

**University Park Associates  
Electronic Tenant® Portal**

**Created on November 24, 2024**

## **Building Amenities: Dry Cleaning**

Tide Cleaners has provided service lockers in the lower level. Their phone number is (317) 656-9378. Direction on how to use their services and general pricing is posted on their lockers. You may also visit their website @ [TideDryCleaners.com](http://TideDryCleaners.com).

## **Building Amenities: Parking**

Reserved covered parking makes up the first eight floors of the office building. No public, visitor or daily parking is available inside the 300 N. Meridian parking garage. If you have questions or would like to reserve a parking space inside the garage, please call the REI Real Estate Services office at 237-2961.

Visitor parking is available in the parking garage located directly behind the building. Central Park Garage, 301 N. Illinois Street. Visitors parking in Central Park will have to exit the parking structure and walk east on New York Street to enter our building. They cannot enter the building from the 3rd floor enclosed cross walk unless they have an active security fob.

## **Building Amenities: Vending Machines**

Vending services and vending machines are located in the lower level. Vending services are provided by an outside contractor.

## **Building Operations: Accounting**

Rent is due, without notice or demand, on the first day of each calendar month and should be forwarded to the "Landlord's Rent Address" University Park Associates, LLC, c/o The National Bank of Indianapolis, P.O. Box 6069, Dept 76, Indianapolis, IN 46206-6069. For more details regarding the terms and conditions of rent, please see the Lease Agreement.

## Building Operations: Tenant Services

The property management staff of 300 North Meridian is dedicated to making your work environment as safe and pleasant as possible. The Building Office is located at 300 N. Meridian Street, Suite 200 and the Tenant Services Desk is located at 11711 N. Pennsylvania Street, Suite 200. Please do not hesitate to contact the Tenant Services at:

**Phone:** (317) 573-6060

**Fax:** (317) 573-6055

**Address:**

11711 N. Pennsylvania Street, Suite 200  
Carmel, Indiana 46032

**The following personnel are available to address your needs:**

Title	Name	Phone Number	E-Mail
Senior Property Manager	Gary Thompson	317-407-7724	<a href="mailto:gthompson@reirealestate.com">gthompson@reirealestate.com</a>
Maintenance and Service Requests	Ashley Mote	(317) 573-6060	<a href="mailto:reihelp@reirealestate.com">reihelp@reirealestate.com</a>
Security Personnel	Allied Security	(317) 237-3588 (lobby) (317) 237-6393 (dock) (317) 600-4828 (cell)	<a href="mailto:300nsecurity@reirealestate.com">300nsecurity@reirealestate.com</a>
Assistant Property Manager	Lynsey Boatner	(317) 744-6138	<a href="mailto:lboatner@reirealestate.com">lboatner@reirealestate.com</a>

### The Management Team

REI REAL ESTATE SERVICES consists of several members who are available to offer you the quality service you deserve and require.

**Gary Thompson**, Senior Property Manager - Gary is responsible for the overall management and day to day operations of the building, including the administration of all policies and procedures.

**Lynsey Boatner**, Assistant Property Manager - Lynsey is responsible for implementing the policies and procedures of the building, and provide back up to Gary Thompson as needed.

**Ashley Mote**, Tenant Services Representative - Ashley is responsible for dispatching routine maintenance and service requests and can answer many of your maintenance and service questions regarding the building.

**Michael Morgan and Brandon Abney**, Building Technicians - Michael and Brandon respond to tenant and building maintenance related calls and are responsible for performing and tracking the preventive maintenance program for all building systems.



# Building Operations: Holidays

## Holiday Schedule

### Building Access Schedule:

The building will be locked and the Tenant Services Help Desk will not be staffed on the following holidays:

New Years Day
Memorial Day
Labor Day
Independence Day
Thanksgiving Day
Christmas Day

Please use building keys/cards to access the building on these holidays. REI will communicate the scheduled building hours prior to each holiday. Please fill out the [Holiday Schedule Form](#) in the [forms section](#). We will send an annual reminder to complete this form each year and return it to the Tenant Services Desk.



## Building Operations: Leasing

The leasing company for 300 Meridian is REI Real Estate Services, located at 11711 N. Pennsylvania Street, Suite 200. The main phone number is (317) 573-6060. Listed below is the contact information for the authorized representatives.

Title	Name	Phone Number	E-Mail
Leasing Agent	Mike Napariu	(317) 573-6045	<a href="mailto:mnapariu@reirealestate.com">mnapariu@reirealestate.com</a>

## **Building Security: Overview**

Security service is provided for the building 24 hours per day, 7 days per week. You can reach Security at all times by dialing 237-3588 (lobby); 237-6393 (dock); 317-600-4828 (cell). In the event you encounter or observe something unusual, mischievous or threatening in nature, please contact Security immediately.

## **Building Security: After Hours Access**

Tenants and visitors of 300 N. Meridian may enter the building after normal business hours by using the intercom located at the entrance on New York Street.

Security personnel will not unlock individual office suites unless authorized to do so in advance in writing. If you are expecting service personnel, but will not be at your office to receive them, notify the Tenant Services Desk in writing, 24 hours in advance of the scheduled activity.

The Property Manager provides entry keys for Tenant suites at 300 N. Meridian at the time of move-in. Additional keys may be issued for a nominal charge. If you are locked out of your office, contact the Tenant Service Desk at (317) 573-6060 (authorization will be necessary prior to allowing access to the space).

In addition, the loading dock and service doors are locked after hours and on weekends. All tenants are invited to use the service areas. Prior notice must be given to the Tenant Services Desk, however, so that access can be coordinated. Please allow a minimum of 24 hours advance notice.

## **Building Security: Building Access**

The 300 N. Meridian Street building is open from 6:30 a.m. to 6:30 p.m. Monday through Friday.

There are two public entrances into the building that are open during business hours. One entrance is located on Meridian Street and the other entrance is located on New York Street.

Except for special circumstances, the public doors will be locked after regular business hours. People with a valid security fob can enter the building through the New York Street door or the parking garage by using their security fob. During non-business hours, tenants are required to stop at the security desk and comply with this request. In the event of an emergency, the sign in sheets will be used to account for everyone in the building. Security personnel have been instructed to ask for picture identification if they do not recognize you.

Tenants and visitors without a valid security fob can get assistance from the Security Guard by using the entrance located on New York Street. There is an intercom on the outside of the building that will connect you to the security desk.

The security desk is staffed 24 hours per day, 7 days per week, including holidays.

## **Building Security: Deliveries**

### **Building Address**

300 N. Meridian Street  
Indianapolis, IN 46204

The loading dock is accessible from the back of the Building using Pierson Street. For use of the dock during normal business hours we ask delivery vehicles only remain on the dock for the amount of time needed to make the delivery. All deliveries that take more than 30 minutes need to be scheduled after normal business hours Monday through Friday or at any time on weekends. Please call the Tenant Services Desk for complete details and scheduling.

# Building Security: General Office Security

## Security Tips

The following precautions may help reduce the risk of theft in your office:

- Do not leave the door to your suite unlocked, even for a short time, when no one is in the office.
- Lock the door when you are working after hours or on weekends.
- Most pilferage occurs; the thirty minutes just after opening, at lunch hours, and before closing when there is maximum movement of personnel and absence from work areas and offices.
- Do not leave valuable articles in reception areas or unattended areas of the office. Portable articles of value should be locked away at night or before leaving the office.
- Be sure that combination locks are thoroughly mixed when closing the vault or safe. Do not leave memorandum of vault or safe combinations in unsecured areas.
- Men's wallets should not be left in jacket pockets when the jacket is hung anywhere in plain sight. Purses should not be left in sight, but rather should be stored in a locked drawer or cabinet.
- If your firm plans to close for a special holiday or plans to close early on a particular day, notify your delivery service and the Tenant Services Desk. A stack of items left outside the door is a sure tip-off that the premises are unoccupied.
- Collect all keys or building access cards from employees no longer working in the building.
- Please notify the Tenant Services Desk of the presence of loiterers observed in public areas. Peddlers and canvassers are prohibited from entering 300 N. Meridian.
- Please notify the Tenant Services Desk should any of the following occur:
  - An individual is found wandering the premises and will not identify himself/herself.
  - Any individual is attempting to forcibly enter a locked office.
  - Any individuals are seen vandalizing property.
- If any personal items are found missing from your office, please file an incident report with security and forward a copy to REI for review.
- If you suspect an intruder, call Security (317-237-3588) immediately. Do not attempt to approach the person or call Tenant Services Desk.

## **Building Security: Key and Lock Policy**

Upon issuance of keys by the Property Manager, Tenant is responsible for monitoring all of its keys to the suite and building. All keys must be returned to the Property Manager at the end of the term. Tenant will be charged for any lost keys or for the cost of re-keying the space due to lost or missing keys.

## **Building Security: Lost and Found**

Please contact the Lobby Security at 317-237-3588 to claim items that have been lost or found in the buildings.



## **Building Security: Property Removal**

According to Article 3, Section 3.2 of the Lease Agreement, Tenant shall remove all personal property upon expiration or termination of Tenant's lease. Any property of tenant not removed within ten business days after the expiration or termination of the Lease Agreement shall, at Landlord's option, be deemed the property of Landlord and Landlord shall have the right to remove, store, or dispose of the property in such manner as Landlord deems appropriate in its sole discretion without liability to Tenant.

Tenant is also responsible for removal of signage, as set forth in Section 4.3 of the Lease Agreement.

## **Building Security: Solicitation**

Solicitation is not permitted. If someone is soliciting in your suite, then please notify the Lobby Security at 317-237-3588 and we will send appropriate personnel to escort them off of the premises.

## **Building Services: Additional Services**

From time to time the tenants may require additional services typically not outlined in their lease agreement. Should you require this type of service, our maintenance staff would be happy to assist you for a fee. Jobs scheduled after normal business hours will be charged at the overtime rate. You will be charged cost plus 15% for any item requested that is ordered/provided by REI personnel.

Should you require an outside contractor, the Tenant Services Desk will be happy to provide you with a list of approved contractors, secure a contractor for you, and provide the proper Work Order Request Forms. If you would prefer to utilize the services of a contractor not listed with 300 N. Meridian, please refer to the “[TENANT ALTERATIONS](#)” listing in this manual.

# **Building Services: Building Signage and Directory**

## **Tenant Directory**

300 N. Meridian has Tenant directories/signage in the following locations:

- Directory in the main lobby-Company Listing with Suite Number
- Floor directory in the elevator lobbies of each floor-Company Name with Suite Number (Multi Floor Tenants Only)
- Individual signage at the suite entrances-Company name (Multi Floor Tenants Only)

Please notify the Property Manager, in writing, specifying the name you wish to have listed in the directory.

Please refrain from taping temporary or non-building signs to the building walls, suite doors, building or elevator lobby doors, or elevator walls. Doing so is in direct violation of your lease agreement.

## **Building Services: Elevators**

**Elevators are available for use 24 hours a day, 7 days a week.**

During a fire alarm, elevators will return to the ground floor and open their doors. This “fireman’s recall” is designed to prevent use of elevators when such use may be dangerous and to provide immediate lobby access for emergency response teams. Whenever you hear the pre-recorded fire alarm message, use the stairs.

Should an elevator stop between floors while you are in it, DO NOT PANIC. All building elevators are equipped with mechanical brakes, which will operate under any condition, including power failure. Do not attempt to leave the car. Depress the button with the phone symbol. This phone automatically dials Otis Elevator Service Group. Otis Elevator personnel will immediately alert the security desk in the building. The security personnel will then contact the elevator service contractor and the onsite staff. Building Maintenance staff are not allowed by Indiana State Law to remove individuals from stuck elevator cabs.

### **Elevators (continued)**

If at any time you experience any irregularity or difficulty with elevator service, please report it immediately to the Tenant Service Desk at (317) 573-6060.

Freight is delivered to the office suites using the freight/passenger elevator only. Use of the freight elevator must be scheduled and reserved through the Building Management Office. Freight cannot be transported through the front doors; a loading dock is available for this purpose. The freight elevator should be reserved a minimum of twenty-four hours prior to requested service for all deliveries with an anticipated delivery time longer than 30 minutes as well as all furniture/office moves.

## **Building Services: Exterminating/Pest Control**

Exterminating to the common areas is provided by an outside contractor. If you should require additional pest control service in your suite, please contact the Tenant Services Desk. The management staff will be happy to obtain an estimate and to coordinate the service for you.

## **Building Services: Forms**

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from the Property Management Office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at [www.adobe.com](http://www.adobe.com).

[Bomb Threat Form](#)

[Tenant Contact Information Form](#)

[Holidays Form](#)

[Move In Form](#)

[Move Out Form](#)

[Fire Safety Job Assignments Form](#)

## **Building Services: HVAC**

Heating, ventilation and air conditioning are provided Monday through Friday from 6:30 a.m. through 6:30 p.m. and Saturday from 8:00 a.m. through 1:00 p.m. For service outside of those hours, please contact the Tenant Services Desk 24 hours in advance. Rates for after-hours HVAC (unless specified in your lease) are available from Tenant Services.

Management's goal is to maintain a building temperature of 68-74 degrees Fahrenheit. If temperature adjustments need to be made in your suite, please have the Tenant-designated employee contact the Tenant Services Desk. A member of the engineering staff will be dispatched to regulate the temperature.

Please note that, per the Fire Code, portable/personal heating devices are prohibited.

### **GUIDELINES FOR HVAC:**

1. Do not block airflow on any of the supply air or return air grilles in the ceiling nor the induction units around the perimeter of the building. This will upset the air balance and create problems elsewhere on the floor. If the airflow is incorrect, please notify the Tenant Services Desk for adjustment.
2. Do not remove any ceiling tiles as this can also effect the air balance.
3. Position drapes and blinds so that sunrays reflect toward the outside. Direct sunrays can produce an excessive amount of heat.
4. Nothing should be hung from diffusers or return grills.
5. Do not block the front of the window units.



## **Building Services: Janitorial Services**

General office cleaning is provided in the evenings beginning at 5:30 p.m. Monday through Friday, except holidays (see the [Holidays Section](#) for the list of holidays on which 300 N. Meridian is closed). A Day Porter is available during normal office hours to maintain public areas and rest rooms and assist in special requests. Should you require additional services of the Day Porter or additional janitorial services above and beyond the specific daily duties contracted, please have your Tenant-designated employee contact the Tenant Services Desk.

In all cases regarding unusual waste, common sense rules apply. Wet rubbish must be properly stored and removed daily. Rubbish or discarded equipment should not be stored in elevators, corridors or stairwells, for even short periods of time. Doing so is a violation of fire codes and building regulations.

Trash that is placed in any container other than the usual trash receptacle must be clearly marked as trash. The janitorial staff has been instructed not to remove large items from offices that have not been clearly marked as trash. Again, common sense rules apply. Only trash should be placed in or on trash receptacles. The janitorial staff will dispose of everything that is placed in or on a trash receptacle.

If you would like a copy of the cleaning specifications specific to 300 N. Meridian (detailing what tasks are being completed daily, weekly or as needed), please contact the Tenant Services Desk.

## **Building Services: Lighting Maintenance**

To assure that quality and color of light remains consistent, only REI maintenance personnel should change lighting elements. If bulbs or ballasts need replacement or other attention, contact the Tenant Services Desk.

## **Building Services: Mail Service**

### **Mail, Express Delivery Service and Equipment Removal**

#### **REGULAR MAIL**

Regular Mail is usually delivered to individual tenant mailboxes located on the lower level between 11:00 a.m. and 1:00 p.m.

A deposit box for both metered and stamped mail is located on the lower level. Regular mail collection occurs Monday through Friday at 5:30 p.m., and Saturday at 11:30 a.m.

Please note that tenant mailboxes and associated keys are typically maintained through the Post Office. Should you require additional information please call the [US Post Office](#) at (800) 275-8777.

#### **OVERNIGHT MAIL SERVICE:**

There are various overnight courier drop boxes in the lower level along with supplies. Please use them as needed. Pick up times are posted on the drop boxes.

## **Building Services: Maintenance Requests**

Please contact the management office at (317) 573-6060 to submit service requests.

You may email your request to [reihelp@reirealestate.com](mailto:reihelp@reirealestate.com)

## **Building Services: Stairs**

Stairwells are designed for emergency use. Please do not prop stairwell fire doors open; doing so defeats a major life safety system. Access to the stairwells is always available.

# Emergency Procedures: Introduction

## Emergency Response Planning

The largest variable and potential danger, in any emergency is human response. Preparation and Tenant training are an integral part of the building's emergency response plan.

Please note that all tenants are responsible for implementing and communicating their own Fire Safety Program and Emergency Evacuation Plan. Information in this section is designed to help Tenants understand the actions that will be taken by the Landlord and to provide a basis for Tenants own emergency response plans. Please review this section carefully. With your assistance, REI will continue to provide an exceptional and safe working environment.

Should evacuation become necessary, the authority and responsibility rest with the local officials of government. Neither Property Management nor ownership can assume responsibility for any consequences resulting from the decision to evacuate or not evacuate.

## A Safe Environment

300 N. Meridian has many fire/life safety systems designed to minimize the chance of a life-threatening emergency and to reduce damage in the event one does occur. The building is inspected regularly and monitored 24-hours a day, seven days a week. Safety systems meet or exceed all relevant fire and building codes.

Smoke detectors in strategic locations and manual pull stations located in various locations on each floor sound an alarm that is heard throughout the building and transmitted to the monitoring center.

When an alarm is triggered by either of these systems, a signal is sent to an off-site monitoring company, which contacts the fire department. The control panel located in the main lobby will pinpoint the source of the alarm. If smoke is detected, the outside air supply will shut down to prevent the spread of fire. Elevators will be returned to the lobby to await firefighters. During an emergency, the elevators will not respond to call buttons. **USE THE STAIRS.**

## Safety Reminders...

The best method of handling an emergency is to prevent the situation from arising or by following sound safety procedures. Below is a list of some precautionary steps we suggest you follow.

- Flammable materials are not permitted in the building. If, for any reason, you have any materials necessary for the operation of normal office equipment that require special care, they must be stored in safety containers and the Management Office must be notified.
- Use of extension cords in lieu of permanent wiring is never recommended. If used, extension cords should be sized and grounded according to the load.
- Candles should not be burned inside the building.
- Portable / personal heating devices are prohibited.
- Appliance connections and cords should be kept in good repair.
- Smoking in the building is strictly prohibited. Smoking Area designated at the South entrance of the building, 20 feet from the building.
- Ensure that coffee pots are turned off when leaving each day.

## Safety Reminders (continued)

- Your office's wiring was designed to carry a normal electrical load. Appliances that have greater than normal electrical requirements should not be used without the consent of Landlord.
- Water should never be used on electrical, oil, gasoline or grease fires. The building is equipped with type ABC fire extinguishers. Please check the hallways to become familiar with the location of extinguishers provided. The majority of the extinguishers can be found on each floor inside each stairwell. The base building extinguishers are designed to be used on all types of fires.
- Anyone spotting potential fire hazards in the building is asked to report these conditions to the Tenant Services Desk immediately at (317) 573-6060.



# Emergency Procedures: Active Shooter

Your understanding of the different types of violent acts that may occur at the worksite, your awareness of potentially violent individuals or situations, and your ability to respond quickly and properly to incidents of workplace violence are the keys to helping keep our employees, guests, and property safe and secure. Below are some guidelines on potentially dangerous persons in the workplace.

1. When dealing with a verbally aggressive individual, your first step is to determine if the person seems dangerous.
2. **If you feel threatened, keep yourself and others safe from harm and immediately call for assistance**
3. If you determine the person is upset but not a threat to you or others:
  1. Maintain your professional behavior
  2. Do not try to "out shout" the aggressor
  3. Do not interrupt - sometimes the best response is to let the person "vent"
  4. Seek assistance as necessary
4. Remember to remain calm and non-hostile. The actions that you take in these situations can either intensify the situation or peacefully resolve it.
5. If the aggressive person still does not respond to your attempts to defuse the situation, you may want to assume a more defensive stance, to protect yourself from a possible physical confrontation.
  1. Maintain a proper distance of 4 to 6 feet from the individual
  2. Stand at a 45 degree angle to or directly to the side of the person, not face to face
  3. Bring your hands up chest high, and gesture with open palms
6. If an individual becomes physically aggressive, your first priority is to keep yourself safe. Only then can you maintain the safety of those around you and prevent property damage.
7. Never physically intervene alone. Always call for assistance. Your job is to control the situation with as little physical contact as possible until the police or other authorities arrive. Only use physical intervention as the last resort to protect yourself and others.
8. If the aggressor:
  1. Threatens physical harm toward you, others or him/herself
  2. Behaves in a manner that causes you to fear for your own or another's safety
  3. Has a weapon;
    1. **Get yourself and others to safety as quickly as possible and immediately call for assistance.**
    2. **Never intervene if weapons are present**
9. If an individual has a weapon, remove yourself and others from harm's way. If your escape routes are blocked and you are not in sight of the aggressor:
  1. Take cover - get behind or under something solid that keeps you out of view
  2. Call for help, if you can do so safely (out of sight/hearing distance of the aggressor)
  3. Keep the aggressor in your sight
  4. Watch for a possible chance to escape to a safe area
10. If you are unable to take cover:
  1. Do not risk harm to yourself or others
  2. Do not shout, scream or panic: these reactions may frighten the aggressor into action that could harm people or destroy property
  3. Do not make any sudden movements
  4. Remain as calm as possible
  5. Keep the aggressor in your sight
  6. Watch for a possible chance to escape to a safe area



## **Emergency Procedures: Active Shooter Video**

# **Emergency Procedures: Anthrax Threat**

The purpose of these guidelines is to recommend procedures for handling Anthrax Threats.

## **DO NOT PANIC**

1. Anthrax organisms can cause infection in the skin, gastrointestinal systems or the lungs. To do so, the organism must be rubbed into abraded skin (cuts, scratches, or open sores), swallowed, or inhaled as a fine mist.
2. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics.
3. Anthrax is not spread from one person to another person.

## **HOW TO IDENTIFY SUSPICIOUS PACKAGES AND LETTERS**

Some characteristics of suspicious packages and letters include...

- Excessive Postage
- Title, but no name
- Misspellings of common words
- Labeling such as "ANTHRAX"
- Strange odor

## **HOW TO IDENTIFY SUSPICIOUS PACKAGES AND LETTERS (continued)**

- Excessive weight
- Protruding wires
- Incorrect titles for people who work there
- Handwritten or poorly typed addresses
- Oily stains or discoloration
- Rattling or sloshing when you shake it
- No return address
- Lopsided or uneven envelope
- Protruding aluminum foil
- Excessive security material such as masking tape, string, etc.
- Marked with restrictive endorsements, such as "Personal" or "Confidential"
- Shows a city or state in the postmark which does not match the return address
- Ticking sound or other strange sounds
- Bulky or hard objects apparently contained within the envelope

## **WHAT TO DO ABOUT SUSPICIOUS, UNOPENED PACKAGES OR LETTERS**

1. Do not shake or empty the contents of any suspicious envelope or package.
2. Place the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
3. If you do not have any container available, then COVER the envelope or package with anything (clothing, paper, trashcan, etc.) and do not remove this cover.
4. LEAVE the room and CLOSE the door, or SECTION OFF THE AREA to prevent others from entering. Keep other people away from it!
5. WASH your hands with soap and hot water to prevent spreading any powder to your face.
6. If you are at HOME, call the local police.
7. If you are at WORK, call the local police and notify your building security official and your immediate supervisor.
8. LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the local public health authorities and law enforcement officials for follow-up investigations and advice.
9. Write an INCIDENT REPORT detailing everything!

## **ENVELOPE WITH POWDER, AND POWDER SPILL ONTO THE SURFACE**

1. DO NOT try to CLEAN UP the powder. COVER the spilled contents immediately with anything (clothing, paper, trash can, etc.) and do not remove this cover!

2. Then LEAVE the room and CLOSE the door, or SECTION OFF the area to prevent others from entering. Keep other people away from it!
3. WASH your hands with soap and hot water to prevent spreading any powder to your face.
4. If you are at HOME, call the local police.
5. If you are at WORK, call the local police and notify your building security official and your immediate supervisor
6. REMOVE contaminated clothing as soon as possible and place in a plastic bag or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
7. SHOWER with soap and hot water as soon as possible. Do not use bleach or other disinfectant on your skin.
8. If possible, LIST all people who were in the room or area, especially those who had actual contact with the powder. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.
9. Write an INCIDENT REPORT detailing everything.

## **FAST FACTS ABOUT ANTHRAX**

1. Anthrax is an acute infectious disease spread by a spore forming bacterium. It occurs most commonly in hooved mammals and can also infect humans. It is often fatal, but can be treated. Early treatment greatly enhances the chances of survival.
2. Anthrax can be stored and delivered in powder, liquid or paste form.
3. Anthrax can be distributed in powdered form by mail or letters. Be suspicious of any envelopes or packages, which appear to contain powders or grainy, sandy substances inside.
4. Anthrax is grown and maintained in cell cultures that are kept by research labs. It is not sold or otherwise legally distributed. Several countries have produced large quantities of anthrax as weapons.
5. Anthrax can be inhaled or swallowed...or it can infect the skin through direct contact. The symptoms will vary, depending on how contact with anthrax was made.
6. Anthrax is not contagious from one person to another.
7. Symptoms from anthrax contamination do not normally occur right away. They usually start around 10 days after contact, but can take up to 6 weeks to appear. It typically kills within 3 days of the start of the symptoms.

## **FAST FACTS ABOUT ANTHRAX (continued)**

8. Initial symptoms of inhalation anthrax are normally flu-like: sniffing, coughing, fever, muscle aches. It rapidly progresses to more severe illnesses: plummeting blood pressure, swelling, hemorrhaging, pneumonia, and meningitis.
9. Initial symptoms of coetaneous anthrax are boil like lesions, which eventually form skin ulcers with a black center.
10. Initial symptoms of intestinal anthrax include nausea, loss of appetite, vomiting and fever..., which are followed by abdominal pain, vomiting of blood and sever diarrhea.
11. In persons exposed to anthrax, infection can be prevented with antibiotic treatment.
12. Early treatment of anthrax exposure is essential. Don't delay!
13. There is no anthrax vaccination readily available to the general public. There is a vaccination available, but it requires 6 shots taken at intervals of several days. The vaccination is only available in sufficient quantities to treat military personnel and people who have been exposed to anthrax.
14. Fortunately, most anthrax threats turn out to be hoaxes. However, every anthrax threat should be taken very, very seriously.

# Emergency Procedures: Bomb Threat

## The Building's policy regarding bomb threats is as follows:

In the event a bomb threat is received, Management will notify Tenant contacts via telephone as quickly as possible. Management will provide all of the information that is known at the time. It is the responsibility of each firm or organization to decide whether to remain in the building or evacuate. Please advise management of your decision.

If a device is found, management will, in conjunction with local authorities, evacuate the building.

It is important that everyone remain calm during emergencies.

If you receive a bomb threat by telephone, retrieve "[Bomb Threat Report Form](#)" in the [Form Section](#):

- Attract the attention of a co-worker discretely and have him or her listen in. If you can, advise the caller that the bomb may kill or injure innocent people.

## Bomb Threat (continued)

- Get as much information as possible from the caller about the location and type of bomb, its detonation time, method of detonation, and the reason for its placement. Ask about the bomb's appearance and who is planting it.
- Ask the caller to repeat parts of the message and make notes of any clues that might help the police: Is the caller male or female? Adult? Juvenile? Is the voice educated or course? Is the voice accented or otherwise distinguishable? Does the person seem angry, rational, and deliberate? Make note of background noises.
- Call the Tenant Services Desk (573-6060). We will notify police and take other action, when necessary.
- Check your suite for any unusual or suspicious objects. Since you know your area better than anyone else, you are the most likely to notice something out of the ordinary. If any unusual objects are found, notify the Tenant Services Desk (573-6060) as soon as possible.
- Inform your Floor Warden. DO NOT TOUCH OR DISTURB ANY SUSPICIOUS OBJECT.

[Click here to download a Bomb Threat Report Form](#)

## **Emergency Procedures: Civil Disturbance**

Should a riot or civil disturbance start outside the Building, the security guards will immediately lock all entrances to the building. The police will be notified. We will keep you informed.

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

# **Emergency Procedures: Earthquake**

We are located in a class VIII Destructive Zone with a Richter Scale magnitude of 6.2 to 6.9. The danger will be from falling objects and debris, broken glass and people falling down.

## **Preparation:**

1. Place heavy objects on lower shelves.
2. Secure bookcases and tall heavy furniture to walls and floors.
3. Check for fire hazards.
4. Have a first aid kit available.
5. Have a flashlight and battery operated radio.
6. Prepare and emergency survival kit.

## **If Earthquake Occurs:**

1. When indoors, take immediate cover under a desk or in a supported doorway.
2. When outdoors, move away from buildings and utility wires.
3. If inside, stay inside; if outside, stay outside.
4. Stay calm.

## **After Emergency:**

1. Be prepared for aftershocks.
2. Stay away from windows or structurally damaged area.
3. Check for injuries and administer first aid.
4. DON'T EVACUATE unless there is a life-threatening situation.
5. If there is a fire, follow Fire Procedures.
6. Tune radio to the Emergency Broadcasting System.
7. DON'T USE ELEVATORS unless told to do so by emergency personnel.
8. Use telephones for GENUINE EMERGENCIES.
9. Stay calm

## **Emergency Procedures: Elevator Malfunction**

If you are in the elevator and it stops for no apparent reason, remember to remain calm. Pressing the emergency button within the cab will alert Otis Elevator Service Group that the elevator is malfunctioning. The cab number will be identified, and so too, the specific floor on which it is stuck. Security will establish two-way communication with elevators occupants until help has arrived.

In the event of a power outage, elevators will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car itself will temporarily cease moving. Each elevator will automatically return to the lobby, their doors will open, and they will remain inoperable until the power has been restored.

**IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.**

## Emergency Procedures: Emergency Contacts

All Emergencies	<b>911</b>
Building Management Office	(317) 573-6060
Building Security/After Hours Emergencies	(317) 237-3588
Fire Department (non Emergency)	(317) 327-6041
Police Department (non Emergency)	(317) 327-3811
Hospital (Methodist Hospital)	(317) 962-8876

### Important notes

If you call 911 as a result of a medical emergency, please be sure also to notify Tenant Services with your name, callback number, and location so that security may swiftly guide the paramedics to your exact location.

If the audible alarm within the building sounds, please do not call Tenant Services, unless you have something specific to report. Tenant Services is aware of the noise, as well as the source of the alarm, whether it's false or a legitimate emergency. Please keep the telephone lines clear so that Management may attend to the situation as quickly and efficiently as possible.



## **Emergency Procedures: Evacuation**

Tenants are responsible for their own evacuation plan for inside their suite and exiting the building. Evacuation plans for the building are located in the common areas of the building by the elevators.

# Emergency Procedures: Fire and Life Safety

## Tests and Inspections

Each and every component of the Fire/Life Safety Systems will be tested on a regularly scheduled basis. Tenants will be advised when their participation is required.

The Indianapolis Fire Department will perform inspections of office spaces for fire code violations on a random basis.

Common Area building fire extinguishers are inspected annually and are recharged when needed. Tenants are required to have their own fire extinguishers and fire safety systems checked annually.

## Fire Drills

Fire evacuation drills are held annually to test systems and practice emergency response on the part of occupants of the building and the Property Management staff. Everyone is required to participate: prior notice will be given to each office.

When a fire drill is completed, each tenant is encouraged to provide feedback to the Property Management Office on the effectiveness of the emergency plan and problem areas noted. The Property Manager will keep a record of each drill.

## Floor Monitor

We encourage all tenants to designate at least two Floor Monitors for their suite -- a primary warden and a backup warden in the event that the primary warden is out of the building at the time the fire alarm rings. Please see the [Fire Safety Plan Job Assignment](#) form in the [Forms Section](#). Floor Wardens are responsible for knowing the building relocation and/or evacuation plan, floor layouts, and the location of fire equipment. During an emergency, they are responsible for implementing an orderly relocation and/or evacuation, following instruction of the Landlord or Fire Department.

Prior to an emergency, Floor Monitors are also responsible for educating their fellow workers about emergency procedures through training or bulletin board postings as necessary. They should maintain lists of physically challenged individuals in their offices and throughout the building to assure that each is assigned one or more aids. Finally, Floor Monitors are responsible for identifying and training Back Up Floor Monitors capable of performing their duties in their absence and assisting them during a drill or emergency. Additionally, Floor Monitors act as their Tenant representative in building fire evacuation meetings.

Floor Monitors are assigned one-per-tenant or one-per-floor for multi-floor companies. They are chosen by their employers and must be capable of assuming a leadership role and commanding cooperation during an alarm. They must be at their desk within the immediate work area each day on a consistent basis. An individual whose job requires frequent absences from the office is not a good choice for Floor Monitor. The Tenant is responsible for keeping the Management Office abreast of changes in the personnel who have been designated as Floor Monitors in their suites ([see fire safety form](#)).

## Back Up Monitors

Two Back up Floor Monitors are typically chosen per floor. Companies occupying less than a full floor may choose one or two depending on their office configuration. Back up Floor Monitors receive adequate training to assume Floor Monitors responsibilities if necessary. Back ups will direct traffic away from elevators unless otherwise instructed by the Landlord or Fire Department. Prior to entering a stairwell, Backups should feel the door for heat that would indicate a fire, and check for smoke. If the stairwell is unsafe, they will direct traffic to an alternate stairwell.

During the alert, Deputies should inspect their areas to verify that all personnel have relocated and report to the Floor Monitor when the area is clear. Once relocated, the Backup will assemble and account for all people in his or her assigned area.

## Aids To The Physically Challenged

Two fellow employees should be assigned as Aids to assist any person who has a physical challenge, which causes difficulty in relocating. Individuals having hearing or visual impairments are assigned to one Aid. Aids to the physically challenged are designated in advance and their names reported to the Tenant Services Desk ([see Physically Disabled Employee Information-fire safety form](#)). Upon reaching their destination, they will request that their Floor Monitor notify the Landlord of the handicapped person's relocation.

### **Floor Monitor - Safety Planning Responsibilities**

- The Floor Monitor and Backups should become familiar with the physical layout of the floor, the exit stairs, the location of the fire alarm pull stations and the fire extinguishers.
- Become familiar with the Evacuation/Relocation Procedures, Evacuation/Relocation Plan and participate in all drills.
- Have an evacuation route clearly planned. Educate and assist Backup Floor Monitors in preparing evacuation plans for their individual areas.
- If an evacuation is in order, be it a fire drill or actual fire alarm, Floor Monitors are to inform Security, Fire Personnel and/or Management staff that their floor is secure and there is no one in the offices or restrooms.
- Identify weak points during fire drills. Discuss these with the Property Manager and work with Backup Floor Monitors to correct deficiencies.
- Maintain up-to-date organization charts of Backup Floor Monitors and Aides to the Handicapped. Report changes to the Tenant Services Desk.
- Instruct new Backups and Aides in their responsibilities during drills or actual evacuations.
- Inspect your area periodically for safety. Make sure corridors and stairwells are kept free of obstructions and all flammable substances are stored in approved containers.

### **Floor Monitor Responsibilities if Fire is Discovered**

If signs of fire are found, Floor Monitor should:

- Pull the nearest alarm station.
- Call 911.
- If you can safely do so, call Security at 237-3588. Describe the material that is burning, its exact location and its severity.
- Confine the fire by closing doors. Take steps to control the fire if appropriate. In all cases, removing anyone in danger and notifying Security takes precedence over fighting the fire.
- If an evacuation is ordered, call upon Backup Monitors and Aides to the Handicapped as pre-planned. Assign others as needed to:
- Handle flashlights or other emergency lighting in the case of a power failure.
- Take a first aid kit.
- Secure special company records.
- Unplug electrical equipment such as copiers and coffee makers, if possible.
- Check the area, especially restrooms for remaining visitors or employees. Instruct floor searchers to turn off lights and to close but not lock the doors.
- If your floor encounters smoke, do not wait for an evacuation order. If you can safely do so, notify the Tenant Services Desk of your intent to evacuate, and your intended route.
- Reassemble and account for all people in your designated assembly area. Await there for further instructions from Building Management and/or Fire Personnel.

### **Floor Monitor Responsibilities During an Alarm**

- Upon the sounding of the fire alarm or other means of alarm notification, the Floor Monitor shall immediately assume the role of leader to direct the actions of the Floor Monitor Team and occupants of the floor of responsibility.
- If the fire has been reported directly to the Floor Monitor, ensure that the fire alarm has been activated and the 911 Emergency Telephone Number has been called.
- Be alert for instructions from building personnel, Security or the Fire Department pertaining to evacuation/relocation orders.
- Proceed with evacuation procedures; direct all occupants from the floor. Ascertain that the floor is vacant including the bathrooms. Close all doors on the floor.
- Assist handicapped to an area of refuge (a room near the stairwell door) and await assistance from the Fire Department.
- During evacuation, make sure people keep to the outside on the stairs, and move quietly.

## **Floor Monitor Responsibilities After a Fire and/or Alarm**

- On return to the floor, inspect fire-related equipment for possible use. Contact the Tenant Services Desk to report any missing or used fire equipment.
- Assist Landlord in restoration of business routine in workplace.
- Conduct a critique with members of the Floor Monitor Team and review their performance during the fire emergency.
- Calm employees and control rumors that may arise after the fire incident.

### **If You Hear An Alarm**

- Close doors but do not lock them. Take only essentials with you and do not return for additional papers or belongings.
- Evacuate the premises to the common area hallway.
- Follow evacuation/relocation instructions given from your Floor Monitor.
- Do not use the elevators. Elevators will return to the lobby to await firefighters.
- Feel doors before opening them. Do not open any doors that are hot to the touch.
- 300 N. Meridian stairwells are designed to be fire towers and are considered to be the safest areas in the building during an emergency fire condition.

If you are physically challenged, proceed into the fire tower and await help from your assigned Aid. Methods of assisting physically challenged personnel should be discussed and practiced in advance.

After an alarm, whether false or otherwise, the alarm bell may ring a few times while it is being reset. Please be patient. You will be notified when you may return to your work areas.

### **If You Smell Smoke**

- Contact the Tenant Services Desk at (317) 573-6060 and report the location from which the odor seems to be coming (i.e., floor and suite number).
- Alert your assigned Floor Monitor.
- Keep personnel away from any area that is emitting a smoke odor.
- Be prepared to follow the instruction of your assigned Floor Monitors.

### **If You Discover A Fire**

1. SOUND THE ALARM: ACTIVATE A MANUAL PULL STATION ALARM.
2. Call 911, and report the emergency.
3. If safely able to do so, Call Security at 237-3588, and report the emergency.
  - Tell them your location and the location of the fire or smoke.
  - Tell them what is burning (if possible).
4. Notify your Floor Monitor and follow their instructions.
5. Leave the immediate area of the fire, closing as many doors as possible between you and the fire, and stand by for instructions. The following announcement will be transmitted via the public address system throughout the alarm floor, one floor above, and one floor below the alarm floor (the three affected floors): "May I have your attention please! Please evacuate your floor at once. Remain calm and leave by the nearest exit stairway. Close all doors behind you."
6. Walk to the nearest exit stairway and proceed calmly down stairwell in a single file, using the handrails closest to the outer wall. Please stay clear of the center of the stairwell while descending so that emergency personnel can freely pass on the inside to gain access to the affected floor(s). Assemble with your group at your designated assembly area outside the building and across the street.
7. *During business hours:* A property management representative will be stationed at the northeast corner of New York and Meridian Streets. Floor monitors should notify property management once all employees have safely evacuated the building and/or give detailed instruction on where employees that weren't able to evacuate can be found by emergency personnel.
8. *After business hours:* Tenants should sign in/out at the lobby security desk. If the fire alarm sounds and emergency crews arrive, the emergency crews use this sign in/out sheet to locate anyone still in the building. It is important that you inform security that you have evacuated.

**DO NOT USE ELEVATORS** - use stairways to exit. Elevators will automatically return to the ground floor upon activation of a fire alarm and will be under manual control by the Fire Department and/or Security.

If you are away from your work area and an emergency arises, remain with the people in the area where you are. Do not try to return to your work area, but report to your designated assembly area upon evacuation completion.

#### **IF TRAPPED ON A FLOOR**

1. Don't panic.
2. Go to a room as far away from the fire as possible.
3. Close all doors between you and the fire.
4. Seal cracks in the door of refuge room.
5. If water is available, wet the material sealing the cracks.
6. Call 911 - tell them you are trapped and need help.

1. give building name and address
2. floor and room number
3. telephone number
4. your name

- Place large light colored material in a window (several sheets of white paper or manila folders).
- Never break a window; the draft from breaking a window will only fuel a fire toward you.

ALWAYS ATTEMPT TO EVACUATE FIRST.

ONLY USE A PLACE OF REFUGE AS A LAST RESORT.

# **Emergency Procedures: Flooding**

## **Building Flood**

If you observe flooding in any area of the building, please contact Security or the Tenant Services Desk immediately. A Maintenance Technician can turn off the water at its source and shut down electrical power as required. In addition, clean-up efforts can be coordinated through the Property Manager.

## **Emergency Procedures: Homeland Security**

REI Real Estate Services 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/dhspublic>

### **Federal Emergency Management Association**

<http://fema.gov/>

### **American Red Cross**

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

### **Center for Diseases Control and Prevention Emergency Preparedness and Response**

<http://www.bt.cdc.gov/>

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

# **Emergency Procedures: Medical Emergency**

## **If You Have A Medical Emergency**

- Call Paramedics. Dial 911. Tell them your floor number and direct the medical team to the main entrance to the building.
- Post one person to direct the medical team to the person in distress. DO not move an injured person unless it is absolutely necessary to protect the victim from a life-threatening situation.
- Upon calling 911, please contact the Security desk at 317-237-3588 to advise of the situation and so that we may assist in any way possible.
- It is a good idea to keep a file of employees with medical conditions and any related history.
- If you have any employee who is injured on the premises, please complete an Incident report with the 300 N. Meridian Security desk as soon as possible.



# Emergency Procedures: 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 [www.pandemicflu.gov/plan/checklists.html](http://www.pandemicflu.gov/plan/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:

- [Pandemicflu.gov](http://Pandemicflu.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.
- 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—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  
BOMA/Greater Toronto Pandemic Flu Report  
The report addresses the threat to commercial buildings from an avian flu pandemic.

**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.

## **Emergency Procedures: Power Failure**

If normal power fails, battery operated units will automatically provide electricity to emergency lighting in the stairwells and exits, as well as to life safety systems. Elevators will stop temporarily and return to the lobby level.

Private systems, especially telephones and computers, may be inoperative in the event of a power loss. Check with your vendor concerning emergency back-up power. Backup computers and similar devices on a routine basis and have a flashlight and battery operated radio available, in the event an emergency does arise.

During a power failure, all building occupants should remain in their offices. If the situation appears to be extended, tenants will be informed by telephone, or in person, by the Property Management Staff.

## **Emergency Procedures: Tenant Contacts-after Hours Emergency Numbers**

Please supply the Tenant Services Desk with a completed copy of the Tenant Contact Information sheet attached in the [Forms Section](#). This form provides valuable information in the event we need to reach you during or after business hours. During business hours, we request that tenant contacts be limited to one or two persons who coordinate facility related requests for your entire staff. After-hours, we would like multiple means of reaching you in the event of an emergency. Please note that on an annual basis, we will request a current update of this information, but please bring any changes throughout the year to our attention.

[Click here to download a Tenant Contact Emergency Form](#)

# Emergency Procedures: Tornado

In the event of extremely high winds or a tornado watch, please listen to a radio or television. If a tornado warning is issued, all tenants and visitors should move to areas of the building, such as inner hallways, which offer greatest protection. Immediately take cover away from windows, under desks, heavy tables or behind solid walls. Keep as low to the floor as possible. Under no circumstances should anyone be allowed to remain near outer walls containing windows.

## **Please note the following additional safety measures:**

- Close drapes and Venetian blinds.
- Close all doors of offices that lead to the outside or have exterior windows or glass.
- Move to a safe area on your floor (i.e. an interior office, corridor or restroom).
- Don't leave the building.

## **Tornado Watch:**

Conditions are favorable for a tornado. Precautionary Alert. Listen to radio or television.

## **Tornado Warning:**

Tornado has been spotted in the area. Seek shelter. If Security receives a tornado warning, the warning will be broadcast over the public address system.

## **Tornado is Sighted:**

Immediately take cover away from windows, under desks or heavy tables, behind solid walls, in stairwells, or in the corridor of the elevator banks. Keep as low to the floor as possible.

Should tornado conditions develop and/or upon activation of the civil defense emergency sirens, the Management Office will give the authorization to announce the following message:

"May I have your attention please. May I have you attention please. We are under a severe weather alert. Tornado conditions have developed. Please remain on your floor, but move away from all glass and window areas. Take shelter as near to the center of the building as possible. Until the "all clear" is give by the national Weather Service, listen for instructions from your designated Floor Monitor."

## **Emergency Procedures: Toxic Hazards**

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed. **Call 911.** Provide the building's address, your floor and phone number, and also what type of spill has occurred. Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

## **Introduction: Welcome**

### **LET US BE OF SERVICE...**

300 N. Meridian is owned and leased by REI Investments, Inc. and managed by REI Real Estate Services, LLC. We pride ourselves on our professionalism and attention to detail. Our goal is to make your business day run smoothly.

This manual provides a quick reference to the services we offer and provide. You will find phone numbers and addresses of building staff and building-related services, as well as other information you might find helpful during your tenancy. The manual also outlines emergency procedures, noting the responsibilities of both building staff and tenants.

Please take a few minutes to familiarize yourself with the manual. We encourage you to share this manual with your employees.

Thank you for choosing 300 N. Meridian as your business address. If you have requests or suggestions about how we can serve you better, please let us know.

## **Introduction: About REI Real Estate Services**

Founded in 1990, REI Real Estate Services, LLC and REI Investments, Inc. have enjoyed a long and successful history in the Central Indiana real estate market. We offer a comprehensive array of services including general contracting and construction management, development, leasing, and property management. Without exception, REI strives to provide unparalleled service and exceed our customers' expectations.

Currently, REI Investments owns 1.25 million square feet of office, parking, and industrial space and has extensive land holdings in the Indianapolis metropolitan area. We have become a regional leader in property management overseeing approximately 3 million square feet of office and warehouse space.

REI uses an integrated team on every job and acts like an owner, taking care of every detail. We tailor our services to meet the specific needs of owner-occupied and multi-tenant building owners. At each facility we work with the client to develop and implement management strategies that satisfy their individual needs. A representative listing of our services includes:

- Lease administration
- Tenant improvements
- Tenant relations and tenant satisfaction monitoring
- Negotiate and manage service contracts
- Specifications preparations
- Preventative maintenance programs
- Energy management
- Asset management and planning
- Operating and capital budgeting
- Accounting and Financial services



# Introduction: Operating Instructions

## Navigation

You move through The Electronic Tenant® Handbook just as you would a traditional Internet site. It's as simple as pointing and clicking. The main page features a Table of Contents that provides links to each Chapter. Upon entering a Chapter, you will find links to the specific information provided in that chapter's Sub-Sections. You may return to the Table of Contents or Chapter Overview at any time by clicking the clearly labeled link on every page.

## Special Features

This Electronic Tenant® Handbook has special features, such as a [Service Request Module](#) and [Search engine](#). In order to take advantage of these useful features, you must have Adobe Acrobat Reader installed on your computer. This software is **free** and easy to use, and can be obtained by [clicking here](#).

## Updates

The Electronic Tenant® Handbook is updated on a regular basis, so please be sure to periodically check for updates and new information.

If you are having trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the Management Office.

# **Policies and Procedures: Contractors**

## **Contractor Qualifications**

Construction firms, electricians, plumbers, etc. and personnel providing remodeling or repair services must be approved by the Landlord. The Management Office maintains a list of qualified contractors who have performed work in the building and fulfill the requirements listed below. If you prefer to use a contractor not listed with the Landlord please gain approval before proceeding with work. The following is a listing of essential documentation and information required on each contractor prior to execution of any work within the building.

- All work to be performed by any contractor within 300 N. Meridian must be scheduled in advance and coordinated through the Property Manager.

## **Contractor Qualifications (continued)**

- All contractors must have a Certificate of Insurance on file in the Landlord's Office before execution of any work. This certificate must name the following as additional insured with \$1,000,000 coverage for workmen's compensation, general liability and personal property damage:

University Park Associates, LLC and REI Real Estate Services, LLC as additional insured  
(without abbreviation)

- All contractors must provide proof of financial security satisfactory to Landlord in order to ensure that the premises shall be kept free from mechanic's or materialman's liens. In addition, all contractors must obtain all permits, approvals and certificates required by governmental or quasi-governmental bodies. Upon completion, certificates of final approval must be obtained. Duplicates of all such permits, approvals, and certificates must be delivered to the Property Manager as soon as they become available.

## **General Building Rules and Regulations for Contractors**

### **Purpose and Scope**

The purpose and scope of these rules are to inform the General Contractor of responsibilities to this property during construction or remodel of tenant spaces. It should be understood that the General Contractor is totally responsible for the actions of its employees and subcontractors and their compliance with these rules and regulations. These personnel should be aware that this property is not a construction site but an occupied office building, and, therefore, appropriate precautions to protect the property, the tenants, and the business atmosphere must be adhered to at all times.

**The scope of these rules and regulations shall include, but not be limited to, the following:**

### **Insurance**

- All general and subcontractors must provide a current certificate of insurance evidencing adequate liability and property damage coverage naming

University Park Associates, LLC and REI Real Estate Services, LLC as additional insured  
(without abbreviation)

### **General**

- 24-hour advance notice shall be submitted to the Management Office when any work involving the Fire/Life Safety systems are required. No work to these systems can commence without REI's approval.
- Notify Tenant Services or engineer of any activity producing heavy airborne dust or smoke, which could set off the building's, smoke detectors.
- Smoking is not permitted in the building.
- Any damage to the common areas, corridors, restrooms, elevators, etc., will be repaired by the General Contractor at the Contractor's expense.

- Construction areas are to be secured against unauthorized entry at all times.
- When the project is complete, General Contractor will provide three (3) sets of drawings to the Management Office.

## **Debris**

- Contractor will provide its own means of debris storage and removal. Contractor's dumpster must be placed in the loading dock area with prior approval from the Property Management staff as to specific placement.
- Debris must not spill or be left around dumpster. Dumpster must not overflow. Contractor is responsible for cleanliness of the area and any fines from violations caused by their debris.
- Landlord reserves the right to require Contractor to remove the dumpster with 24-hour notice.
- Demolition debris can only be removed at times designated by Building Management. The freight elevator must be reserved in advance by calling the Tenant Services Desk at (317) 573-6060.
- Cleaning of paintbrushes, buckets, etc., is permitted in the basement slop sink only and must be approved by the building engineer. It is not allowed in janitor's closets, rest rooms or tenant kitchens. Disposal of these materials, as well as oil-soaked rags, shall be accomplished in accordance with established guidelines for these materials.

## **Site Protection**

- Contractor will provide trip-free carpet protection from the freight elevator to the entrance of the suite to be remodeled.
- Contractor will provide protection for the freight elevator doorframe on the floor to be remodeled. REI will provide and install pads in the freight elevator. All other cars are not to be used.
- All carpet protection and elevator protection should be installed prior to demolition or remodeling and left in place until the job is completed and maintained in a clean and safe manner.
- Contractor shall correct and repair damage at their expense.

## **Noise and Noxious Odors**

- Particularly noisy work such as core drilling, or fume-producing work such as oil-based painting, must be coordinated with Management and performed between the hours of 5:30 p.m. and 7:00 a.m. on weekdays or at anytime on the weekends.
- Odor-producing work, such as staining of doors must be completed off-site.
- If Contractor or subcontractor's personnel use radios or tape players, they must be turned down to a level not audible in any occupied or public area. No loud or obscene language will be tolerated. Violators will be asked to leave the property.
- General Contractor must provide to the Management Office an MSDS list of all chemical compounds and materials to be used during construction.

## **Egress and Ingress**

- All movement of materials in and out of the building will be through the loading dock and service corridors. Access is available through the loading dock located on Pierson Street.
- The freight elevator may be used for small material movement during business hours if prior approval is given by Management.
- All movement of materials onto the Tenant floors will be through the freight elevator only. No passenger elevators are to be used.
- Large material deliveries or debris removal must be coordinated with Management and performed between the hours of 5:30 p.m. and 7:00 a.m. on weekdays or at anytime on the weekends.
- Delivery or removal of materials too large for the freight elevator must be coordinated with Tenant Services.

## **Egress and Ingress (continued)**

- Contractors must sign in and out with Security upon entering and leaving the building.
- Construction keys for vacant spaces can be obtained from security with prior authorization from the management office. Keys to occupied tenant spaces or access to secured floors must be obtained through the tenant contact. Security will ask for a piece of identification be left in return for key or keycard.
- Access to the property after hours will be granted only if Contractor has obtained authorization from the Management Office. Requests for access after hours must be made 24-hours in advance.

- Access to mechanical rooms, electric and phone closets etc. is by permission of Tenant Services Desk only.

**Condition of Site**

- The construction area is to be broom swept and all trash removed at the end of each business day.
- Materials are not allowed to be stored outside of the construction area, in hallways, or stairwells without permission from the Property Management staff.
- Public areas leading to construction areas will be thoroughly cleaned at the end of each night's work at Contractor's expense.

**Parking**

- There is no contractor parking at 300 N. Meridian

# Policies and Procedures: General Rules and Regulations

## General Building Rules and Regulations

REI Real Estate Services is committed to providing quality office space, managed with an eye for detail. Your help in meeting this standard is greatly appreciated. The following common sense rules protect everyone and are intended as a broad outline only. Refer to your lease for more specific enumeration of tenant obligations.

1. Please do not block the halls, elevators or other public spaces, or use them for any purpose other than traveling to and from your offices. This rule includes storage of freight merchandise, displays or showcases in any common area used by people outside of your own firm. The Property Manager can make an exception for infrequent receptions or other gatherings, which may involve use of public spaces with prior approval.
2. Delivery area doors shall be closed at all times, except for during actual shipping or receiving of goods.
3. With the exception of normal business travel, all entries and doors leading from the Leased Premises to any common areas shall be closed at all times, unless approved by Property Manager.
4. Please do not alter the exterior appearance of the building by installing signs, advertisements, notices or other graphics on exterior walls, windows, or interior surfaces visible from outside without prior written permission from the Property Manager.
5. Interior identification plaques or signs shall be of a size, color and style approved by the Property Management staff.
6. Parking must be confined to designated parking spaces. Please be aware of those spots reserved for delivery, maintenance, handicapped and visitor parking and fire lanes. The Property Management staff reserves the right to ticket or tow anyone violation the posted parking restriction.
7. Bicycles and motorcycles shall be parked in designed areas and shall not block exterior sidewalks or walkways.
8. Please do not use plumbing fixtures for other than their intended purpose. Depositing coffee grounds, sweepings, rubbish, rags, feminine hygiene products, acids and other substances in sinks or toilets can result in damage and repair charges to the tenant.
9. Do not store flammable fluids, combustible materials, explosives, or chemical substances in your suite.
10. Smoking is prohibited within the leased premises and within the building (INCLUDING ALL VESTIBULE ENTRIES). Smoking shall be permitted only in designated smoking areas on the Real Estate. Exterior entrances should not be blocked, preventing the peaceful entrance by other tenants and visitors into the building. Any and all smoking paraphernalia, including, but not limited to, cigarette butts, matches and empty cartons, must be disposed of in the ashtrays and trash containers provided.
11. Use the locks provided. If additional locks, bolts, or other mechanical security systems are required, the Property Management staff will be happy to coordinate their installation. The Property Manager is to be provided with keys or combinations to all such systems.
12. No animals shall be brought into or kept in or about the Leased Premises or the Building. Exceptions are made for registered K-9's and conveyances required for handicapped persons. Please notify the Property Manager of any such exception.
13. Tenants using regular suppliers of outside services should notify the Property Manager, which may establish hours or other conditions for entrance to the building. Such suppliers include vendors of newspapers, food, water, ice, towels, barbering, shoe shining and similar products and services.
14. Do not tape or adhere any materials to the windows or any common areas, including elevators and elevator lobbies.
15. Canvassing, soliciting and peddling of products or services is prohibited throughout the Building and the Real Estate.
16. Firearms and explosive devices are not permitted on the Leased Premises or within the Building.
17. All large deliveries, including furniture and move in or move out would need to be completed between 5:30 p.m. and 7:00 a.m. Monday through Friday or anytime on the weekend. All dock scheduling should be completed with the Building Management Office.
18. No portion of the Leased Premises, the Building or the Real Estate shall at any time be used or occupied for sleeping or lodging purposes.

19. Tenant and its authorized representative and invitees shall not disturb or otherwise interfere in any way with other tenants, including but not limited to, loitering in common areas, including all hallways and entrance vestibules, making loud, annoying unpleasant or unseemly noises or odors.
20. All trash, rubbish and litter shall be placed in the trash containers provided in the common areas.

It is the Landlord's intent and desire to maintain the Building in the highest standard of dignity and good taste consistent with comfort and convenience for all of its tenants. Any action or condition not meeting this high standard should be reported directly to the Tenant Services Desk. Your cooperation will be mutually beneficial and sincerely appreciated.

## **Policies and Procedures: Insurance Protection**

### **Certificate of Insurance**

Please supply the Tenant Services Desk with a copy of your Certificate of Insurance. This certificate of Insurance must indicate coverage as per the terms and conditions of your Lease Agreement.

#### **Also it must include the following:**

UNIVERSITY PARK ASSOCIATES, LLC and REI REAL ESTATE SERVICES, LLC As additional insured  
(without abbreviation)

# **Policies and Procedures: Moving Procedures**

## **Moving In/Out**

### **Guidelines for Moving In/Out**

1. Freight Hours: Monday through Thursday, 5:30 p.m. - 7:00 a.m., & Friday 5:30 p.m. through Monday morning 7:00 a.m.
2. Please notify the Tenant Services Desk @ 573-6060 of your move in/out date at least two weeks in advance by email or by utilizing the [Move In Form](#) or the [Move Out Form](#) provided in the [Forms Section](#).
3. All moves will go in/out of the building through the dock door off the service lobby.
4. If your moving company must come during normal business hours to drop off moving carts, they may back their truck into the loading dock area and unpack their carts (or any equipment they might need for the move). After unloading, they must remove their truck from the loading dock and find other parking on the street or in the surrounding parking lots. UNDER NO CIRCUMSTANCE IS ANY TRUCK AUTHORIZED TO PARK IN THE LOADING DOCK AREA DURING NORMAL BUSINESS HOURS.

### **Guidelines for Moving In/Out (continued)**

5. Please supply the Tenant Services Desk with an updated copy of Certificate of Insurance from your moving company. This Certificate must name "University Park Associates, LLC and REI Real Estate Services, LLC." as Additional Insured. (without abbreviation)
6. For protection to our carpeted floors, your moving company must supply and lay masonite in the corridor area of your floor leading to the freight elevator.
7. Any damages to doors, walls, floors, ceiling or elevator will be your responsibility.
8. Please stack furniture to one side of the service area/corridors to allow room for our cleaners to remove trash from the building.
9. Use of the freight elevator will be permitted on a co-operative basis so that our night cleaners may use the elevator as well for the removal of trash.
10. An inspection of the common and elevator areas will be completed prior to and after the move. Any damage due to the move will be the sole responsibility of the Tenant.

IF THESE RULES ARE NOT STRICTLY ADHERED TO, IT WILL CAUSE MAJOR DELAYS, AND IN SOME CASES, CREATE ADDED EXPENSES FOR WHICH THE TENANT IS RESPONSIBLE!

[Click here to download a Move In Form](#)

[Click here to download a Move Out Form](#)



## **Policies and Procedures: Smoking**

300 North Meridian maintains a no smoking policy throughout the building, including all common areas, the lobby, rest rooms, stairwells and elevators. Please do not smoke at building entrances.

## **Policies and Procedures: Tenant Alterations**

### **Tenant Alterations and Furniture Moving**

Office suites are typically built to suit the needs of individual tenants prior to move-in. Alterations including the installation of communications, music, or security systems that involve making connections to the building electrical system or building structure itself must comply with provisions of your lease and are subject to advance approval by the Property Manager. Should you need to make such alterations, a written request detailing the scope of the project must be submitted to the Property Manager. Under no circumstances will alterations be permitted without Landlord approval.