

LIGHTON PLAZA

TENANT HANDBOOK

JLL Management and Leasing Office

7500 College Boulevard, Suite 920

Overland Park, KS 66210

PHONE: (913) 469-4600

FAX: (913) 469-4650

Updated October 2019



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INTRODUCTION

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Lighton Plaza offers an on-site property manager and maintenance staff, security consisting of a card entry system paired with periodic security checks after hours, efficient passenger elevators, and easy access for deliveries. All of these services combine to make the building run efficiently so that you can run your business smoothly.

On the following pages we have included information covering main areas of building operation. So that we can be of service, please review the manual in order to become familiar with the building services and policies. If you have any questions at any time, please do not hesitate to call us at the management office at (913) 469-4600.

WELCOME TO LIGHTON PLAZA!

TENANT SERVICES

1. TENANT SERVICES

●MANAGEMENT OFFICE PERSONNEL

Property Manager:	Overall fiscal and physical supervision and control of the building.
Leasing Agent:	Assists with expansions, renewals and subleasing.
Engineers/Maintenance Staff:	Perform building maintenance (as requested through Management Office receptionist).
Management Office/ Receptionist	Handles tenant calls and dispatching of Maintenance Personnel.

●MANAGEMENT OFFICE HOURS

8:00 a.m. to 5:00 p.m. Monday through Friday (except on holidays).

Building Management Office Number (913) 469-4600
And After Hours Emergency Number

●MANAGEMENT OFFICE LOCATION

Lighton Tower
JLL
7500 College Blvd., Suite 920
Overland Park, KS 66210

● HOURS OF BUILDING OPERATION

The building is open weekdays (M-F) from 7:00 a.m. to 6:00 p.m. The building is closed to the general public all other hours. For after-hour access, please see the After Hours Access Section in this manual.

● HOLIDAYS

On holidays the building is locked and the air-conditioning/heating is off. (See the Climate Control Section for after-hours availability.)

Building holidays are as follows, unless notified otherwise:

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

● AFTER HOURS BUILDING ACCESS

Building Hours:	7:00 a.m. to 6:00 p.m.	Monday through Friday Closed All Saturday and Sunday
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The buildings will be closed to the general public at all other times and on holidays.

SATURDAY, SUNDAY, HOLIDAY AND AFTER HOURS PROCEDURES

During these hours all exterior doors will be locked. You may enter the building by use of your access card only. Please do not allow entry to any individuals without a functioning access card.

Remember to lock your office entry doors and desks at the end of the workday to protect your premises from theft.

●BUILDING STAFF ASSISTANCE/MAINTENANCE

An engineering staff assigned specifically to the property provides full-time attention to the building operations and preventative maintenance.

All building standard maintenance work is provided free of charge: changing overhead lights, temperature adjustments, restroom plumbing problems, etc.

Non-standard work such as changing locks, remodeling, adding electrical receptacles, etc., is handled on a Work Order basis at a cost to the tenant. **Third party work must be requested and approved by the tenant and the property manager.**

All maintenance requests should be directed to the Management Office by a tenant representative during normal business hours by calling the Management Office at 913-469-4600.

Emergency maintenance problems occurring after hours can be reported by calling the Management Office number at (913) 469-4600. The answering service will notify the appropriate on-call person.

●MAIL

Lighton Plaza has mail drops and express courier facilities on the ground floor of each building. If you have any questions or concerns regarding mail, please visit Blue Valley Post Office, located at, 12433 Antioch Road, Overland Park, KS. or call (913) 897-4936.

To set up a mailbox, Please visit the Post Office at the 12433 Antioch Road branch. They will instruct you to fill out the appropriate forms and give you any additional information you need. If you have questions, please contact Post Office at (913) 897-4936.

●FREIGHT AND DELIVERIES

Elevator dimensions are as follows:

Door height:	7'
Door width	3'6"
Cab depth	Lighton Plaza I - 4'8" Lighton Plaza II - 4'8" Lighton Tower - 4'7"
Cab width	6'5"
Cab height	Lighton Plaza I - 9'3" Lighton Plaza II - 8'5" Lighton Tower - 8'5"
Capacity	3,000 lbs. - Lighton Plaza I, II, Tower - Passenger Cabs 3,500 lbs. - Lighton Tower - Service Cab

All moving companies and heavy item delivering companies must supply the Management Office with a current Certificate of Insurance meeting the building owners requirements and wording. You can get these requirements by contacting the Management Office, 913 469 4600. Also the delivery company must supply and put down masonite to protect the floors in the buildings. Please contact the Management Office to have elevator padded of for deliveries also. Delivery companies that do not have a current Certificate of Insurance on file or do not supply the masonite require on floors will be turned away and you will have to reschedule your delivery once requirements have been made. The Management Office requires at least a 72 hours notice of deliveries or moving please.

●Janitorial Service (Cleaning)

Cleaning is accomplished on a contract basis. Every attempt is made to provide quality service; however, certain cleaning tasks may be overlooked on occasion. In the event a cleaning task is overlooked, please report it to the Management Office, 913 469 4600, so that we may promptly correct the problem.

Any trash to be removed by cleaning personnel, but not in the usual waste receptacles, should be clearly marked "TRASH" or "BASURA" (specially marked pink slips can be provided by the Management Office). Office debris will be removed by cleaning personnel; however, they are not required nor expected to remove large packing cases or shipping boxes. Special arrangements must be made with the Management Office for such removal.

Requests for toilet supplies or special cleaning should be directed to the Management Office.

Coffee grounds must be placed in plastic bags for disposal and not washed down any plumbing facility. Liquid in cups should not be placed in wastebaskets, but should be disposed of in the proper drainage facility.

For better cleaning service we would suggest desks and table tops be cleared nightly in order that they may be properly dusted and cleaned. Cleaning personnel are instructed NOT to disturb papers, etc., left on desktops.

A recycling program is offered to all tenants. You must have a blue recycling container marked as such located in your main area or kitchen. The cleaning crew will empty the container once it is full, they do not empty nightly. Also, if you have recycling containers located under individual desk tops, the crew does not empty these. They will only empty containers located in main area, such as copy rooms or mail rooms and in the kitchen area.

Please do not leave personal/valuable items unsecured on your desk. Please either lock the items in your desk drawer or take them home with you. Also, if you do find that something is missing, please contact the Management Office immediately by calling 913.469.4600. While we make every effort to keep any type of incidents from occurring and address them should they occur, the owner, owner's agent and/or the cleaning service can not accept liability for these items.

For a listing of recyclable items please contact the Management Office.

●ELEVATORS

The elevator controls system automatically regulates the movement of each passenger elevator in such a manner that maximum possible service will be obtained. Safety features are extensive and include automatic return to the lobby if a fire alarm is activated.

Elevators are in operation during building hours. For after hours use you must have an access badge to reach your floor.

All elevators are covered by a full service maintenance agreement with a local elevator service company. Every effort is made to see that all elevators are operating at a maximum efficiency. In the event any elevator is not functioning properly, please contact the Management Office. The Service Company will promptly dispatch a technician to remedy the problem.

If an elevator should become disabled while you are in it, please follow the instructions in the emergency response section of this tenant manual.

For information on reserving an elevator for deliveries, please see the section entitled "MAIL/FREIGHT AND DELIVERIES".

●CLIMATE CONTROL

The building will provide comfortable occupancy temperatures during these hours:

Monday through Friday: 7:00 a.m. to 6:00 p.m.

If extended service is required on weekdays after 6:00 p.m., on weekends or holidays, tenants should contact the Building Management Office. **(NOTE: Please contact the Management Office by 12:00 noon for extended weekday service and by 12:00 noon on Friday for weekend service.)**

PLEASE NOTE: THERE IS A CHARGE FOR EXTENDED HVAC SERVICE. Please contact the Management Office for the current rate.

In the event you should experience difficulties with your system during regular office hours, contact the Management Office for engineering assistance.

Space heaters constitute a safety hazard due to circuit overloads and potential fires. Therefore, the use of space heaters is against building regulations and will not be permitted.

●REMODELING

Any desire for alterations to your suite must be directed to the Management Office. This applies to any revisions or alterations to the space including air conditioning, electrical, and telephone outlets.

Only approved contractors are permitted to make revisions in the building under the supervision of the Management Office. (Union companies preferred)

Notify the Management Office of additional filing systems, computer equipment, etc., so that we may verify that the floor load limit is not exceeded.

Notify the Building Management Office of work to be done after hours or on the weekend. Please provide the company performing the work, contact information, the floor on which work will be performed, time period workers will be on floor, and the scope of the work that will be performed. The company performing work must have a current Certificate of Insurance on file with the Management Office, please verify before begins. If company does not have one on file, work will be stopped until the one is provided to the Management Office. Please call for requirements.

NOTE: No alterations or revision work is to commence without the prior knowledge and approval of the Management Office. This procedure is critical in order to maintain the balance of heating, air conditioning, sprinkler and electrical systems in the building, and in order to prevent any emergency situation.

●PARKING

Free parking is available on a first-come-first-serve basis adjacent to each building. Please **DO NOT** park in the circle drive or those areas designated "VISITOR PARKING", "DELIVERY" or "FIRE LANE". Employees of tenants found parking in these restricted areas will be ticketed with 1 warning, on the 2nd the individuals vehicle will be towed at the employees expense.

●LIGHTS

Please help us conserve energy and lower your operating costs by turning out lights at the end of your workday. Your employees need to know where the switches are for lights in their areas. Please assign an employee to check your lights at the end of your business day. Our staff will be assisting in this effort, but we need your cooperation.

●SMOKING

Per Overland Park, Kansas ordinance, ([Codes & Ordinances - City of Overland Park, Kansas](#)), this building allows smoking in designated areas only outside the building. We have furnished ashtrays at these locations for your convenience. Please help us keep the grounds looking beautiful by putting cigarettes out in the receptacles provided. We ask that you please be courteous to our non-smoking guests by not smoking by the entries, in dock areas or up against the sides of the buildings, regardless of rain or other bad weather. These areas are not permitted. We appreciate your advanced cooperation. You may request a site map with the smoking areas shown from the property management office by calling 913 469 4600.

●DECORATING & ADVERTISING

Birthday wishes, balloons, and other announcements are not permitted in any public area, including elevators. Please keep these types of items located within your tenant space.

For everyone's protection, natural foliage Christmas decorations, even those sprayed with a fire retardant, whether lighted or unlighted, are prohibited based on our insurance and fire prevention guidelines, unless written permission is obtained from the Management Office.

Only United Laboratories (UL) approved or certified electrical decorations will be allowed.

Advertising or soliciting is not allowed on Lighton Plaza properties. If a solicitor enters your suite, please call the Management Office and we will escort the solicitor off the property.

TENANT MOVE-IN INFORMATION

2. TENANT MOVE-IN INFORMATION

●GENERAL MOVING PROCEDURES

All moving arrangements must be coordinated with the Management Office. We will be happy to work these details out with you and/or your moving company. Please make sure we have the name and phone number of the movers.

Information required:

Move date and time (after 5:30 p.m. weekdays or anytime Saturday and Sunday movers must be accompanied by the tenant)

Any special requirements or moving prior to move date.

Name of moving company, contact and telephone number. A Certificate of Insurance must be provided to the Management Office at least five (5) days prior to the move. Please contact Management Office for the requirements and language the must be met.

Prior to and after the move, an inspection of your suite and the building lobby and corridor must be made. This will enable us to determine if there has been any damage to the building. (You may want to appoint a representative from your company to be present during these inspections.)

Familiarize the mover with the building and the use of the elevator.

The lobby floor to the elevators and the elevator floor must be protected with masonite to prevent abrasions and buckling when moving heavy items. The building has pads that we will hang in the elevator for the movers use. The moving company must provide the masonite for the floor protection.

Per your lease, upon move-out, Tenant is to deliver said premises to Landlord in as good repair and condition as at the commencement of Tenant's occupancy, reasonable wear and tear excepted. All keys, security access cards and fitness fobs to the premises must be delivered to the Landlord upon move-out. A charge will apply for those security access cards and fitness fobs not turned in at time of move-out.

This provision includes leaving the space clean, with no trash remaining in the suite. The building cleaning crew is not responsible for removing large amounts of trash in your suite before, during or after the move out. Labor to remove any trash left in the building will be charged to the Tenant or deducted from the security deposit. We can make arrangements to remove trash if you wish to contract for this work.

●MOVING/DELIVERING EQUIPMENT OR FURNITURE

IMPORTANT: Please notify the Management Office at least five (5) days in advance when moving bulky materials, office furniture or equipment in the building.

Movement in or out of the building of furniture, office equipment or other bulky materials or movement through building entrances and lobby shall be restricted to the designated hours. A Certificate of Insurance shall be given to the Management Office prior to moving of items. Masonite will also be provided by moving/delivering company as protection for floors. Call Management Office to have elevators padded off in Lighton I and II.

The tenant is to assume all risks regarding:

Damage of articles moved;
Injury to persons engaged or not engaged in such movement; and
Damage to property of Landlord or other tenants resulting from such movement.

Tenant hereby agrees to indemnify and hold Landlord harmless from and against any such damage, injury or loss, including attorney's fees.

Landlord shall not be liable for acts of any person engaged in, or damage or loss to any of said property or persons resulting from any act in connection with such service performed for Tenant.

All dollies and conveyances of materials, supplies or equipment will be brought to the building through specified building entrances, and then through a specified elevator. (Lighton I and II do not have a freight elevator; therefore, we will lock off an elevator and take necessary precautions to prevent it from being damaged.) All trucks will be parked in the designated loading zone.

●EMERGENCY NOTIFICATION CONTACTS

Please provide the name of at least two (2) people for notification in the event of an emergency after hours. These numbers will be kept on file in the Management Office and by the Property Manager. Please fill out the form on the next page and return it to the Management Office in person or by fax to (913) 469-4650. Please notify the Management Office of any updates to the emergency contacts.

●EMERGENCY CONTACTS

TO: **MANAGEMENT OFFICE**

FROM:

COMPANY:

DATE:

RE: **EMERGENCY NOTIFICATION CONTACTS**

Below is a list of contacts in the event of an emergency after hours. We understand that this information is kept confidential.

NAME

PHONE (INDICATE CELL OR HOME)

1. _____

email: _____

2. _____

email: _____

●DIRECTORY STRIP/SUITE SIGN

On the following page is an order form for changes in your directory strips or suite sign. Please fill it out with any changes and fax it to the Management Office. Any changes made to signage after initial signage upon move-in will be billed back to the tenant. A proof will be provided by the signage company for final tenant approval prior to production and billing.

**●DIRECTORY STRIP/SUITE SIGN
ORDER FORM**

FAX TO 913-469-4650 OR DELIVER TO 7500 COLLEGE BOULEVARD, SUITE 920

DATE: _____

Please list below how you would like your directory strip to read.

Please list below how you would like your name on your suite sign.

I understand that these items will be billed back to our company (except for the initial signage upon occupancy).

SIGNATURE

DATE

●KEYS/ACCESS CARDS/FITNESS FOBS

Locks throughout Lighton Plaza are designated with a restricted keyway for your security.

Keys are provided for each lock within your premises.

Requests for lock changes must be directed to the Management Office and will be handled by our authorized locksmith. There is a fee for lock changes and additional keys copied.

All interior locksets must be supplied from the building stock and will be keyed to the building master key system. If security requirements necessitate other arrangements, please contact the Management Office.

Our building staff has been instructed NOT to unlock offices for tenants. This procedure has been established for your protection.

For the times you find you need additional keys and/or access cards, please use the form on the following page for ordering. There is a minimal charge for keys and access cards. (You are allotted four (4) access cards per 1,000 square feet of office space you occupy.) If an individual has lost the access badge they were assigned, please contact the management office to have this replaced. There is a charge of \$5 if the access card is replaced 3 times or more.

A fitness center is located in the Lighton II (7400 College) building on the 1st floor. Each tenant is allotted 1 fitness fob per 1,000 square feet of rented space. A waiver form must be filled out for the individual that will be using the fitness fob. Fitness center rules, regulations, hours and the waiver form can all be located on the www.lightonplaza.com website.

The fob can NOT be shared or passed around the office for use. Only the individual that has signed the waiver and the fob is assigned is allowed to use the fob. There is a \$20 replacement cost for any fob lost, not working or not returned to office. If the Management Office learns the fob is being abused, the tenant will lose the fob and the individual assigned to the fob will lose privileges.

●KEY/ACCESS CARD ORDER FORM

TO: Management Office

From:

Re: Additional Keys/Access Cards

Please furnish the following keys:

Quantity _____

Please furnish the following access cards:

Name

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

I understand that any charges for keys/access cards will be billed back to my company (except for the initial cards requested upon occupancy).

FIRM

SUITE #

NAME (PLEASE PRINT)

SIGNATURE

DATE

●TELEPHONE INSTALLATION

Installation of telephone, cabling, data lines, etc. is the responsibility of the Tenant. Please place your order on a timely basis so that this installation does not hinder occupancy of your suite. The communications company will contact the Management Office for access to install equipment.

●INSURANCE

Insurance carried by the building does not include tenant's personal property. It is the tenant's responsibility to obtain and pay for the insurance covering their office furniture, business machines, personal property, etc. as instructed in the lease agreement. The building can assume no liability for theft or damage to any of the tenant's belongings. All valuables, such as money, calculators, etc. should be kept in a locked place.

The lease also requires that tenants maintain certain levels of liability insurance. Evidence of such coverage must be on file in the Management Office. Please refer to the insurance section of the Lease, which is typically section 4.1 or section 6.2.

LIGHTON PLAZA

EMERGENCY PROCEDURES

MANUAL

Please read thoroughly and become familiar with all instructions.

Any questions should be directed to your office manager and/or the Management Office.

MANAGEMENT OFFICE

JLL

913-469-4600

THESE EMERGENCY PROCEDURES AND SYSTEMS HAVE BEEN ADOPTED TO MINIMIZE THE EFFECT OF ANY EMERGENCY AND SHALL NOT CREATE ANY LIABILITY OF THE BUILDING OWNERS OR MANAGERS IN EXCESS OF THAT ASSUMED UNDER YOUR LEASE AGREEMENT. WHILE EVERY EFFORT WILL BE MADE TO PROPERLY TRAIN TENANT PERSONNEL AS FLOOR WARDENS, THE OWNERS AND/OR MANAGERS WILL NOT BE HELD RESPONSIBLE FOR THE ACTIONS OR DECISIONS MADE BY THESE PEOPLE IN THE EVENT OF AN EMERGENCY. THESE PROCEDURES MAY BE CHANGED AT ANY TIME AS THE NEED ARISES.

EMERGENCY PROCEDURES OVERVIEW

It contains information on emergency procedures to be taken should an emergency situation arise at Lighton Plaza.

We've put this booklet together for you so that you can quickly respond to an emergency situation. Please read this book carefully . . . then place it near your telephone for quick access.

The heart of our emergency procedure program is a well-informed building occupant. No matter how sophisticated a building's safety equipment is, the successful implementation of emergency procedures is a matter of people helping each other.

The goal of the emergency procedures program is, during an emergency situation, to protect the occupants of our building and eliminate the cause of the emergency. To meet these objectives, the program combines sophisticated electronic and mechanical devices with carefully planned procedures. Your understanding of the emergency procedures plays a key role in the success of the program.

The nucleus of the safety systems is the fire command panels in the buildings. These panels monitor smoke detectors (which will detect any change in the air; dust as well as smoke), pull stations, stand pipes, sprinkler systems and other devices in order to provide split second warning of any problems, that may exist.

The following pages contain information on what to do in different emergency situations such as fire, tornado, bomb threat, etc. If you have any questions regarding these procedures, please contact the Management Office.

GENERAL INFORMATION

DO NOT USE THE ELEVATORS in case of any building emergency. **USE THE STAIRS FOR EVACUATION.**

HANDICAPPED PERSONNEL

You must notify the Overland Park Fire Department and the Management Office if there is a handicapped occupant or anyone that requires assistance in your suite so we can have the information posted for the emergency response personnel in the event of an emergency.

EVACUATION LOCATIONS

In the event of a building evacuation, use the stairwells to evacuate the property. Instruct employees to meet at the following locations for each property if your office does not have a designated meeting location. Please note that the fire department prohibits walking through the elevator lobby. Please review the building evacuation maps to know exactly which door you will exit the building. Also look over the area site map for locations your office should meet at upon exiting the building. Both are located on the www.lightonplaza.com site.

Lighton I (7300 College)	Meet in the SW corner of parking lot for those exiting the NW doors. (back main doors) For those exiting the front doors, move across the circle drive to the parking lot by the SE pond.
Lighton II (7400 College)	Meet in the far NW corner parking lot along for those exiting the W doors. (back main doors) For those exiting the front doors, please move to the parking lot by the SE pond.
Lighton Plaza (7500 College)	For those exiting the front main doors, head W toward the park area parking lot, towards the Conser entrance. Those exiting the NE side door, by the dock location, please meet at the NE side of parking lot in isle located by recycling dumpster. For those exiting E doors, by Deli doors, please exit past terrace area, take stairs down to LP II NW parking lot, located near the LP II side entrance.

A building representative will come to these locations to provide information and to inform tenants when the local authorities have approved re-entering the building.

TENANT PARTICIPATION

Do not assume that someone else has already called in the emergency. Please exit the building and call 911 first and then contact the Management Office from a cell phone or a neighboring building.

The following pages of this booklet contain reference information and checklists of procedures on how to report an emergency, what to do, who will assist you, and what help will come from building personnel and professional emergency units during such emergencies.

EMERGENCY PROCEDURES MANUAL

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- A. EMPLOYEE OR PUBLIC ACCIDENT
- B. TORNADO/HIGH WINDS PROCEDURE
- C. FIRE PROCEDURE
- D. BOMB THREAT
- E. BOMB THREAT CHECKLIST
- F. ELEVATOR EMERGENCY
- G. BUILDING OR FLOOR EVACUATION
- H. PANDEMIC PROCEDURE
- I. ACTIVE SHOOTER

A. EMPLOYEE OR PUBLIC ACCIDENT

IN THE EVENT AN ACCIDENT OR ILLNESS IN YOUR OFFICE AREA:

1. If the accident requires medical attention, call **911** first, then immediately call the Management Office, 913 469 4600.
2. Give the following information when calling the Management Office:
 - a. Your name, company name, telephone number and extension.
 - b. Name of the building, floor of the building and location of accident or illness.
 - c. Type of injury, illness or symptoms.
3. Do not move injured or ill person. Try to make them comfortable. Clear the area of unnecessary personnel for privacy and to provide emergency personnel room to work.
4. Have an employee meet the ambulance outside and lead them to the location and the person needing medical assistance.
5. Emergency personnel will arrive and administer necessary medical assistance and will transport the injured/ill person if necessary.

B. TORNADO/HIGH WINDS PROCEDURE

By definition, a Tornado/High Wind Warning is an alert by the National Weather Service confirming a sighting and location. The Weather Service will announce the approximate time of detection and direction of movement.

PUBLIC WARNING – A public warning will be broadcast by radio; TV or steady siren blasts by the Kansas City Civil Defense Warning System.

ACTION TO TAKE:

1. Pull blinds or drapes closed, if time allows.
2. Get away from perimeter of the building, exterior glass and atrium perimeter.
3. Leave your office - close the door.
4. Go to core locations (elevator lobbies, enclosed stairwells, and restrooms).
5. When you have reached a core location, sit down and protect yourself by putting your head as close to your lap as possible, or kneel, protecting your head. Make every effort to remain calm.

IF YOU ARE IN TRANSIT IN THE BUILDING:

1. Proceed to the nearest enclosed stairwell.
2. **DO NOT USE THE ELEVATORS.**

IF YOU ARE CAUGHT IN AN OUTSIDE PERIMETER OFFICE:

1. Seek protection under a desk as far away from the glass as possible.
2. Try to put as many walls between you and the perimeter of the building as possible.

Note: A “tornado watch” is when conditions are right for the development of a tornado. A “tornado warning” is a great time to remind employees to review safety measures in case a “tornado warning” is issued.

C. FIRE PROCEDURE

UPON DISCOVERY OF A FIRE:

1. Activate the fire alarm pull station and exit the building through the nearest stairwell.
2. Once outside the building, either use a cell phone or go to neighboring building and call 9-1-1, then call the Management Office at 913-469-4600.
3. Please give the following information to the Fire Department dispatcher and then to the Management Office:
 - Your name, company name, telephone number and extension.
 - Building address
 - Location of the fire.
 - Details of fire emergency.
4. Please see the evacuation locations listed in the General Information section at the beginning of the Emergency Procedures. Once the Fire Department has informed the Management Office that the building is safe for re-entry, a management office employee will visit the evacuation locations to inform the building occupants.

D. BOMB THREAT

IN THE EVENT A BOMB THREAT IS RECEIVED:

1. TAKE THE CALL SERIOUSLY.
2. Complete the Telephone Checklist – Bomb Threat (following page) as you talk to the person making the call.
3. Call 911 and then call the Management Office. The local authorities will advise the tenant and Management Office how to proceed.
4. Authorized emergency personnel will respond to the situation and the Management Office will assist the emergency personnel.
5. An “ALL CLEAR” will be given on the building when authorized by the appropriate authorities (bomb squad, police, etc.).

E. TELEPHONE CHECK LIST - BOMB THREAT

IF YOU RECEIVE A BOMB THREAT CALL, **REMAIN CALM**. IF POSSIBLE, RECORD THE CALL. ADVISE THE CALLER, IF YOU CAN, THAT THE DETONATION OF THE BOMB MAY KILL OR INJURE INNOCENT PEOPLE. OBTAIN AS MUCH OF THE FOLLOWING INFORMATION AS POSSIBLE.

Where is the bomb?

What time is it set to go off?

(In your opinion), is the call a hoax or legitimate? - Circle One Hoax Legitimate

Judge the voice: Man _____ Woman _____ Child _____ Age _____
 (indicate all that apply) Accent _____ Drinking _____ Other _____

Listen for background noise:

	Check if Heard	Description
Music	_____	_____
People Talking	_____	_____
Cars or Trucks	_____	_____
Airplane	_____	_____
Children or Babies	_____	_____
Machine Noise	_____	_____
Typing	_____	_____
Other	_____	_____

F. ELEVATOR EMERGENCY

Elevators are one of the safest modes of transportation there is. However, they occasionally malfunction.

WHAT TO DO IN AN EMERGENCY:

1. Remain calm - you are not in danger. Elevators do have back-up safety systems in the event the primary safety system fails.
2. Open the panel and pick up the phone, which will automatically dial the emergency contact. When the phone is answered, give the following information:
 - α. The building name/address you are in; and
 - β. The elevator you are stuck in (the numbers are on the inside door panel for the telephone).
3. Do not try to force open any elevator doors.
4. The technicians will respond ASAP to bring the elevator to the floor and open the door to allow the individual(s) out. The elevator will be locked off for the elevator company technician to inspect and correct the issue.

G. BUILDING OR FLOOR EVACUATION

It is the responsibility of each employee to know who his or her designated warden is as well as an alternate. They should also be familiar with their respective evacuation plans.

PLEASE DO:

1. Follow the instructions of your Floor Warden (and alternate).
2. Close all office doors as space is evacuated.
3. Form evacuation line - two (2) abreast.
4. Use enclosed stairwell for evacuation. **PLEASE DO NOT BLOCK DOORS.**
5. Be ready to merge with other people who are evacuating the building
6. Keep talking to a minimum.
7. Use handrails in enclosed stairwells.
8. Listen for instructions and follow them.
9. Keep calm.
10. Once out of the building, go to the evacuation locations noted at the start of the emergency response section.
11. The Floor Warden will determine the method of evacuation of handicapped persons.
12. Be aware that the Fire Department may be ascending stairwells to handle an emergency. Please step aside to let them pass.

PLEASE DO NOT:

1. Do not use the elevators for evacuating the building.
2. Once you have left your area, do not return for personal items . . . coat, purse, etc.
3. Do not return to the building until the building personnel have received the approval from the authorities to re-enter the building.
4. Do not smoke.

H. PANDEMIC PROCEDURES

Tenants are responsible for providing a safe and healthful workplace for their employees. It is also the tenants responsibility to report any employees diagnosed with any highly contagious viruses that are related to a pandemic type illness.

Some helpful steps in providing a safe and healthy type of environment are:

1. Encourage sick employees to stay at home.
2. Encourage your employees to wash their hands frequently with soap and water or with hand sanitizer if there is no soap or water available.
3. Encourage your employees to cover their coughs and sneezes with a tissue, or to cough and sneeze into their upper sleeves if tissues are not available. All employees should wash their hands or use a hand sanitizer after they cough, sneeze or blow their noses.
4. Employees should avoid close contact with their coworkers and customers (maintain a separation of at least 6 feet). They should avoid shaking hands and always wash their hands after contact with others. Even if employees wear gloves, they should wash their hands upon removal of the gloves in case their hand(s) became contaminated during the removal process.
5. Provide customers and the public with tissues and trash receptacles, and with a place to wash or disinfect their hands.
6. Keep work surfaces, telephones, computer equipment and other frequently touched surfaces and office equipment clean. Be sure that any cleaner used is safe and will not harm your employees or your office equipment. Use only disinfectants registered by the U.S. Environmental Protection Agency (EPA), and follow all directions and safety precautions indicated on the label.
7. Discourage your employees from using other employees' phones, desks, offices or other work tools and equipment.
8. Minimize situations where groups of people are crowded together, such as in a meeting. Use e-mail, phones and text messages to communicate with each other. When meetings are necessary, avoid close contact by keeping a separation of at least 6 feet, where possible, and assure that there is proper ventilation in the meeting room.
9. Reducing or eliminating unnecessary social interactions can be very effective in controlling the spread of infectious diseases. Reconsider all situations that permit or require employees, customers, and visitors (including family members) to enter the workplace. Workplaces which permit family visitors on site should consider restricting/eliminating that option during an influenza pandemic. Work sites with on-site day care should consider in advance whether these facilities will remain open or will be closed, and the impact of such decisions on employees and the business.

10. Promote healthy lifestyles, including good nutrition, exercise, and smoking cessation. A person's overall health impacts their body's immune system and can affect their ability to fight off, or recover from, an infectious disease.

If the Property Management office is contacted by a tenant with a pandemic related illness within their office, we will put in place the following procedures to help insure a safe and healthy environment for a justifiable amount of time.

1. Increase building cleaning by scheduling a midday cleaning time for all restrooms.
2. Offer hand sanitizers to be located in all restrooms for tenant use.
3. Keep tenants updated on outbreaks within the complex, as reported by our tenants to us.
4. Notify tenants when we believe the issues have passed and we believe the complex to be safe again.

For more information please check the following websites for procedures, guidelines and resolutions.

<http://www.kdheks.gov/>

<http://www.pandemicflu.gov>

http://www.osha.gov/Publications/influenza_pandemic.html

http://www.cdc.gov/swineflu/swineflu_you.htm

<http://www.who.int/csr/disease/swineflu/en/index.html>

I. ACTIVE SHOOTER

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined or populated area; in most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

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

Suggested procedures for coping with an Active Shooter situation would be:

1. Be aware of your environment and any possible dangers.
2. Take note of the two nearest exits in any facility you visit.
3. If there is an accessible escape path, attempt to evacuate the premises.
4. If escape is not an option, hide where possible.
5. If you are in a hallway, get into a room and secure the door.
6. If you are in an office, stay there and secure the door.
7. When hiding, turn off phone ringer and any other noise distractions. Be as silent as possible and block the door with furniture if possible.
8. **CALL 911 WHEN IT IS SAFE TO DO SO!** If you cannot speak, leave the line open and allow the dispatcher to listen.
9. **Follow police directions when on site!** Keep hands visible at all times and when evacuating, do not stop to ask officers for help or direction. Just proceed in the direction from which officers are entering the premises and asking you to go.

Information to provide law enforcement or 911 operator:

1. Location of the active shooter
2. Number of shooters, if more than one
3. Physical description of shooter if you can see or have seen the individual
4. If possible, number and type of weapon shooter has.
5. Number of potential victims at the location

The first officers to arrive to the scene may not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. Rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave the safe location or assembly point until law enforcement officials have instructed you to do so.