

BRICKELL  
CITY  
TOWER



# TENANT HANDBOOK





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**PROPERTY INFORMATION**

PROPERTY ADDRESS: 80 S.W. 8<sup>th</sup> Street  
Miami, Florida 33130

PROPERTY LOCATION: The property is located along S.W. 8th Street, the primary east-west arterial road connecting I-95 to the Brickell corridor. Located in the center of the revitalized Brickell Village, the building is readily accessible from US-1 and I-95 and is immediately across the street from the Brickell stations of the Metrorail and the metro mover. Its tenancy includes a spectrum of financial, legal, transportation, diplomatic, and trade offices, as well as a restaurant and an executive suite operation.

YEAR BUILT: 1986

SITE: The property sits on a 1.40-acre site. The site consists of two adjacent parcels roughly equal in size, and has the following frontages:

217 feet along Southwest 8th Street  
152 feet along Southwest 1st Avenue  
202 feet along Southwest 9th Street

BUILDING: 33-story office building, including a 15-level parking garage

NET RENTABLE AREA: 286,341 square feet

ZONING: The property is zoned "sd-7" (special district 7) by the City of Miami.

PARKING: Parking is provided on-site for 458 automobiles (1.5 spaces per 1000 square feet). A total of 428-decked parking spaces (including 19 handicapped spaces) are provided on 15 levels of parking, accessed from a circular ramp. The ramp is accessible from both southwest 8th and 9th streets. The entire garage is glass-enclosed, providing protection from the elements. The adjacent surface-parking site has 30 spaces.

**BUILDING HIGHLIGHTS**

**LOCATION:**

Brickell City Tower’s location enables tenants to easily access I-95 while avoiding Brickell Avenue traffic.

Adjacent to the newly created Mary Brickell village which provides an abundant amenity base as well as additional parking.

Brickell City Tower is located in close proximity to the area’s best restaurants, a variety of shops, financial institutions, and is directly across the street from the soon to be built Mary Brickell village retail complex featuring an upscale Publix supermarket, P.F. Changs, legal seafood and a host of other upscale restaurants and shops.

The entrance to the property is located within steps of the Metrorail and people mover stations.

**EFFICIENCY:**

Floor plates of approximately 16,000 with a center core enable extremely efficient layout with above standard ratio of window to interior space.

The building is served by four high-speed elevators, one dedicated service elevator and two dedicated parking elevators.

**Additional highlights**

24-hour security with card key access for after-hours entry.

Full service JP Morgan chase bank branch

Brickell City Tower is home to a variety of first-class tenants, including the The Miami Dade Beacon Council, Rumberger Kirk & Caldwell, P.A., Garbett, Allen & Roza, P.A. and The Japanese Consulate.

**MANAGEMENT OFFICE**

The management office hours are 8:30 a.m. to 5:30 p.m., Monday through Friday, except national holidays. All requests for service orders and any complaints are handled by the management office. The telephone number is 305.536.3780 and the fax number is 305.536.3789.

**Building Staff Contact Information**

Contact	Contact Name	Phone	Email
Management Office		(305) 536-3780	<a href="mailto:bctassistant@banyanstreet.com">bctassistant@banyanstreet.com</a>
Property Manager	Becky Fischer	(305) 536-3780	<a href="mailto:bfischer@banyanstreet.com">bfischer@banyanstreet.com</a>
Asst. Property Manager	Alexandra Gonzalez	(305) 536-3780	<a href="mailto:amgonzalez@banyanstreet.com">amgonzalez@banyanstreet.com</a>
24/7 Security Desk		(786) 703-5221	

**HOURS OF OPERATION**

Brickell City Tower will be open for normal business operations from 7:00 a.m. to 7:00 p.m., Monday through Friday, except national holidays.

There is 24/7 Security along with 24/7 access to the elevators & building via access card.

Air conditioning hours outlined in tenant lease.

**HOLIDAYS**

The building will be closed in observance of the following national holidays.

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

Variances from or additions to the above will be announced by memo from the property management office. If you plan to work on holidays, weekends or after hours and will require air conditioning during that time, please remember to contact the management office at 305.536.3780 with a 24hr. advance notice.

## **MOVING PROCEDURES**

Two (2) weeks in advance, tenant should contact the property management office to coordinate the move. A certificate of insurance is required from the moving company. The insured certificate holder is to be named as **Madison-OFC Brickell FL LLC. 80 SW 8<sup>th</sup> Street, Suite 2801A, Miami, Florida 33130** and “additional insured’s” should be listed as: **Madison-OFC Brickell FL LLC., BSC Realty, Services and Banyan Street Capital, LLC.** copy of this can be faxed to our office at 305.536.3789 or emailed to [bctassistant@banyanstreet.com](mailto:bctassistant@banyanstreet.com).

## **MOVING HOURS AND PROCEDURES**

Non- delivery hours for move -ins or move- outs are as follows:

- 8:30am-9:30am
- 11:30am-1:30pm
- 5:00pm-6:30pm

## **MOVING PROCEDURES:**

### **FOR MINOR MOVING:**

- A memo must be sent out to the management office at least 24 hours before the move, in order to reserve the freight elevator. (Freight elevator is available on a first come first serve basis).
- The memo must include the time and date of the move (within the times mentioned above), and who is doing the move.
- If using a moving company, C.O.I. must be provided.

### **FOR MAJOR MOVING:**

- A memo must be sent to the management office at least 24 hours before the move, in order to reserve the freight elevator.
- The memo must include the time, date of the move and name of moving company.
- The management office must obtain a C.O.I. with specific instructions, from the moving company before the move.
- Any damage caused during a move will be billed to tenant.

## **MOVE-IN CHECKLIST**

- Schedule Move-In with Management
- Provide Certificate of Insurance for Moving Company
- Provide Management with Emergency Contact Form (Pg. 20)
- Provide Management with Directory and Signage information Form (Pg. 21)
- Provide Management with Certificate of Insurance (Pg. 12)
- Provide Management with point of contact for maintenance work order system login set-up

**RENT PAYMENTS**

All rent payments should be made out to: **MADISON-OFC BRICKELL FL LLC.**

If sending check by regular mail:

**MADISON-OFC BRICKELL FL LLC  
P.O. Box 744838  
Atlanta, GA 30384-4838**

If by Overnight delivery, use the following address (Both "Name" and "Lockbox #" must be referenced or else check processing may be delayed):

**Bank of America Lockbox Services  
Madison-OFC Brickell FL LLC # 744838  
6000 Feldwood Road  
College Park, GA 30349**

ACH:

**Madison Ofc Brickell FL LLC  
Bank of America  
101 S. Tryon Street  
Charlotte, NC 28255  
Routing Number: 063100277  
Account Number: 8980-7858-8106**

Wire:

**Madison Ofc Brickell FL LLC  
Bank of America  
101 S. Tryon Street  
Charlotte, NC 28255  
Routing Number: 026009593  
Account Number: 8980-7858-8106**

**MAILBOX INFORMATION**

MAILBOX ROOM IS LOCATED ON THE 3<sup>rd</sup> FLOOR OF THE PARKING GARAGE.  
DROP OFF BOX IS LOCATED IN THE LOBBY (BY COMMAND CENTER)

○ MAILBOX NUMBER: \_\_\_\_\_

**AMENITY SUITE INFORMATION**

MAILBOX ROOM IS LOCATED ON THE 3<sup>rd</sup> FLOOR OF THE PARKING GARAGE.  
DROP OFF BOX IS LOCATED IN THE LOBBY (BY COMMAND CENTER)

○ Suite #: \_\_\_\_\_

○ Passcode: \_\_\_\_\_

## **CLEANING SPECIFICATIONS AND SCHEDULES**

The purpose and intent of these specifications are to act as a guide for the cleaning contractor and shall not limit performance and quality work. The cleaning contractor is expected to independently assess the quality of service on an ongoing basis and make expert recommendations to be implemented at the discretion of the building manager.

### **GENERAL OFFICE AREAS**

*Weekly (at least, or as necessary)*

- Hand dust and wipe clean with a damp or chemically treated cloth all furniture, desks, file cabinets, fixtures picture frames window sills and further wash window sills as necessary.
- Clean sanitize all telephones.
- Formica desk and counter tops are to be damp cleaned and dry polished, including furniture and counter tops in lounges and lunchrooms – except where desktop papers and equipment prevent cleaning.
- Glass top desks and tables to be damp cleaned and dry polished.
- Remove finger and any other marks from walls, partitions, doors and other surfaces.
- Clean and polish partition quarterly and entrance glass and glass doors nightly.
- Wash clean and sanitize then polish metal of water fountains.
- Vacuum clean upholstered furniture monthly.
- Vacuum all carpets and rugs. Spot clean any area of carpeting requiring it. Remove any gum or foreign material on sight.
- *Damp mop all* stone, ceramic tile, terrazzo, composition and other types of hard un-waxed flooring with the exception of varnished wood.
- Sweep and then dust mop all vinyl, rubber, wood, composition and similar types of waxed flooring using an approved chemically treated cloth mop.
- Arrange all furniture and furnishing in their proper and appropriate location and position.
- Empty and clean all waste receptacles, remove waste paper and waste materials to a designated area for subsequent disposal.



- Do any other task as may be deemed necessary to create and maintain a clean, neat appearance to the total office.
- Turn out all lights on a nightly basis.

## **GENERAL OFFICE AREAS**

### *Periodic (other)*

- Vacuum clean all door and other ventilating louvers within reach monthly.
- Dust all base boards, wash if necessary.
- Wipe clean and polish all brass and fine finish metal work.
- Move and vacuum clean beneath all furniture. On a monthly basis, clean dust build-up on all cords and outlets located in generally out-of-reach places (underneath desks, etc.).
- Dust all picture frames, charts, and similar hanging not reached in the nightly cleaning. (\*Under 6ft reach)
- Dust all vertical surfaces such as walls partitions, doors and other surfaces not reached in nightly cleaning at least every three (3) months.
- Dust exterior of lighting fixtures every three (3) months. Wash exteriors and lens of lighting fixtures once per year.
- Vacuum clean all venetian blinds quarterly and report any broken tapes, cords, parts to the building manager.
- Vacuum clean every two (2) months all air conditioning louvers, grilles, and ceiling areas around the above which were not reached in item #1.
- Apply appropriate maintenance and upkeep of all floors nightly.
- Totally clean all partition glass quarterly.

**SERVICE REQUEST/ WORKSPEED**

Workspeed is a user-friendly application, accessible from the convenience of your desk from your internet browser. Workspeed will enable you to enter service and maintenance requests and receive building announcements.

Some of the important benefits of Workspeed service request:

- Enter and track service request
- View the status of your requests at anytime from your desktop
- View and download billable request detail information
- Receive important information regarding building activities, special announcements such as holiday hours and social events

**Please email [bctassistant@banyanstreet.com](mailto:bctassistant@banyanstreet.com) for Workspeed User registration. Multiple users can be assigned to one office with different authorized functions.**

Please provide First and Last name along with user role from list below for each individual’s registration.

Tenant Roles:

- T1—Primary contact from tenant company
- T2—Assistants to Tenant 1-level users
- T3—Tenant employees with Workspeed access
- T4—Tenant general staff (only access to Visitor Request functionality)
- T5—Tenant Security Guard (access to Visitor Check In functionality)

**Tenant Role Permissions**

Access/Capability	T1	T2	T3	T4	T5
Create service request	X	X	Must be authorized by T1 or T2	Create visitor only	Check in / Create visitor only
View all company service requests	X	Only for own SR	Only for own SR		
Authorize Service Requests	From T3	From T3			
Create shared resource requests	X	Conference room only			
Approve cost estimates	X	X			
Sign off on completed work, if requested	X	X			
Perform user administration	For T2/T3/T4				
View Workspeed users for company	X				

**BUILDING SERVICE PRICE LIST**

R/E Sales Tax 6.5% (as of 2020 – Varies each year)

**Labor**

General Labor	\$ 60.00 Per Hour (Min. 1 Hour Charge)
Overtime Labor	\$ 160.00 Per Hour
Overtime A/C (Scheduled in advance)	\$ 60.00 Per Hour
Last Minute After Hour or Weekend	\$ 300.00 Service Charge
Emergency A/C (Service Charge + Hourly Rate)	\$ 60.00 Per Hour

**Waste Removal**

Disposal of Non-Recyclable	\$ 120.00 First Piece \$ 100.00 Additional piece
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**Suite Keys**

Copies of Keys (Suite or Restroom)	\$ 7.00 Per Key
Re-Keying Suite – One Cylinder	\$ 137.00 + 20% Admin Fee
Additional Cylinder	\$ 35.00
Locksmith Service Call	\$ 69.50

**Mailbox Keys**

Mailbox Lock-Breakdown Service Call to Locksmith	\$ 69.00
Cylinder Re-Keyed	\$ 35.00

A/C Hours: Monday – Friday

\_\_\_\_\_

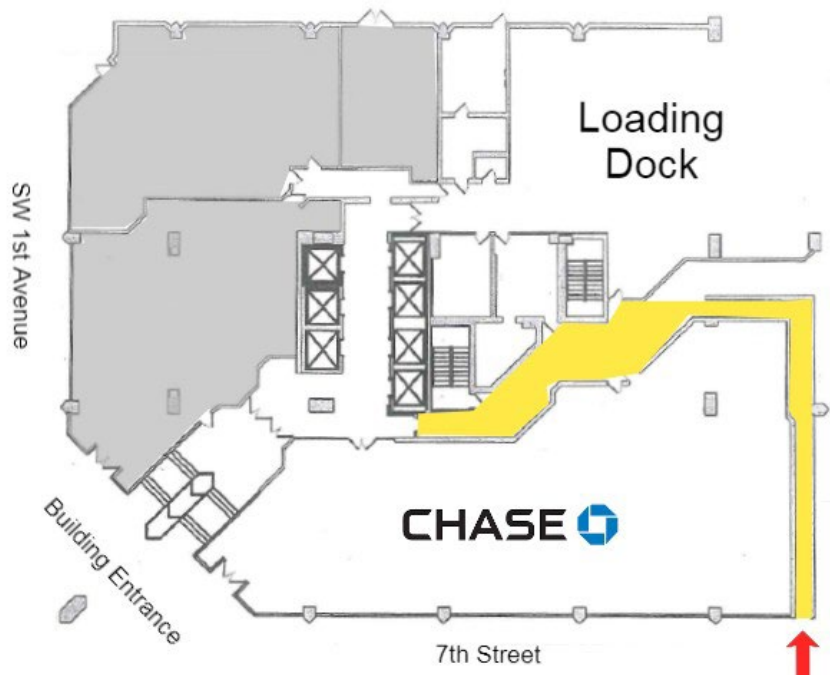
Saturday

\_\_\_\_\_

## **AFTER-HOURS BUILDING ACCESS**

Please be advised of the following guidelines related to after access hours at Brickell City Tower:

- Security officers will be onsite 24 hrs, but will not provide access to the building, parking garage, elevator codes or suites.
- Card access begins at 7:00 p.m. - 7:00 a.m. Monday thru Friday, and after 1:00 p.m. on Saturday to 7:00 a.m. on Monday. Tenants will access the Tobacco Road walkway from 7<sup>th</sup> Street for after hours card access into the lobby.



- The garage elevator can only be accessed from the lobbies of the 3<sup>rd</sup> and 6<sup>th</sup> floors after 10:00 p.m. Monday thru Friday and all-day Saturday and Sunday.
- Additional access cards may be purchased from SP Plus at (305) 372.1019.
- Individual's entering the building during these hours required to sign in at the security desk.
- Provide a memo to building management office for contractors that will need after hours access to tenant's suites. Contractors must be provided access codes and/or keys from office manager or supervisor.
- For emergencies contact (305) 536 8971.

## **CERTIFICATE OF INSURANCE REQUIREMENT**

Please be advised that you are required to keep a certificate of insurance current and on file at all times.

Certificate of Insurance should reflect the following:

Certificate Holder:            Madison-OFC Brickell FL LLC  
   80 SW 8th Street, Suite 2801-A  
   Miami, Florida 33130

Additional Insured's:        Madison-OFC Brickell FL LLC, BSC Realty Services, LLC  
and its manager, subsidiaries and affiliated companies.

In addition to the C.O.I., we will need copies of the following:

- Workers Comp -or- Exemption Form
- Evidence of Business Personal Property and Business Interruption coverages
- General Liability Primary/NonContributory, General Liability Waiver of Subrogation and Workers Compensation Waiver of Subrogation endorsement pages

**\*For all endorsements, we do need the actual endorsement pages and cannot accept wording on the COIs for compliancy. This applies to every tenant and vendor.\***

**We highly recommend submitting the Certificate of Insurance Requirements (Pg. 10) along with the Certificate of Insurance Sample (Pg. 11) to your insurance provider as they will be able to help provide all necessary documentation.**

**PLEASE SEND A COPY TO [bctassistant@banyanstreet.com](mailto:bctassistant@banyanstreet.com) OR FAX A COPY TO 305.536.3789.**

**CERTIFICATE OF LIABILITY INSURANCE REQUIREMENTS PER YOUR LEASE AGREEMENT**

**\*\*\* A Certificate of Insurance must be provided for ALL vendor's servicing any suite or common area of the building. They will need to follow the COI Sample (Pg. 12)**



Please send a copy to amgonzalez@banyanstreet.com or call 305.536.3780 for any questions.

### SAMPLE CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME:	
	PHONE (A/C No. Ext):	FAX (A/C No.):
INSURED Company Name Company Address City State Zip	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
	NAIC #	
	INSURER A:	
	INSURER B:	
	INSURER C:	
INSURER D:		
INSURER E:		
INSURER F:		

COVERAGES CERTIFICATE NUMBER: 1547550423 REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:				8/25/2022	8/25/2023	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$300,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COM/PROP AGG \$2,000,000
A	<input checked="" type="checkbox"/> <b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS				8/25/2022	8/25/2023	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ PIP-Basic \$
A	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$0				8/25/2022	8/25/2023	EACH OCCURRENCE \$1,000,000 AGGREGATE \$1,000,000
A	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below				8/25/2022	8/25/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYER \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
	Other: Crime						\$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Madison-ofc Brickell FL LLC, NYL Investors, LLC, BSC Realty Services, LLC, and its subsidiaries and affiliated companies are included as additional insureds

#### CERTIFICATE HOLDER

Madison-OFC Brickell FL LLC,  
80 SW 8th  
Suite 1780  
Miami FL 33130

#### CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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## **HURRICANE PLAN**

All tenants should have a company hurricane plan in effect. This hurricane plan should be reviewed by all key office personnel. The following are some of the points which should be included in your hurricane plan:

- A list of all personnel with their current address and phone number should be kept on hand. All key personnel should receive a copy of this list.
- A list of the names addresses, and phone numbers of all key personnel should be distributed to all employees. It is important that all your office staff be able to contact the management staff after the emergency.
- A chain of command should be clearly established. After a storm, not all key office personnel may return. For this reason, it is important to know who will be in charge after the emergency.

Responsibility should be assigned and, where necessary, teams established for the following:

- All accounting and support computers should have data backed up. Back up data should be copied and taken home by more than one person.
- All files and/or important documents should be covered with tarps or heavy gauge plastic. This is particularly important of files in offices with windows.
- All critically important documents and files, such as insurance policies, should be copied. As with backed up computer data, more than one person should take copies of these critical documents home.
- Move all valuables, including personal computers and other electronic equipment for perimeter offices to inside areas.
- Photograph or videotape contents of offices and personal belongings.
- All computers, telecommunications equipment, office equipment, and appliances should be turned off and unplugged.
- Close all doors to perimeter offices.

For information on emergency planning, evacuation and follow up the Miami Dade county answer center is one of the best sources of information. The following phone numbers should be included in your emergency plan:

Miami-Dade County answer center – (305) 468-5900

Red Cross shelter information- (305) 644-1200

Office of emergency management and elderly and disabled – (305) 513-7700-  
hearing impaired - (305) 468-5402

As soon as the hurricane has passed and the “all clear” is given, the management staff will assess the condition of the building. Information will be available through the command centre at (305) 536-8971. The answering service will have information and updates as to the status of the building and provide management contact information.

Although it may be safe to return to the building, we recommend patience. Before returning, make sure local officials have advised it is safe to travel through areas between where you are and the office building. You should have valid id since security checkpoints may be in place. Be aware of snakes, insects or animals driven by floods. Be on the lookout for loose electrical wires.

Once in the building, assess the condition of your space. We recommend that only key personnel initially return to the building during the recovery phase. Begin to bring in your staff on an ‘as needed’ basis. Implement a clean-up team to establish a safe working environment. A recovery team should also be set up to collect and organize all files and documents. Another team should be organized to relocate all computers, electronic equipment and other office appliances.

Please note that no vehicles will be permitted to remain in the parking garage during building closure. All vehicles should be removed at least 18 hours in advance of the hurricane.

#### General information

Office managers should pay particular attention to weather broadcasts for indication that potential tropical storms or hurricanes may be developing in the Atlantic. The national hurricane center prepares advisories when storms reach tropical storm strength.

#### Tropical storm:

Strong circulation and highest wind speeds of 39 to 73 miles per hour.

#### Hurricane:

Very strong and pronounced circulation, with wind speeds in excess of 74 miles per hour. Hurricanes are rated using the Saffir Simpson scale as follows:

Category 1 - winds of 74 to 95 miles per hour. Storm surge of 4 to 5 feet above normal.

Category 2 - winds of 96 to 110 miles per hour. Storm surge of 6 to 8 feet above normal.

Category 3 - winds of 111 to 130 miles per hour. Storm surge of 9 to 12 feet above normal.



Category 4 - winds of 131 to 155 miles per hour. Storm surge of 13 to 18 feet above normal.

Category 5 - winds of 155 miles per hour and up. Storm surge of 18 feet and up above normal.

Tropical storm/hurricane watch:

A “watch” is issued when conditions indicate a good possibility that a storm or hurricane will threaten coastal or inland communities within 48 hours.

Tropical storm/hurricane warning:

A “warning” is issued when conditions indicate that a tropical storm or hurricane will threaten coastal or inland communities within 36 hours.

Upon issuance of a hurricane watch in your area, building engineers will begin hurricane preparations without interrupting normal building operations, if possible. The service desk will be available during a hurricane watch. We strongly urge tenants to begin their own emergency planning strategy upon the issuance of a hurricane watch. Suggestions include:

Hurricane supplies, i.e. sheets of plastic, tape and boxes, should be purchased and readied.

All loose papers and items should be filed or put away.

Equipment serial numbers should be written down and stored in a fire/waterproof container.

Remove personal valuable items out of the building or into interior offices. (without windows).

Perform computer back-ups.

Reschedule appointments and update voicemail messages.

Locate insurance contact and policy information.

Complete as many of the hurricane warning procedures listed below, as possible.

Upon issuance of a hurricane warning or an evacuation order for your area, building staff will notify tenants of a mandatory evacuation. All tenants must leave the property immediately or risk being in default of the lease. At the time, building staff will perform a walk-through of the entire building, raise the elevators, turn off the electricity and air conditioning, secure the front entrance doors, and complete any other building-specific procedures.

Tenants should anticipate hurricane warning procedures and begin preparations based on their knowledge of local forecasts.

In anticipation of the issuance of a hurricane warning, tenants should complete the following:

Turn off and unplug all electrical equipment.	Wrap all electrical equipment in plastic.
Close all blinds.	Close (and lock, if possible) all interior doors.
Check and close all water faucets for restrooms within your suite.	Verify 100% employee evacuation
Re-route operations and telephones to an alternative location.	
Box up personal belongings and move them to interior offices.	

Please verify that your insurance is current, not scheduled to expire before November 30<sup>th</sup>, includes windstorm, and provides the coverage required in your lease. Insurance companies will not offer coverage if a tropical storm or hurricane is near Florida. Building management is not responsible for damage to personal property.

Within a reasonable amount of time after the hurricane warning has been withdrawn, building staff will inspect the property to verify the building is safe for occupancy. Once safety has been established, tenants may re-enter the building. Please contact the command center at 305.536.8971.

During a tropical storm watch or warning, we will closely monitor the storm and advise of any precautionary measures. If a hurricane warning notification is expected during the weekend and/or a holiday, then hurricane watch, and warning procedures will be commenced accordingly in order to better prepare the buildings. If this occurs, building management will provide as much notice as possible so tenants will have more time to "ready" their offices. Again, tenants should appreciate weather forecasts and begin preparations early. There are no exceptions!

## Hurricane planning checklist

When planning for hurricanes, below is a checklist that should be circulated among your employees to prepare for the order in which processes are to be shut down and the facility secured. The length of time needed- expressed in hours or days- to accomplish these tasks should be determined in advance so that appropriate actions can be initiated at the proper time. Then, as each task is completed during either a hurricane watch or hurricane warning, check it off and move on to the next one.

	Item	Person responsible	Time/date completed
1.	Have a battery-operated radio for immediate weather information and stay tuned at all times.		
2.	Shut down all systems in offices, such as computer equipment office equipment, telephone system, etc. Cover equipment with plastic and tape. Disconnect all phone units and store in waterproof boxes.		
3.	Protect all vulnerable windows from flying debris by securing exterior office doors and storing articles in the <i>core</i> of the building. Do not tape windows.		
4.	Protect important records from wind, debris and rain. Store in core area of building.		
5.	Update important back-up records and move them to a location not vulnerable to the same incident.		
6.	Send employees home with adequate time for traffic congestion and preparation of their own homes.		

### Recovery operations

Recovery operations should not be overlooked when developing an emergency plan. Part of being prepared for an emergency is being able to quickly rebound from an unwelcome event and resume normal operations. Preparation will make recovery less difficult and more efficient, translating into smaller losses and less down time.

### Restoring business operations

Quick resumption of business operations is paramount for minimizing losses. If a business is not producing, it is not generating revenue. No business can survive long this way. Extended down time can result in the loss of furloughed employees. It can also result in loss of customers to alternate sources. Remember, no product and service is irreplaceable. The misfortune of one company can be the opportunity of another.

There are three keys to restoring business operations:

Vital business records must be kept intact and damage-free;  
Key production equipment must be quickly restored; and  
A location must be provided where operations can take place.

Vital records must be kept safe. These includes: accounting records, business contracts, insurance policies, equipment diagrams and specifications, production line specifications, operating parameters, product tolerances, venter information, certificates of incorporation, and tax numbers. Companies must know who they supply, who supplies them, who they owe, who owes them, what they produce, how they produce it, etc. Loss of plans, specifications and instructions can delay or prevent a recovery while the product and production schemes are being reinvented.

Key production equipment that has been damaged must be repaired quickly. Quick restoration will depend heavily on the ability of a company to detail the specifications of their equipment. Most production lines develop or modify production equipment to fit their particular assembly line. Records of these designs or modifications must be kept so that equipment manufacturers can restore or rebuild equipment to proper specifications.

When recovery planning is done, the possibility of total loss of production should be considered. In this case, the company should weigh the benefits of rebuilding versus modifying the production scheme. Either way, plans and specifications should be made beforehand, so that recovery operations are not delayed.

Repairs, particularly extensive repairs, may take a while to complete. If a company owns or operates more than one facility, employers should consider emergency relocation of workers and equipment to these other facilities. Temporary production lines can be set up or extra shifts added. Goods should be shifted to alternate warehouses. If a company does not own another location, short-term leasing should be considered.

To expedite repairs, companies should develop contacts with contractors, planners and designers. Names and numbers of these people should be kept on hand so that repairs can be swiftly implemented. By having prior contacts established, no time will be wasted "auditioning" talent, and if the emergency has affected a large area, the relationship may result in obtaining preferential service as a repeat customer.

### Insurance issues of recovery

The insurance company claims department should be contacted as soon as an insured loss has occurred. Oral notification must be immediately followed up with written notice. This means that you must have available:

- The address and telephone number of your insurance company.
- The name of your insurance representative.
- Relevant policy numbers and information.

This information should be protected as vital records. A company must know who to contact, how to identify themselves to the insurance company and what their policy covers.

Policy information is extremely important. Insurance policies are negotiated business contracts. Not all losses are automatically covered by all types of insurance, nor are they reimbursed the same way. Further, an insured has duties under these contracts which must be fulfilled for an insured loss to be recoverable. All this information will be spelled out in the policy.

An employee should be appointed claims coordinator to oversee the claims handling and act as a liaison with the insurance company. The claims coordinator will be responsible for managing all claims handling activities, from the initial notification of the insurance company through the final settling of the claim.

The claims coordinator should have a comprehensive knowledge of company personnel, operations, sales, records, planning and goals. They should know the types of coverage held by the company, insurable losses allowed, requirements for coverage, and insurable values of physical assets on-site.

The insurance company has the right to send a claim adjuster to the site to verify the loss. The adjuster's duty is to inspect the property to ascertain the amount of damage done, and see that damage control and recovery steps are in order.

Claims' adjusting is also a service which is paid for as part of the insurance premium. Claims adjusters have great experience in recovery matters. Insured can use the adjusters' expertise to come up with a course of action when different recovery operations are possible. The adjuster will be able to tell what expenses are recoverable and the proper ways for calculating losses.

They can also point steps which are not being taken which should be. This guidance can greatly speed recovery.

To help speed claims preparation, the accounting department should set up temporary accounts to identify all charges resulting from the loss, so that time does not have to be spent later sorting out charges.

**DIRECTORY**

PLEASE FILL OUT FOR DIRECTORY LOCATED IN THE LOBBY.

○ NAME OF COMPANY: \_\_\_\_\_

○ SUITE NUMBER: \_\_\_\_\_

**SIGNAGE:**

PLEASE FILL OUT BELOW AND SELECT AN OPTION FOR THE SIGN:

**B & C OPTION**


**B OPTION**


**C OPTION**


**\*\*\*PLEASE RETURN THIS PAGE TO THE MANAGEMENT OFFICE LOCATED IN SUITE 2801A\*\*\***