

# CITY PLACE

## **Tenant Handbook**



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## CityPlace Contact List

### Property Management

**MANAGEMENT OFFICE** 314.594.5014

Chris Woods  
Sr. Property Manager 314.594.5015 cwoods@redico.com

Diana Barnett  
Assistant Property Manager 314.594.5013 dbarnett@redico.com

Kristy Ritter  
Property Administrator 314.594.5014 cityplace@redico.com

### Security

CityPlace Three Guard 314.225.4573

CityPlace One Guard 314.307.5841

### Emergency After Hours

Maintenance Emergency 314.576.9097

24 Hour Security 314.307.5841

### Maintenance Technicians

Alan Luffy	Campus	Lead Technician & HVAC
Jeremy Crockett	Campus	General Maintenance
Jeff Nixon	Campus	HVAC & General Maintenance
Tom Vanderbeck	Campus	General Maintenance-Doors, locks & Keys

### Porters

Lawrence Bankston	CP1, Oaks	Restrooms, lights, trash & other
Kelly Shockley	CP3, Retail	Restrooms, lights, trash & other
Tim Huckeby	CP2, CP4	Restrooms, lights, trash & other



## CAMPUS COMMON AREAS

### Common Area Phone List

#### **CityPlace 1**

Guard Desk

314.225.4573

Auditorium

314.993.5117

#### **CityPlace 2**

Conference Room

314.677.2136

#### **CityPlace 3**

Café

314.677.2128

Café Office

314.677.2929

Guard Desk

314.307.5841

Fitness Center

314.594.5018

Training Room 1

314.677.2137

Training Room 2

314.677.2130

Ballas Room

314.677.2132

Craig Room

314.677.2133

Olive Room

314.677.2131

Training Center Lobby

314.677.2138

#### **CityPlace 4**

Conference Room

314.677.2135

#### **The Oaks**

Conference Room

314.677.2138





## ***MOVE IN CHECKLIST***

Prior to move in date, please follow these requirements:

- ☐ Provide a move in date to the Property Management Office. Moving hours should be scheduled after 5 p.m. on weekdays and between 8 a.m. and 12p.m. on weekends.
- ☐ Submit tenant certificate of insurance.
- ☐ Submit certificates of insurance for tenant vendors.
- ☐ Complete Door and Directory Signage Request form. (signage requires 6-8 weeks for processing.)
- ☐ Complete Tenant Contact Information form.
- ☐ Complete access card request forms for all employees.
- ☐ Provide a copy of your business license & occupancy permit obtained from the City of Creve Coeur inspection.
- ☐ Upon completion of your move, a final walk through will be scheduled.
- ☐ Establish US Mail Service.

For CityPlace One, Two, Three, and Four:  
Creve Coeur Post Office  
331 N. New Ballas Road  
St. Louis, MO 63141  
314.432.3664

For The Oaks:  
West County Post Office  
2002 Congressional Drive  
St. Louis, MO 63146  
314.993.1402



## Tenant Contact Information

Please fill out the following form and return to the REDICO Property Management Office. All personal information received will be kept in the strictest confidence and only used for emergencies.

Company Name: \_\_\_\_\_ CityPlace Building: \_\_\_\_\_ Suite: \_\_\_\_\_

Hours of Operation: \_\_\_\_\_ Current # of Employees: \_\_\_\_\_

### Daily Contacts

Company Contact 1	Phone	Email Address
Company Contact 2	Phone	Email Address

### Lease Contact

Name & Title	Phone	Email Address

### Billing Contact

Name & Title	Phone	Email Address

### After Hours Emergencies

Emergency Contact 1	Cell/Home	Email Address
Emergency Contact 2	Cell/Home	Email Address



## Card Access System

After hour access and HVAC usage in the CityPlace office buildings are controlled by an integrated card access system. This system is designed to allow the tenant to enter the building, activate the elevator, and energize the HVAC system in their particular area during unoccupied hours. At building entrances a proximity type card reader is installed. To gain access, the tenant must hold their card to the reader. An indicator light will change from red to green, signaling that access has been granted. If access has been denied, the indicator light will remain red. If this is the case, do not attempt to open the door or an alarm will be activated. If you feel access was denied in error, please contact the Property Management Office to have the problem resolved.

Once inside the building, the employee must use their access card to energize the elevator or to energize the HVAC.

An elevator in each building has been designated for afterhours use. Inside the elevator cab is a proximity type card reader. The tenant must hold their card to the reader. Once it is accepted, the tenant should press the button for their floor.

To energize the HVAC on the tenant's floor after hours, the tenant must use the override card reader located on the first level of the building. This reader is a proximity type card reader and is used in the same manner as the exterior doors. When used, this reader will energize the HVAC on the tenants own floor for two (2) hours. If the tenant needs cooling for more than two (2) hours, they need to re-energize the system by using the card reader again. (The charge for after hours HVAC is \$30 an hour, with a minimum of 2 hours).

HVAC for the auditorium and conference room after hours must be programmed through our office. Upon receipt and confirmation of an Auditorium/Conference room schedule request, the HVAC will be scheduled according to the hours requested.

## Process for Access Cards Submission

- ☐ Employee must complete the access form and fitness waivers including appropriate authorized signature.
- ☐ Forms should be submitted via email to [cityplace@redico.com](mailto:cityplace@redico.com)
- ☐ All components must be submitted before access cards are processed.
- ☐ Cards are typically processed within 5-7 business days.
- ☐ The Property Management Office will email the authorized signer once cards are complete.
- ☐ Employee or representative of company may pick up access cards from the Property Management Office.
- ☐ To disable cards please send an email to [cityplace@redico.com](mailto:cityplace@redico.com) with the employee name and card number.
- ☐ To add a new area to personnel with an existing access card, an email will suffice.
- ☐ If an access card is lost or stolen, please report to Management Office immediately so the card can be deactivated. Additionally, please submit a new access card form and select "replacement" at the top of the form.

**Please Note:** Cards will not be processed if paperwork is not completed in full. This includes proper signatures, all access areas marked yes or no, and vehicle id information.



## Access Card Request Form

### This Form Must Be Signed By Authorized Supervisor

Tenant Company Name: \_\_\_\_\_ Building \_\_\_\_\_ Suite \_\_\_\_\_  
New \_\_\_\_\_ Replacement \_\_\_\_\_

The access card allows the cardholder access to the CityPlace buildings through the front entrance door, between 6:00 p.m. and 7:00 a.m. Monday through Friday and any time on weekends or holidays. The building is unlocked between 7:00 a.m. and 6:00 p.m. Monday through Friday and 8:00 a.m. to 12:00 p.m. on Saturday.

Use of this access card is solely for the undersigned. Allowing other persons access to the buildings and/or Fitness Center with this access card is strictly prohibited and will result in revocation of same.

In an effort to provide the best service, the following categories are set up to be utilized with the access card. Please fill in the company name, suite number, employee's name.

#### Employee Information: (Please Print)

Full Name: \_\_\_\_\_

Business E-Mail Address: \_\_\_\_\_

#### Vehicle Information:

Color: \_\_\_\_\_

License plate #: \_\_\_\_\_

Make: \_\_\_\_\_

Model: \_\_\_\_\_

**Please X the appropriate access areas the employee will be authorized to use:**

Attach fitness waiver forms for fitness center usage

Elevators After Hours 24/7 Access	Yes _____	No _____
Building Entrance 24/7 Access	Yes _____	No _____
HVAC Access Charged at hourly rate (after hours use only)	Yes _____	No _____

**\*In case of emergency, the building doors will lock and access cards will be required for building access.**

**\*Access Cards will NOT be processed without all requested information \***

Authorized by: \_\_\_\_\_  
(Supervisor Signature)

Date: \_\_\_\_\_

To Be Completed By Management Office:

Assigned Card Number: \_\_\_\_\_





## CityPlace Fitness Center Agreement

### This Form Must Be Signed By Authorized Supervisor

Thank you for choosing to use the facilities, services, and/or programs of The CityPlace Fitness Center managed by REDICO Management, Inc. and CityPlace Fitness and serving tenants in buildings owned by RNSI CityPlace Owner, LLC, and its managers, members, officers, agents, employees, representatives, executors, and all others (hereinafter "CityPlace"). We request your understanding and cooperation in maintaining both your and our safety and health by reading and signing the following informed consent agreement.

I, \_\_\_\_\_, declare that I am over the age of eighteen (18), a full time on-site employee in the CityPlace campus, and intend to use some or all of the activities, facilities, programs and services offered by The CityPlace Fitness Center managed by CityPlace and I understand that each person (myself included), has a different capacity for participating in such activities, facilities, programs and services. I am aware that all activities, services and programs offered are educational, recreational, or self-directed in nature. I assume full responsibility, during and after my participation, for choices to use or apply, at my own risk, any portion of the information or instruction I receive.

I understand that part of the risk involved in undertaking any activity or program is relative to my own state of fitness or health (physical, mental or emotional) and to the awareness, care, and skill with which I conduct myself in that activity or program. I acknowledge that my choice to participate in any activity, service, and program of the CityPlace Fitness Center managed by CityPlace brings with it my assumption of those risks or results stemming from this choice and the fitness, health, awareness, care, and skill that I possess and use.

I further understand that the activities, programs, and services offered by The CityPlace Fitness Center managed by CityPlace are sometimes conducted by personnel who may not be licensed, certified, or registered instructors or professionals. I accept the fact that the skills and competencies of some employees and/or volunteers will vary according to their training and experience and that no claim is made to offer assessment or treatment of any mental or physical disease or condition by those who are not duly licensed, certified, or registered and herein employed to provide such professional services.

I recognize that by participating in the activities, facilities, programs, and services offered by The CityPlace Fitness Center managed by CityPlace, I may experience potential health risks such as transient light-headedness, fainting, abnormal blood pressure, chest discomfort, leg cramps, and nausea and that I assume willfully those risks. I acknowledge my obligation to immediately inform the nearest supervising employee of any pain, discomfort, fatigue, or any other symptoms that I may suffer during and immediately after my participation. I understand that I may stop or delay my participation in any activity or procedure if I so desire and that I may also be requested to stop and rest by a supervising employee who observes any symptoms of distress or abnormal response.

I understand that I may ask any questions or request further explanation of information about the activities, facilities, programs, and services offered by The CityPlace Fitness Center managed by CityPlace at any time before, during, or after my participation.

I declare that I have read, understood and agree to the contents of this informed consent agreement in its entirety.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Witness: \_\_\_\_\_

Company: \_\_\_\_\_

Fitness Center Hours: 6:00 a.m. to 6:30 p.m. M-F only.  
No weekend availability



## CityPlace Fitness Center Agreement And Release Of Liability

In consideration of gaining membership or being allowed to participate in the activities and programs of The CityPlace Fitness Center managed by REDICO Management, Inc. and CityPlace Fitness and to use its facilities, equipment, and machinery in addition to the payment of any fee or charge, I do hereby waive, release and forever discharge The CityPlace Fitness Center managed by REDICO Management, Inc. and CityPlace Fitness, and serving tenants in buildings owned by RNSI CityPlace Owner, LLC, and its managers, members, officers, agents, employees, representatives, executors, and all others (hereinafter "CityPlace") from any and all responsibilities or liability for injuries or damages resulting from my participation in any activities or my use of equipment for machinery in the above-mentioned CityPlace Fitness Center or arising out of my participation in any activities at said CityPlace Fitness Center. I do also release all of those mentioned and any others acting upon their behalf from any responsibility or liability for any injury or damage to myself, including those caused by the negligent act or omission of any of those mentioned or others acting on their behalf or in any way arising out of or connected with my participation in any activities of The CityPlace Fitness Center managed CityPlace or the use of any equipment at The CityPlace Fitness Center managed by CityPlace. (Please initial: \_\_\_\_\_)

I understand and am aware that strength, flexibility and aerobic exercise, including the use of equipment, are potentially hazardous activities. I also understand that fitness activities involve a risk of injury and even death and that I am voluntarily participating in these activities and using equipment and machinery with knowledge of the dangers involved. I hereby agree to expressly assume and accept any and all risks of injury or death.  
(Please initial: \_\_\_\_\_)

I do hereby further declare myself to be physically sound and suffering from no condition, impairment, disease, infirmity, or other illness that would prevent my participation in any of the activities and programs of The CityPlace Fitness Center managed by CityPlace or use of equipment or machinery except as hereinafter stated. I do hereby acknowledge that I have been informed of the need for a physician's approval for my participation in an exercise/fitness activity or in the use of exercise equipment and machinery. I also acknowledge that it has been recommended that I have a yearly or more frequent physical examination and consultation with my physician as to physical activity, exercise, and use of exercise and training equipment so that I might have recommendations concerning these fitness activities and equipment use. I acknowledge that I have either had a physical examination and have been given my physician's permission to participate, or that I have decided to participate in activity and/or use of equipment and machinery without the approval of my physician and do hereby assume all responsibility for my participation and activities, and utilization of equipment and machinery in my activities.  
(Please initial: \_\_\_\_\_)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Witness: \_\_\_\_\_



## CAMPUS PERSONNEL

### PORTERS

Daytime custodial personnel or Porters are employed for the purpose of stocking restroom supplies, policing the common areas and exterior of the building, light bulb changes, and spillage clean up.

The Porters are available to assist tenants by *request only* through the tenant communication software (Rediworks) at [www.cityplacestl.com](http://www.cityplacestl.com) or via the Management Office.

### CLEANING SERVICES

A responsible cleaning contractor has been contracted by REDICO to commercially clean office spaces and all public areas. This service is conducted after normal office hours Monday through Friday. No daytime or weekend cleaning is provided.

Nightly cleaning service includes the emptying of trash , dusting accessible areas, vacuuming carpets, sweeping hard surface floors, and spot cleaning as necessary.

A detailed cleaning schedule can be obtained by calling the Management Office. Arrangements can be made through the Management Office for special cleaning services not included in the regular nightly cleaning contract, such as carpet cleaning, ceiling cleaning, and blinds washing.

### MAINTENANCE PERSONNEL

Daytime maintenance personnel are available for minor repairs pertaining to electrical, HVAC, and other related duties.

There will be a minimum charge for any non-standard work performed by a maintenance person on tenant-responsible items. For billing purposes, time is calculated in 30-minute increments and charged at the then applicable hourly rate. The online Rediworks request will be considered as Tenant's authorization to perform the requested work.

**Due to insurance requirements, maintenance personnel have been instructed that under no circumstances will Tenants be allowed to use building tools, ladders or equipment. In addition, maintenance personnel are not permitted to move boxes, furniture, or equipment for Tenants.**



## *SERVICE AND REPAIR REQUESTS*

The management office is ready to accept your service requests. Service requests can be entered via Workspeed at [service.request@workspeed.net](mailto:service.request@workspeed.net). In order to ensure proper communication, we recommend that each tenant appoint one or two people in the company to relay maintenance requests to us. This can minimize communication breakdown and prevent mishandled requests. The building staff can accommodate most requests; however, particularly complex job requests may limit our ability to comply. **In addition, maintenance personnel are not permitted to move boxes, furniture, or equipment for Tenants.**

All service requests should be directed to the service request web site (Workspeed). They should not be relayed through a member of the maintenance department. Only requests registered through the web site or the Management Office will be acted upon.

Workspeed user login is also accessible via the campus web site, [www.cityplacestl.com](http://www.cityplacestl.com). Users are required to enter a username and password. The Daily Contacts listed on the Tenant Contact Information form will be set up to access Workspeed. They will receive their username and password and instructions for using the system via email. Additional users may be added by submitting names and email address to the property management office.

Be as specific as possible when identifying the location of a problem (i.e.: the name of the person's office). This will help expedite service and keep expenses down.

Service request for non-building standard lights or work outside the scope of Landlord's normal responsibilities are at the Tenant's expense. Labor and material rates are available upon request from the Management Office.

## RECYCLING

REDICO is pleased to offer a **FREE** single stream recycling program for all of our tenants. Recycle bins are located in each building as indicated in the chart below. Tenants are encouraged to take their recyclable materials to these collection bins, as the night time cleaning crew is not contracted to remove recycling from tenant suites.

If you would like to arrange for recycling bins to be placed within your office and emptied on a weekly basis by our service provider, please contact Always Green directly at 314-521-2211 to contract for these services. Please note that Always Green can also provide paper shredding and e-recycling services.

Building	Collection Bin Location
CityPlace 1	North Dock
	West Dock
CityPlace 2	Dock
	Freight Elevator Vestibules Flrs. 1-4
CityPlace 3	Dock
	Freight Elevator Vestibules Flrs. 2-11
CityPlace 4	Dock
	Freight Elevator Vestibules Flrs. 1-4
The Oaks	3 <sup>rd</sup> Flr. Alcove

## AMENITIES

### CityPlace One

#### Atrium & Patio

Enjoy the benefits of our Plaza and Atrium spaces for company events. The Atrium and Lakeside Patio are also available for catered functions. This area can be reserved on line using the Rediworks system or by contacting the property management office. Reservations may be made up to one year in advance, and are on a first come first served basis.

Features Include:

Large open area

Covered outdoor patio seating

Sprawling Atrium with scenic views

Lakefront view

#### Charges for Use

There is **no charge** for tenant use of the Atrium and Patio during normal business hours of 7:00 AM– 6:00 PM.

Use of the Atrium and Patio after 6:00 PM Monday through Friday and anytime on Saturday and Sunday will be charged according to the rates listed below.

☐ \$75 cleaning fee

☐ After-hours HVAC charge of \$30/ hour 2 hour minimum

☐ Security/maintenance fee of \$50/ hour 2 hour minimum if services are requested

#### Micro Mart

Located on the Lake Level and open 24 hours a day, the self-serve Micro Mart is operated by Dynamic Vending. The Micro Mart offers a variety of fresh and pre-packaged foods and beverages. Chairs, tables & flat screen TVs are provided in & outside of the store for tenant employee lunches or breaks.

## AMENITIES

### CityPlace One Auditorium

The Auditorium seats 144 people and is equipped with a podium which has a connection for a lap-top, video camera, and a state-of-the-art audiovisual system with a CD/DVD, projector, handheld and lapel microphones. A touch-screen podium controls all lighting and audiovisual equipment. The auditorium can be reserved online using the Rediworks system or by contacting the property management office. Reservations may be made up to one year in advance, and are on a first come first served basis.



### Conference Room

Located on the Lake Level, the Conference Room seats up to 15 people, and has a large dry-erase board and a smart TV. The equipment needed for use of the TV can be checked out from the CityPlace One Security Desk. The cost for any lost or damaged equipment will be charged to the tenant. This room can be reserved online using the Rediworks system or by contacting the property management office. Reservations may be made up to one year in advance, and are on a first come first served basis.



### Wi-Fi

Wi-Fi is available free of charge while using the conference room or auditorium. There is no password to connect as it is an open network.

**\*Wi-Fi is not intended for use within your tenant space and is not set up to reach beyond the auditorium or conference room.**

### Charges for Use

There is **no charge** for tenant use of the auditorium and conference room during normal business hours of 7:00 AM– 6:00 PM.

Use of the auditorium or conference room after 6:00 PM Monday through Friday and anytime on Saturday and Sunday will be charged according to the rates listed below.

- ☐ \$75 cleaning fee
- ☐ After-hours HVAC charge of \$30/ hour 2 hour minimum
- ☐ Security/maintenance fee of \$50/ hour 2 hour minimum if services are requested



# AMENITIES



## CityPlace Two Conference Room

Located on the Lake Level, the Conference Room seats up to 14 people, has a large dry-erase board, a telephone, and a smart TV. For access to the equipment needed to use the TV please contact the property management office prior to your reservation date. The cost for any lost or damaged will be charged to the tenant. A flip chart is available upon request. This room can be reserved on line using the Rediworks system or by contacting the property management office. Reservations may be made up to one year in advance ,and are on a first come first served basis.

## Charges for Use

There is **no charge** for tenant use of the conference room during normal business hours of 7:00 AM– 6:00 PM.

Use of the conference room after 6:00 PM Monday through Friday and anytime on Saturday and Sunday will be charged according to the rates listed below.

- ☐ \$75 cleaning fee
- ☐ After-hours HVAC charge of \$30/ hour 2 hour minimum
- ☐ Security/maintenance fee of \$50/ hour 2 hour minimum if services are requested



## Café

### Hours Of Operation

Breakfast	7:00 – 9:30	A.M.
Lunch	11:00 – 1:30	P.M.

# AMENITIES

## CityPlace Three

### Café

One of the many conveniences of the CityPlace campus is the on-site Café. Walk over to CityPlace Three and pick up breakfast, lunch or a snack, without the hassle of leaving campus.

Executive Dining operates the on-site café and sundry store, and offers catering services for the CityPlace campus.

### Executive Dining Company Overview

Executive Dining is an exciting food service company comprised of the best of the Chiles and Syberg families. These two families have been providing St. Louis with fine food since 1927.

We invite you to try our quality, service, and value that sets Executive Dining apart in the St. Louis market place.

Our experience, volume, and buying power guarantees the best food at the lowest prices. Service is our cornerstone and customer satisfaction is also a guarantee. We provide the background necessary to:

*Coordinate food service procedures*

*Assure excellent food and service*

*Provide quality and variety at a great value*

We are proud to have served the St. Louis Metropolitan area for over 70 years!

Café main number: 314-677-2128

Café office: 314-677-2129

Catering Director

314-677-2128

314-677-2129 (back office)

[cityplacecatering@yahoo.com](mailto:cityplacecatering@yahoo.com)



## AMENITIES

### CityPlace Three

#### Fitness Center

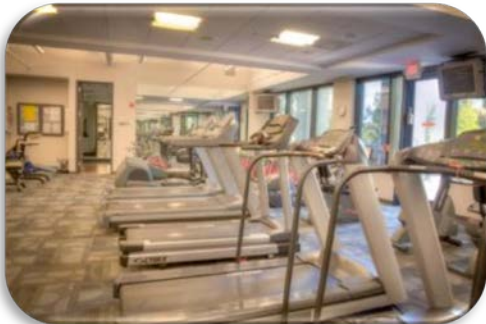
This 5,500 sq. ft center is located on the lobby level. The center has been designed with state-of-the-art cardiovascular and strength training equipment from Cybex, Precor, Life Fitness, and Ground Zero as well as an extensive free weight system. The locker rooms feature private showers, a scale, hairdryers, and plenty of room for dressing and housing your personal belongings. The facility is staffed during the week and offers fee based services including personal training, nutritional counseling, and group exercise classes such as yoga and spinning. Fitness center access can be added to employee access cards upon completion of the Fitness Center Agreement on pages 10 and 11 of this handbook.

**Phone: 314.594.5018**

[totalfitness\\_2000@yahoo.com](mailto:totalfitness_2000@yahoo.com)

#### Hours of Operation

Open for tenant use from 6:00 a.m. to 6:30 p.m. Monday- Friday.



## AMENITIES

### CityPlace Three

#### Conference Rooms



Three conference rooms are located on the second floor next to the Training Room.

Ballas Room

Craig Room

Olive Room

These rooms can be reserved online using the Rediworks system or by contacting the property management office. Reservations may be made up to one year in advance, and are on a first come first served basis.



**The Ballas Room** (seats up to 14 people) and **Craig Room** (seats up to 20 people) each are equipped with Egan wood cabinets housing a removable flip chart, a telephone, a magnetic porcelain board, and a smart TV. The equipment needed for use of the TV can be checked out from the CityPlace Three Security Desk. The cost for any lost or damaged equipment will be charged to the tenant.

**The Olive room** (seats up to 4 people) features movable workstations, dry-erase boards, flip charts, a tack board, a phone, and a smart TV. The equipment needed for use of the TV can be checked out from the CityPlace Three Security Desk.

#### Charges for Use

There is **no charge** for tenant use of the Ballas, Craig, and Olive Rooms during normal business hours of 7:00 AM– 6:00 PM.

Use of the Ballas, Craig, or Olive Room after 6:00 PM Monday through Friday and anytime on Saturday and Sunday will be charged according to the rates listed below.

- ☐ \$75 cleaning fee
- ☐ After-hours HVAC charge of \$30/ hour 2 hour minimum
- ☐ Security/maintenance fee of \$50/ hour 2 hour minimum if services are requested



## AMENITIES

### CityPlace Three

#### Training Room

The 5,000 square foot training facility is located on the second floor and seats up to 50 people using classroom style tables with laptop connections. The training center is equipped with a podium which includes a connection cable for the users lap-top, a audiovisual system with a CD/DVD, SHS/VHS, drop screen, projector, handheld and lapel microphones. A touch-screen podium controls all lighting and audiovisual equipment. The equipment needed for use of the projector can be checked out from the CityPlace Three Security Desk. The cost for any lost or damaged equipment will be charged to the tenant. This room can be reserved online using the Rediworks system or by contacting the property management office. Reservations may be made up to one year in advance ,and are on a first come first served basis.



#### Charges for Use

There is **no charge** for tenant use of the Training Room during normal business hours of 7:00 AM– 6:00 PM.

Use of the Training Room after 6:00 PM Monday through Friday and anytime on Saturday and Sunday will be charged according to the rates listed below.

- ☐ \$75 cleaning fee
- ☐ After-hours HVAC charge of \$30/ hour 2 hour minimum
- ☐ Security/maintenance fee of \$50/ hour 2 hour minimum if services are requested



## AMENITIES

### CityPlace Four Conference Room

Located on the lobby level, the Conference Room seats up to 12 people, and is equipped with a dry-erase board and a telephone . A flip chart is available upon request. This room can be reserved online using the Rediworks system or by contacting the property management office. Reservations may be made up to one year in advance ,and are on a first come first served basis.



### Charges for Use

There is **no charge** for tenant use of the Conference Room during normal business hours of 7:00 AM– 6:00 PM.

Use of the Conference Room after 6:00 PM Monday through Friday and anytime on Saturday and Sunday will be charged according to the rates listed below.

- ☐ \$75 cleaning fee
- ☐ After-hours HVAC charge of \$30/ hour 2 hour minimum
- ☐ Security/maintenance fee of \$45/ hour 2 hour minimum if services are requested



- ☐ \$75 cleaning fee
- ☐ After-hours HVAC charge of \$30/ hour 2 hour minimum
- ☐ Security/maintenance fee of \$50/ hour 2 hour minimum if services are requested



## AMENITIES

### The Oaks

#### Conference Room

Located on the first floor, the Conference Room seats up to 30 people, and is equipped with a dry-erase board, a telephone and a smart TV with VGA and HDMI connections. For access to the equipment needed to use the TV please contact the property management office prior to your reservation date. The cost for any lost or damaged will be charged to the tenant. This room can be reserved online using the Rediworks system or by contacting the property management office. Reservations may be made up to one year in advance, and are on a first come first served basis.



#### Charges for Use

There is **no charge** for tenant use of the Conference Room during normal business hours of 7:00 AM– 6:00 PM.

Use of the Conference Room after 6:00 PM Monday through Friday and anytime on Saturday and Sunday will be charged according to the rates listed below.

- ☐ \$75 cleaning fee
- ☐ After-hours HVAC charge of \$30/ hour 2 hour minimum
- ☐ Security/maintenance fee of \$45/ hour 2 hour minimum if services are requested

# AMENITIES

## CityPlace Six

Reservations for CityPlace Six amenities should be made by contacting the REDICO property management office.

### 55 Seat Training Facility

Located on the lobby level, the Training Room seats up to 55 people, and is equipped with a touch screen operated projector, dry-erase board and a telephone (available for local calls only).

A flip chart is available upon request.



### Board Room

Located on the lobby level, the Board Room seats up to 10 people, and is equipped with a dry-erase board and a telephone (available for local calls only).

A flip chart is available upon request.



### Class Room

Located on the lobby level, the Class Room seats up to 12 people, and is equipped with moveable tables and chairs, a dry-erase board and a telephone (available for local calls only).

A flip chart is available upon request.

Use of the conference room **after** regular business hours will be billed.

### Wi-Fi

Wi-Fi is also available free of charge while using the auditorium. The password is **cityplace**.

### After Hour Charges:

- ☐ Flat rate of \$50 for the Board Room
- ☐ Flat rate of \$100 for the Class Room
- ☐ Flat rate of \$200 for the 55 seat training facility
- ☐ Standard maintenance fee of \$82.50/ hour 2 hr. minimum (if requested)
- ☐ After-hours HVAC charge of \$18.40/ hour 2 hr. minimum
- ☐ Security Fee \$40
- ☐ If necessary, a clean-up fee of \$75.00 minimum will apply





# CITY PLACE



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## *CERTIFICATES OF INSURANCE*

A certificate of insurance must be on file with the REDICO property management office for all vendors working on campus.

### Certificate of Insurance Requirement

The certificate must reflect a minimum combined single limit coverage of \$2,000,000.00

Additional Insured **must** be listed:

RNSI CityPlace Owner, LLC  
REDICO Management, Inc.  
JP Morgan Chase Bank  
Wells Fargo Bank

Certificate Holder:  
REDICO Management, Inc.  
Two CityPlace Drive, Suite 460  
St. Louis, MO 63141

Attn: Kristy Ritter  
Email: [cityplace@redico.com](mailto:cityplace@redico.com)





## ***BUILDING RULES & REGULATIONS***

The following are the Landlord's Rules and Regulations. The Tenant agrees that its employees and agents, or any others permitted by Tenant to occupy or enter The Leased Property, will at all times abide by them. **VIOLATION OF THESE RULES CAN RESULT IN A DEFAULT OF THE LEASE.**

Landlord shall not be liable for the non-observance of said rules and regulations by any other Tenant. The following rules and regulations shall apply to the Premises, the Building, the parking garage associated therewith, and the appurtenances thereto:

1. Sidewalks, doorways, vestibules, halls, stairways, and other similar areas shall not be obstructed by Tenants, or used by any Tenant for purposes other than ingress and egress to and from their respective leased premises, and for going from one to another part of the building.
2. Plumbing, fixtures, and appliances shall be used only for the purposes for which designed and no sweepings, rubbish, rags or other unsuitable material shall be thrown or deposited therein. Damage resulting to any such fixtures or appliances from misuse by a tenant or its agents, employees or invitees, shall be paid by such Tenant.
3. No signs, advertisements or notices shall be painted or affixed on or to any windows or doors, or other part of the building without the prior written consent of Landlord. No nails, hooks or screws shall be driven or inserted in any part of the Building except by Building personnel. Tenant shall not install any window treatments other than existing treatments or otherwise obstruct the window of the premises without prior written consent of Landlord or its duly appointed agent.
4. Landlord shall provide and maintain an alphabetical directory for all Tenants in the main lobby of the building. All revisions to said directory shall be submitted by Tenant to the Management Office in writing.
5. Landlord shall provide all door locks in each Tenant's leased premises, at the cost of such Tenant, and no Tenant shall change or place any additional door locks in its leased premises or assigned storage space (as it applies) without Landlord's prior written consent. Landlord shall furnish to each Tenant a reasonable number of keys to such Tenant's leased premises, at such Tenant's cost, and no Tenant shall make a duplicate thereof.



## ***BUILDING RULES & REGULATIONS***

6. Movement in or out of the Building of furniture or office equipment, or dispatch or receipt by Tenants of any bulky material, merchandise or materials which require use of freight elevators or stairways, shall be conducted under Landlord's supervision at such times and in such a manner as Landlord may reasonably require. Designated **"freight elevators" are to be utilized for all such floor to floor movement.** Each tenant assumes all risks of and shall be liable for all damage to articles moved and injury to persons or public engaged or not engaged in such movement, including equipment, property, and personnel of Landlord if damaged or injured as a result of acts in connection with carrying out this service for such Tenant.
7. Landlord may prescribe weight limitations and determine the location for safes and other heavy equipment or items, which shall in all cases be placed in the Building so as to distribute weight in a manner acceptable to Landlord which may include the use of such supporting devices as Landlord may require. All damages to the building caused by the installation or removal of any property of a tenant, or done by a Tenant's property while in the Building, shall be repaired at the expense of such Tenant.
8. Corridor doors, when not in use, shall be kept closed. Nothing shall be swept or thrown into the corridors, halls, elevator shafts or stairways. No birds or animals shall be brought into or kept in, on or about any Tenant's leased premises. No portion of any Tenant's leased premises shall at any time be used for storage of items other than those directly involved in daily business activities, or occupied as sleeping or lodging quarters.
9. Tenant shall cooperate with Landlord's employees in keeping its leased premises neat and clean. Tenants shall not employ any person for the purpose of such cleaning other than the Building's cleaning and maintenance personnel without prior written consent of the Landlord or its duly appointed agent.
10. Tenant shall not employ or contract for any work to be performed to the premises without prior written permission from the Landlord or its duly appointed agent.
11. To ensure orderly operation of the Building, no ice, mineral or other water, towels, newspapers, etc. shall be delivered to any leased area except by persons approved by Landlord.
12. No machinery of any kind (other than normal office equipment) shall be operated by any tenant in its leased area without Landlord's prior written consent, nor shall any tenant use or keep in the Building any flammable or explosive fluid or substance.



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## ***BUILDING RULES & REGULATIONS***

14. Landlord will not be responsible for lost or stolen personal property, money, or jewelry from tenant's leased premises, or public or common areas regardless of whether such loss occurs when the area is locked against entry or not.
15. No vending or dispensing machines of any kind may be maintained in any leased premises without the prior written permission of the Landlord.
16. Tenant shall not conduct any activity on, or about the Premises or Building which will draw pickets, demonstrators, or the like.
17. Tenant shall not store in the Premises any waste paper, sweepings, rags, rubbish, or other combustible matter, nor shall Tenant bring into the Premises any hazardous wastes, kerosene, and/or other highly combustible materials.
18. All vehicles parked on the Premises are to be currently licensed, in good operating condition, parked for business purposes having to do with Tenant's business on the Premises, parked within designated parking spaces, one vehicle to each space. No vehicle shall be parked as a "billboard" vehicle in the parking lot. Any tenant, Tenant's agent, employee, vendor or customer who operates or parks improperly shall subject the vehicle to being towed at the expense of the owner or driver. The Landlord may place a "boot" on the vehicle to immobilize it and may levy a charge of \$50.00 to remove the "boot". The Tenant shall indemnify, hold, and save harmless the Landlord of any liability arising from the towing or booting of any vehicles belonging to the Tenant, Tenant's agents, vendors, employees and customers.
19. There is NO SMOKING allowed in any public areas of the Premises, including, but not limited to, stairwells, elevators, restrooms and main building entrances. Smoking is allowed in specifically designated areas only. Tenant shall not dispose of any smoking materials including, but not limited to, matches ashes, and cigarette butts on the floors of the Property, about the grounds of the Property, or in any receptacle other than specifically designated receptacles for smoking.

# SMOKING POLICY & ZONES

## Smoking Policy

In accordance with leases between Landlord and Tenants, all Tenants are responsible for the conduct of their employees. This responsibility includes any and all rules and regulations attached as an exhibit to each lease that Landlord changes from time to time. Upon receipt of this policy, Landlord requires each Tenant to be responsible for notifying their employees of the smoking areas and for the conduct of any employee that does not adhere to said smoking policy. Prohibited smoking includes traditional tobacco cigarettes and pipes as well as electronic/vaporized cigarettes.

## Designated Smoking Areas:

### CityPlace One

The southeast corner of the first level of the East Garage.

### CityPlace Two

The CityPlace Two garage (across CityPlace Drive )  
Also, smoking is allowed near the benches & tables lakeside.

## Smoking Is Not Permitted In These Areas:

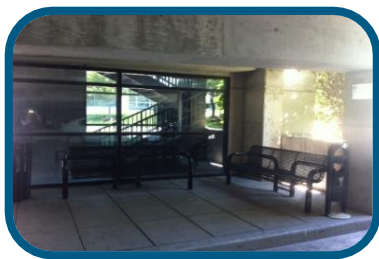
- ☐ CP2 Lake Level Patio entrance to the building
- ☐ CP1 Executive Garage
- ☐ CP1 West/North Loading Docks
- ☐ CP1 Tunnel entrance areas

*\*Smoking is NOT allowed by the patio by the LL East entrance doors as this does not comply with the City of Creve Coeur requirements Of 25 feet from the building entrance.*

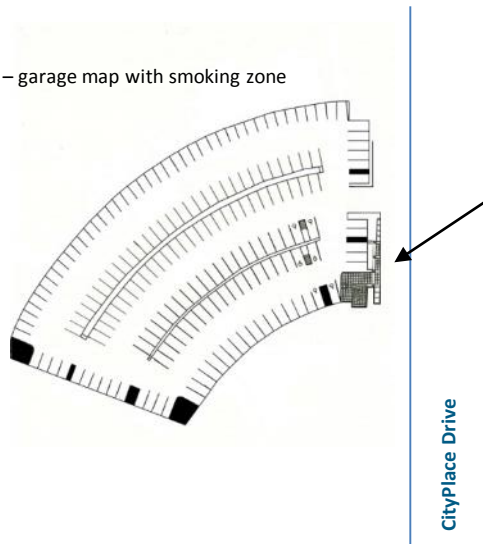
CP2 – Lakeside smoking area



CP2 – Garage smoking area



CP2 – garage map with smoking zone



# SMOKING POLICY & ZONES

## Smoking Designated Areas Continued:

### CityPlace Three

In the 1<sup>st</sup> level of the west garage.  
Bench in front of building near fountain.

### CityPlace Four

The CityPlace Four Lower Level garage (near the bench)

Ash receptacles provided in these areas are for extinguishing smoking materials before entering the building only.

Thank you in advance for helping to keep CityPlace a clean, healthy, and professional environment for all of us.

### The Oaks

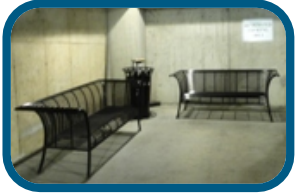
Northwest side of The Oaks building between the garage and Oaks building.

Ash receptacles provided in these areas are for extinguishing smoking materials before entering the building only.

Thank you in advance for helping to keep CityPlace a clean, healthy, and professional environment for all of us.

### Retail

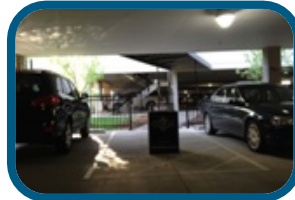
South entrance to the west garage on the 2<sup>nd</sup> level.



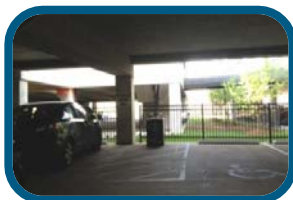
**CP3**  
2<sup>nd</sup> floor garage  
smoking area



**CP3**  
Front of building  
smoking area



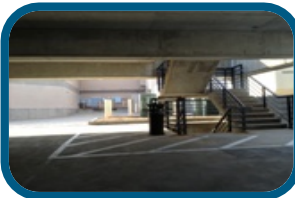
**CP4**  
garage smoking  
area-1



**CP4**  
garage smoking  
area-2



**Oaks**  
Back of  
building  
smoking area



**Retail**  
Garage  
smoking area



## *PARKING*

A towing policy is in effect for the CityPlace campus. Improperly parked vehicles and vehicles that appear to be abandoned are subject to towing at the vehicle owner's expense. The following are considered violations and the vehicles will be ticketed and towed at the REDICO's discretion:

- unauthorized vehicles parked in tenant reserved parking spaces
- vehicles parked in "NO PARKING" areas or FIRE LANES
- vehicles that are "double parked" (occupying more than one parking space)
- vehicles parked in a manner that blocks a drive lane
- vehicles illegally parked in handicap spaces without properly displayed state-issued identification
- employee vehicles parked in visitor or customer parking spaces

Please ensure that you notify all your employees and visitors of the policy and make sure they are aware that they should not park in any reserved or handicap parking space unless authorized to do so.

If a vehicle must be left overnight due to work related travel, tenants are asked to notify the property management office so that the information can be passed on to security. Informing the office of a vehicle parked overnight will not prevent it from being towed if it is improperly/illegally parked.

Moreover, it is critical that tenant companies submit current vehicle records to the management office as required. If current vehicle information is on file, property management will contact violators as a courtesy if a vehicle is scheduled to be towed. Please be advised that notification is provided as a consideration and is not required of management. Additionally, property management will not contact vehicle owners for every offense/every time. There is not sufficient manpower to do so. Therefore, violators should assume illegally parked vehicles will be towed with or without notification.



## SECURITY

Good office security requires everyone's cooperation. For your protection, please help by observing the following:

- ☐ Never leave your reception area unattended.
- ☐ Corridor doors should be closed at all times. Be certain that all doors are locked when you close your office or leave the reception area unattended. Be particularly vigilant before or after normal working hours, and during lunch and coffee break periods.
- ☐ Advise employees never to leave purses, laptops or other valuable items on or under desks. Cash, stamps, blank checks, and electronic devices should be secured in locked cabinets or desks.
- ☐ It is suggested that all items of value should be engraved where the engraving can easily be observed without dismantling the object. This greatly increases the risks burglars and thieves must take to steal your property.
- ☐ If an employee leaves your firm under adverse conditions without turning in his/her keys, notify the Management Office at once to request rekeying the locks. (This service would be a charge to your company).
- ☐ Be suspicious of people who might enter your office area to ask for directions or to fill out job applications. Call Security at 314.307.5841 if you suspect suspicious behavior.
- ☐ Out of respect for your privacy and building security, REDICO prohibits solicitation in its buildings. Please notify the Management Office whenever there are any solicitors in your building.
- ☐ Demand to see proper identification of anyone who represents himself as a public utility employee, cleaner, etc., before giving the person access to any areas of the building under your control. All members of the evening cleaning crew are required to keep a photo I.D. badge on their person at all times. We solicit your help in reporting any incidents in which anyone has entered your office area without proper identification.
- ☐ Report any malfunctioning lock or door closer immediately to the Management Office.



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## ***AFTER HOURS SECURITY***

The Management and security personnel have been instructed that under no circumstances shall they ever unlock a tenant's door or grant access to any tenant, tenant's contractor, or tenant's vendor, or anyone without an authorized access card or prior written notice from the tenant.

## ***ELEVATOR SECURE MODE***

Security is a concern for all occupants. The elevators in most of the buildings automatically lock down at 6:00 p.m. in conjunction with normal building hours. For security purposes an access card is required to utilize the passenger elevator after normal business hours.

## ***CONTRACT WORK AFTER HOURS***

From time to time you may require the services of an outside contractor for work not performed under the Lease. If it is necessary that the contractor work in your space between Monday through Friday, 5:00 p.m. - 7:00 a.m., or on Saturday or Sunday, you must have approval from the Management Office as well as provide a certificate of insurance for any Tenant hired vendor. Security will not provide access to any contractor without consent from Property Management Office.





## EMERGENCY PROCEDURES

### INTRODUCTION

***An Emergency Action Plan is necessary and prudent for the protection of tenants, employees, and visitors.***

It is recommended that the employer review with each employee upon their initial assignment or when the plan changes, those parts of the plan that the employee must know to protect her/himself in the event of an emergency. In addition, the written plan shall be made available for employees to review and plan for their evacuation.

It is impossible to provide specific information for all situations. There is no guarantee implied by this plan that a perfect response to disaster emergency incidents will be practical or possible. Therefore, this plan is a guide for employees to familiarize themselves with basic emergency planning, response and evaluation.

### PRE-PLANNING

Preparation will increase the margin of safety in an emergency. To evacuate successfully:

1. Train employees in ways of assisting others.
2. Inform employees how to communicate in an emergency.
3. Assign specific tasks.
4. Identify employees with specific needs.
5. Provide a building specific plan.
6. Evacuation route maps were sent separately via email . Please distribute to employees or post in an highly visible area for employees to familiarize themselves with the map.

### RESPONDING TO EMERGENCIES

Each emergency requires a different response. In bomb threat, hazardous material spill, or tornado emergencies, employees may be sheltered in place. At other times building evacuation is the appropriate action. The following is information to summon emergency personnel and/or evacuate the building:

Important Emergency Numbers	
Police/Fire	911
Building Management	314-594-5014
CityPlace Security 24 Hour Number	314-307-5841
Creve Coeur Police Department	314-432-8000
Creve Coeur Fire Department	314-432-5570
Poison Control	800-222-1222



## ***EMERGENCY PROCEDURES***

Below are a few crime prevention strategies tenants and their employees may use as protective guidelines.

### **IN YOUR OFFICE**

- ☐ Lock valuables up even when going down the hall. It takes a thief less than 10 seconds to enter a room and steal your property.
- ☐ When entering a secure area, do not let someone “tailgate” behind you. Make them show their ID if you do not know them.
- ☐ Do not post messages indicating that employees are away from the office and the time they will return.
- ☐ Do not label key rings with “home address” and store in your office.
- ☐ Call security to report any suspicious persons or activities.

### **WHILE DRIVING**

- ☐ Have your car key ready to open the door.
- ☐ Look into your car before entering.
- ☐ Lock doors, roll up windows, and fasten seatbelt before starting car.
- ☐ Do not stop to assist occupants of disabled vehicles.
- ☐ Continue driving and call for help on your cell phone, or stop at the nearest phone and call 911.

### **WHEN WALKING**

- ☐ Be aware of your surroundings at all times.
- ☐ Walk with confidence, not like a vacationer not knowing where they are going. Project a no-nonsense image.
- ☐ Walk with a co-worker if possible.
- ☐ Call security desk to report suspicious activity .
- ☐ If confronted by an attacker, scream loudly and try to run to a safe zone (i.e., school, business or a home.)
- ☐ In some instances you may have nowhere to go and should be prepared to defend yourself.
- ☐ Many objects in your purse or on your body can be used as a weapon to defend against an attacker. Such as keys, fingernails, metal nail file, etc.

### **PROTECTING YOUR VEHICLE**

- ☐ Always lock your car.
- ☐ In warm weather, never leave your windows cracked or your convertible top down.
- ☐ If you cannot take all valuables with you, secure them in the trunk or glove box.
- ☐ Lock bikes to immovable objects or bike racks with hardened, alloy locks and chains or u-shaped locks.
- ☐ Report all crimes & suspicious activity To 911.



## WORKPLACE VIOLENCE

REDICO is committed to protecting the health and safety of each tenant by providing a work environment that is free of harassment, threats, and acts of violence. In support of this initiative and consistent with Building Management's policies, we will not tolerate any threat, direct or implied, or physical conduct by any person which results in harm to people or property, or which harasses, disrupts, or interferes with another's work performance, or which creates an intimidating, offensive, or hostile work environment.

### EXAMPLES OF WORKPLACE VIOLENCE

- ☐ Physical assault and/or threat.
- ☐ Stalking or continuous harassment of another causing terror, worry, fear or intimidation.
- ☐ Actions aimed at disrupting or sabotaging business operations.
- ☐ Indirect threats such as, *"I know where you live"*.

### IF YOU ARE A VICTIM OR WITNESS:

Call 911 IMMEDIATELY

Advise the dispatcher of the following:

- ☐ Your name, location and type of workplace violence.
- ☐ Are there injuries and if so, the extent of the injuries.?
- ☐ Is there a weapon involved?
- ☐ Is the perpetrator still in the area?
- ☐ Does the threat still exist?
- ☐ A description of the attacker and direction of flight.

If no injuries occurred or there is no imminent danger:

- ☐ Call 911 and report incident.
- ☐ Advise your supervisor of the incident.

### PROFILE OF A WORKPLACE VIOLENCE SUSPECT:

- ☐ Irrational beliefs and ideas.
- ☐ Fascination with weapons and acts of violence.
- ☐ Expressions of a plan to hurt one's self or others.
- ☐ Incites fear among co-workers.
- ☐ Displays unwarranted anger.
- ☐ Inability to take criticism.
- ☐ Noted change in usual behavior.
- ☐ Feelings of being victimized.

### TYPES OF THREATS:

Written Threats: Notes, letters ,or faxed messages.

Electronic Threats: Telephones, voice mail, cassette tapes, e-mail etc.

Stalking: Following a person on or off site, repeatedly being in the same area when requested not to be, etc.

Harassment: Unwelcome acts, gestures, verbal communication, or physical contact not resulting in physical harm.

Overheard Threats: Threats overheard which are directed against an employee or sabotage to property.



## WORKPLACE VIOLENCE

What to do if confronted by a threatening person:

- ☐ Leave the area /get out of harm's way.
- ☐ Call 911 immediately.

### If unable to leave area:

- ☐ Try to calm the threatening individual.
- ☐ Try to stay at a safe distance.
- ☐ Try to get the attention of a co-worker so they can call 911.
- ☐ Listen to the individual and let them do most of the talking.
- ☐ Use delaying techniques to give the individual the opportunity to calm down.
- ☐ Acknowledge the person's feelings.
- ☐ Be respectful and empowering.
- ☐ Be reassuring and point out choices.

### DON'T:

- ☐ Upset the individual with communication that generates hostility.
- ☐ Reject all the person's demands from the start.
- ☐ Use body language or speech that challenges the individual.
- ☐ Make sudden movements.
- ☐ Belittle, criticize or agitate the person.
- ☐ Make false statements or promises.



## ***SAFETY PROCEDURES***

### **Notification Procedure**

IN CASE OF A FIRE OR OTHER EMERGENCY:

Pick up the phone and dial 911.

When talking to the dispatcher remain calm and give them the following information:

- ☐ Your name and number
- ☐ Your exact location including office or cube
- ☐ Type of emergency you are reporting (i.e., fire, injury, etc.)

Do not hang up until the dispatcher has all the information and hangs up first.

### **Safety Practices:**

Always practice good housekeeping procedures:

- ☐ Do not wedge or block doors open.
- ☐ Keep aisle and stairs clear.
- ☐ Keep areas around emergency equipment (hose reels, fire extinguishers, pull stations, etc.) clear of obstructions.
- ☐ Do not allow someone to “tailgate” behind you when entering a restricted area.

### **Always observe safe driving practices:**

- ☐ Wear your seatbelt at all times.
- ☐ Yield the right of way to any emergency vehicle.
- ☐ Use caution near all pedestrians.
- ☐ Park only in authorized areas.

Smoking is only allowed in designated areas.

Correct unsafe conditions when you are able to and/or report them to your tenant contact or Building Management.

Develop and maintain safe work practices and encourage co-workers to do the same.

Use proper personal protective equipment at all times.



## ***BOMB THREATS***

### **BOMB THREATS**

Telephone threats can be received by any person at anytime, but usually will be received by security, a main switchboard operator or persons in a sensitive area. Mail bombs or bomb threats may be received by a number of means including standard mail, package delivery service, or truck.

#### **IF YOU RECEIVE A TELEPHONE THREAT**

- ☐ Remain Calm.
- ☐ Keep the caller on the line as long as possible. Listen carefully.
- ☐ Note the time of call and telephone number it came in on.

Ask the caller the following questions:

- ☐ Where is the bomb?
- ☐ When will it explode?
- ☐ What does the bomb look like?
- ☐ What kind of bomb is it?
- ☐ What is the caller's name and motive for placing the bomb?
- ☐ Are you an employee?
- ☐ Write down any pertinent information such as background noises, gender of caller, and voice pitches and patterns.
- ☐ Call 911 immediately.

#### **IF YOU RECEIVE A WRITTEN THREAT OR PARCEL**

- ☐ Remain calm.
- ☐ Notify 911 immediately.
- ☐ Do not attempt to open.
- ☐ Do not place the article in water or a confined space such as a desk drawer.
- ☐ Keep anyone from handling it or going near it.
- ☐ Do not use your portable radio within 100ft. of the package.
- ☐ Write down everything you remember about the letter or parcel.
- ☐ Save all packing materials.

Always err on the side of safety. If you feel that the parcel may indeed be an explosive device, calmly alert individuals in your area to leave quietly and contact 911 immediately.



## CHEMICAL SPILLS

### IF A CHEMICAL SPILL OCCURS

- ☐ If toxic chemicals come into contact with your skin, immediately flush the affected area with water.
- ☐ Remove contaminated clothing.
- ☐ Call 911 immediately then call Building Management at 314-594-5014.
- ☐ Always err on the side of safety and if there is any possible danger, evacuate your area.
- ☐ Remain calm.

## EXPLOSIONS

### IF YOU HEAR OR ARE A VICTIM OF AN EXPLOSION

**Chemicals, leaking gas, faulty boilers or falling aircraft could all be the cause of life-endangering explosions.**

- ☐ Remain Calm.
- ☐ Call 911 and advise them of your location and description of what occurred and what you observed.
- ☐ Be prepared for the possibility of further explosions.
- ☐ Move to a protected area.
- ☐ Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, electrical equipment and large, heavy, unstable objects.
- ☐ Be guided by Police or Fire Department personnel. If an evacuation is ordered, proceed to one of the designated assembly areas.
- ☐ Do not move seriously injured persons unless they are in obvious immediate danger (i.e., fire, building collapse, etc.)
- ☐ Open doors carefully and watch for falling objects.
- ☐ Do not use elevators.
- ☐ If requested, accompany and assist persons with disabilities who appear to need direction or assistance.
- ☐ Do not use lighters or matches.
- ☐ Only use telephones to contact 911.

Prior planning includes being familiar with possible hazards in your building and knowing evacuation routes, and the location of nearest pull station and fire extinguishers.



## STORM OR TORNADO

### BEFORE A STORM OR TORNADO OCCURS

- ☐ To begin preparing, you should build an emergency kit and make a plan.
- ☐ Listen to NOAA Weather Radio or to commercial radio or television newscasts for the latest information.
- ☐ In any emergency, always listen to the instructions given by local emergency management officials.
- ☐ Be alert to changing weather conditions. Look for approaching storms.

### LOOK FOR THE FOLLOWING DANGER SIGNS:

- ☐ Dark, often greenish sky
- ☐ Large hail
- ☐ Large, dark low-lying cloud (particularly if rotating)
- ☐ Loud roar, similar to a freight train
- ☐ If you see approaching storms or any of the danger signs, be prepared to take shelter immediately.
- ☐ If you have access to a basement gather there. Otherwise, gather in the lowest accessible point or stairwell

### DURING A STORM OR TORNADO

If you are in a structure (residence, small building, school, nursing home, hospital, factory, shopping center, high-rise building)

### THEN:

- ☐ Go to a pre-designated shelter area such as a safe room, basement, storm cellar, or the lowest building level. If there is no access to basement, go to the center of an interior room on the lowest level (closet, interior hallway) away from corners, windows, doors and outside walls. Put as many walls as possible between you and the outside. Get under a sturdy table and use your arms to protect your head and neck.
- ☐ In a high-rise building, go to a small interior room or hallway on the lowest level possible.
- ☐ Put on sturdy shoes.
- ☐ Do not open windows.





## ***FIRE***

### **IF YOU DISCOVER FIRE OR SMOKE**

**REMEMBER: R A C E**

**RESCUE:** Remove anyone from immediate danger, close the door to confine smoke and fire.

**ALARM:** Notify the Fire Department via the telephone or the emergency pull station.

**CONTAIN:** Take immediate action to control the fire with available fire fighting equipment. This should only be done if properly trained.

**EVACUATION:** Proceed to a safe stairwell and begin to evacuate, unless told otherwise by emergency personnel.

- ☐ If leaving a room, feel the door with the back of your hand before opening it and do not open any door that appears hot.
- ☐ Do not return to your area for personal belongings. If smoke is present stay low. The best quality of air is near the floor.
- ☐ If you in an elevator when the alarm sounds, do not push the emergency stop button.
- ☐ Return to the building only when instructed by Police or Fire Department officials.

### **IF YOU CATCH ON FIRE**

#### **DO NOT RUN!!**

- ☐ STOP where you are
- ☐ DROP to the ground
- ☐ ROLL over and over to smother the flames

### **IF YOU ARE TRAPPED IN YOUR OFFICE**

- ☐ Wedge wet towels or cloth materials along the bottom of the door to keep out smoke.
- ☐ Try to close as many doors between you and the fire as possible.
- ☐ Use the telephone to notify 911 of your problem and location.
- ☐ If you are trapped in an area and need oxygen, only break the window as a last resort.
- ☐ Use caution when breaking the window.

### **RESPONSE TO AUDIBLE FIRE ALARMS**

- ☐ If the audible horn sounds and/or emergency strobes begin to blink, assemble near the closest stairwell and exit down to the ground floor. Meet at one of the evacuation assembly areas.
- ☐ Do not use the elevators!
- ☐ If requested, accompany and assist persons with disabilities who appear to need direction or assistance.
- ☐ Leave all personal packages and belongings behind.
- ☐ Return to the building only when instructed by Police or Fire Department officials.



## ***FLOODING OR WATER DAMAGE***

Serious water damage can occur from a number of sources such as broken pipes, clogged drains, damaged windows, or construction related incidents.

### **IF A WATER LEAK OCCURS**

- ☐ Remain calm
- ☐ Notify Building Management and report the exact location and severity of the leak.
- ☐ If there are electrical appliances or outlets near the leak, use extreme caution. If there is any possible danger, evacuate the area immediately.
- ☐ If you know the source of the water and are confident of your ability to stop the flow (i.e., unclog the drain, turn off the water, etc.) then do so.
- ☐ Be prepared to assist as directed in protecting objects that are in jeopardy. Take necessary steps to avoid or reduce immediate water damage such as covering objects with plastic sheeting, or moving small or light objects out of danger.

## ***POWER OUTAGE***

### **IF A POWER OUTAGE OCCURS IN YOUR BUILDING**

- ☐ Remain Calm.
- ☐ If possible, call Building Management and advise them of your location and nature of the problem.
- ☐ Provide assistance to others in your immediate area that may be unfamiliar with the building/suite.
- ☐ Turn off equipment such as computers and monitors to avoid potential serious damage once the power is restored.
- ☐ If you are in a dark area, proceed cautiously to an area that has emergency lights.
- ☐ If you are on an elevator, stay calm. Use the emergency button or telephone to alert Building Management.
- ☐ If instructed to evacuate, proceed cautiously to the designated assembly areas. (See the Evacuations section of this pamphlet.)
- ☐ Planning for such situations includes having flashlights available.
- ☐ Notify Building Management.



## *MEDICAL EMERGENCIES*

### **IF SOMEONE BECOMES ILL OR REQUIRES MEDICAL ATTENTION:**

- ☐ Call 911 and advise them of your location and the nature of the victim's illness/injury.
- ☐ Unless trained, do not attempt to render any first aid before trained assistance arrives and make sure Emergency Coordinator has been notified.
- ☐ Do not attempt to move the person who has fallen
- ☐ Comfort the victim and reassure them that medical assistance is on the way
- ☐ Be aware of hazards associated with Blood borne Pathogens (BBP). Do not come into contact with bodily fluids. Wear proper personal protective equipment. (PPE).
- ☐ After the victim's immediate needs have been taken care of, remain to assist security/medical services with pertinent information about the incident.
- ☐ Notify victim's supervisor.
- ☐ Any personnel who might have been exposed to an infectious material should seek medical attention for follow-up as soon as possible.
- ☐ Planning for such emergencies includes being trained in emergency first aid procedures and CPR.



## ***SUSPICIOUS PACKAGES & ENVELOPES***

### **IF YOU SUSPECT A BOMB, BIOHAZARD OR CHEMICAL MATERIAL**

- ☐ Keep others away.
- ☐ Don't touch the package.
- ☐ Call 911 immediately.
- ☐ See Bomb Threat section of this pamphlet.

### **ITEM IS SUSPICIOUS & THREAT IS UNKNOWN**

- ☐ Isolate the suspicious item.
- ☐ Make your supervisor immediately aware of item.
- ☐ Attempt to confirm the contents without opening.
- ☐ Contact the addressee, if identified.
- ☐ Contact the sender, if practical.
- ☐ Contact the local police. If they are unable to respond follow their verbal instructions.
- ☐ Notify members of local Emergency Response Team.

### **IF YOU FIND AN OPENED SUSPICIOUS PACKAGE**

- ☐ Do not touch the package.
- ☐ Make your supervisor aware of the incident.
- ☐ Secure the area and do not allow entry.
- ☐ Call 911 and advise them of the incident.
- ☐ Any employee who had direct contact with package should wash their exposed skin with soap and water.
- ☐ Wait for emergency responders to arrive and follow their directions.
- ☐ Let emergency responders know the identity of the people in the area around the time the suspicious package was discovered.

### **CHARACTERISTICS OF SUSPICIOUS PACKAGES & ENVELOPES**

- ☐ Powdery substance on the inside.
- ☐ Unexpected or from someone unfamiliar.
- ☐ Excessive postage, handwritten or poorly typed address, incorrect titles or titles with names or misspellings of common words.
- ☐ Addressed to someone no longer with your organization or are outdated.
- ☐ No return addresses or has one that cannot be verified as legitimate.
- ☐ Unusual weight, given their size, or are lopsided or oddly shaped.
- ☐ Unusual amount of tape, string or other wrapping material on them.
- ☐ Marked with restrictive endorsements, such as "fragile" or "personal and confidential" or "rush do not delay".
- ☐ Strange odors or stains.
- ☐ Appear to contain electrical wire or tin foil.
- ☐ Address not consistent with postmark.



## EVACUATIONS

### EVACUATION PROCEDURES

If you receive notice to evacuate:

- ☐ Remain calm and turn off all equipment.
- ☐ Do not take all personal items with you.
- ☐ Close doors behind you while exiting.
- ☐ Listen to the Emergency Floor Coordinator for specific evacuation instructions.
- ☐ Walk, do not run.
- ☐ Do not go into the restrooms.
- ☐ DO NOT USE THE ELEVATORS.
- ☐ Assemble at the nearest stairwell and proceed according to your company's evacuation floor plan.
- ☐ At your company's appointed evacuation exit, employees should exit the building and go directly to the designated assembly areas.
- ☐ Once you have arrived at the assembly area, check in with your Emergency Floor Coordinator so they can account for you.
- ☐ Assist your Emergency Floor Coordinator by determining if all persons from your area are accounted for.

### EMERGENCY FLOOR COORDINATORS (EFC's)

- ☐ Emergency Floor Coordinators will assist in the evacuation of all personnel. Be sure to know your Emergency Floor Coordinator.
- ☐ If an EFC asks you to assist them in the evacuation (i.e., guiding others, carrying disabled employees, etc.) please comply with their request.
- ☐ It is imperative that you "check-in" with your Emergency Floor Coordinator at the assembly area so that they can keep track of all occupants designated to their floor.