



CAPTRUST TOWER EMERGENCY RESPONSE MANUAL



4208 Six Forks Road Raleigh N.C. 27609

Managed by: Kane Realty Corporation

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SECTION I: INTRODUCTION

The Captrust Tower has provided this Emergency Preparedness Manual to assist you with the information necessary in case of an emergency and to assist you in developing an emergency preparedness plan for your company and employees. Your safety and the safety of all tenants and visitors to the CAPTRUST TOWER are of critical importance. We encourage you to distribute this information to your employees and to use this manual in establishing or supplementing an on-going safety training program to ensure your staff is prepared in the event of an emergency.

The effectiveness of any emergency plan depends primarily on the familiarity your employees have with the established procedures. Therefore, we encourage you to perform drills within your premises regularly, possibly as often as quarterly. Annual building wide fire drills will also be conducted. As your personnel become more familiar with these procedures we can ensure that everyone will be safe in the event of an emergency.

In the following pages you will find a description of the emergency equipment, systems, warning devices, and procedures for CAPTRUST TOWER.

SECTION II: EMERGENCY NUMBERS

A copy of this page should be kept at your reception desk and with all Safety Coordinators for quick reference.

FIRE 911

POLICE 911

MEDICAL 911

POISON INFORMATION CENTER: (800) 848-6946

CAPTRUST TOWER PROPERTY MANAGEMENT email:

captrushtower@kanerealtycorp.com

KANE PUBLIC SAFETY: (919) 369-4089 24 hours a day, 7 days a week

NIXEL (Text Message Notification Service): To subscribe, text CAPTRUSTNH to 888777

When your call to 911 is answered, you should be prepared to give the following information:

- 1.) Nature of Emergency (fire, medical, etc.): _____
- 2.) Building address and cross streets: CAPTRUST TOWER – 4208 Six Forks Rd. / Front Street, Six Forks Rd, Park at North Hills St.
- 3.) Floor Number: _____
- 4.) Suite Number: _____
- 5.) Extent of Emergency: _____
- 6.) Your name and telephone number: _____
- 7.) What action(s) you are taking:
 - a.) Examples: “We’re closing off the area around the fire.” “We’re attempting to put out the fire.” “We’re evacuating.”
 - b.) NOTE: If there is a fire in your premises, close the doors but do not lock when leaving.

After calling 911, call Captrust Tower Property Management with the same information:

Phone number: 919-719-5404 or Kane Public Safety 919-369-4089

SECTION III: BUILDING LIFE SAFETY FEATURES

ALARMS

In the event of an emergency, the alarm will be activated on the affected floor as well as the floors immediately above and below. An alarm consists of three components:

- horns
- strobe lights
- voice commands

The horns will emit a repeating high-pitched tone. In addition, strobe lights will flash throughout the floor and the voice commands will repeat that a fire has been reported in the building. The alarm will also be heard in the emergency exit stairwells and on non-alarm floors in areas near the stairwell exits. If there is an alarm on your floor, your first response should be to evacuate from the building via the stairs ONLY. **DO NOT USE THE ELEVATORS DURING AN ALARM.** If it is determined that no threat is present, you will be notified via the building address system; otherwise you should assume there is a real emergency. The tenant floors are protected with an automatic sprinkler system. The system is activated by smoke detectors and heat sensitive elements that will set off the fire alarm and the building's computerized monitoring systems, as well as signaling the Fire Department.

All major mechanical areas are protected with electronic smoke detectors, which will set off the fire alarm system. Smoke detectors are strategically located on all floors and they are tested in accordance with local fire code.

FIRE EXTINGUISHERS

On multi-tenant floors there are two extinguisher cabinets located in the exit corridors; please familiarize yourselves with their location. Each cabinet contains a portable A-B-C Type fire extinguisher, effective on any type of fire. These extinguishers are visually inspected monthly & tested and inspected annually.

EMERGENCY EXITS

There are two separate emergency exit stairwells located on the North and South ends of each floor. The South stairwell exits onto the Front St side of the building (behind the loading dock) and the North stairwell exits into the first-floor lobby. The stairwells are fire-rated enclosures designed to provide a safe, protected exit for occupants of the building. The stairwells are also pressurized to keep smoke out and exhaust fans are automatically activated by the fire alarm system. An exterior stairwell is located on the South East corner of the parking deck and discharges between levels P-7 to a street level exit on the South East end of the building.

ELEVATORS

When a fire alarm is activated in any common area, all elevator calls are automatically canceled, and all elevators will return to the ground floor. In the fire alarm mode, the firefighters control the elevators. Until a firefighter takes manual control of an elevator, the only exits available are the stairwells on each end of the floors. An elevator cannot be called to any floor (including the parking levels) after a fire alarm is activated. Individuals in the parking deck area during a general alarm can exit the building by means of the three stairwells. The parking garage has an additional emergency stairwell located on the South East side of the building that exits along Front Street. For physically impaired individuals that are unable to use the stairs, please reference Section VI. Emergency Situation and Procedures - Evacuation of Physically Impaired Persons.

FIRE ALARM CONTROL PANEL (FACP) ROOM

The fire alarm control panel room is on the north side of the building. This room houses the fire control panel, Firefighters' elevator control and location display, as well as the emergency phone console, voice command, and public-address notification system. In the event of an alarm, real or false, the firefighters can readily determine the location of the problem. The Fire Commander will give instructions over the speakers either on selected floors or throughout the building. Tenants and visitors must follow these instructions.

EMERGENCY GENERATOR

In the event of a power outage or other electrical power failure, the building is equipped with an emergency diesel generator. This generator is designed to provide minimum power for emergency lighting, elevators, and for fire/life safety equipment. This generator is not designed to provide power to maintain business operations in the building. It is designed to provide safe egress from the structure for building occupants only.

SECTION IV: EMPLOYER/TENANT GUIDELINES

North Hills Property Management staff is trained to handle emergency situations. In the event of an emergency, building staff will be focused primarily on ensuring the safety of all occupants as well as making sure the building's fire and life safety systems respond appropriately. It is the responsibility of each tenant to develop an emergency preparedness plan of their own and to inform each employee of this plan. We also recommend that at least one of your employees be trained in CPR.

EMERGENCY COORDINATOR/FLOOR WARDEN(S)

Each tenant in the building should assign responsible people to act as an "Emergency Coordinator" and a "Floor Warden" (reference Section 5 "Emergency Personnel" for a description of these positions.) These individuals will be responsible for the development and implementation of your emergency preparedness plan and should be assigned the responsibility of becoming intimately familiar with the emergency procedures it contains.

*Each tenant should designate an alternate emergency coordinator and floor warden in the event the main coordinator and/or floor warden are out of the office during an emergency.

The Emergency Coordinators and Floor Wardens shall:

1. Be responsible for eliminating common hazards in the workplace.
2. Accountable for controlling all staff in the event of an emergency and explaining / overseeing all emergency response actions.
3. Ensure that exit routes within your leased space and storerooms are unobstructed and well-marked.
4. Be responsible for proper storage of chemicals within your storerooms and leased areas.

The Emergency Coordinators should also provide a plan establishing an ongoing emergency training program, describing areas to be covered and frequency of the training for your employees. The Emergency Coordinators must distribute and require the reading of emergency procedures by all employees.

SUGGESTED EMERGENCY SUPPLIES FOR YOUR OFFICE

- Water – ½ gallon drinking water per person
- Pry bar
- Fire extinguisher: A-B-C Type
- First aid kit
- First aid reference guide
- Portable radio with spare batteries

- Flash lights with spare batteries

COMMON HAZARDS IN THE WORKPLACE

Each of the following is prohibited in the building. We are relying on our tenants to help keep our building safe.

- The use of portable space heaters is prohibited. Please call us if you would like a temperature adjustment.
- Coffee makers left “on” overnight. We suggest the use of coffee pots with an “auto-off” feature.
- Overloading electrical outlets and circuits. If you have a shortage of outlets, please call us and we can refer you to a contractor who can provide you with an estimate to install additional outlets.
- The use of non-industrial electric extension cords and power strips or too many devices plugged into an extension cord is prohibited. Please use only approved power strips (UL listed).
- The use of damaged outlets and unapproved extension cords. If an outlet is damaged, please notify Property Management immediately.
- Ungrounded electrical equipment. All outlets should be the “3 prong” style, and anything plugged into the wall should also have 3 prongs. If not, the device needs to be plugged into a power strip/surge protector with 3 prongs which would be plugged directly into the wall.
- Improper use and storage of solvents and cleaners.
- Non-UL approved items. This identification can typically be found in the description of any new electrical device.
- Smoking or the use of tobacco products within 25’ (feet) of the building.
- Paint

SECTION V: EMERGENCY PERSONNEL

FIRE COMMANDER

In the event of a fire or other emergency, the Raleigh Fire Department will respond to the alarm and the Fire Commander (Primary Fire Engine Captain or Battalion Chief) will take charge of the situation. At this time, they will direct the actions of the firefighters and may require additional evacuation. The Fire Department will also declare the building safe to re-enter after the emergency is over.

FIRE & LIFE SAFETY DIRECTOR

The Fire & Life Safety Director is designated by the Office Asset Manager. This is the key person for answering questions about a safety program, for arranging preparedness meetings, conducting a practice drill and acting as liaison with the City of Raleigh Fire and Police Departments.

PROPERTY MANAGERS

The Property Manager works closely with the Fire and Life Safety Director and oversees the safety program. The Property Manager is the assigned liaison to assess all damages and to report the information to all corporate contacts, including all insurance representatives. The Property Manager will assist with collecting information, assign the appropriate personnel and/or take reports from local authorities, and serve as the spokesperson for the building to any media outlets.

FACILITIES MANAGER / CHIEF BUILDING ENGINEER

The Facilities Manager oversees the installation, maintenance & management of all systems required for facilities operations (i.e. mechanical, electrical & plumbing among others) on all assets owned / managed by Kane Realty Corporation. The Facilities Manager will provide support and assistance to Emergency Personnel with all safety and recovery coordination efforts.

BUILDING ENGINEER

The Building Engineer oversees the installation, maintenance & management of all systems required for facilities operations (i.e. mechanical, electrical & plumbing among others). In the case of an emergency the B. E. will be located (when and if possible) at the Command Center where he will assist Emergency Personnel with all containment efforts. In the case that George Boyette may not be on site, he shall be substituted by William Yahn (Facilities Maintenance Manager).

KANE PUBLIC SAFETY

Public Safety Officers are agents tasked with providing a safe environment to all individuals who are on Kane Realty Corporation's owned or managed properties. Officers are highly trained professionals who are often first responders to any emergency at Midtown Raleigh. In the case of an emergency, officers will be deployed to assist emergency management crews as well as building staff & tenants in all operations and relief efforts.

OTHER BUILDING SUPPORT STAFF

Commercial Property Specialist

Tenant Services Coordinator

Bldg Engineer Assistant

FLOOR WARDEN

This person is to be stationed at a designated "Check In" point on your floor and is responsible for an orderly evacuation from the floor. This person remains at their station until all the Emergency Coordinators have checked in and indicated their areas are clear. Once this has been completed, the Floor Warden should also evacuate the floor via the stairwell. Floor Wardens maintain the roster of Emergency Coordinators and should be notified of any changes.

EMERGENCY COORDINATOR

This person should be responsible for the emergency and safety plan for your company.

The Emergency Coordinator will also be designated by your company as the contact for the exchanging of information between the responsible emergency department, Building Management, and your company. (Note: An Emergency Coordinator "Back Up Person" also needs to be designated in the event the Emergency Coordinator is absent during an emergency.) The Emergency Coordinator should have the full support of your company's management and have active involvement with your company's emergency procedures. During an evacuation, the Emergency Coordinator will sweep their space (or a portion thereof) to make sure everyone has exited the area before proceeding to the Check-In point to communicate that information to the Floor Warden.

ASSISTANCE MONITOR

If you are in a wheelchair or otherwise unable to get down a flight of stairs, you will be assigned two Assistance Monitors by the Floor Warden. These Assistance Monitors will get you to a designated Area of Refuge, typically the stairwell, until the Fire Department can independently run an elevator up to your floor and assist you with evacuation. Assistance Monitors will also ensure that an assigned area or office is completely evacuated and will report to the Floor Warden.

SECTION VI: EMERGENCY SITUATIONS AND PROCEDURES

AIRCRAFT CRASHES

Aircraft crashes should be treated the same as fires. Because of the possibility of flammable liquids or vapors from the aircraft fuel tanks spreading throughout the building, the entire building should be evacuated rather than just the immediately affected floors.

ALARM ACTIVATION

When the alarms are activated, the horns will sound, strobe lights will begin to flash, voice commands will sound, and all magnetic door locks will be released. **ALWAYS ASSUME EVERY ALARM IS REAL.** Emergency Coordinators should assume control and assess the situation. In every case EXCEPT FOR AN EARTHQUAKE, Emergency Coordinators should begin evacuation procedures immediately. See below for what to do in the event of an earthquake. **ALWAYS LISTEN FOR DIRECTION FROM YOUR EMERGENCY COORDINATOR.** You should follow their commands to help ensure a safe and orderly exit for all persons on the floor.

BOMB THREAT

A person receiving a bomb threat on the telephone should:

- 1.) Remain calm.
- 2.) Keep the caller talking and try to get important information by asking:
 - When will the bomb explode?
 - Where is the bomb now?
 - What kind of bomb is it?
 - What does the bomb look like?
 - Why are you doing this?
 - Who are you?
 - Who is this directed at?
 - Where are you calling from?
- 3.) Listen for other information:
 - Age
 - Speech peculiarities
 - Sex
 - Background sounds

Log the time of the call and any details you can think of. **Report this information immediately**

to the Raleigh Police at 911 and then to North Hills Property Management.

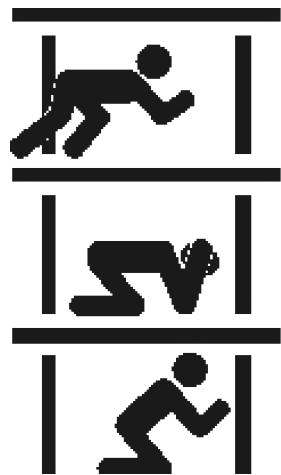
- Bomb threats should always be treated as though a bomb has been placed on the property.
- The Emergency Coordinator should be alert for any suspicious articles or persons on the floors but should not make any effort to remove a suspicious article/person. Explosives can be concealed in a paper sack, small package, shopping bag, cans, attaché cases, etc.
- Any explosive or suspicious items must be considered extremely dangerous and left un-touched, pending arrival of the Police Bomb Squad.
- When the police arrive, the Emergency Coordinators should assist them in their search since the police officers will not be familiar with the objects normally located on the floor. If the location of the alleged bomb is known, direct the police to that location.
- In the event a tenant receives a threat and notifies our office, we will inform the other tenants in the building of this event. In the event of a bomb threat, each tenant is responsible for deciding whether to evacuate. We recommend evacuation.
- REMEMBER: All bomb threats must be considered real until proven otherwise to insure the safety of your employees and other building tenants.

DEMONSTRATIONS, RIOTS AND FLASH MOBS

If you know of a possible civil disturbance near the building, notify Building Management as soon as possible. In the event of a civil disturbance, such as a demonstration or riot taking place in front of your building, remain in your area, pull the window coverings, and stay away from the window. Do not attempt to go to the main lobby unless it is necessary for you to leave the building, in which case ask North Hills Property Management, Public Safety or Police Department personnel on duty in the lobby for assistance in leaving the premises. All the exterior doors of the building will be locked during the disturbance and, if necessary, the elevators may be taken out of service while any threat to the safety of the building is evident. If the building elevators are removed from automatic service and placed under manual control of the Police Department, they will not respond to the elevator lobby call buttons. If it is necessary to move from the floor that you are on, use the stairs.

EARTHQUAKE

General advice during an earthquake is to: DUCK, COVER, AND HOLD. TRY TO BE CALM. DO NOT RUN OR PANIC. REMAIN WHERE YOU ARE. Earthquakes rarely last more than 15 seconds.



DUCK

COVER

HOLD

1.) If you are indoors during an earthquake:

- a) Duck, cover, and hold on under a desk or a table; as it moves, move with it.
- b) Stay clear of windows, bookcases, cabinets, and heavy wall hangings.
- c) Stay in the building on the same floor until after the earthquake has stopped.
- d) Don't be surprised if the alarms and sprinkler systems activate.
- e) DO NOT ATTEMPT TO USE THE ELEVATORS
- f) Do not rush for a doorway

2.) If you are outdoors during an earthquake:

- a.) Stay away from buildings, covered parking areas, power lines, walls, and trees.
- b.) Do not attempt to enter buildings until you are advised it is safe to do so.

3.) After the earthquake:

- a.) Remain calm.
- b.) Assess the situation.
- c.) Expect limited telephone service.
- d.) Listen to radios for official information.
- e.) Assist the injured on your floor.
- f.) Use extreme caution when leaving or entering the buildings or work areas.
- g.) Stay away from fallen or damaged electrical wires.

4.) If the fire alarms have been triggered by the quake once the rumbling has ceased follow your company evacuation plan.

ELEVATOR EMERGENCY

Should the elevator malfunction:

- Press the elevator phone button and follow instructions.

- State the floor level, if known.
- State the elevator number located on the door where the Firefighter Phone is located (bottom left).
- Remain calm, as help is on the way.
- Do not attempt to force open the elevator doors.

EMERGENCY RESPONSE

- Necessary repair personnel will be dispatched.
- You will be assisted from the elevator as soon as possible.

Please note: The elevators have counterweights which make them **not capable of free falling**.

The feeling of free falling is an abrupt stop which creates such a feeling.

EVACUATION

When an emergency requiring evacuation occurs, your company's Emergency Coordinator or their "Back Up," should take charge of the situation, insuring an orderly exiting of your leased premises via the stairwells.

- 1.) Unless unable to do so because of imminent danger, walk to the **closest** **stairwell and descend on the right side**, using the handrail, as Firefighters may be coming up the stairs and need a clear pathway. DO NOT use the elevators. Continue down the stairs and exit the building.
- 2.) If both stairwells are inaccessible or blocked by fire, seek an alternate area of refuge, such as an office or kitchen area which has a door and telephone. Notify someone of your location by calling 911 or Public Safety immediately.
- 3.) Close all doors behind you, but DO NOT lock them.
- 4.) You should have an area identified as your company's "designated gathering place". Be sure all employees are educated as to this location. The CAPTRUST TOWER's gathering place (Area of Assembly) is the Midtown Park.
- 5.) Upon reaching your designated evacuation gathering place outside the building, a roll call should be made, and a list of missing persons delivered to the building's Fire & Life Safety Director. Do not allow anyone to return to the building until approved by the Fire Commander or the building's Fire & Life Safety Director.

EVACUATION OF PHYSICALLY IMPAIRED PERSONS

For the purposes of this guide, "physically impaired" refers to anyone, who in an emergency situation cannot leave their work place quickly and easily due to permanent or temporary physical limitations. Assistance Monitors will be assigned to every physically impaired person

to aid in their evacuation should it become necessary. Each company's Emergency Coordinator should maintain a roster of individuals who will require assistance in the event of an evacuation to include their name, location, type of disability, and the Assistance Monitors who are assigned to them.

- 1.) When an alarm is activated, all Assistance Monitors will locate their physically impaired companions and accompany them to the nearest stairwell, waiting for the flow of people exiting the floor to slow or stop completely before entering the stairwell. One Assistance Monitor should remain with their companion while the other should report the location of the physically impaired person to the Floor Warden. It is the Floor Warden's responsibility to inform the Fire Commander of the location and quantity of people remaining on a floor awaiting Fire Department assistance.
- 2.) Stairwell landings are designated "safe areas" as this area is protected from fire by the reinforced door and smoke by the pressurization of the stairwell. Descend in the stairwell to a landing on a floor which is NOT in alarm.
- 3.) Assistance Monitors should not attempt to carry their companions down the stairs unless the stairwell landing becomes compromised and it is necessary to avoid life threatening danger.

FIRE

Make certain your employees are familiar with the location and use of fire extinguishers, alarms and the nearest exit stairwells. In the event you discover a fire, use your best judgment of the situation to:

- Determine if a.) no one is in danger, b.) the proper equipment is available, and c.) whether or not the fire appears manageable. If all three criteria are met, use the fire extinguisher(s) located on each floor to attempt to put out the fire.
- Pull the fire alarm on your floor located adjacent to the exit stairway doors and in the elevator lobbies. This automatically alerts Building Management as to the location of the alarm and notifies the Fire Department.
- Call the Fire Department (**911**), then call Building Management.
- Follow your company evacuation procedure. (Note: Reference the section entitled "EVACUATION" for information on general evacuation procedures.)
- If smoke is present, stay close to the floor, crouching or crawling to the exits. DO NOT

ATTEMPT TO USE THE ELEVATORS. Evacuate the building via the NORTH stairs if possible. If both the North and South stairwells are blocked by fire or smoke, remain on your floor and await instructions from the Fire Department.

- Do not open any door without first examining it for evidence of fire on the opposite side.

Evidence of Fire:

- Smoke under the door
- Blistering paint
- Put the back of your hand close to the door, feeling for heat

HEALTH/ACCIDENT EMERGENCIES

In the event of a health emergency call 911 and state that you need medical aid and be prepared to give the following information:

- Building name- North Hills Tower I- CAPTRUST TOWER
- Street address- 4208 Six Forks Rd.
- Street intersection- Six Forks Road and Front at North Hills St
- Name of your company
- Suite or floor number
- Type of problem or injury
- Individual's name and present condition
- Sequence of events leading to the emergency
- Medical history or doctor (if known)
- Have someone go to the building lobby and wait for the responding aid unit.

Call North Hills Property Management and give the following information:

- Tenant name
- Suite number
- Your name
- Injured person's name
- Type of problem or injury
- Confirm that someone has called 911

Remember that aid is on the way. The individual making the call should have been in direct contact with the injured person and have as much information as possible. Stay on the phone with the dispatcher and answer as many questions as possible so they can radio this additional information to the aid unit that is responding.

INTRUDER/SUSPICIOUS PERSON

In the case of an intruder; one must first determine the extent of the danger:

- Is the intruder armed?
- Does he/she seem violent?
- What are they asking for?
- Do they have hostages?

Notify another person of the danger. This can be done by phone, leaving the room or even by yelling to co-workers. Making others aware of the situation is the first step in disarming an intruder. If you have been made aware of an intruder and are not in immediate danger, follow the steps for “VIOLENCE IN THE WORKPLACE.”

POWER FAILURE

In the event of a power outage or other electrical power failure, an emergency diesel generator will automatically provide minimum power for emergency lighting in suites, corridors, restrooms, stairwells, and for the elevators and other emergency equipment. In the emergency power mode, the elevators will go to the lobby. When all elevators have reached the lobby, the elevator system will select one elevator to answer calls on the tenant floors. Since the building is operating under emergency power, response time for the elevators will be longer than normal, but an elevator will get there. The stairwells will be illuminated with emergency lighting and may be used for exiting the building.

As electricity is restored, there is a possibility of a sudden power surge. Protection of office equipment (i.e. using surge protector strips) should be included in your emergency preparedness plan. If you are in an elevator when the power fails, remain calm. The emergency generator will cycle to each elevator and bring it down to the lobby. Every elevator is equipped with an emergency light which will give you enough light to see until the elevator powers up to descend to the ground floor. This can take anywhere from 30 – 60 seconds.

Loss of power DOES NOT affect the elevators' ability to brake as they are equipped with mechanical safety systems unaffected by a loss of building power.

SECURITY

To report a police emergency:

- Call 911 and give your building information:
 - Building name- North Hills Tower I- CAPTRUST TOWER
 - Street Address- 4208 Six Forks Road, Raleigh NC

- Floor where you are located
- Type of security issue
- Call Kane Public Safety at 919-369-4089 and advise where you are located and the nature of the issue and confirm that the Police Department (911) has been called.

Non-Emergency Procedure

To report or discuss a security matter, contact Kane Public Safety.

Office Security

To reduce the possibility of office theft, we recommend the following:

- Do not leave purses or wallets unattended especially purses under your desks and wallets in your suit coats). Cabinets with locking features are ideal.
- Question all strangers in the office and ensure they are escorted to and from their destination. If an individual is acting strangely, contact Public Safety immediately.
- Ensure that a receptionist is always at the office entrance while the office is open.
- Be aware of times when the office may be particularly vulnerable (early morning, noon hour and rush hour).
- Lock all doors after business hours and report all suspicious activity to Public Safety.

WEATHER EMERGENCIES

Weather Emergencies are unexpected events affecting the local weather and range from Tornados & Thunderstorms to Hurricanes & Winter Storms, etc. To ensure the safety of all building occupants the Public Safety Department monitors the local and national weather conditions as well as the National Weather Service for weather advisories. In the event of a Severe Weather Emergency we recommend that the following steps should be followed:

- Monitor the National Weather Service for advisories and/or warnings.
- Contact staff that may be working at later hours and place them on Emergency Standby Status.
- Ensure that all entrances and exits are un-obstructed.
- Enable your emergency notification plan, to communicate with your staff, the status of your operations.

You can always contact Kane Public Safety (919-369-4089), go to www.northhillsraleigh.com or text [NorthHills to 888777](#) on their cellphones to get updates on the center's conditions and status. Staff can also follow Kane Public Safety's twitter account [@NHPublicSafety](#) for safety updates.

HURRICANE PROCEDURE

Hurricanes are severe tropical storms with sustained winds of 74 miles per hour or greater. Hurricane winds can reach 160 miles per hour and extend inland for hundreds of miles. Hurricanes bring torrential rains and storm surge. Hurricane advisories are issued by the National Weather Service as soon as a hurricane appears to be a threat. The hurricane season lasts from June through November.

Hurricane Watch- a hurricane is possible within 24-36 hours. Stay tuned for additional advisories. Tune to local radio and television stations for additional information. An evacuation may be necessary.

Hurricane Warning- A hurricane will hit land within 24 hours. Take precautions at once. If advised, evacuate immediately.

If you are made aware of a Hurricane Warning, proceed as follows:

- Take shelter in a designated area and stay away from the perimeter of the building, doors and exterior/interior glass. Do not go to the first-floor lobby or outside the building.
- Go to designated enclosed areas in the building such as bathrooms, emergency stairwells or mechanical rooms. Close office doors behind you.
- If you are caught in a windowed office area, seek protection under a desk or table.

Emergency Response

- If your area sustains damage, building and medical assistance will assist you as soon as possible.
- You will hear the "All Clear" via the emergency public address system when it is safe to return.

TORNADO PROCEDURE

A tornado warning is an alert by the National Weather Service, confirming a tornado sighting and location. If you are made aware of a Tornado Warning, proceed as follows:

- Take shelter in a designated area and stay away from the perimeter of the building, doors and exterior/interior glass. Do not go to the first-floor lobby or outside the building.
- Go to designated enclosed areas in the building such as bathrooms, emergency stairwells or mechanical rooms. Close office doors behind you.
- If you are caught in a windowed office area, seek protection under a desk or table.

Emergency Response

- If your area sustains damage, building and medical assistance will assist you as soon as possible.

- You will hear the "All Clear" via the emergency public address system when conditions are safe.

VIOLENCE IN THE WORK PLACE

From time to time an event such as a company lay-off, a rejected claim, a disgruntled employee or an angry spouse may trigger a threat of violence. Tenants should be prepared for such events. We suggest:

- When such a threat is anticipated or made, your company's managers and Officers should be immediately advised of the situation.
- Your company's officers should consider notifying the Raleigh Police Department (by calling 911) and/or Kane Public Safety at 919-369-4089.
- Your company's officers should notify North Hills Property Management and describe the situation. North Hills Property Management will notify and consult with Public Safety personnel.
- Depending on the situation and the degree of urgency, your company, the Raleigh Police Department, and Kane Public Safety personnel will mobilize to assist.

SECTION VII: OTHER EMERGENCIES

NIGHT OR WEEKEND EMERGENCIES

- 1.) Follow the steps listed in the section that pertains to the situation occurring.
- 2.) If the situation warrants, call 911 and give the appropriate information for the specific emergency, e.g., fire, medical, etc.
- 3.) Call Kane Public Safety at 919-369-4089 and report the emergency and confirm that 911 has been called (if necessary). Be sure to inform the Kane Public Safety Officer where you are located.

SECTION VIII: RECOVERY PROCESS

AFTER THE EMERGENCY

1. Do not insist on entering or attempt to enter the building until advised to do so by the Fire Commander or the building's Safety Director. In the event of fire or structural damage, it could be several hours or several days before re-entry into the building is allowed, depending on the severity of the damage.
2. After a building emergency occurs, the recovery process is outlined as follows:

- a) The emergency is over, and authorities have determined it is safe to enter the building.
- b.) Insurance company inspectors investigate
- c.) Property is secured.
- d.) Emergency debris clean up starts

SECTION IX: CONCLUSION

If you or any of your employees have questions concerning any of the procedures outlined in this manual, or if you require assistance in developing your own emergency preparedness plans or wish to schedule training, please contact North Hills Property Management and we will be happy to help you.

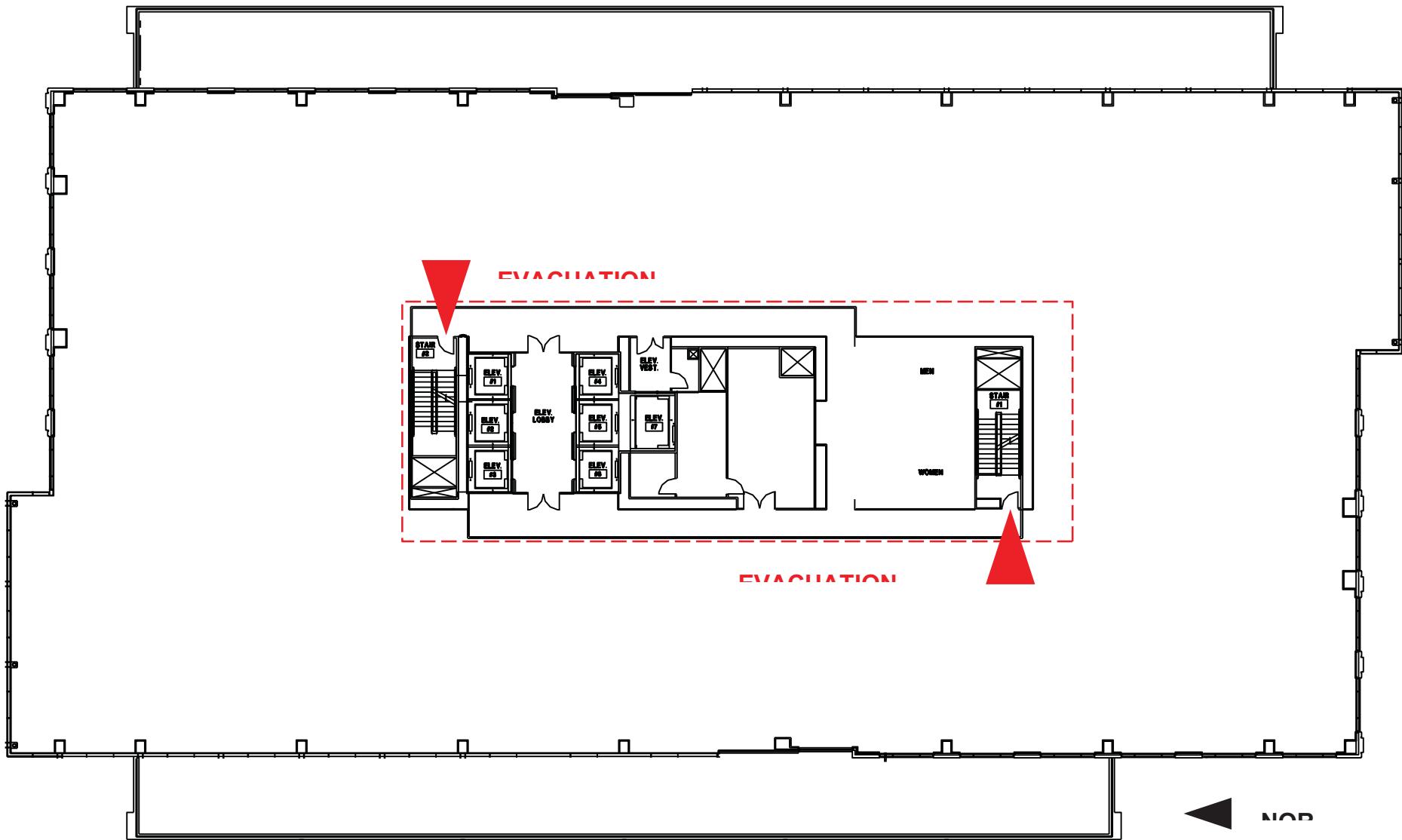
This manual will be periodically updated /amended. You will be supplied with the updated material when it is available.

YOUR SAFETY IS OUR PRIMARY CONCERN. PLEASE FEEL FREE TO ALERT US TO ANYTHING YOU FEEL MAY BE A SAFETY HAZARD SO THAT IT MAY BE ADDRESSED.

EMERGENCY PERSONNEL ORGANIZATIONAL CHART

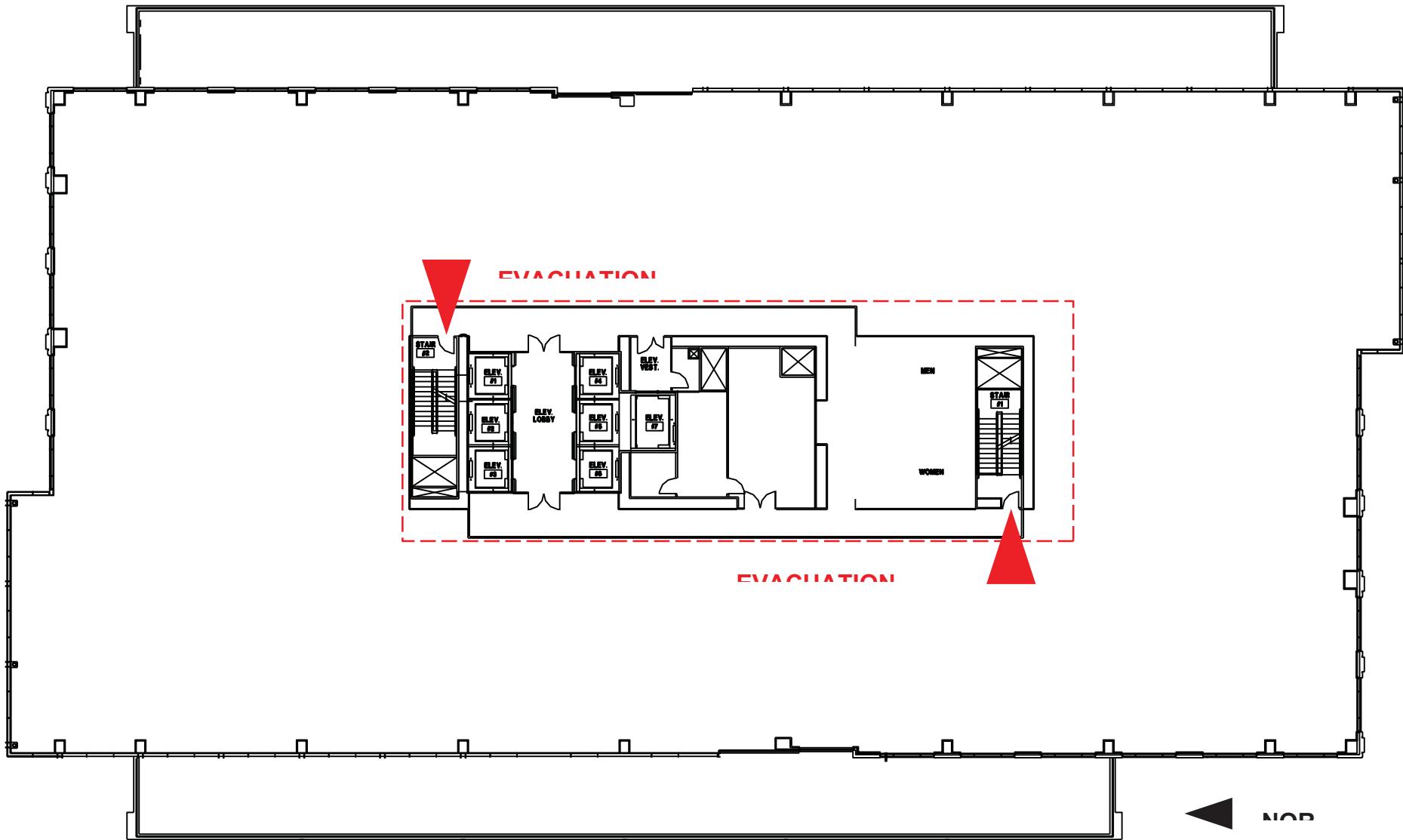


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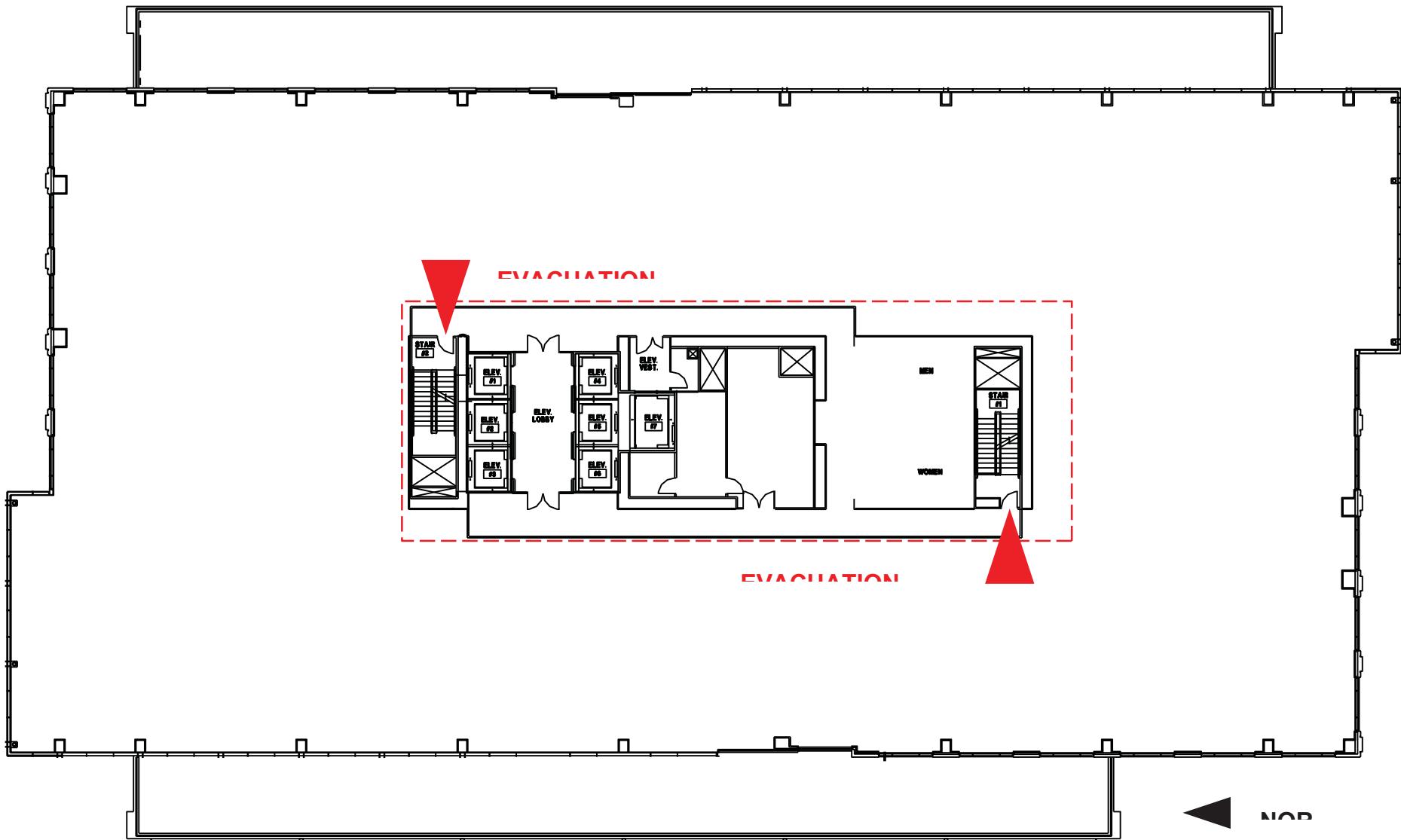
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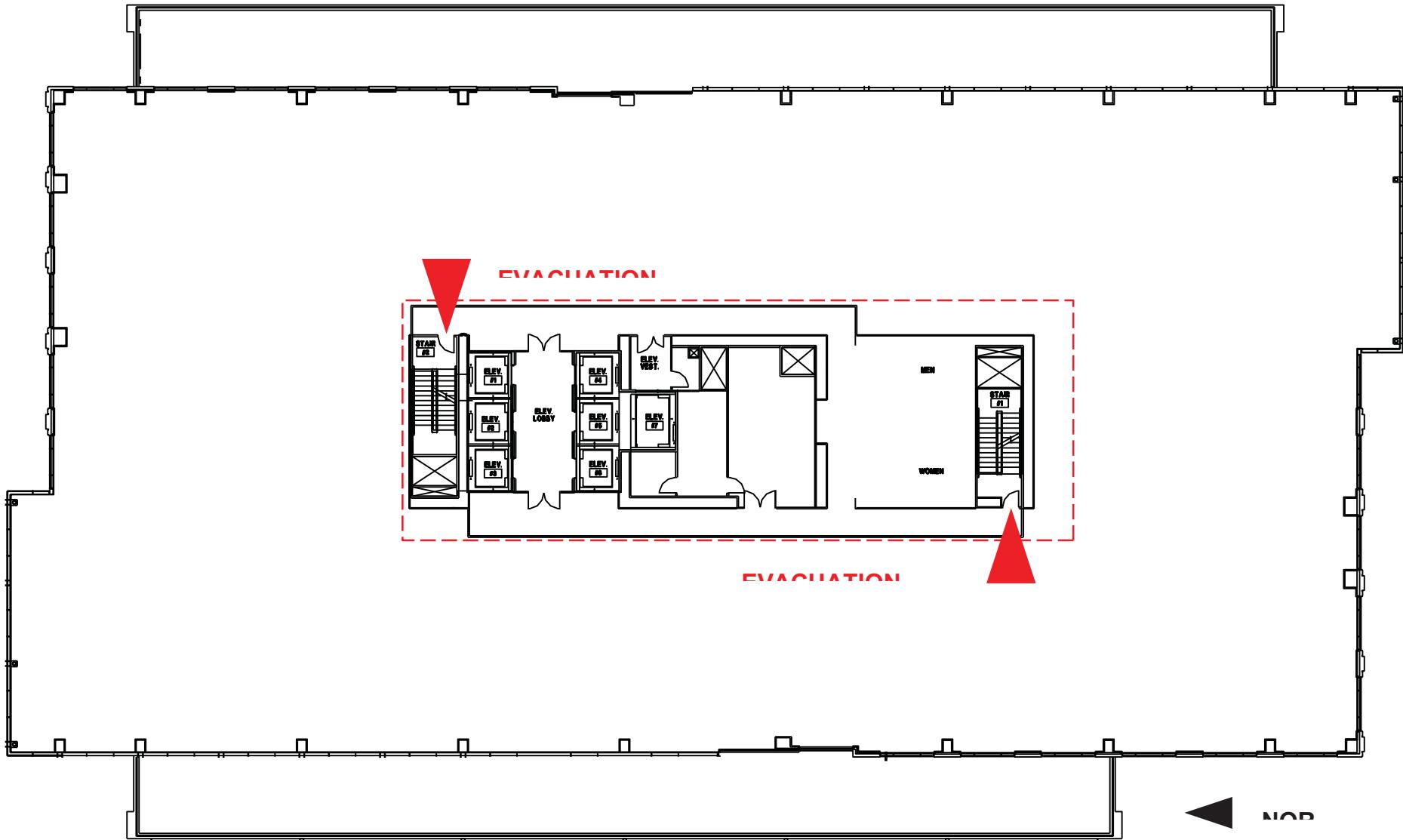
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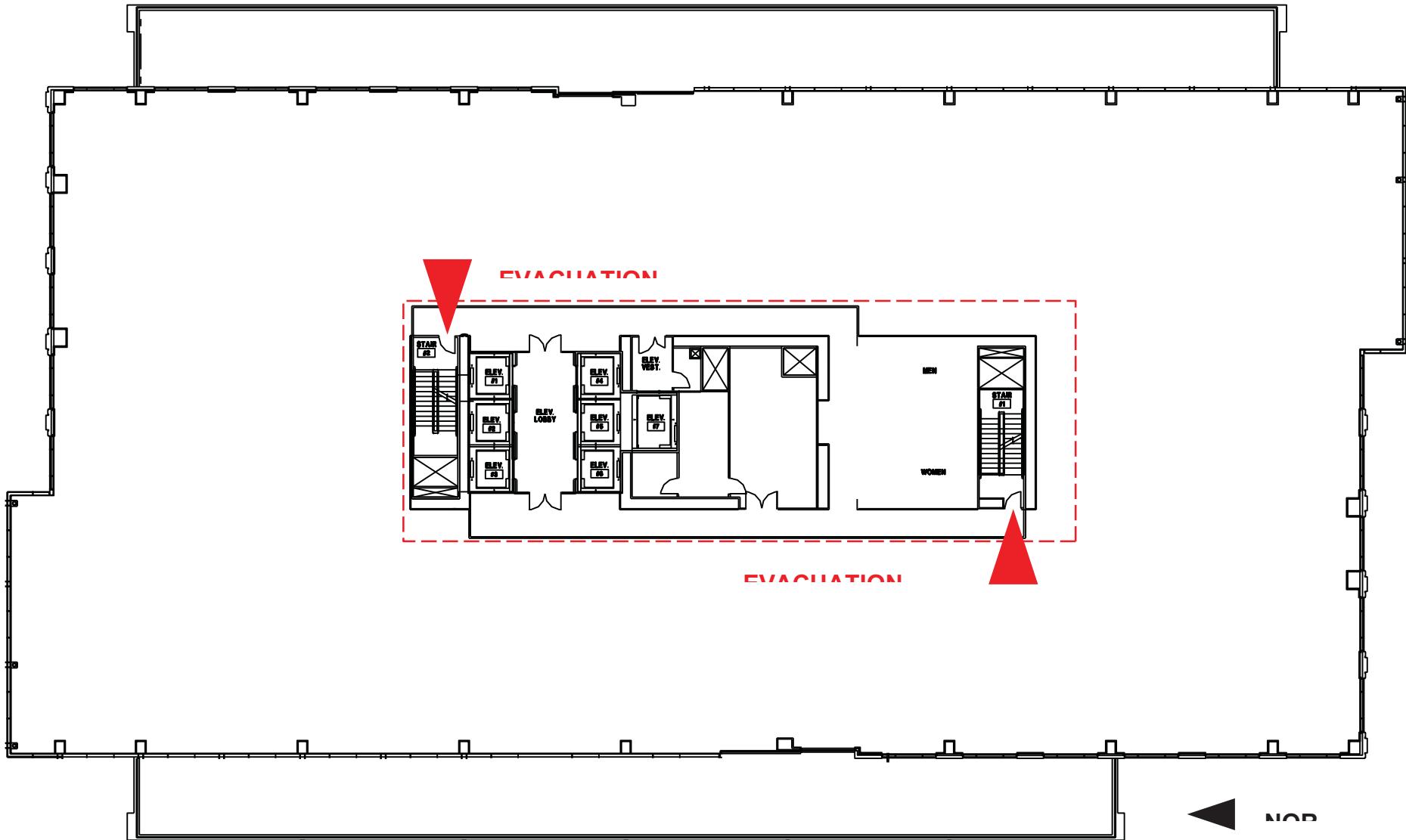
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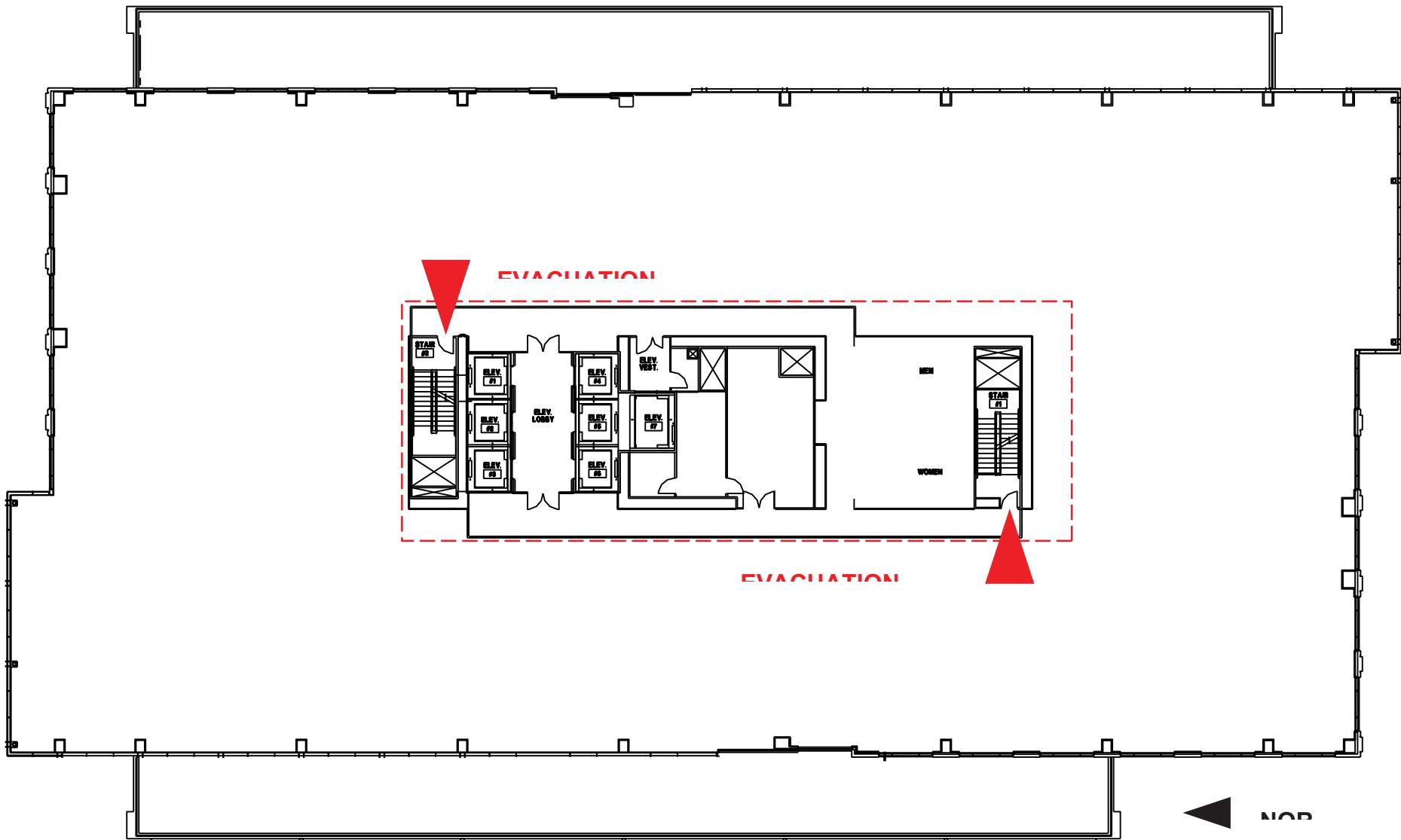
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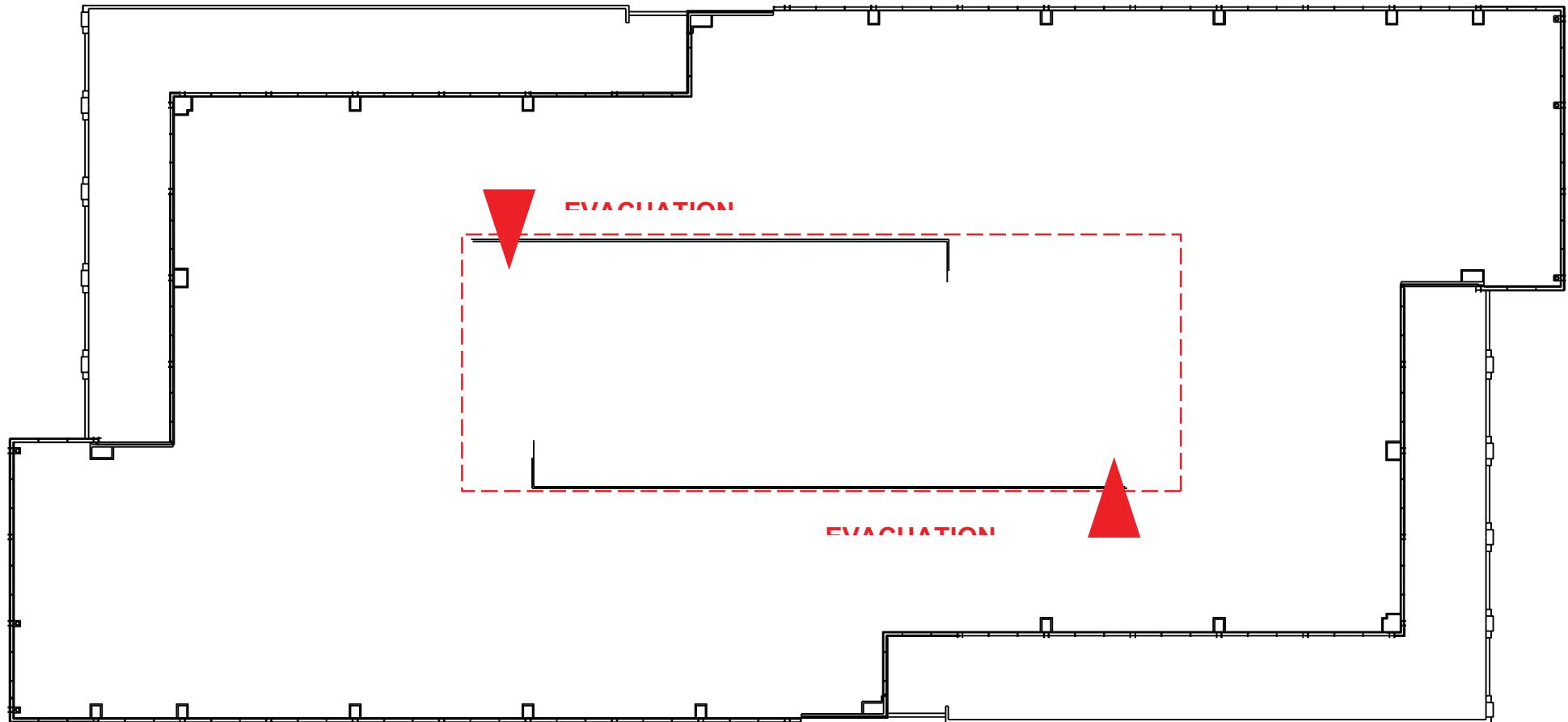
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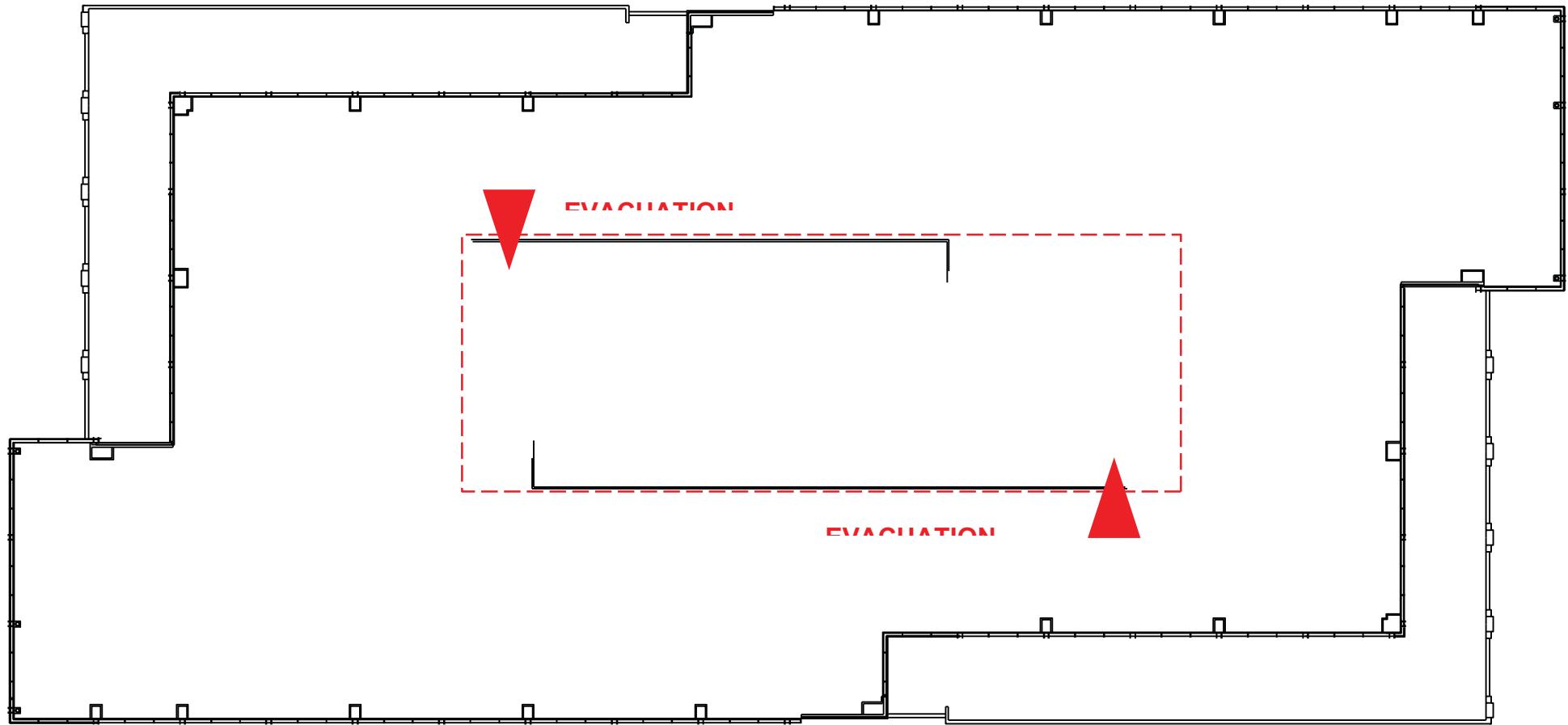
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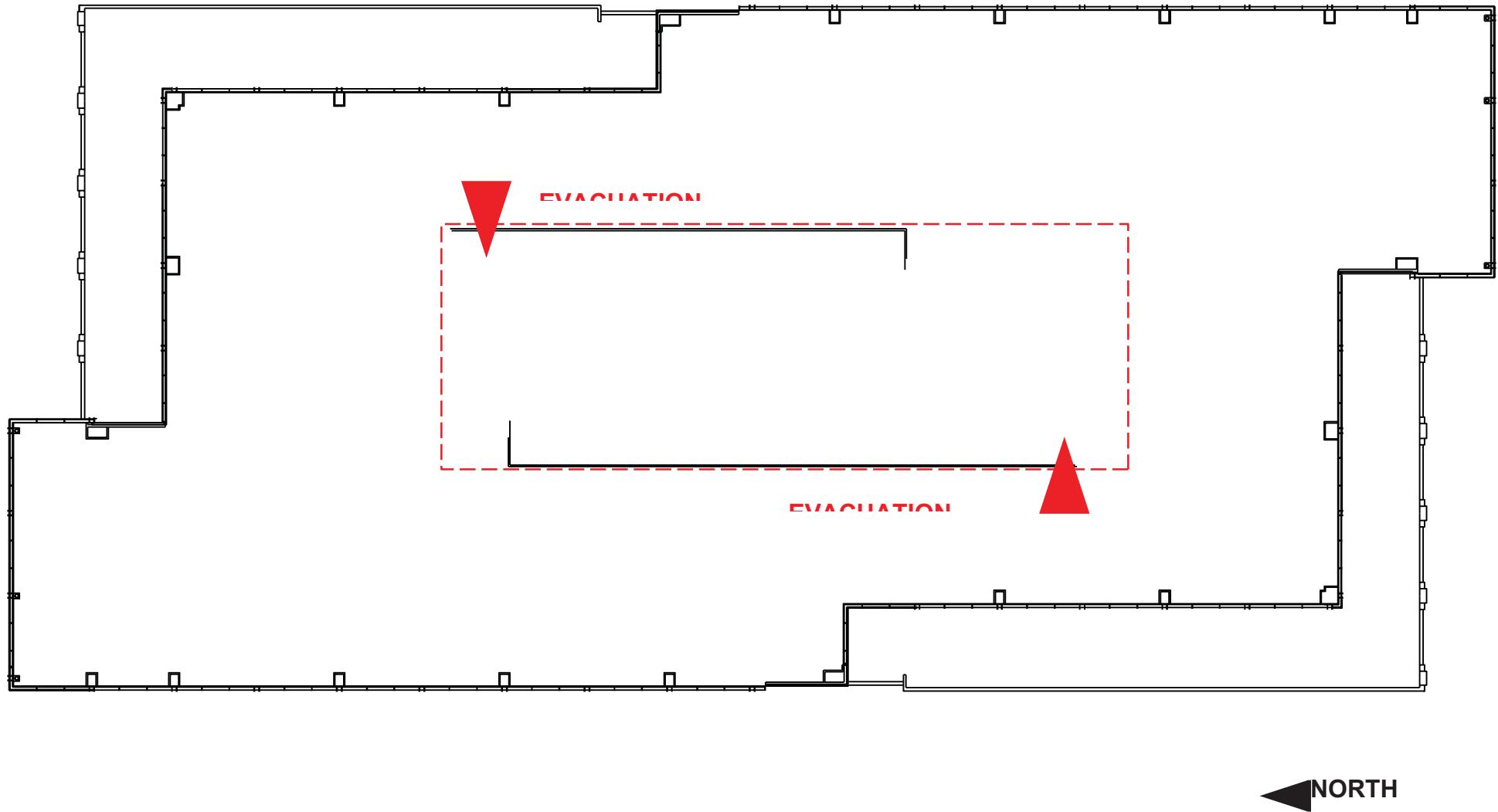
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AT NORTH HILLS

CAPTRUST TOWER EMERGENCY AREA OF ASSEMBLY

