

The Department of Health and Human Services (HHS) and other federal agencies are providing funding, advice, and other support to your state. The federal government will provide up-to-date information and guidance to the public if an influenza pandemic unfolds.

## Pandemic Flu Resources

There are many publicly available resources in place to help communities, companies, and individuals plan for a possible pandemic flu outbreak. A few of the most useful sites are linked below:

### Flu.gov

This is the official U.S. Government site for information on pandemic and avian influenza. The material on this site is organized by topic for easy reference.  
<http://www.flu.gov/>

### Centers for Disease Control and Prevention (CDC)

The CDC Web site is another primary source of information on pandemic influenza. They also have a hotline at 1-800-CDC-INFO (1-800-232-4636) – that is available in English and Spanish, 24 hours a day, 7 days a week (TTY: 1-888-232-6348). Or, if you prefer, questions can be e-mailed to [inquiry@cdc.gov](mailto:inquiry@cdc.gov).

### Department of Homeland Security (DHS)

DHS is working on a "Business Planning Guide," which will be posted on the DHS home page and on [Pandemicflu.gov](http://Pandemicflu.gov) as soon as it is completed. Also, for business-specific questions, the DHS has created an e-mailbox - [DHSPandemic@dhs.gov](mailto:DHSPandemic@dhs.gov).

### BOMA Resources

The resources above will provide a lot of information, but we also encourage you to:

- Listen to local and national radio
- Watch news reports on television
- Read your newspaper and other sources of printed and Web-based information
- Look for information on your local and state government Web sites
- Consider talking to your local health care providers and public health officials.

## Personal Safety Plan

As many aspects of our lives were changed by the events of September 11, 2001, we hope that this information is helpful to you and your family in preparing for emergencies.

### General Tips:

- During an incident, stay where you are, unless directed by authorities to evacuate. Staying in your location is usually the most prudent course of action, unless you are in immediate danger.
- Do not assume that you should evacuate. If evacuation is appropriate, listen for the message indicating directions to proceed and signs to follow.

Information will be provided to the public through the media. Your best initial action is to "shelter in place" and stay attentive to media broadcasts.

- Plan to walk or use transit.
- If you leave your vehicle, make sure it is secure and not parked on an Emergency Evacuation Route.
- If you have a car, it is best to try to keep at least 1/2 tank of gas in it at all times.
- Create a Family Emergency Plan.
- Discuss with your family how you will respond to an emergency.
- Pick a friend or relative that all family members can call if separated (consider an out-of-state point of contact as it may be easier to call out-of-state after an emergency than in your local area).
- Prepare an emergency "Go-Kit" (the kit should have 3 days' supply of food, water, medical items, first aid supplies, a flashlight, radio batteries, etc.).
- Know the Plans of Your School System.
- If you have a child in school, you need to understand fully the school's plans to protect your child in the event of an emergency.
- If you are told to evacuate, your children may have already been taken to a safe place by the time you reach their school. Find out if this will happen and where they will go.
- Consider partnering with other parents in your children's classes to develop joint emergency plans and share pickups.

## **Power Outages**

In the event of a power outage, remain CALM and call the Property Management Office immediately. Listen for information and instructions from the Building's public address system. An emergency generator will automatically operate selected equipment, such as lights in stairwells and common areas, and the public address system.

During a power outage turn off as much equipment as possible to minimize disruption and damage once power is restored.

### **Evacuation in the Case of Blackout (Loss of Electricity)**

If a partial or complete loss of electrical power occurs, backup generators will power certain systems, including life-safety systems and some elevators for emergency personnel use. Property management will determine the appropriate response to a loss of power. In general, the decision regarding the action to be taken in a blackout situation will depend on the estimated duration of the blackout.

The Building's Emergency Action Plan (EAP) Director will keep building occupants informed of the situation by using the voice communication system. If building management has determined that the blackout will be short-term and no evacuation is necessary, the EAP Director will announce that the blackout is temporary and will ask that building occupants remain calm and await the

restoration of power. If the blackout is expected to last for an extended period, or its probable duration cannot be determined, the building manager may order evacuation of the affected areas.

If evacuation is deemed necessary, security officers will assist building occupants in evacuating the building.

To be successful and avoid panic and confusion, an evacuation in the case of blackout must be an orderly and structured process.

1. A PA Announcement will be made and the evacuation will begin at the top of the building and proceed down to the lowest floor.
2. Security officers will be dispatched to the floor to assist with the floor-by-floor evacuation of the building.
3. The Tenant Fire Safety Team Members will assist in the evacuation of their floor.
4. High-heeled shoes should be removed to make walking easier and less dangerous.
5. Personnel should remain calm and quiet, and move to the nearest fire exit. Do not attempt to use elevators.

If an individual on a floor is disabled or cannot walk down the stairs, a security officer will request that a co-worker stay behind with the disabled person until another means of evacuation becomes available. The security officer will inform Security of every person who is stranded on each floor.

When the security officer has determined that the evacuation of a floor is complete, he or she will notify Security and will then proceed to the floor below. The evacuation procedure is repeated for each floor until the affected floors are completely evacuated.

No one (other than emergency or repair personnel) will be permitted to enter the building until an "all clear" is declared and building personnel are permitted to return.

## **Protests/Demonstrations**

Should a riot or civil disturbance start outside the building, the security officers will immediately lock all entrances. The police will be notified and management will keep you informed.

If a disturbance should occur in the main lobby, all elevators will be turned off at the lobby level and the police will be summoned.

## **Severe Weather**

### **Severe Weather**

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather

conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are right to produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken for safety.

In the event these conditions do exist, keep radios or televisions tuned to local news and weather reports. The following guidelines should be kept in mind:

- Move away from building perimeter and exterior glass. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic. Keep calm. If trapped in an outside office, seek protection under a desk.
- If instructed to evacuate, lock all desk drawers and take all items of value with you. Use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- Do not return to your office until advised to do so.

Tornadoes occur in many parts of the world and in all 50 states. Tornado frequency is at its peak in April, May and June. The potential threat is most dangerous in the continental plains and along the Gulf Coast of the United States.

NOTE: Most tornadoes last only four or five minutes.

#### Tornado Watches

Are issued by the National Weather Service for areas threatened by tornadoes and severe thunderstorms. These watches specify a time period and area where tornado probabilities are highest. During a watch, look for threatening weather and stay tuned to radio and television for more information.

#### Tornado Warnings

Are issued by local National Weather Service offices when a tornado has been sighted or indicated by radar. Warnings describe the area that could be affected. If a WARNING is issued, take cover immediately.

#### Where to Go

Stay away from windows, glass doorways and outside walls. Close doors to the exterior offices and go to interior small rooms or into inside hallways. Protect your head and crouch down making yourself as small a target as possible.

#### After the Storm

- Inspect your area for damage.
- Check immediately for electrical problems and gas leaks.

- Report your findings to the Property Management Office.
- Cooperate in the cleanup of debris.
- During repairs and cleanup, wear shoes and gloves.
- Follow directions from Building Emergency Personnel and Public Safety Officials.

## Earthquakes

An earthquake is caused by a sudden slip on a fault. Stresses in the earth's outer layer push the sides of a fault together. Eventually enough stress builds up and the rocks slip suddenly, releasing energy waves that cause the shaking we feel during an earthquake.

Earthquakes come in clusters. In any earthquake cluster, the largest one is called the main shock; anything before it is called a foreshock and anything after is called an aftershock. We must be prepared for aftershocks and the damages they can cause.

These procedures are designed to assist in preparing for an earthquake before it occurs and provide guidelines to follow during the disaster. Preparedness is the key to safety and a quick recovery.

## Before The Earthquake

### Mitigation

Non-structural hazards must be identified and every effort must be made to correct potentially dangerous situations. This includes securing furniture such as book cases, wall units or other items that could fall and injure someone or block an evacuation route. In some cases, this may not be feasible. For this reason, awareness of these problems is of the utmost importance.

### Assess Your Work Area

- Windows/Glass: If your work station is near a window or glass partitions, decide where you will take cover to avoid being injured by flying glass.
- Heavy Objects: If your work station is near a temporary wall or partition, make sure it is securely anchored.
- Loose Objects: If you have materials stored on top of cabinets or shelves, determine if these items should be secured or moved.

## DURING THE EARTHQUAKE

During an earthquake you will be safer inside the building than you are outside. If you do feel a tremor, you should: Duck, Cover, and Hold.

**DUCK** - Duck or drop down to the floor.

**COVER** - Take cover under a sturdy desk, table or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with



your arms. Avoid danger spots near windows, hanging objects, mirrors or tall furniture.

**HOLD** - If you take cover under a sturdy piece of furniture, hold on to it and be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move.

**DO NO ENTER OR EXIT** the building during the shaking. There is danger of falling glass and debris.

**DO NOT USE THE ELEVATORS.** Elevators will automatically move to the next floor in direction of travel and open.

**IF YOU ARE OUTDOORS,** move away from buildings, falling objects, and power lines.

#### **AFTER THE EARTHQUAKE**

**BE PREPARED FOR AFTERSHOCKS.** If you are outside, do not return to your office until authorized. **CHECK FOR INJURIES** and administer first aid if necessary (and if qualified). Do not move victims unless absolutely necessary.

**REPLACE TELEPHONE HANDSETS** that have been shaken off, but do not use the telephones except to report fires or medical emergencies.

**DO NOT USE ELEVATORS.** When exiting, make sure that the exit is safe to use.

#### **Earthquake Evacuation**

- Determine in advance all stairwells and alternate exits from your work location and the routes you will follow to reach that exit in the event an evacuation is necessary. Also establish your alternate routes to be used in the event your first route is blocked or unsafe to use.
- Do not evacuate unless told to do so or danger is imminent.
- Follow instructions given by emergency personnel.
- Walk, **DO NOT RUN**, and keep noise to a minimum.

#### **DO NOT USE ELEVATORS**

- **DO NOT** push or crowd. Use handrails in stairwells and move to the inside (most continuous handrail).
- Move to your designated evacuation area unless otherwise instructed. Check doors for heat before opening.
- Assist non-ambulatory, visually impaired and hearing-impaired persons if they are present.
- If you have relocated away from the building, **DO NOT** return until you are notified that it is safe to return.

### What If You Are in an Elevator

- Many elevators are designed to go to the nearest floor in the direction of travel and open.
- However, some elevators will stop in any moderate earthquake. Building maintenance personnel will contact each elevator car as quickly as possible and advise you how rescue will occur.
- Upon being rescued, take directions from the Floor Warden of that floor.
- If you have a medical problem or other emergency, call the phone numbers listed in the elevator car. If immediate help is needed, call 911.

### When Should You Go Home?

- It is in your best interest in the event of an earthquake or community wide disaster during normal working hours that all employees should remain at work.

### Hurricanes

Before a tropical storm or hurricane enters the Gulf of Mexico there are some guidelines on how to protect yourselves, your premises and contents.

Always keep the contact information for your firm's Floor Wardens and emergency contacts up to date with the property management office. This will insure timely contacts from property management, giving you important emergency information.

Should your firm require on-site personnel during the storm, advise them to maintain an inventory of emergency equipment to be used to include but not be limited to the following:

- Flashlights and fresh batteries
- First-aid kits to treat minor injuries caused by flying glass
- Transistor radios for keeping abreast of weather and highway conditions
- Ice Chests
- Water Coolers
- Thermal Bottles
- Non-perishable Food
- A Can Opener
- At Least One Change of Clothing

Please note that Brookfield reserves the right to close the building for your safety, absent a governmental directive. In either instance, it is very important that all building occupants take the following steps prior to leaving:

- All mini-blinds should be opened and raised.
- Desks, table tops and all windowsills should be cleared of books, loose papers, and other items. These items should be placed in secured locked drawers or file cabinets.

- All artwork and furniture should be moved away from windows. Personal items should be stored in a safe area or removed from the building.
- Waterproof tarpaulin or heavy plastic can be useful for covering desks, computers, and filing cabinets.
- Bookcases in offices with exterior windows should be turned (if possible) to face the wall.
- Computers and related equipment should be backed up, powered-down and unplugged.
- All lights should be turned off.
- All electronic equipment should be removed from offices with windows and secured in an area near the core of the building (if possible).
- All office doors should be shut and locked when possible.

Brookfield will maintain limited staffing at the property throughout this event. We are fully prepared to take appropriate actions, which includes but is not limited to the following:

- The building roof and grounds will be cleared of debris.
- Storm drains will be cleaned and locked down.
- Emergency generators serving emergency lighting and fire/life safety systems will be serviced and fuel tanks filled.
- Emergency supplies and equipment to include, plywood (for installation in the event of window or door damage), sandbags, portable radios, two-way radios, tarps, plastic, and miscellaneous tools are stocked in ample quantities.
- We are committed to communicating and working closely with you as we prepare for the possibility that we will be affected by this hurricane. Please free to call the management office at with any questions or suggestions you might have.

Please note we will utilize the LiveSafe emergency alert system to advise tenant contacts and other designated emergency contacts of important developments should the need arise.

## **Suspicious/Unattended Packages**

### **Identifying a Suspicious/Unattended Package**

A suspicious letter or parcel might have some of the following indicators:

- Origin - Postmark or name of sender is unusual, unknown, or no further address is given.
- Postage - Excessive or inadequate postage.
- Balance - The letter is lopsided or unusually thick.
- Weight - The letter or package seems heavy for its size.
- Contents - Stiffness or springiness of contents; protruding wires or components; oily outer wrapping or envelope; feels like it contains powdery substance (When checking, do not bend excessively.)
- Smell - Particularly almond or other suspicious odors.

- Writing - Handwriting of sender is not familiar or indicates a foreign style not normally received by recipient. Common words or names are misspelled.
- Rub-on block lettering.

#### Handling a Suspicious/Unattended Package

- Notify Security/Property Office.
- Do not excessively handle or open a suspicious package.
- Immediately segregate it in an unused room or space.
- Attempt to verify the sender and/or the legitimacy of the package (i.e. ask the recipient if he/she was expecting a package that matches the suspect package's size and shape.)
- If the letter or parcel remains suspect, call the police.

### **Unsafe Conditions or Suspicious Activity/Individual**

If an unsafe condition - a slippery floor, debris left in a common area, broken glass, etc. - is noticed, please notify a security officer or the Property Management Office immediately. Brookfield staff inspects the property regularly; however, problems you might see sooner are addressed immediately.

If you see suspicious or offensive persons in the building, please call Security/Property Management office. If possible, make note of appearance, clothing, etc. in order to assist building security in identifying them.

Report any situation involving a threatening person to the Police Department by calling 911 and then notify Security, IMMEDIATELY. Provide as much information as possible including a physical description of the person(s) and their location, whether or not they are armed, and in a hostage situation, the number of hostages and their location.

### **Workplace Violence**

Violence in the workplace can be caused by a variety of reasons that may not even relate to the work environment. Sometimes it is carried over from domestic problems. Sometimes a terminated employee becomes disgruntled. Usually, there is no advance warning.

What to Do:

Immediately notify Security/Property Management and call 911 and inform us of the type of situation (e.g., provide physical description of persons involved, names, location). The police will take control of the situation upon their arrival.

Property Management and or the Director of Security will meet the police in the lobby of the building.

Remain Calm and remember the Department of Homeland Security Active Shooter survival tactics:

## RUN/HIDE/FIGHT

- Run - Evacuate the area.
- Hide - In a safe room that can be locked and barricade the door.
- Fight - As a last resort confront the shooter any way possible, throw objects make noise, move around, create an element of surprise for the attacker.

## Tenant Services

### Tenant Service Requests

[Click here to login to the Service Request System.](#)

Brookfield Property Partners' goal is to provide outstanding tenant service at all times. This means:

1. Courteous, timely, efficient, high-quality responses to tenant requests
2. A follow-up review to confirm that the tenant is satisfied with the response
3. When there is a charge for the tenant service, clear and accurate invoicing

Each lease contains specific information about services to be provided, including complimentary and chargeable services. If a tenant is unfamiliar with charges for services being requested, the cost of the service will be explained.

Tenant Services may be provided by Brookfield Property Partners staff or by outside contractors hired by Brookfield Property Partners. Authorized tenant representatives can submit requests for routine maintenance using the online Service Request System.

With just a few easy steps you can submit a request for building service. Simply click on the link to the Service Request button on the Tenant Resources page, login with your personalized username and password, enter the necessary information, click submit and you are done!

The following information contains detailed instructions for using the Service Request System.

1. Enter your personalized user name and password.
2. Complete the Service Request by entering as much information as possible. Fields such as Property, Reported By, Reported by Phone, and Reported by E-mail will auto-fill based on your personalized login. The information contained in these fields cannot be changed.
3. Select the type (service category) of the request.

### Viewing Service Requests

1. Click on View Service Request
2. Select filters or accept the default parameters

### 3. Click Go!

The system will display all your service requests. The most recent request will be on top. Scroll to find the request your company has created. Click on the request date for detailed information about the request.

Request Status	Explanation
Open (new)	The request has been created but the Property Management Office has not processed it
In Progress	The request has been accepted by the Property Management Office. The work requested had been completed. The request may be kept in this status due to follow-up activities
Work Completed	The work requested had been completed. The request may be kept in this status due to follow-up activities
Closed	The work requested and follow up activities have been completed
Cancelled	The work order was cancelled by tenant or Property Management Office

## Building Signage and Directory

Each tenant is listed on the electronic building directory(s). A door plaque and/or elevator directional will be provided at the tenant's expense, unless otherwise stipulated in the lease as an owner expense. The door plaque will be placed at the entrance of the suite. All other signage must be approved by the Management Office.

Please note the EXACT spelling and punctuation of your company name on the forms provided. Any replacements or changes to the signage will be charged to the customer. Also, note that it may take up to six (6) weeks to receive the signage so you should email the forms to the Management Office without delay. You should fill out the forms in the forms section of Brookfield's website for any changes to your directory listing and suite signage.

Directory listings are in the following format:

Company Listings	Name	Suite or Floor #
Individual Listings	Name	Suite or Floor #

Please refrain from taping temporary or non-building standard signs to the building walls, suite doors, building or elevator lobby doors, or elevator walls.

Updates to the directory listing and tenant signage are the responsibility of the tenant.

## **Cleaning Services**

Cleaning service is provided five times per week. During each cleaning, carpets are vacuumed, unobstructed surfaces dusted, and trash is emptied. For trash that is not in a wastebasket, please inform the cleaning personnel by leaving a large note on the items that read BASURA or TRASH. Please DO NOT leave items that are not trash on top or near wastebaskets because these items might be misconstrued as garbage. If you have special cleaning needs, such as carpet shampooing, then contact the Management Office. Special cleaning services can be arranged at a tenant's expense by entering a work order in the Angus work order system.

If a small cleaning problem should arise during working hours, please contact cleaning through the Angus work order system.

For questions or comments regarding the cleaning services or pricing for any extra services, please notify the Management Office.

## **Deliveries/Loading Dock/Freight Elevator**

The loading dock is located on Louisiana Street. This area may be used for deliveries and pick-ups only. The Loading Dock accommodates straight body trucks up to 11 feet long and 6 feet high. An attendant is on duty from 6:30 a.m. to 5:30 p.m. to assist with deliveries. All deliveries are to be made via the Loading Dock and the Freight elevator. Freight elevator service is provided from 6:30 a.m. to 5:30 p.m. for tenant deliveries. Deliveries and use of the freight elevators after business hours may be arranged by contacting the Management Office or entering an Angus Tenant Request.

## **Elevators**

Total Plaza has 15 passenger elevators, one shuttle elevator and one freight elevator serving 35 floors and the 1225 Louisiana Parking Garage. The freight elevator is in regular operation weekdays from 6:30 a.m. until 5:30 p.m., except building holidays. During normal business hours, the freight elevator is available on a first-come, first serve basis for normal business deliveries (office supplies, FedEx, UPS, etc.), the transport of service providers, contractors, messengers, construction personnel and other limited uses.

### **Freight Elevator Reservations**

The freight elevator must be reserved after normal operating hours through Property Management for all deliveries (furniture, contractor materials, etc.), and for all tenant moves for deliveries that require:

- Priority use of an elevator
- Use of the freight elevator for longer than 30 minutes
- Use after regular building hours
- A safe-lift operation (standby elevator mechanic)

- Delivery of construction material or supplies
- Or will affect service adversely

Tenants may only reserve on a first-come, first-serve basis. Reservations may be made by e-mail to Property Management no later than noon the day of the request.

All users of the freight elevator must meet insurance requirements of Brookfield Properties, Inc. Those persons intending to use the freight elevators shall register in advance with Property Management and are required to check in with security upon entering the building where they must present an ID to get an elevator access. Security will be operating the freight for after-hours reserved freight usage.

The Property Manager reserves the right to inspect all toolboxes and equipment being removed from the building and accepts no responsibility for loss of theft of tools, equipment or materials that have been brought onto the premises.

All goods loaded onto the freight elevators must be packaged properly. Loose materials such as sand and cements must be transported in sealed bags.

Elevators chime at each floor indicating a floor change to persons with a visual disability.

If you are detained inside of the elevator cab due to a malfunction, remain calm. Use the alarm button inside the elevator to signal your stalled status to the Security Console. You may also use the intercom on the right panel of the elevator to speak directly to the Security Desk and receive instructions on what to do.

Our elevator maintenance company will be immediately dispatched to correct the problem. Property staff will remain in constant contact to let you know what is being done.

## **Engineering Services**

Tenants may need special engineering services, including repairs to private bathrooms, replacement of non-standard ceiling tiles, and installation of additional thermostats. The tenant is billed at established rates for engineering services.

Engineering requests are processed and billed as follows:

- A member of the engineering department staff investigates the situation
- If possible, the problem is resolved immediately
- If materials must be purchased or completing the repair requires further planning or other assistance, the engineer consults the Property Manager. They then plan the work and prepare a time-and-materials estimate for tenant approval.



### Carpenter Services

The Brookfield Special Service department can provide a variety of minor carpentry services, including installing shelves, hanging pictures, and repairing chairs or cabinets.

Prior to work commencing, the tenant will be required to acknowledge the cost of work for which the tenant is responsible.

### HVAC Services

If the temperature in your office needs adjustment, please initiate a request through the Angus work order system. Your request will be referred immediately to engineering personnel.

### After Hours HVAC

Most leases provide for HVAC from 7:00 a.m. - 6:00 p.m. Certain leases provide that HVAC be routinely provided during non-business hours, but for most tenants, after-hours HVAC is provided on the basis of a written request from the tenant. In general, tenants are billed for after-hours HVAC on an hourly basis with a minimum number of hours required. The rate at which tenants are charged is sometimes stipulated in the lease; if not, the tenant is charged at the building standard rate. After-hours HVAC is usually billed on a monthly basis.

## **Fitness Center**

### Refinery 1201

- \$1.5M above – grade fitness center featuring lockers, showers and towel service
- State of the art equipment, including strength-training machines, weight Benches and free weights
- Access to one-on-one personal training – The Downtown Club, Heather Thompson 713-289-3840
- New temperature-controlled-card-key access bike storage room
- Gym and locker rooms for the exclusive use of Total Plaza tenants
- Waiver forms available under Forms in the Electronic Tenant Handbook

The hours of Operation are 5:00am to 9:00pm Monday through Friday and 8:00am to 5:00pm Saturday, Closed Sunday.

## **HVAC**

If the temperature in your office needs adjustment, please submit a work order through the Angus Anywhere system.

## **Keys and Locks**

Keys will be provided upon move-in. All additional locks, keys and lock changes must be installed by our preferred locksmith. A fee is charged for this service and is billed as an extra service. No additional locks will be allowed on any door

without written permission of landlord. All key and lock requests should be submitted using the Angus work order system. There is a charge for damaged or lost access cards.

## **Lost and Found**

Lost and found items can be claimed or turned in at the Security Desk or Building Management Office.

## **Mail Service**

The mailing address for Total Plaza is:

1201 Louisiana Co, L.P. \_\_\_\_\_  
1201 Louisiana St, Suite # \_\_\_\_\_  
Houston, TX 77002

Mail may be collected by Tenants or their agents from the mailroom located on level B-1 of the building which can be accessed using the shuttle elevator located on Level 1 (West side of building) Monday through Friday.

Outgoing mail may be deposited in the collection boxes located in the mailroom. The pick-up schedule is Monday through Friday.

The nearest Post Office location is at 700 Smith Street, Houston, Texas 77002. For more information please call your local Post Office or visit [www.usps.com](http://www.usps.com).

## **Recycling**

Brookfield is committed to both preserving our environment and reducing operating costs.

Brookfield is proud to be a part of, and manage, an innovative and responsive recycling program. We are proud that our tenants participate in recycling paper, cardboard, aluminum, clean plastic, and batteries. In addition, Brookfield provides e-waste recycling drives bi-annually.

The cleaning staff will empty the central recycling bins as required. If you have any questions, please call the Management Office.

The following products CAN NOT be recycled and should be discarded into the regular trash receptacles: paper towels, carbon paper, waxed paper, blueprints, food plates, glass, and Styrofoam.

## **Repairs**

If a need for repairs is noticed throughout the building, please notify the Management Office by calling or by submitting a Service Request. Our staff welcomes your information and assistance in maintaining Total Plaza as a first-class office environment.

If electrical, plumbing or other above standard repairs are requested within your premises, please log on to the Tenant Service Request System. The work will be completed by property maintenance personnel or outside contractors who are familiar with the building.

For more information about Service Requests please call the Management Office.

## **Tenant Parties, Receptions and Open Houses**

If a tenant has any plans for a party, reception, open house, etc., please contact the Management Office in advance. This will allow us to make Security, cleaning staff and the HVAC departments aware of your gathering and to offer our help so that you and your guests have an enjoyable time.

## **Tenant Security Services**

Tenants may require security services in addition to those typically provided on a day-to-day basis by the property's security personnel. If extra security measures are required, the tenant should call the Property Manager to discuss these needs and the best way to fulfill them.

## **Policies & Procedures**

### **Construction / Remodeling**

The tenant construction work procedure is designed to provide efficient scheduling of work while protecting other tenants from unnecessary noise and inconvenience.

Please contact the Property Management Office for the Tenant Work Design and Construction Rules and Regulations. This document contains detailed information to assist you in planning construction projects. Please review it carefully before design begins.

#### **Summary**

Contact the Property Manager as the first step. The Property Manager will be happy to assist you in completing your project efficiently.

Incorporate the provisions of the attached document into all of your agreements and contracts. You will need written approval from the Property Manager before contracting any work.

At least four (4) weeks before construction provide two (2) sets of drawings and plans to the Property Manager for approval. The Property Manager must also approve your list of contractors and subcontractors.

At least two (2) weeks before construction, schedule a pre-construction meeting with the Property Management Team. Meeting materials should include detailed schedules; addresses and telephone numbers of supervisors, contractors and subcontractors; copies of permits; proof of current insurance (including all subcontractor); payment, performance and lien bonds; and notice of any contractor's involvement in a labor dispute.

We will generally require that you conduct noisy, disruptive or odor and dust producing work, as well as the delivery of construction materials, outside of regular business hours.

We expect all contractors to maintain safe and orderly conditions, labor harmony, and proper handling of any hazardous materials. MSDS sheets must be supplied to the management office. We may stop any work that does not meet the conditions outlined in the attached document.

Before occupying the completed space, submit the final certificate of occupancy and any other approvals to the Property Manager. We also require an air balancing report signed by a professional engineer and an "as built" set of drawings in AutoCAD format on disk and one (1) hard copy showing all of the work in full detail.

Please note that this summary highlights key aspects of the attached document entitled Rules and Regulations for Design and Construction of Tenant Work for your convenience and does not supersede it in any way.

## **General Rules and Regulations**

Total Plaza is a premier business address in Houston, as such we have worked very hard to create the most positive environment possible for you and your employees to conduct business in an orderly, clean and desirable premises. We have endeavored to minimize our formal Rules and Regulations. However, in order to maintain the positive business environment, which initially attracted you as a tenant and minimize the interference by others to your premises, we anticipate your cooperation in observing the following Rules and Regulations prescribed by the Owner.

Please note that the term 'Tenant' as used in these Rules and Regulations includes its officers, agents, servants, employees, licensees and invitees.

### **After Hours Entry:**

Owner reserves the right after normal building hours to require that persons entering the Building identify themselves and establish their right to enter or to leave the Building.

### **Animals & Bicycles:**

Tenant shall not bring into the Building or keep in or around the premises any insect or animal, or bicycles without the prior written consent of Owner (wheelchairs, seeing eye dogs, and baby carriages excepted). Bicycle racks are provided on Level B-1 of the 1201 Louisiana garage and on the 1225 Louisiana Surface Lot. A secured bike room is located on street level adjacent to the locker

rooms. Tenants will be able to access the room via their building access card located to the right of the glass box entrance on the 1225 Surface Lot.

**Antennas & Wires:**

Tenant shall not install any antenna or aerial wires, or radio or television equipment, or any other type of equipment, inside or outside of the Building, without Owner's prior approval in writing. Tenant may operate personal radios and/or televisions inside the premises leased or occupied by it, provided noise from such equipment is not audible outside the premises.

**Blind Closing:**

Each Tenant shall cooperate with Owner in obtaining maximum effectiveness of the cooling system by closing blinds or drapes when the sun's rays fall directly on windows of the premises leased or occupied by Tenant.

**Building Image:**

Tenant shall not advertise the business, profession or activities of Tenant in any manner which violates the letter or spirit of any code of ethics adopted by any recognized association or organization, or use the name of the Building for any purpose other than that of the business address of Tenant, or use any picture or likeness of the Building or the Building name or logo in any letterheads, envelopes, circulars, or notices, without Owner's expressed consent in writing, which consent may be unreasonably withheld.

**Entrance Obstruction:**

Tenant shall not block or obstruct any of the public sidewalk entries, parking areas or courtyards adjacent to the Building, passageways, doors, corridors, elevators, elevator doors, freight elevator lobbies, hallways or stairways of the Building.

Tenant shall not place, empty, or throw any rubbish, litter, trash or material of any nature into such areas, or permit such areas to be used at any time except for ingress or egress of Tenant, its licensees and invitees.

**Finish Materials:**

All carpets, fabrics and furniture purchased for premises leased or occupied by Tenant shall conform to local and state fire codes.

**Flammable Fluids:**

Tenant shall not bring into the premises or the Building any flammable fluids or explosives without written permission of Owner.

**Glass Panel Doors:**

Glass panel doors that reflect or admit light into the passageways or into any place in the Building shall not be covered or obstructed by Tenant. Tenant shall not permit, erect or place drapes, furniture, fixtures, shelving, display cases or tables, lights, signs or advertising devices in front of or in proximity of interior or exterior windows, glass panels, or glass unless the same shall have first been approved by Owner.

**Hand Trucks:**

Any hand trucks used in any space or public halls of the Building, either by Tenant or by jobbers or others, in the delivery or receipt of merchandise, shall be equipped with rubber tires and safeguards.

**Large Item Disposal:**

Tenant shall have the responsibility of disposing of crates, boxes, etc., which will not fit into office wastepaper baskets and other unusual waste. In no event shall Tenant set such items in public hallways or other areas of the Building, except within the premises leased or occupied by Tenant, for disposal. If Tenant wishes to dispose of such items prior to 6:00 p.m., it may do so by calling the Management Office to arrange for porter service.

**Locks:**

No additional locks shall be placed on any door in the Building, which are incompatible with the master keying system. Owner may at all times keep a passkey to all leased or occupied premises.

**Material Movement:**

The movement of furniture, equipment, machines, merchandise or material within, into or out of the leased premises and the Building shall be restricted to time, method and routing as determined by Owner upon request from Tenant, and Tenant shall assume all liability and risk to property, the premises leased or occupied by it, and the Building in such move.

**Owner's Reservation of Rights:**

Owner reserves the right to rescind, alter or waive any rule or regulation at any time prescribed for the Building when, in its judgment, in the interests of all Tenants, and no alteration or waiver of any rule or regulation in favor of one Tenant shall operate as an alteration or waiver in favor of any other Tenant. Owner shall not be responsible to any Tenant for the non-observance or violation by any other Tenant or any of the rules or regulations at any time prescribed for the Building.

**Plumbing Systems:**

The plumbing facilities, lavatories and janitor closets shall not be used for any other purposes than for which they are constructed, respectively, and no rubbish, rags, sweepings, and/or any other harmful damaging or foreign substance of any kind shall be thrown in them, and the expense or any breakage, stoppage, or damage resulting from a violation of this provision shall be borne by Tenant.

**Premises Infestation:**

If the premises become infested with vermin due to Tenant deliveries or acts or omissions of Tenant, Tenant at its sole cost and expense, shall cause such premises to be exterminated from time to time, to the satisfaction of Owner and shall employ such exterminators as shall be approved by Owner.

**Quiet Enjoyment:**

Tenant shall not permit the operation of any musical or sound-producing instruments or devices which may be heard outside the leased premises or the

Building, or which may emanate electrical waves which will impair radio or television reception from or in the Building.

**Roof Access:**

Admittance to the roof of the Building is done only upon the written consent of Owner.

**Sales or Auctions:**

No space in the Building shall be used for manufacturing, public sales or auctions.

**Signal Communication:**

If Tenant desires signal communication, alarm or other utility or service connections installed or changed, such work shall be done at the expense of Tenant, with the prior written approval and under the direction of Owner.

**Signs & Advertising:**

No sign, door plaque, advertisement or notice shall be displayed, painted or affixed by Tenant in or on any part of the outside or inside of the Building or parking facilities without prior written consent of Owner.

**Smoke Free:**

This property is a smoke free building; smoking is prohibited in the lobby and other common areas, all elevators, rest rooms, the elevator lobby on each floor (even if such floor is occupied by only one Tenant) and the parking garage.

**Soliciting & Peddling:**

Canvassing, soliciting, peddling, and distribution of handbills and other advertising material in the Building is prohibited. Tenant shall cooperate to prevent the same and shall promptly report such activities to the Management Office.

**Weapons:**

Owner has the right, but not the obligation, to restrict Tenant from bringing into the Building, or keeping on the premises, any weapon including but not limited to firearms, knives, shotguns and similar items.

This section provides important service request forms and manuals for tenants.

- Certificates of Insurance
- Property Removal Pass
- Tenant Contact Information Form

## **Insurance Requirements**

Tenants are required to keep on file with the Management Office a current Certificate of Insurance evidencing sufficient coverage to satisfy the terms of their lease. The insurer must be admitted and licensed in Texas and the Certificate

must contain a provision that coverage will not be canceled or non-renewed without a thirty (30) days prior written notice to the Owner.

When tenant work is to be done by contractors in the building, the tenant authorizing such work shall be responsible for including in the contract for such work the following insurance and indemnity requirements to the extent that they are applicable. Insurance certificates must be received prior to construction/service. All certificates shall name the Landlord as the certificate holder as follows:

Certificate Holder:

1201 Louisiana Co, LP  
1201 Louisiana St  
Houston, Tx 77002

And as an additional insured party as follows:

TRZ Holdings LLC, TRZ Holdings Subsidiary LLC, 1201 Louisiana Co, LP, LLC, Brookfield Properties Management LLC, and their respective affiliates, shareholders, partners (including partners of partners), subsidiaries and related entities, and any successors and assigns of such entities.

Each contractor and each subcontractor shall, until the completion of the tenant work in question, procure and maintain at its expense, the following insurance coverage with companies acceptable to landlord in the following minimum limits:

Worker's Compensation (Including coverage for Occupational Disease) Employer's Liability	Limit of Liability Statutory Benefits  \$500,000
Comprehensive General Liability (including Broad Form Comprehensive Liability Enhancement, Contractual Liability assumes by the contractor and the tenant under article 15.3 of the Lease and Completed Operations coverage)  Bodily Injury and Property Damage	Limit of Liability \$2,000,000  combined single limit
Comprehensive Automobile Liability (including coverage for Hired and Non - Owned Automobiles)  Bodily Injury and Property Damage	Limit of Liability \$1,000,000 per occurrence
Umbrella Liability	Limit of Liability \$5,000,000 per occurrence

Notes: Completed certificates must be received before work can commence.



## Moving Procedures

Tenants are requested to contact the Management Office as far in advance of the move date as possible, but no less than two (2) weeks prior to any move in to or out of the Building, to coordinate the move and reserve the freight elevator. All move-ins/outs must take place after 5:30 p.m., Monday through Friday, or on weekends and are scheduled on a first come, first served basis. Additional charges for loading dock personnel, elevator operators, and security guards to accomplish the move may be charged to you at prevailing rates.

As a brief checklist, please provide the following to the Management Office prior to your move in date:

- Certificate of Insurance
- Tenant business telephone and fax numbers. At least two (2) after-hours emergency contacts (home telephone numbers)
- Directory designation (both corporate name and personnel)
- Four (4) Fire Warden designates and alternates per full floor occupancy
- Name of Tenant Administrative Liaison(s) and respective signature(s) of authorization

Arrangements should also be made with the Management Office for:

- Access control cards
- Evacuation training for Floor Wardens and employees
- Keys for offices

A list of Building approved movers is available in the Management Office.

The following rules pertain to moving furniture, equipment and supplies in and out:

- The loading dock is the only building entrance permitted to be used for moves.
- Movers must carry insurance in accordance with the specifications in the Insurance Requirements section and provide a Certificate prior to the move.
- Clean masonite sections must be used as runners on all finished floor areas where furniture or equipment is being moved with wheel or skid-type dollies. The masonite must be at least one-fourth inch thick, 4' x 8' wide sheets in elevator lobbies and corridors, and 32" wide sheets through doors in Tenant Space. All sections of masonite must be taped to prohibit sliding.
- The mover must provide and install protective coverings on all walls, door facings, elevator cabs and other areas along the route to be a protective barrier. These areas are inspected for damage after the move.
- Restoring any damage to the building or fixtures in connection with the move is the financial responsibility of the Tenant.

- The freight elevator is the only elevator used for the movement of furniture, equipment and supplies unless prior written approval to use additional elevators is obtained from the Management Office.
- Movers must make arrangements with the Management Office for use of the elevators for each move. A firm arrival time should be established for each day of a move.
- Movers are required to remove all boxes, trash, etc., when leaving the Building. Any materials left behind will be disposed of by building staff.
- Our building has a strict "No Smoking" Policy. Moving crews are not permitted to smoke in any area of the building.
- The Fire Department prohibits the blocking of any fire corridor, exit door, elevator lobby or of hallways. Moving vehicles should not be parked in marked "Fire Lanes".

## **Smoking Policy**

Smoking is prohibited in all common areas of the building including, but not limited to, entrances and lobbies, elevator lobbies, lavatories (handicap included), loading dock, elevators, freight elevators, stairways and garage.

## **Neighborhood**

**Banks and ATMs**

**Total Plaza**

**Business Services**

**Calendar**

**Entertainment**

**Hotels**

**Maps**

**Parking – Security & Access**

**Restaurants**

**Social Media**

**Transportation**