



3 City Center Tenant Handbook

Table of Contents

TENANT HANDBOOK

Welcome & Staff.....	2
Building Operations.....	3 - 7
Building Amenities.....	8 - 10
Building Rules & Regulations.....	10 - 14
Life Safety & Emergency Procedures.....	15 - 18

Welcome

Welcome to 3 City Center. We are excited that you have chosen our address for your office location. We thank you for your decision. Our ownership and management are pleased to service your needs. Maintaining good communication and managing the building's physical and financial aspects efficiently and effectively are crucial to everyone's success.

To acquaint you with your new surroundings, we have prepared an overview of information we trust will be helpful. All information is subject to change, at Landlord's discretion. To ensure effective communication between us, we would like to designate a "Tenant Contact" as the person between your company and the Building Management. We ask that you share this handbook with your employees.

Please feel free to let us know how we can serve you and make your time at 3 City Center more comfortable. Your suggestions will assist us in continuing to improve your office and surrounding environment.

3 City Center Staff

We are committed to customer sensitive management, so we've developed a professional management team to be at your service. Members of our team will be visiting you on a regular basis to ensure that your tenancy needs are being satisfied. We take pride in our responsiveness but always welcome suggestions to improve our services.

Building Manager: Matthew Ward
585-232-1651 office
585-727-7082 cell
matt.ward@morgancommunities.com

Please contact Matthew for inquiries regarding your facilities, lease, rental payments, etc.

Facilities: Herb Robare
585-232-1651 office
585-370-3242 cell
hubery.robare@morgancommunities.com

Please contact Herb for maintenance concerns or questions.

Security Desk: Allied Universal Security
585-232-1654 desk
585-721-5893 cell
security@3citycenter.com

Please contact Security for security and concierge services.

I. Building Operations

A. Building Hours

3 City Center Business Hours:

Monday - Friday 6:00 a.m. – 7:00 p.m. & Saturday 8:00 a.m. – 1:00 p.m.*
Sunday and Holidays Closed

*Key Fobs grant employee building access 24/7

Skyway Hours:

Monday – Friday 4:45 a.m. – 8:00 p.m.

B. Management Office Hours & Holidays

The Management Office will have a team member on-site from 7:30 a.m. to 4:30 p.m. Monday through Friday. The Management Office will be closed on weekends and legal holidays and the following conditions will be in effect:

1. The Facility Team will be off-duty.
2. There will be no janitorial service.
3. There will be no security service.
4. The Facility Team & Property Manager are available 24/7 for emergencies.

Holidays normally observed are:

1. New Year's Eve and New Year's Day
2. Memorial Day
3. Fourth of July
4. Labor Day
5. Thanksgiving
6. Christmas Eve and Christmas Day

Requests for any services on a weekend or holiday must be in writing to the Management Office 48 hours prior to the requested service.

C. Smoking Policy

3 City Center is a smoke free campus. We ask for everyone's cooperation in complying with our smoking policy.

D. Security Personnel

The security desk is located in the first-floor lobby and is staffed from 6:00 a.m. to 7:00 p.m. Monday through Friday. Additional security staffing may be in place at the skyway entrance during peak building traffic hours. ***All M&T visitors must check in at the security desk.***

Each tenant must assume part of the responsibility of keeping his or her building safe. ***Please contact Security at 585-232-1654 (desk) or 585-721-5893 (cellular phone) for any concerns or requests.*** Otherwise, please direct your calls to the Building Management. Tenants should report all vandalism and thefts immediately to the Police Department and then advise the Building Management. 3 City Center

urges you to treat your premises as you would your home with due respect to security procedures. Report anyone or anything that does not appear normal. We urge everyone to GET INVOLVED.

E. Payment of Rent

Please make rent checks payable to Three City Center Partners, LLC. All payments are to be mailed to 1080 Pittsford Victor Road Suite 100, Pittsford, NY 14534. To avoid delays in payment, please notify your accounts payable that the rent is due on or before the **FIRST OF EACH MONTH**. You will not be sent a monthly statement for your rent. Please refer to your lease for time sensitive dates on payments.

F. Tenant Emergency Contact Information

Our staff must know whom to contact should an emergency arise after normal business hours. It is very important that this information be kept current. Please remember to report any changes to the Building Management. This person should be the “Tenant Contact” designated by your company, who primarily conducts the communication between your company and the Building Management.

G. Property Maintenance & Service Requests

Service requests should be submitted through the tenant portal on our website. This system will notify the Building Management when a service request has been submitted. A maintenance technician will then be deployed to address the issue.

Please do not assume someone else has reported a problem. With your assistance, we will do everything practical to keep the building and the property in good condition.

H. Control Access & Surveillance

3 City Center is controlled through an electronic access control system by Kantech. All perimeter doors are controlled through this system to include the basement loading dock door, main lobby west, main lobby east and the second-floor door on the skyway from the Washington Square Garage. These doors can be remotely controlled by Building Management and Security. Tenants have the option to gain access 24/7 through the use of an access control credential or FOB, as they are often called, at these doors. In addition to the building perimeter doors, we implemented elevator access controls which will enable access to particular floors, as requested by tenancy.

3 City Center also invested in a high-resolution IP video surveillance which is part of the integrated access control and surveillance system. There are presently seven (7) cameras recorded and are monitored by the security desk and building management. The cameras are located on the lower level, 1st floor and 2nd floor.

I. Move In/Move Out

Please notify Building Management at least 48 hours in advance prior to moving any furnishings in or out of the premises. Passenger elevators must be padded during a move. Any damage caused to the elevator or the building during a move will be charged to the tenant. Your moving company will be required to provide a Certificate of Insurance showing \$2 million-dollar General Liability coverage as well as Workers' Compensation and Auto Liability coverage. At the conclusion of any move, the moving company is required to take all packing materials with them. The property trash containers are not to be used for move-in debris. Building property must be protected during moves. The moving company is required to lay down heavy tempered Masonite or similar material to protect lobbies and carpeted areas. Elevator breaks, corners, doorways and walls must be protected by padding. All questions should be directed to the Building Management prior to a move-in or move-out.

J. Signage

All signage must conform to building standard. Tenant requests must be submitted in writing to avoid any misunderstandings. The following information should be provided:

Suite Signage:

1. Company or Firm Name
2. Suite Number
3. Copy of proposed signage

The above information should be submitted to the Building Management for approval prior to installation. Information will be reviewed, approved, and any associated tenant cost will be billed to the tenant.

K. Expansion & Storage

If your company should need additional space, please contact the Building Management. Upon request, a list of available spaces will be furnished, and arrangements will be made to review all appropriate spaces.

If you are anticipating future growth, please supply the following information and we will make every effort to accommodate your expansion needs:

1. Square Footage
2. Desired Floor
3. Number of Offices
4. Time Frame

L. Energy Conservation

3 City Center appreciates your contribution to energy conservation and encourages you and your contractors to turn lights off when leaving your suite or office for any length of time. Remember, lights should not be left on at the end of the workday

for the janitorial company. Please assign someone to make sure the lights are turned off when employees are leaving the building.

M. Life-Safety

3 City Center is equipped with a new Simplex addressable voice fire alarm system. All tenant build-outs have a full, addressable fire alarm coverage and notification (speakers and strobes) coverage. Several components of the building are also tied into this fire panel system. The system is monitored 24/7 and Building Management is notified if any alarms or troubles are activated.

N. HVAC

3 City Center's HVAC system is a water source heat pump type which incorporates a dual circuit cooling tower with multiple staged boilers. An integral component of the system is an independent make up air unit which delivers fresh outside air to the offices. Each heat pump controls a zone of approximately 1,000 square feet which affords the tenant the luxury of customizing their offices to integrate the office climate to their needs. The building energy management system monitors and controls the building mechanical system to maintain consistent temperature while being mindful of energy costs.

O. Electricity

3 City Center is equipped with a 4,000 Ampere, 480Y/277 volt, 3 Phase, 4 Wire electrical service from Rochester Gas & Electric. There are two separate primary feeders, each feeds one of the transformers. The building draws power from both transformers equally. In the event one of the primary feeds is dropped the feed and transformer will continue to provide power to the building. Should there be an interruption in your power, please contact the Building Management immediately.

P. Generators

3 City Center is equipped with a 2500 KVA diesel Caterpillar generator, capable of 3,007 Ampere at 480 volts. 480-volt power is distributed from a switchboard to the entire building. In essence, we've got the capability to power the entire building in the event of a power loss. 3 City Center is also equipped with a 100 KVA natural gas Onan generator that is designed to keep the building emergency power lighting on in an outage.

Q. Communication Services

Your local telephone services are provided by Frontier. For information on adding business lines, enhancing service, etc., contact the commercial business department at 1-800-921-8102.

R. Fiber Optic Services

3 City Center is equipped with High Speed Fiber Optics cable, as well as other high-speed Internet connectivity options. Please contact the Building Management for additional details.

Wireless/satellite options may also be available, please contact the Building Management for additional details.

Beyond this, please be advised that due to the as-built, existing conditions of this property, the building there may be a possibility to bring additional hard-wired service providers into this building which can be further evaluated upon request.

S. Elevators

All elevators contain an emergency telephone directly connected to a 24-hour monitoring service. For problems, just press the call button and you will be connected to an operator. If the elevator is stalled between floors, **STAY CALM**. The Building Management will also be notified and participate in the assistance to get you out of the elevator as quickly as possible. Report all other minor problems to the Building Management.

T. Incident Report

To provide an accurate record of unusual activities or incidents within the building or on the property, the 3 City Center staff is required to complete an incident report citing any accident, theft, or other such incidents occurring on the property. We would appreciate your cooperation and assistance by answering any questions the property management team may have regarding said incidents.

U. Safety TIPS

The following will help provide a safe working environment for all tenants:

DO:

1. Dispose of all obsolete or unused flammable materials, corrosive material, chemicals, fixtures and displays properly.
2. Keep exits clean and unobstructed at all times.
3. Keep all flammable cleaning materials, waxes, etc. in enclosed metal containers at all times.
4. Monitor emergency exit lights and notify the Building Management or Security if they are not lit.
5. Immediately report any situation that could cause a fire or accident.
6. Post a list of emergency phone numbers for employees' use.
7. Notify the Building Management or Security if loiterers are observed inside or outside the building.
8. Report all solicitors and peddlers to the Building Management or Security.
9. Report all incidents of injury to the Building Management or Security.

DO NOT:

1. Store any items near electrical transformers or water heaters.
2. Overload electrical circuits with extension cords and/or other non-standard type electrical work.

Please contact Building Management with any questions.

II. Amenities

A. Parking

Tenants, based on the lease terms, shall have the right to park in the Washington Square Garage, subject to the terms and conditions established by the 3 City Center and the City of Rochester. Please contact the Building Management if you're interested in learning more or have any questions.

3 City Center requests that tenants and employees observe all restricted zones listed below:

1. Handicapped Spaces
2. Visitor Spaces as Specified
3. Marked Fire Zones
4. Yellow/Loading Zones
5. Designated Reserved Parking

Violations:

1. All parking violations are enforced through the City of Rochester.
2. Vehicles parked in reserved spaces that aren't assigned to a reserved space.
3. Repeated abuse may result in towing of the vehicle or "booting" of your vehicle. If you find your vehicle towed or "booted", please contact Washington Square Garage office.

B. Mail Services

Mail to your on-site address will be delivered to your mailbox, presently located at the security desk on the first floor. Outgoing mail will also be picked up daily from the security desk. In addition, a UPS drop box is located on the east side of the first floor lobby with a daily pick up at 5:45 p.m.

C. Wellness Center

3 City Center offers a tenant-exclusive Fitness Room which is equipped with state-of-the-art strength training equipment, treadmills, stationary bike, and ellipticals. Also included is an aerobic studio for yoga, spinning and other activities. We've partnered with local instructors to offer classes at a nominal fee. Check out our website for current offerings. The Center has Wi-Fi throughout and TV's are located in the Fitness Room. Locker rooms and showers are also available for use. Prior to using the Fitness Center, a signed Waiver and Release form MUST be returned to the Building Management.

D. Where Will I Eat?

3 City Center has secured a full-service restaurant that will tentatively be open on March 1, 2018. Vending machines are located on the 2nd floor lobby. Also, there are several fine dining and casual establishments within walking distance.

E. Conference/Meeting Room

A large conference room is NOW available to rent for a nominal fee. This newly renovated room offers a complete technology package to include a projector, SolsticePod for wireless collaboration, wireless microphones and conference phone, and amplifier with JBL speakers. The room can accommodate up to 90 persons and has chairs and tables for a myriad of set up options. Please contact Building Management for more details and to reserve the room.

F. Bicycle Storage & Zagster

A designated bicycle storage room will be coming. The bike room is complimentary for all tenants of 3 City Center. Please register your bike with the Management Office prior to utilizing this room. Also, 3 City Center has partnered with Zagster and the City of Rochester to host a bike station located in front of 3 City Center. The bikes are available from spring through the fall for a nominal fee.

G. ATM

An ATM machine is located on the first-floor lobby.

H. Cleaning Services

Janitorial service is provided Monday through Friday after normal business hours for all common areas. Should you require any special cleaning or other services of this nature, please notify the Building Management at least 48 hours in advance. We would be happy to have the janitorial service provide you a quote for the special service.

I. Public Transportation

Regional Transit Service, a local bus line, serves downtown. Bus stops are identified by a "bus stop" sign. The nearest bus stop is located directly in front of the building on South Clinton Avenue. Public transportation schedules can be found at www.myrts.com or you may call the RTS at 888-288-3777

J. Lost & Found

3 City Center operates a lost and found service for our tenants. Our policy is to retain a found item for 30 days. If it is not claimed in that time period, it may be donated to charity or otherwise disposed of depending on value. If you have lost an item, be sure to see if it has been turned in. If you have found an item, please call the Building Management or Security.

K. Loading Dock

The loading dock is located on the south side of the building, off Woodbury Boulevard. The loading dock is available for use during building business hours. Please notify the Building Management if it needs to be utilized. If there is an individual(s) within your firm that requires continual use of the loading dock, then please contact Building Management for access via the loading dock. There may be a requirement of a signed Waiver and Release form to be granted this use.

L. Window Washing

Exterior window washing occurs twice per year. Tenants will be sent a notice in advance and a schedule of when the exterior windows will be cleaned.

III. Building Rules & Regulations

Tenants shall comply with the following Rules and shall communicate to its employees and other personnel of these Rules that apply to their activities and/or behavior in the Building and, at Landlord's written request, such other information as Landlord considers important for them to know. Landlord may, at the request of Tenant or another Building occupant, waive compliance with one or more Rules. However, a waiver is not effective unless signed by Landlord, and, unless stated in the waiver, does not relieve Tenant from the obligation to comply with the Rules on other occasions. A waiver given to a Building occupant other than Tenant does not excuse Tenant's compliance with the Rules. Landlord's waiver does not relieve Tenant from liability for injury to person or loss or damage to property arising from Tenant's acts or omissions.

A. General

1. Other than deliveries of mail and small packages from the U.S. Post Office or a recognized overnight courier service, Tenant shall not arrange for or permit deliveries or shipments of furniture, freight, equipment or packages through public entrances to the Building and/or using the passenger elevators. Deliveries and shipments of the foregoing items shall be at times set by Landlord via the loading dock and freight elevator, with as much notice as possible to Landlord, to enable Landlord to schedule around possible conflicts, pad the elevator and take other steps to prevent damage to property.
2. Use of hand-trucks not equipped with rubber tires and side guards is prohibited in the Building. All hand-trucks must enter and exit the Building through the loading dock corridor. Hand-trucks are strictly prohibited in the Building lobby and vestibules.
3. Tenant shall not waste electricity, water or heating & air conditioning, and agrees to cooperate, as reasonably requested by Landlord, to ensure the effective and energy-efficient operation of the HVAC System. The use of extension cords in the Premises is strictly prohibited. Only power outlet strips (with GFI) are permitted for use in the Premises. Tenant shall not adjust controls for heat or air conditioning, other than those thermostats or controls installed specifically for Tenant's use, if any. Tenant shall not use a method of heating or air conditioning other than that supplied by Landlord, including space heaters.
4. Tenant shall store trash within the interior of the Premises and in suitable trash receptacles. No trash shall be moved through the passenger elevators during business hours. Tenant shall comply with Building recycling programs.
5. Without Landlord's prior consent, Tenant shall not install curtains, blinds, shades or screens on windows or doors. Tenant shall not cover or obstruct sashes, sash doors, windows and doors that reflect or admit light and air into the Common Areas.

6. Tenant shall not allow smoking in the Premises, in any part of the Common Areas or on the campus. Tenant shall comply with Laws regulating smoking in or about the Premises and the Building.
7. Tenant shall not cook or permit cooking in the Premises other than microwave cooking and use of coffee machines by Tenant's employees for their own consumption. All food should be stored in a sealed container.
8. Tenant shall not bring bicycles or other vehicles into the Building except as designated in the bike room policy. Tenant shall not bring animals into the Building, except for service dogs and other animals serving as accommodations for persons with disabilities.
9. Tenant's employees, invitees, visitors, agents and contractors shall not congregate or loiter in Building entrances or corridors or obstruct pedestrian traffic on sidewalks or in the lobby, corridors, stairways, elevators and other Common Areas.
10. Tenant shall limit the use by its employees, agents, contractors and invitees of, the Common Areas other than the ground floor lobby, to ingress and egress to and from the Premises, and shall not obstruct or allow its employees, agents and contractors to obstruct the Common Areas.
11. Tenant shall use water fountains, water and wash closets, toilet rooms and fixtures in toilet rooms only for the purposes for which they were designed.
12. If Tenant needs special services, Tenant shall request them from Building Management, not from the maintenance personnel. Tenant shall not request Landlord's employees, agents or contractors (including the management company and its employees, agents and contractors) to perform services outside their regular duties. Tenant shall not employ or contract directly with Landlord's employees for any purpose without Landlord's consent.
13. Tenant shall not solicit, canvass or conduct any door-to-door activities in the Building nor permit any parties conducting such activities access to the Premises. If any party engaged in soliciting, canvassing or other door-to-door activities seeks access to the Premises or attempts to approach Tenant elsewhere in the Building, Tenant shall immediately notify Building Management.

B. Fire and Safety; Locks and Security

1. Tenant shall comply with procedures and regulations and participate in programs relating to safety, fire protection and security established by Landlord or a Governmental Authority. Landlord has the right to order the evacuation of all or part of the Building in the event of Emergency or catastrophe or for fire drills, and Tenant shall comply with Landlord's orders related thereto.
2. Tenant is responsible for protecting the Premises from theft, robbery and pilferage. Doors from the Premises opening to public corridors shall be kept closed except for normal ingress and egress to the Premises. Before closing and leaving the Premises at the end of the day, Tenant shall ensure that doors to the Premises are locked.
3. Tenant shall obtain additional keys and access cards for locks on doors to the Premises and the Building only from Landlord, for which Landlord may charge a reasonable amount. Tenant shall not change locks or install new or additional

locks or bolts on doors or windows without Landlord's knowledge. Tenant bears the cost of lock changes and repairs.

4. Landlord reserves the right to close and keep locked public entrances and exits other than during Regular Business Hours. Tenant, its employees, agents, contractors and invitees shall, if requested by Landlord, sign a register, show identification or use access cards or other devices when entering or leaving the Building, and Landlord may refuse access to persons without proper identification or authorization. Landlord and the Landlord-Related Parties are not liable for errors made in good faith by Landlord or its agents, employees or contractors in admitting or refusing to admit persons to the Building.
5. Landlord reserves the right to exclude or expel from the Building persons who Landlord believes are under the influence of alcohol or drugs, or who are engaging in, or reasonably appear to pose a threat of engaging in, disruptive, disorderly, criminal or quasi-criminal behavior.
6. Tenant shall not use or keep at the Premises kerosene, gasoline or other flammable or combustible fluids or materials or keep or maintain any decorations that create fire hazards such as live holiday trees or decorative lights.

C. Construction

1. All Alterations made by Tenant to the Premises shall be performed in accordance with the construction rules and standards (see Tenant Criteria Manual) then in effect for the Building. Prior to commencing any Alterations, Tenant shall obtain from the website Tenant Portal a copy of the current "3 City Center Tenant Criteria Manual" and shall supply same to all contractors employed by Tenant in connection with such Alterations and shall require and enforce compliance therewith by Tenant's contractors.

D. Collections & Delinquency

1. Rent is due and payable on the first of each month. Please refer to your lease for time sensitive dates for payments. Rent payments to be mailed to 1080 Pittsford Victor Road Suite 100, Pittsford, NY 14534. Checks should be made payable to Three City Center Partner, LLC.

E. Common Areas

1. Sidewalks, doorways, vestibules, halls, stairways and other similar areas shall not be obstructed or used by the Tenant for any purpose other than ingress and egress to and from the Premises. No rubbish, litter, trash, or material of any nature should be placed, emptied, or thrown in these areas. At no time should you permit your visitors or employees to loiter in common areas or elsewhere in or about the Building or Property.
2. Corridor doors, when not in use, shall be kept closed at all times.
3. Tenants and Visitors shall not: (i) make or permit any improper, objectionable or unpleasant noises or odors in the Building, otherwise interfere in any way with other tenants or persons having business with them; (ii) solicit business or distribute, or cause to be distributed, in any portion of the Building any

handbills, promotional materials or other advertising; or (iii) conduct or permit any others activities in the Building that might constitute a nuisance.

F. Deliveries/Messengers

1. All deliveries must be made through the loading dock entrance. The loading dock is accessible from the alley off of Woodbury Boulevard.
2. Tenants must accept and sign for all deliveries. All deliveries to the dock must be “inside” deliveries (directly to your suite or storage area). No deliveries may be left at the dock. Security is not allowed to sign for any Tenant packages, or hold them for pickup.
3. No large carts or dollies are allowed through the lobby.
4. Deliveries requiring extended use of the dock, or the freight elevator, need to be scheduled with Building Management. Please contact Building Management with as much notice as possible to reserve the dock and freight elevators.

G. Electrical Service

1. Electricity is provided by RG&E. Each Tenant’s premise is likely separately sub-metered. Tenant’s electrical meters are read monthly and usage is billed directly to tenants.

H. Floor Loads/Heavy Equipment

1. Landlord shall have the power to prescribe the weight and position of safes and other heavy equipment or items, which in all cases, shall not in the opinion of Landlord exceed acceptable floor loading and weight distribution requirements. All damage to the Building due to the installation or removal of heavy equipment shall be repaired at the Tenant’s expense.

I. Heating, Ventilation, Air Conditioning (HVAC) System

1. The heating, ventilation and air conditioning system is provided during the following building hours: 4:45 am to 8:00 pm Monday through Friday and 8:00 am to 1:00 pm Saturdays. Otherwise, the HVAC is in setback mode to include Sundays and holidays. Building holidays are New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
2. We are able to provide you with after-hours heating and air conditioning upon written request from an authorized Tenant Contact. Please submit your request to Building Management, at least 48 hours in advance.

J. Light Bulbs

1. Building Management will replace light bulbs and charges are based on the bulb’s cost, plus labor. Tenants are not allowed to use their own light bulbs in common areas, as all lights must conform to the Landlords specification and standard.

K. Maintenance and Janitorial Requests

1. All requests should be submitted via the website Tenant Portal and not directly with any staff person from engineering, janitorial, or security. Please have your Tenant Contact Person(s) request assistance from Building Management if you need assistance submitting requests. If a charge is applicable, you will be notified, and the charge will be placed on the following month's ledger.

L. Pest Control

1. Landlord's vendor provides pest control and extermination service to building common areas. Service is provided monthly. In the event tenant requires additional service, please contact Building Management.

M. Postal Service

1. Incoming mail is delivered daily by the U.S. Postal Service to the mailbox located at the first floor security desk. The mail drop-off box is also located at the security desk. Tenants company mailing address should be as follows: Firm name (and individual name) 180 South Clinton Avenue Suite (always include your new suite number) Rochester, NY 14604.

N. Signage

1. No signs, advertisements or notices shall be painted or affixed on or to any windows, doors or other parts of the Building; except those of such color, size, style and in such places as shall be first approved in writing by Building Management.

O. Telecommunications, DSL and Fiber Optics

1. Tenants are responsible for the installation and maintenance of their own communications and network system. All contractors must have a Certificate of Insurance on file with Building Management, prior to any work commencing.

P. Tenant Special Events

1. If you are planning a tenant function (party, fund raiser, etc.), please notify the Building Management in advance. Building Management maintains certain policies to help coordinate the event, limit liabilities to the building, and ensure the safety of all visitors and guests. Building Management will need the following information: date of event, time, number of guests, overtime HVAC requirements, service elevator use, janitorial needs, special electrical requirements, security requirements and Certificate of Insurance from all vendors.

Q. Vestibules and Elevator Lobbies

1. The freight elevator lobby vestibules are to be kept clear of empty boxes, trash, unwanted furniture/equipment, etc. this is a fire hazard and is not permitted by the city fire code.

IV. Life Safety & Emergency Procedures

In the event of an emergency, it is important that all building occupants know and understand how to exit the building in a safe and efficient manner. Below are some recommendations of the City Fire Marshall and the Landlord. The following procedures have been developed for situations that require us to evacuate the building or to be on standby in the building:

A. Telephone Numbers

LOCAL AUTHORITIES (City of Rochester) – **CALL 911**

Herb Robare, Facility Manager & Building Lead Fire Marshall 585-370-3242

Matthew Ward, Property Manager 585-727-7082

Management Office Hours: Monday – Friday, 7:00 a.m. - 5:00 p.m.

When placing a call, provide the following information:

1. Name
2. Location
3. Telephone
4. Type of Emergency

Please notify the Management Team regarding all emergencies.

B. Handicapped Personnel

A list of people who may need assistance during an emergency should be updated routinely by Tenant Contact and forwarded to Building Management. The list must include a buddy or buddies assigned to assist each handicapped person during an evacuation. Handicapped personnel and their buddies should be familiarized with the building's emergency procedures for evacuation and safe zones in the event they aren't able to evacuate the building.

1. **Visually Impaired:** The buddy should ask visually impaired persons how best to assist them to the stairwell and lead them to safety. It is important that the buddy remain with the impaired person until the emergency is over.
2. **Physically Disabled/Non-Ambulatory:** In most incidents, it will only be necessary to move the person into the stairwell for safety. If it becomes necessary to move the person down the stairs, the assigned buddy will assist. The buddy should ask the person the best way to help and stay with the person until the emergency is over. As in all evacuations, the elevators may not be used.

C. Tenant Floor Marshalls

Each tenant is asked to designate at least two responsible employees for its premise, a minimum of four are required per floor to act as a Tenant Marshall. This person will be responsible for ensuring that all of the Tenants' employees are safely evacuated in an emergency and for coordination during fire drills with Building Management.

D. Life Safety System

The Simplex addressable, voice fire alarm system is tied directly to an alarm monitoring company. Audible alarms, strobes and a voice system will activate immediately. Elevators will descend to first floor lobby if a device in one of the lobbies is triggered. However, elevators are programmed to not descend to a floor where a device has been triggered.

One or more of the following can trigger an alarm; the alarm panel will provide a generic location/type of event (alarm type and zone):

1. A fire alarm pull station has been pulled somewhere in the building.
2. A smoke detector, located throughout the facility.
3. A heat detector located in the mechanical room.
4. A sprinkler flow switch if a sprinkler head operates, water flow in the sprinkler system will trigger the alarm.
5. Faulty switches or smoke heads can set off the alarm as well.

Note: Building Management will call a contractor to have the system repaired if the management staff is unable to reset.

E. Drills

Schedule

- a. Scheduled drills will be conducted at least once a year for entire building emergency evacuation.
- b. Notification may be given prior to running a drill on which day the drill will be run. All tenants and visitors will be expected to evacuate.

Procedures

- a. Building Management will contact the alarm monitoring company to put the building in test/hold.
- b. City of Rochester Fire Department personnel or Building Management will activate the alarm and may block exits to simulate a real fire blocking the egress of occupants
- c. The building's fire alarm will sound to signal the drill.
- d. Once Building Management/City of Rochester Fire Department confirms the evacuation is complete, the alarm will be silenced/rest and the ALL CLEAR signal will be given.
- e. Verbal all clear will only be given by a member of the City of Rochester Fire Department or Building Management to Tenant Floor Marshalls.

Review

- c. After the drill, Building Management and City of Rochester Fire Department will meet in the building lobby to review & critique the drill.

F. Emergencies

1. Fire

- a. If a fire alarm sounds, the building must be immediately evacuated. All emergency egress must be through the two stairwells. All elevators are

NOT to be used as they are programmed to return to the first floor and remain there upon system being activated. Please familiarize yourself with the building emergency evacuation routes and safe zones.

- b. Once evacuated, report to your Fire Marshall.
- c. Building Management shall be in charge until the City of Rochester Fire Department arrives on scene.
- d. In the event that Building Management is not on site, a member of Security staff or licensee appointed person should be the next in charge.
- e. At the request and decision of the City of Rochester Fire Department commander on the scene Building Management will accompany them to the area in which the alarm was initiated.
- f. UNDER NO CIRCUMSTANCES SHOULD ANYONE OTHER THAN BUILDING MANAGEMENT OR FIRE DEPARTMENT RESET THE SYSTEM UNTIL AN ALL CLEAR IS GIVEN BY THE FIRE CHIEF.
- g. Once the “all clear” is given and the system is reset, staff and visitors may reenter the building per the instruction of their Fire Marshall.
- h. If the system will not reset or the trouble remains, Building Management will contact the alarm company to immediately rectify the problem.
- i. If the situation requires an area to remain closed, Building Management will notify the building tenants of such area.
- j. In the event the building must be closed Building Management will notify the tenants.

2. **Bomb Threat**

In the event the building receives a bomb threat, the staff should use the following guidelines while on the phone with the caller.

- a. Try to remain calm.
- b. Always assume threat is real.
- c. Never transfer the call if a bomb threat.
- d. Try not to upset, argue or ridicule the caller.
- e. Carefully ask questions to help locate the bomb.
- f. Try to keep the caller on the line to gather as much information as possible.
- g. Listen for background noise on the call.
- h. Take notice of the caller’s mannerisms, speech or accent.
- i. Write down all information if possible.
- j. Call 911 soon as possible.
- k. Alert Building Management
- l. After notifying Building Management and the police, notify all individuals to evacuate the building immediately.
- m. Do not touch or go near any suspicious articles.
- n. Never re-enter suites or buildings until “ALL-CLEAR” is given from the Police/Fire authorities.

3. **Power Outage**

- a. Building Management will check the nature of the outage (building problem, or utility service problem) and then check that the backup generators are both functioning as intended.
- b. If the outage appears to be widespread (the entire Facility), Building Management will notify the power company, (Rochester Gas & Electric), any information on the cause or duration of the outage will be relayed to the building operation coordinator via Building Management.
- c. If the outage is in an isolated area within the building, Building Management will assess the situation, possibly with the aid of an electrical contractor.
- d. In the event of an extended outage tenants may be advised to shut down their servers or other critical equipment.
- e. Depending on the nature or duration, it will be the Tenants responsibility to decide whether or not their business shall remain open.

4. **Weather**

- a. Building Management will meet, to discuss the nature of the disaster.
- b. Building Management will begin evacuation, if the emergency possesses a threat to people within the building.
- c. The first order of business is to determine the situation and if evacuation is necessary. This is a critical decision and needs to be evaluated immediately as exiting the building may pose additional threats. (Cold, flood, etc...) If evacuation is deemed appropriate, provisions must be made to ensure the safety of all involved.
- d. It is possible that the governing bodies (Fire Marshal, Police, Etc...) may deem it necessary to "LOCKDOWN" the facility as it may be safer to stay inside.
- e. If a LOCKDOWN is ordered, Building Management will instruct everyone to the safest areas (away from windows and doors, etc...). Building Management will take the appropriate action regarding heating, ventilation, and air conditioning. If he/she is unavailable, all HVAC equipment can be shut down by activating a fire pull station. This equipment cannot be activated again until reset by Building Management.

5. **Other Information**

- a. ACTS OF TERRORISM, INDUSTRIAL ACCIDENTS, CHEMICAL SPILLS, PLANE CRASHES, ETC. can also be cause to use the Emergency Action Plan.
- b. These types of emergencies may also necessitate a LOCKDOWN which may incorporate security measures or assistance from responding agencies. (Police, National Guard, Etc...)
- c. **Always assume that an alarm or emergency notification is real.**