

Nashville City Center

TENANT HANDBOOK

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BUILDING INFORMATION

BUILDING ADDRESS

511 Union Street
Nashville TN, 37219

BUILDING HOURS

7 a.m. to 6 p.m., Monday – Friday

8 a.m. to 1 p.m., Saturday

Closed Sunday

Management Office

615-256-1567

SECURITY

Desk: 615-256-1567

Cell: 615-254-5163

PARKING GARAGE

615-521-5084

MANAGEMENT COMPANY

MANAGEMENT COMPANY INFORMATION

CONTACT INFORMATION

CapRidge Partners, LLC
7600 N. Capital of Texas Highway
Building B, Suite 130
Austin, TX 78731
Tel: (512) 536-1111
Fax: 512-382-1000
Email: info@capridgepartners.com
Website: www.Capridgepartners.com

PERSONNEL

Richard Fletcher
rdf@511group.com

Brigitte Prince, Community Manager/Assistant Property Manager
bprince@capridgepartners.com

Carlin Woods, Property Accountant
Carlin@511group.com

Jerry Smith, Engineer
Jerry@511group.com

David Duke, Engineer
David@511group.com

HVAC/MAINTENANCE REQUESTS

HEATING, VENTILATION AND AIR CONDITIONING (HVAC)

Normal System Operating Hours

7 a.m. to 6 p.m. Monday – Friday

8 a.m. to 1 p.m. on Saturday

Off on Sunday & Building Holidays (defined in lease)

Overtime HVAC Requests

If the temperature in your office needs adjustment, please use Angus AnyWhere™ to submit a maintenance request. Special arrangements should be made for any HVAC needed outside of normal business hours.

MAINTENANCE REQUESTS

Routine Requests - During Business Hours

Submit request through Angus AnyWhere™ Tenant Service System by clicking on the Tenant Services link on the navigation menu bar. Contact bprince@capridgepartners.com for access.

Routine Requests - After Hours & Weekends

Submit request through Angus AnyWhere™ Tenant Service System by clicking on the Tenant Services link on the navigation menu bar or email any of the contacts listed below.

Jerry@511group.com

david@511group.com

bprince@capridgepartners.com

nccsecurity@capridgepartners.com

Emergency Requests

If a request is an emergency (uncontrolled running water, electrical short circuit, smell or presence of gas), call the security desk (615-207-9208) or Brigitte Prince (423-762-2734) please indicate this is an emergency when calling so it can be treated accordingly.

LOCKOUTS ARE NOT AN EMERGENCY.

JANITORIAL SERVICE

JANITORIAL SERVICE

Cleaning Schedule

Five nights per week, Monday – Friday.

Carpets will be vacuumed, unobstructed surfaces dusted, and trash will be emptied

Holidays

The cleaning schedule is subject to change on these days:

New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Day.

Special Cleaning Needs

If you have special cleaning needs, such as carpet shampooing or interior glass cleaning, contact Building Management at 615-256-1567. Special cleaning services can be arranged at tenant expense.

Oversights

Any oversight (e.g., missed wastebasket) will be corrected the following night by the cleaning crew or the next day by the day porter. If a small cleaning problem should arise during working hours, please contact the Building Management. If you have any questions or comments regarding the cleaning services, please notify the Building management office.

Some Things to Remember

Do not put anything ON or AGAINST a trashcan unless you want it discarded.

If you want a box of trash discarded, mark it as “TRASH” or, in Spanish, “BASURA.”

Break down large or multiple boxes and stack them for removal. Label as TRASH or BASURA

EMERGENCY PROCEDURES

Protection of your employees is always forefront in the minds of the Nashville City Center management team. We feel by communicating with you about your role in building and personal safety and security, we can reduce the risk of life-threatening situations.

The emergency action procedures presented in the following pages are designed to provide immediate coordinated response to fire and evacuation emergencies. When emergencies do occur, the ability to respond quickly with trained people operating as a team becomes vital. Prompt action will reduce the probability of personal injury and will minimize damage. It is imperative that each employee be familiar with these procedures.

We are pleased to have you as a tenant and hope that our combined efforts will enhance the safety and security of all of us at Nashville City Center.

Thank you for your cooperation!

EMERGENCY CONTACTS

All Emergencies- 911

Building Management- 615-256-1567

Building Security / After Hours Emergencies- 615-254-5163

Brigitte Prince- 423-762-2734

EMERGENCY TELEPHONE NUMBERS

In case of an emergency, such as theft, fire, or other incidents occurring after normal business hours, we will notify a designated contact from your company. This procedure allows us to alert you as soon as possible in case of any unforeseen circumstances.

Fire and Life Safety

When a fire device is tripped, the horn and strobe lights are activated on the effected floor, 2 floors above, and 1 floor below. A pre-recorded tape with evacuation instructions is then broadcast. If the activated monitor point is an elevator smoke detector, the elevators will drop to the main lobby level. If you are on an effected floor, proceed to the stairwells and evacuate the building.

If you are not on the effected floors, you are encouraged not to evacuate until or if that floor is activated. Evacuation of a building during a fire is designed to be sequential to allow the effected floors to evacuate first.

Evacuation

It is extremely important that everyone evacuate in the precise manner and to the exact areas designated by building management, the Fire Department, or other emergency personnel.

When an alarm sounds on a floor, everyone should be prepared to:

- Leave work station.
- Take nothing except for purses and wallets, if nearby.
- Check all doors for heat before opening. If warm, DO NOT OPEN. Find another exit to the corridor.
- Proceed immediately to the nearest stairwell. DO NOT USE THE ELEVATORS.
- Form a single line and proceed calmly and quickly down the stairs and exit the building. DO NOT RUN. In the event of a tornado or other severe weather, building occupants should remain in the stairwells or evacuate to the loading dock and/or garage.
- Once outside the building, employees of each tenant should proceed to a predetermined assembly area in order to conduct a head count.
- Crawl in smoky areas, cleaner air is closer to the floor

Non-Fire Emergencies

During a non-fire emergency, building management/security will send out an ADVISORY EMAIL, such as the following:

1. THIS IS AN ADVISORY E-MAIL FROM NCC SECURITY. NCC staff is currently monitoring a medical emergency. Location:
2. THIS IS AN ADVISORY E-MAIL FROM NCC SECURITY. NCC staff is currently monitoring weather conditions.
3. THIS IS AN ADVISORY E-MAIL FROM NCC SECURITY Workplace Violence Location:
4. THIS IS AN ADVISORY E-MAIL FROM NCC SECURITY. Active Shooter: Location:
5. THIS IS AN ADVISORY E-MAIL FROM NCC SECURITY. Hazardous Material. Location:

In the Body of the email will be more information on the event and instructions on what to do.

Elevator Malfunction

If an elevator should become stuck or non-operational during use, follow this procedure:

1. Press the button on the automatic phone dialer. It will automatically call the emergency monitoring service.
2. When personnel answer, describe the problem, the approximate floor level, and the elevator identification number as displayed on the upper right-hand front panel of the cab.
3. If the phone does not work, push the ALARM button repeatedly to alert the building staff of the problem. If you have a cell phone, call the Building security desk 615-254-5163 or Management Office at 615-256-1567.
4. Remain calm and wait for assistance. The elevator cannot fall. Qualified personnel will respond around the clock.
5. DO NOT ATTEMPT TO OPEN THE CEILING HATCH.

If the elevator is well positioned relative to a floor, the building staff will open the doors. Otherwise, for the safety of the occupants, rescue is left to the elevator service company staff.

Severe Weather

In general, there are two types of unusual weather conditions which may occur and for which extraordinary precautions should be taken:

- Severe Thunderstorm Activity
- Tornado

SEVERE THUNDERSTORM ACTIVITY

Local weather service will issue advisories predicting areas of probable severe thunderstorm activity and the estimated duration of such activity.

TORNADO WARNING

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The weather service will announce the approximate time of detection and direction of movement. Winds will be 75 mph or greater.

In the event of severe weather, there will be an announcement over the fire intercom system throughout the building. Tenants will be alerted to seek shelter in stairwells and remain there until the all clear has been given over the intercom.

Power Failure

Nashville City Center is designed to minimize the risk of a power failure resulting from causes in the building. When power failures do occur, they are generally confined to specific areas and are typically associated with tripped circuit breakers.

Power failures caused by malfunctioning utility company transformers, transfer switches, etc. generally affect some larger portion of the surrounding geographic area and usually result in a complete loss of power to the building.

The building is prepared to meet such an emergency and is equipped with a diesel fuel emergency generator. In the unlikely event of a total power failure, the generator will automatically start and provide sufficient power to operate basic building components including emergency lights in hallways, elevator lobbies and stairwells, one elevator per high-rise and low-rise bank, and the fire safety system. The generator can continue to supply emergency power for as long as five hours.

Medical Emergency

1. Call the Metro Fire Department - 911 - Be prepared to provide:

The address of the building:

Nashville City Center

511 Union Street

Nashville, Tennessee

Company name, floor, and suite number.

2. Call the Security Desk at 615-254-5163 with the same location information so that we may facilitate the emergency crew's movement in the building.

Bomb Threat

When a bomb threat is received by telephone, the person receiving the call should remain calm and be prepared to ask the caller the questions listed below.

Exact words of threat:

Time of call: _____

Number where phone call was received: _____

Ask in order:

1. When will it explode? _____
2. Where is it located? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will make it explode? _____
6. Did you place the bomb? _____ Why? _____
7. What is your name? _____
8. Where are you? _____

Caller's voice: ____ Distinct ____ Nasal

Accent

<input type="checkbox"/> Angry	<input type="checkbox"/> Excited	<input type="checkbox"/> Normal
<input type="checkbox"/> Calm	<input type="checkbox"/> Familiar, like:	<input type="checkbox"/> Ragged
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> _____	<input type="checkbox"/> Rapid
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> Female	<input type="checkbox"/> Raspy
<input type="checkbox"/> Crying	<input type="checkbox"/> Laughter	<input type="checkbox"/> Slow
<input type="checkbox"/> Deep	<input type="checkbox"/> Lisp	<input type="checkbox"/> Slurred
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Loud	<input type="checkbox"/> Soft
<input type="checkbox"/> Disguised	<input type="checkbox"/> Male	<input type="checkbox"/> Stutter

Once a bomb threat is received, either by telephone or letter, immediately call the Police Department at 911 and the Management Office at 615-256-1567.

Experience has proved that the best approach after receiving a bomb threat is to conduct an occupant search, as only tenants would recognize a suspicious object in their work areas. The building staff will search common areas and evacuation routes. Never disturb suspicious objects. Report them to the Police Department or the Management Office.

Evacuation during a bomb threat is left up to the individual tenant.

Civil Disturbance

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

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

Earthquake

Fortunately, Nashville is in a low-risk earthquake zone. However, in the unlikely event of an earthquake, please remember the following:

Earthquakes are one of the nation's most frightening natural phenomena. When an earthquake occurs, the ground will shake perceptibly for a relatively short time, perhaps only a few seconds or as much as a minute in a great earthquake.

PRECAUTIONS TO TAKE DURING THE EARTHQUAKE

- Try to remain calm and to reassure others.
- If you are indoors, move immediately to a safe place. Get under a desk, table, or work bench if possible. Stand in an interior doorway or in the corner of a room. Watch out for falling debris or tall furniture. Stay away from windows and heavy objects (such as refrigerators and machinery) which may topple or slide across the floor.
- Do not rush for exits, since stairwells may be broken and jammed with people. Power for elevators may fail and stop operating. Seek safety where you are at the time of the incident and then leave calmly if evacuation is necessary.

Flooding

In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by Building Management personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

Homeland Security

It is recommended that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks. The links below can help you access a variety of resources that aid in preparing for a regional emergency.

Department of Homeland Security

<http://www.dhs.gov/dhspublic>

Federal Emergency Management Association

<http://fema.gov/>

American Red Cross

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

Center for Diseases Control and Prevention Emergency Preparedness and Response

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

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

SMOKING

Nashville City Center maintains a no smoking policy throughout the building. This includes e-cigarettes and other vaping devices. Smoking, of any kind, is NOT permitted in the common areas, lobby, rest rooms, stairwells and elevators. Smoking & vaping is prohibited on the plaza and exterior of the Building. A smoking shelter is located in the east corner of the surface lot for tenant use.

PARKING

PARKING AT NASHVILLE CITY CENTER GARAGE

Location

Union Street Garage

Sixth Avenue Garage

Contract Parking

The building contains two garages: Union Street and Sixth Avenue. Each has its own entrance and exit. Visitors can park on Level P1 of the Union Street Garage.

The Union Street Garage is staffed from 7:00 am – 7:00 pm M-F.

BUILDING AND SUITE ACCESS

BUILDING ACCESS

Card Access

After hours access is by access card only.

SUITE ACCESS

Key Access

Each tenant is issued keys to the suite.

In-suite Security System

If you install an internal security system, you must provide a separate access code for management/maintenance and for the janitorial staff.

SECURITY

The security of the office tower consists of a central CardKey computer, cameras, and guards. The CardKey system controls main access points into the building, loading dock, the garage entrance, and controls all elevators. Cameras are located in the main lobby, loading dock, service elevator, JamNasium, and exterior. The security desk is manned 24 hours, 7 days a week.

The garage contains alarm buttons and intercoms. There are several cameras located on the first and second floors of the garage.

Security 615-254-5163 NCCsecurity@capridgepartners.com

After Hours Access

Afterhours access is by card access. All visitors seeking entry into the Building or onto a tenant floor **must have prior authorization**, or they will be denied access by the guard.

Building Access

Tenant floors are accessible to the public during business days, Monday -Friday, from 7:00 a.m. - 6:00 p.m. At all other times, the elevators will be on security mode and access to the tenant floors is by CardKey operation.

Deliveries

Delivery personnel are required to present and leave a valid driver's license with the security staff in exchange for a CardKey that will operate the specific floor destination via the freight elevator. After hours delivery of packages will be accepted by the security staff as long as the tenant's name is on the package.

General Office Security

PLEASE DISTRIBUTE THIS PARTIAL LIST OF SECURITY REMINDERS TO YOUR EMPLOYEES.

1. **NEVER LEAVE THE RECEPTION AREA UNATTENDED.**
2. At the end of the business day, close and lock all entry doors, especially if employees are working late.
3. Offices are most vulnerable during lunchtime and right before closing time when people are away from their desk.
4. Do not leave purses, briefcases, backpacks, computer cases or other personal items in clear view or unattended, **ESPECIALLY IN THE RECEPTION AREA.**
5. The Receptionist should store personal belongings somewhere other than in the reception desk.
6. Keep all "petty cash" in a locked drawer.

7. If you notice a suspicious person loitering in the building, notify security and management immediately.
8. Be suspicious of any person claiming to be lost or looking for another company or randomly seeking employment. Notify security and management immediately.
9. Record serial numbers of all equipment, especially laptops and PDAs, and keep the list in a safe place. This information is helpful to the police when trying to locate stolen merchandise.
10. If an employee is terminated, collect all suite keys, access card and parking card. Consider changing the locks, resetting combinations, changing access codes, etc. Notify Management and Security and request that the person's access card be deleted from the system.
11. If your firm will be closed when the rest of the building is normally open, arrange for deliveries to be put inside your suite by security or management.
12. If an employee is terminated, collect all suite keys, access card and parking card. Consider changing the locks, resetting combinations, changing access codes, etc. Notify Management and Security and request that the person's access card be deleted from the system.
13. If your firm will be closed when the rest of the building is normally open, arrange for deliveries to be put inside your suite by security or management.

GARAGE SECURITY

- Keep vehicles locked at all times.
- Remove valuables from vehicles or conceal them from plain view.
- Unless necessary, do not leave vehicles in the garage overnight.
- In case of an emergency, the garage is equipped with emergency assistance buttons in three different locations on each level as well as an intercom to the security desk.

Incident Report

To comply with building insurance requirements an incident report is required for any accident or theft occurring on or about the property. Please report incidents of this nature to the Management Office at 615-256-1567.

Key and Lock Policy

SPECIAL KEYING

All locked doors are keyed to a Building Master Key System, which allows the building staff access to all areas in the event of an emergency. For this reason, locks may not be changed or additional lock/bolts added to any door within your suite without the prior consent of the Management Office.

Lost and Found

If you find a lost item, please turn it into the Management Office. Also report anything you believe you may have lost in the building or on the grounds to the Management Office at 256-1567.

Solicitation

Solicitation is not permitted. If someone is soliciting in your suite, then please notify the Management Office at 615-256-1567 and we will send appropriate personnel to escort them off of the premises.

Theft and Insurance

Any suspected theft, no matter how small, should be reported to the Management Office immediately. The building's insurance does not cover the personal belongings of tenants. Personal property insurance is the responsibility of each tenant.

AMENITIES

FITNESS CENTER

The fitness center is open 24/7 on the fifth floor of the building. A waiver must be completed by each user to gain access to the facility; no guests permitted. Waivers must also be completed to participate in the yoga, barre and Pilates classes offered by the building. Waivers can be obtained from the security desk in the lobby. Users may utilize the facilities and equipment solely for aerobics, fitness, gymnastic, weight training or other athletic use.

JAMNASIUM

The building music facilities include a JamNasium and a stage. The JamNasium is located off the first-floor lobby and users must complete a waiver to utilize the equipment. Waivers can be obtained from the security desk in the lobby. The JamNasium contains electric guitars, bass guitar, acoustic guitar, drum set, keyboard, microphones, and a mixing board. The JamNasium is available for use every day from 6am – 7pm. Reservations can be made online at www.nashvillecitycenter.com up to two weeks in advance.

THE SHACK

The Shack is a food container located in the plaza of Nashville City Center. The Shack is open M-F from 11am-1pm featuring popup restaurants from Fooda and other local hot spot restaurants. During inclement weather the popup restaurants will be relocated to the building lobby. The weekly schedule and restaurant menu options can be found on <https://www.fooda.com/>.

CAFÉ 15

Café 15 is located in the 15th floor of the building and is open from 7am – 3pm, M-F. Alexander's Catering provides breakfast, grab and go options, beverages, a salad bar, and daily hot lunch. Alexander's Catering can also provide catering options delivered right to your suite. For menus and contact information, go to www.alexanderscatering.com