

Welcome to SOUTHBRIDGE.

Our building brings together the best elements of design, function, and amenities to provide efficient and exceptionally finished office spaces for your company. We believe SouthBridge is the finest office park and environment in Birmingham.

The purpose of this handbook is to familiarize our tenants with important building procedures and services. The following text will assist you in becoming quickly acclimated to your office space, allowing for a productive work environment.

The management at SouthBridge strives to provide the highest level of service to our tenants. Please feel free to contact us as your needs arise.

FOR INFORMATION
CALL: 205.871.5223

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PROPERTY MANAGEMENT OFFICE STAFF

Andy O'Dell

General Manager: 871-5223

Mary Ann Ward

Administrative Assistant: 871-5223

Terry Bowden

Chief Engineer: 871-5223

Michael Foster

Building Engineer II: 871-5223

Security Office:

871-5224

The Property Management Office is located on the Second Floor, Suite 285. The general office number is 871-5223 and the fax number is 879-2563. This number is answered 24 hours a day, seven days a week.

BUILDING OPERATION SUMMARY

Property Management Office

Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday.

Building Operating Hours

Except as noted herein, the building is open and all services are available from 8:00 a.m. to 5:00 p.m., Monday through Friday.

Holidays

For the Holidays listed below, normal building services are not provided.

- New Year's Day
- Fourth of July
- Thanksgiving Holiday
- Memorial Day
- Labor Day
- Christmas Holiday

If your business is planning to be open on one of the above-listed Holidays, please advise the Property Management Office in advance, and we will be happy to provide building services that day for a fee.

Heating and Air-Conditioning Hours

Hours of operation are 7:00 a.m. to 6:00 p.m., Monday through Friday, and 7:00 a.m. to 1:00 p.m., Saturday. Please refer to the Heating and Air-Conditioning Section of this Handbook for additional heating and air-conditioning service information.

To conserve energy, tenants are requested to keep their window blinds drawn down.

Security

Building security is provided from 5:00 p.m. to 11:00 p.m. Monday through Friday, 8:00 a.m. - 2:00 p.m. on Saturdays and 8:00 a.m. - 11:00 p.m. on Holidays. The guard station is located at 2100B SouthBridge Parkway. The telephone number is 871-5224.

BUILDING OPERATION SUMMARY *(cont.)*

Building Access

Public access into the building from all five entrances is from 6:30 a.m. to 6:00 p.m., Monday through Friday. Doors are locked on Saturdays, Sundays, and Holidays. There is 24 hour tenant access with the use of an access card. Access cards will be issued to each tenant upon move-in and arrival of new employees. If a card is lost, please notify the office immediately, and we will issue a replacement card for a fee of \$15.00. All requests for access cards or office requests need to be made on company letterhead.

Freight/Delivery Access

Access into the building for any and all deliveries is through the loading dock entrances only. Please advise your delivery carrier of this requirement. All deliveries must use the freight elevator only.

Janitorial Services

These services are performed in tenant spaces after building operating hours Monday through Friday. During business hours, a day porter is on site to maintain restrooms and common areas.

Elevators

All elevators operate 24 hours daily. Landlord reserves the right to limit the number of elevators in use after normal building hours. There are four passenger elevators and two freight elevators. Please refer to the Elevator Section of this Handbook for additional information.

Mail Rooms

The mail rooms are located on the second floor. Mail is delivered Monday through Saturday after 1:00 p.m. Mail pickup is scheduled for 4:40 p.m. in the 2100 Building and 4:50 p.m. in the 2000 Building. The mail does not run on Sundays or Holidays. Express mail services are available.

BUILDING OPERATION SUMMARY (cont.)

Parking

All spaces are unreserved except for handicapped and visitor parking.

Solicitors/Handbills

Solicitors are not allowed in the building. Handbills, brochures, posters or other advertisements are not to be distributed nor displayed inside or outside the building without written approval from the Property Management Office.

HEATING, VENTILATING AND AIR-CONDITIONING (HVAC)

The HVAC system serving the building incorporates the latest in technology and is designed to maintain comfort conditions. Any discomfort experienced with the temperature in your space should be reported to the Property Management Office (871-5223). Please do not attempt to adjust any thermostat or temperature sensor.

The normal operating hours for HVAC is Monday-Friday from 8 a.m. - 6 p.m. and Saturday from 8 a.m. - 1 p.m. The HVAC system will not operate on Sundays or holidays, except by request.

If you require HVAC service outside of normal business hours, please call the Property Management Office by 5 p.m. on the day needed or by 5 p.m. on Friday for Saturday or Sunday needs. You will be billed at the current rate of \$35 per hour. If requests are not made during normal business hours, there will be an overtime setup fee of \$120 plus the hourly rate.

BUILDING OPERATION SUMMARY *(cont.)*

MAINTENANCE SERVICES

The Property Management Office can provide maintenance and handyman services not provided for in your lease. Contact the Property Management Office (851-5223) to request this service. The following is a representative billing rate summary for these services:

There is a minimum charge of one hour for each service request.

	Regular Rate	Overtime Rate*
Handyman/Mechanic	\$25./hr.	\$30./hr
HVAC/Electrical	\$35./hr.	\$40./hr.
Special Cleaning During the Workday (Vacuuming locked areas, cleaning of spills.)	\$25./hr.	\$30./hr.
Service Repair for Tenant-Owned Mechanical Equipment (Repairs other than base building performed at request of tenant.)	\$40./hr.	\$45./hr.
Changing Nonstandard Bulbs/Lamps (Charge for changing nonstandard bulbs/lamps. Bulbs to be provided by tenant.)	\$25./hr.	\$30./hr.
Handyman Services (Hanging pictures, general repairs, locks, carpentry work.)	\$25./hr.	\$30./hr.

*Note: Overtime rates are billed at a minimum of 2 hours whenever a call back is required.

The tenant is responsible for maintaining the doors, walls, and finishes within their space. Additionally, the tenant is responsible for the maintenance and repairs of personal property and any non-building standard mechanical equipment serving your space.

BUILDING OPERATION SUMMARY *(cont.)*

JANITORIAL SERVICES

Janitorial services for the building are provided Monday through Friday after building operating hours. Trash generated during the workday will be removed by the building janitorial service. Trash items should be kept within the office. No items should be placed in the hallways or stairwells.

Some procedures NOT included in nightly cleaning are:

- Cleaning personnel are instructed not to disturb paperwork or articles left on desks or furniture.
- Special wall fabrics will not be cleaned.
- All trash not in trash cans should be clearly identified as “trash.” Any questionable items will not be thrown out.
- Furniture or fixtures will not be discarded.
- Computer equipment will not be cleaned.
- The washing of dishes and the cleaning of refrigerators and microwaves in break rooms is not included in routine janitorial services.
- Cleaning or refinishing of special flooring or metals is subject to additional service charge billing to the Tenant.

Special cleaning requests are to be made through the Property Management Office (871-5223). Trash items generated by your move-in, such as boxes, wall protection, pallets, and packing materials, must be removed by your moving company.

BUILDING OPERATION SUMMARY *(cont.)*

ELEVATORS

The SouthBridge Building has two freight elevators. **The freight elevators must be used for all deliveries.** Please inform your delivery vendors of this requirement.

The following are some suggestions for expediting deliveries:

- Large deliveries, such as furniture, should be made after hours (if possible) and arranged with the Property Management Office in advance to ensure availability of the freight elevators.
- All after-hours or weekend deliveries should be arranged with the Property Management Office prior to 4:00 p.m. each day. The security officers are instructed not to allow after-hours deliveries without prior notification from the Property Management Office.

PARKING

Parking spaces are located on all sides of the building. Spaces are unreserved, except for handicapped and visitors. Employee parking in visitor spaces is prohibited, and cars parked in handicapped spaces will need to have a handicapped sticker. Parking in the circle is also prohibited. Continuous violations could result in parking tickets being issued by the City of Birmingham police department.

Speed Limit. The speed limit in the parking lot is 5 m.p.h. Please be courteous and cautious as you drive in the parking lot.

BUILDING OPERATION SUMMARY *(cont.)*

SECURITY

The SouthBridge Building is designed to provide a secure work environment. Effective security is a result of a joint effort between tenants and building management. We ask that all tenants take proactive measures relating to security.

After-hours access is controlled by a sign in/sign out log at the Security Office and a building access card system. All persons entering the building after hours will be required to sign in/sign out at the security desk as a security measure.

Here are some suggested procedures which may reduce loss of personal and company property:

- All doors should be checked for proper working condition of locking mechanisms.
- Office keys and access cards should be issued on an as-needed basis. Employees should sign for keys as a control measure and be instructed never to loan their key to another employee for any reason. Assign a responsible person to control keys. If an employee is terminated, please report the employee's name and card number to property management for cancellation. If a suite door key is lost or stolen, you may wish to re-key your office doors.
- Receptionists are the first line of control to recognize a potential intruder. It is important they be responsible and properly trained. Reception desks should never be left unattended while the office door is open for entry. Receptionists should never leave their personal valuables unattended in the reception area. Petty cash boxes and checkbooks should be secured in another location.
- Visitors, guests, and applicants for employment should not be allowed beyond the reception desk without an escort. Arrange in advance with the building security for after-hours visitors, giving their name and the expected time of arrival. Advise visitors of the current procedure for building entry during

BUILDING OPERATION SUMMARY *(cont.)*

these hours. Employees and visitors must be instructed when entering the building by use of access card not to let anyone else in. Authorized persons should understand that they must, on each occasion, follow the proper entry procedure.

- Persons providing a delivery, pickup, repair, or service of equipment should be identified and escorted. It may be advisable to appoint a person as coordinator of these functions.
- Report any suspicious persons or activities to property management immediately. Also report persons loitering in a public corridor, elevator, parking deck, rest room, or stairway, as well as unknown persons in your leased space or persons attempting to open doors to other spaces. It is important to provide a possible description and last known location of the suspicious individual to property management. Actual criminal activity should be reported to the Birmingham Police Department 911 emergency number and to the Property Management Office.

Solicitors are not allowed in the building. Please notify the Property Management Office (871-5223) if approached by a solicitor.

- All business equipment of value on the premises, whether large or small, should be registered in a master file by serial number or marked permanently in some identifiable fashion. Employees who use personal equipment for business should also personally mark or record serial numbers. With accurate descriptions and identification, the police will be able to enter this infor

BUILDING OPERATION SUMMARY *(cont.)*

letter of authorization from their supervisor or make arrangements with security in advance. Security has the authority to challenge anyone leaving the premises with items other than personal goods.

- Employees should keep purses and other items of value locked when not in their immediate control. Do not leave small office equipment (calculators, recorders, etc.) visible on desks and tables in unoccupied offices. It is important not to place purses under desks or on floors.

Important Items About Security to Remember:

- Do not lend your office key or access card to anyone.
- Do not prop or hold open any entrance door. Not only will an alarm be sounded, but the security of your premises could be compromised.
- Report suspicious activities or people to the building management office or a security officer.
- Report criminal activity directly to the Birmingham Police Department (254-2793) and then to the Property Management Office (871-5223).
- Do not leave valuables in plain view in your vehicle and please lock your vehicle.
- Keep all petty cash and other valuables secured within your suite.
- Additional keys or replacements for lost keys will be replaced at a cost to the tenant of \$3.50 each.
- Do not duplicate office keys.

BUILDING OPERATION SUMMARY *(cont.)*

MAIL FACILITY & EXPRESS MAIL SERVICES

The SouthBridge Building's mail rooms are located on the second floor by the loading dock for the 2100 Building and near the elevator lobby for the 2000 Building, and are serviced by the U. S. Postal Service. Postal Services at these facilities are limited to mail pickup and delivery. Other postal services may be received at the Homewood Post Office located at 2710 Eighteenth South (871-1481).

Express mail boxes are also located in the mail rooms.

AMENITIES

Full Service Banking:

Bank of Alabama is located on Woodcrest Drive for your full service banking needs.

Drive-Through Banking:

First Commercial Bank offers a drive-through facility located on Woodcrest Drive.

Cable Television:

Cable Television is available through Birmingham Cable Communications. Tenants desiring cable should contact the supplier directly at 591-6880.

Outtakes Deli

Outtakes Deli is located on the second floor of the 2100 Building, and is open Monday - Friday for breakfast and lunch. For menus and information, call 871-2128.

SouthBridge Health Club:

The SouthBridge Health Club is available for the exclusive use of SouthBridge tenants. The facility is located on the second floor across from the Outtakes Deli. Membership agreements may be obtained from the Building Management office (Suite 635) for a fee of \$40.00 per year. Members will be issued a personal access card for access to the facility 24 hours a day, 7 days a week. Lost cards can be replaced for a fee of \$15.00. Locker rooms and showers are also available in the Health Club. Lockers are only to be used during exercise. Locks remaining on lockers for any extended time will be cut and contents removed.

Embassy Suites:

The Embassy Suites is located next to SouthBridge. Meeting rooms are available through the hotel. For information, call 879-7400.

MEDICAL ASSISTANCE

Should a medical emergency arise, you should contact the City of Birmingham Fire Department (250-7575) regarding the emergency. Please notify the Property Management Office (871-5223) immediately thereafter to expedite the arrival and departure of the emergency medical team.

The building staff will be alerted regarding the arrival of emergency vehicles. We will make arrangements to facilitate the emergency team's access to those needing assistance.

FIRE SAFETY

Tenants are requested to observe the following to reduce the risk of fire in the building:

1. No smoking is allowed within the building. This includes stairwells and restrooms. A designated smoking area is provided outside the building. This area is the only approved smoking area on the property.
2. Do not overload electrical circuits.
3. The use of personal electrical heaters is prohibited.
4. Tenants must turn off their coffee pots nightly.
5. Tenants are required to use trash receptacles having a U.L. label for fire resistance within their space.
6. Do not store hazardous or flammable chemicals.

FIRE DRILLS

As part of the building fire/life safety program, fire drills will be performed periodically. Your cooperation during drills is essential to assure timely evacuation and response.

MEDICAL ASSISTANCE *(cont.)*

FIRE ALARM PROCEDURES

The SouthBridge Building is equipped with a fire detection and alarm system. Fire extinguishers are also located on each floor.

1. If you detect a burning odor, see or smell smoke, or see flames:
 - a. Immediately contact the Property Management Office at 871-5223, and the City of Birmingham Fire Department at 250-7575.
 - b. If flames or smoke are detected, immediately proceed to a fire alarm pull station (located near each stairwell door) and activate the alarm.
 - c. Remain calm and follow the instructions of the building staff, the fire warden assigned to your suite and emergency personnel.
 - d. If an evacuation order is given, proceed to the appropriate stairwell and follow instructions given. **DO NOT** use elevators to evacuate the building.
 - e. **DO NOT** reenter the building unless property management directs you to do so.
2. If you hear an alarm:
 - a. Every alarm should be treated as if it were real.
 - b. Immediately proceed to your designated evacuation point and follow the instructions given to you by your fire warden and the building staff.
 - c. If an alarm is heard after business hours (5:00 p.m.), on weekends, or holidays, you are to proceed to the nearest stairwell and **evacuate the building.**

MEDICAL ASSISTANCE *(cont.)*

BOMB THREAT

If a bomb threat is received, the person taking the call should remain calm and try to make a note of the information outlined on the checklist. The caller may not cooperate, but an answer to any of the questions will be helpful.

Once the telephone threat is received, immediately notify the City of Birmingham Police Department at 254-2793 and the Property Management Office at 871-5223.

A brief meeting will be held with the person who received the call. If the decision is made to evacuate, the fire alarm will sound for approximately two minutes. After a brief delay, it will sound again until all occupants have been evacuated.

BOMB THREAT CALL CHECKLIST

To assist in the bomb threat response, it is critical that as much information as possible be obtained while the threat is being made. The following checklist is information critical to threat assessment.

Time Received: _____

Time Terminated: _____

Exact Words of Caller _____

(Delay. Ask caller to repeat.)

MEDICAL ASSISTANCE *(cont.)*

Questions to Ask:

When will bomb explode? _____

Where is the bomb (floor/area)? _____

What kind of bomb is it? _____

What does it look like? _____

What will cause it to explode? _____

Why did you place/why injure or kill innocent people? _____

Caller's Voice:

Male _____ Female _____

Estimated Age _____

Ethnic Group _____

MEDICAL ASSISTANCE (*cont.*)

Mood/Rate of Speech:

Calm _____ Slow _____

Angry _____ Normal _____

Excited _____ Rapid _____

Loudness of Voice/Attitude:

Soft _____ Sincere _____

Normal _____ Disguised _____

Voice Characteristics:

Accent _____

Lisp _____

Drunk _____

Other _____

MEDICAL ASSISTANCE *(cont.)*

Background Noises:

Street Sounds _____

Bedlam _____

Rail Sounds _____

Plane Sounds _____

Home Sounds _____

Bar Sounds _____

Music _____

Machines _____

Did you recognize the voice? _____ If so, who do
you think it was? _____

Did caller indicate knowledge of the building?

MEDICAL ASSISTANCE *(cont.)*

If so, how? _____

What line did the call come in on? _____

Is this a listed or unlisted number? _____

Is this a night number? _____ If so, whose?

EVACUATION PLAN

Each tenant will be provided with a floor plan showing locations of stairwells and exits. A specific evacuation plan will be developed for your office. All of your employees should be familiar with this plan.

Please post it in a conspicuous place so that it is obvious to all exiting the office.

TORNADO PROCEDURES

Tornadoes are dark, spinning clouds in the shape of a funnel, formed from the sky towards the ground. They are spawned by severe thunderstorms and are accompanied by the following activities:

- Thunder, lightning, heavy rains and strong winds.
- Hail from dark, clouded skies.
- A roaring sound.

MEDICAL ASSISTANCE *(cont.)*

A tornado “Watch” is an alert to the public, via public communications media, that tornadoes may develop over a certain area during a specific time period. A tornado “Warning” signals an actual sighting of a tornado in the area, or the detection of a tornado by radar. Persons in its path should take immediate precautions and get to the lowest floor of the building.

POWER FAILURE

The emergency lights in your office space, corridors, restrooms, elevators, and stairwells will activate automatically if the building has a power failure. Power failures are normally for a short period of time and it is best to remain in your work area if possible. The Property Management Office will notify you of the status of the outage if it becomes lengthy.

ELEVATORS

If the elevator should malfunction, please remain calm and use the emergency button in the elevator. A telephone is located within the elevator which will ring the Management Office and they will respond immediately. **DANGER:** No attempt should be made to force open doors or climb out of a stalled elevator cab that is unlevel or between floors.

EMERGENCY DIRECTORY

City of Birmingham Fire Department	250-7575
City of Birmingham Police Department	254-2793
Ambulance and Emergency Rescue	250-7575
Carter Property Management Office	871-5223