

# St. Joseph Medical Plaza

CBRE, Inc.  
Medical Office Buildings  
Tenant Manual

Prepared by:

CBRE, Inc.  
*6565 E Carondelet Drive, Suite 275*  
Phone: (520) 546-4611  
Fax: (520) 546-0324

<http://www.stjosephs.medicaloffice.info>

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## ***I. LETTER OF INTRODUCTION***

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Welcome Letter

On behalf of CBRE, Inc., we would like to welcome you to St. Joseph's Medical Plaza. We very much appreciate your tenancy and want to do everything in our power to see that your needs are met while you occupy our property.

The Tenant Handbook contains useful information on our company, the Hospital, and your building. You will find that this is a valuable reference tool and we urge you to keep this information available for your use. If you need additional copies, please contact this office.

If you should have questions concerning any aspect of your occupancy now or in the future, don't hesitate to give our office a call.

Sincerely,

CBRE, INC.

Allysia "Ali" Higbee  
Real Estate Manager



## ***II. KEY PERSONNEL AND EMERGENCY NUMBERS***

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**CBRE, Inc.**  
**Contact Personnel**

**Contact**

**Allysia "Ali" Higbee**  
Property Manager  
Phone: (520) 546-4611  
Fax: (520) 546-0324  
E-mail: [ali.higbee@cbre.com](mailto:ali.higbee@cbre.com)

**Will Decker**  
Building Engineer  
Phone: (520) 631-9900  
E-mail: [Will.Decker@cbre.com](mailto:Will.Decker@cbre.com)

Rick Kleiner, MBA  
Leasing Agents  
Phone: (520) 748-7100  
Fax: (520) 546-2799  
E-mail: [rkleiner@picor.com](mailto:rkleiner@picor.com)

**Local Police**  
Phone: (520) 791-4444

**Fire Department**  
Phone: (520) 791-4512

**Responsibility**

The Property Manager oversees building operations for St. Joseph's Medical Plaza.

The Building Engineer oversees building maintenance and assists REM for North Alvernon Medical Center.

Please visit our website:  
[www.stjosephs.medicaloffice.info](http://www.stjosephs.medicaloffice.info)

- submit work orders via internet
  
- view this manual electronically
  
- see emergency plans
  
- look up past newsletters
  
- view tenant listings

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### ***III. RENTAL REMITTANCE PROCEDURES***

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## RENTAL REMITTANCE

- Rent payments are due on the 1<sup>st</sup>.
- Rent payments are considered late on the 10<sup>th</sup>.
- Please make checks payable to: **Tucson 6565 Medical Properties, LLC**
- As the preferred way of accepting monthly payments, we invite you to create an account with our vendor, ClickPay and make your payments online for FREE by e-Check (ACH) from a bank account or by all major Credit Cards, including American Express for an additional fee. To get started, visit the web address below and follow the instructions listed: [www.ClickPay.com/MBRE](http://www.ClickPay.com/MBRE)
  - Click Register and create your online profile
  - Add Your Unit using the account number found on your monthly statement
  - Add your preferred Payment Option (e-Check or Credit Card)
  - Set up Recurring Payments or click Pay Now to make one-time payments

For questions pertaining to online billing and payments, please contact ClickPay online at [www.clickpay.com/help](http://www.clickpay.com/help), by email at [support@clickpay.com](mailto:support@clickpay.com) or by phone at 1.800.533.7901 (option 1).

- Please mail the rent to Lock Box address to:  

Tucson 6565 Medical Properties, LLC  
PO Box 253  
Emerson, NJ 07630
- Call your Property Management Office at (520) 546-4611 with any invoice, billing or account questions.
- Late fees and interest penalties are assessed in accordance with the lease terms.
- Failure to receive an invoice/statement does not relieve Tenant's obligation to pay rent per the terms of the lease.





## ***IV. MOVE-IN INFORMATION AND PROCEDURES***

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## MOVE-IN INFORMATION FOR NEW TENANTS

CBRE, Inc., your property manager, will be happy to assist you in any way we can to see that you will have a smooth transition. We hope the following information will answer some questions you may have.

- **Move-In Date:** Please inform your property manager listed in the Key Personnel section for CBRE, Inc., at (520) 546-4611 of your anticipated move-in date and time.
- All emergency maintenance requests need to be directed to the management office at (520) 546-4611. After-hours requests may be directed to (800) 766-9547.
- For Non-Emergency maintenance requests, please register and utilize the website at <http://stjosephs.medicaloffice.info>
- Rent checks should be made payable to **Tucson 6565 Medical Properties, LLC** and forwarded to the following address:

Tucson 630 Medical Properties, LLC  
PO Box 253  
Emerson, NJ 07630

- **Utilities:** Please contact Tucson Electric Power at (520) 623-7711 to have the electricity changed over into your name if separately metered.
- **Janitorial Services:** Please talk with your Property Manager about qualified cleaning contractors in the building if you are responsible for cleaning your suite.
- **Telephone Services:** Please contact the vendor of your choice to establish your phone services.
- **Hazardous Waste:** Please provide the property management office with a copy of your Hazardous Waste Removal contractor's certificate of insurance, business license and schedule PRIOR to services beginning.
- **Tenant Profile:** In an effort to set up your file with the most current information, please copy and complete the attached form and return it to this office via email to [Ali.Higbee@cbre.com](mailto:Ali.Higbee@cbre.com) at your earliest convenience. Please update this information when necessary.

- **Building Signage:** Enclosed is a form requesting signage information and information for the tenant directory. Please complete and return to this office via email at [Ali.Higbee@cbre.com](mailto:Ali.Higbee@cbre.com). If you have any questions related to the same, don't hesitate to contact your property manager at the number listed above.
- **Low Voltage Wiring:** If you are having telephone or data wiring installed in your suite, you will need to contact a provider; your Property Manager may be able to assist you with this information. Tenants are responsible for their own installation costs associated with phone lines and computer wiring within the Premises.
- **Keys:** Please inform your property manager as to how many keys you will require at the number listed above.

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Finally, it is necessary for our office to have a current Certificate of Insurance on file for each tenant, evidencing liability and personal injury coverage. The limits should be in accordance with your lease documents. Please contact your insurance carrier and have them forward a copy to our office as soon as it becomes available.

Any information we are requesting to be returned to this office via fax or mail and should be sent to the attention of your property manager.

Once again, we look forward to working with you and if we can be of any assistance, please don't hesitate to contact this office.

Please refer to the attached sample request letter to ensure that all of the critical information is included with your certificate.



## **INSURANCE CERTIFICATE REQUEST**

January 1, 2017

John Doe, M.D.  
42 Wallaby Way  
Nashville, Tennessee 37210

### **RE: Your Lease at MOB for Suite 205**

Dear Sir or Madam:

In accordance with your lease agreement, you are required to provide and maintain an insurance policy with the following coverage amounts for any one accident or occurrence:

- Comprehensive General Public Liability with limits for property damage claims of no less than \$100,000;
- Personal Injury or Death limits of no less than \$1,000,000 per person and \$1,000,000 per occurrence;
- Casualty insurance insuring against loss or damage to your equipment and other personal property in the premises by fire and all other casualties usually covered under an "all risk" policy of casualty insurance.
- All such policies shall have a waiver of subrogation in favor of Landlord parties.

Our records indicate we have not received proof of current coverage or current coverage has expired. Please have your insurance company provide a Certificate of Insurance (preferably an ACORD Certificate of Insurance) to verify coverage. Additionally, the certificate must have the following companies listed as additional insured:

CBRE, Inc.  
6565 E Carondelet Drive  
Tucson, AZ 85710.

The certificate must clearly show proof of benefits, coverage limits, and policy effective dates. Please mail/fax this information within thirty (30) days of this letter to the following:

CBRE, Inc.  
6565 E Carondelet Drive  
Tucson, AZ 85710

Sincerely,

CBRE, INC.



A

**SAMPLE TENANT COI**



**CERTIFICATE OF LIABILITY INSURANCE**

DATE (MM/DD/YYYY)  
02/02/2015

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).

CONTRACT NAME Insurance Agency Address Phone / Fax	CONTRACT NO. <b>John Jones phone: 808-888-8888</b> <b>john.jones@insurancee.com</b> INSURER(S) AFFORDING COVERAGE
INSURED <b>Tenant Name</b> <b>Address</b>	INSURER A: INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:

List Insurers Here  
Each must have an AM Best rating of A-; VII or better

**COVERAGES**      **CERTIFICATE NUMBER:**      **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.

DESCRIPTION	TYPE OF INSURANCE	AGG. LIMIT (MAX. PER POLICY)	POLICY NUMBER	POLICY EFF. DATE (MM/DD/YYYY)	POLICY EXP. DATE (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY					EACH OCCURRENCE: \$2,000,000
	COMMERCIAL GENERAL LIABILITY CLAIMS MADE OCCUR					PERMANENT DISMEMBERMENT: \$5,000,000
B	Special Form (all risk) physical damage insurance including fire, sprinkler, leakage, vandalism and extended coverage for the full replacement cost of all Landlord's Work, Alterations and all other additions, improvements and alterations on to the Premises and all office furniture, trade fixtures, medical appliances, office equipment, merchandise and all other items of Tenant's Property on					COMBINED SINGLE LIMIT (SA ACCIDENT): \$5,000,000
	EMBRILLA LIMB EXCESS LIMB					EACH OCCURRENCE: \$5,000,000
D	WORKERS COMPENSATION AND EMPLOYERS LIABILITY					E.L. EACH ACCIDENT: \$1,000,000
	Medical Professional Liability Insurance (SEE CLAIM FOR WORK DETAILS)					Per Occurrence: \$1,000,000 Aggregate: \$3,000,000

DESCRIPTION OF OPERATIONS, LOCATION, LISTS, ETC. (SEE ACORD 99, Address, Business Activities, Etc. on page 1 of contract)

This MUST list (1) **Tucson 6365 Medical Properties, LLC**, (2) **MB Real Estate Services, Inc**, (3) **CBRE, Inc.**, as additional insured as respects to general liability, automobile liability, umbrella/excess liability insurances, and (4) **St. Joseph's Medical Plaza 6365 E. Condolet Drive, Tucson, AZ 85710**

Note: A waiver of subrogation in favor of building owner is required.

<b>CERTIFICATE HOLDER</b> MB Real Estate Services, Inc. 181 West Madison - Suite 4700 Chicago, IL 60602 Attn: Lillie Pantland eperland@mbres.com	<b>CANCELLATION</b> 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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## **TENANT INFORMATION AND EMERGENCY CONTACT**

TENANT: \_\_\_\_\_

SUITE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_

FAX: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

OFFICE MANAGER / AUTHORIZED REPRESENTATIVE:

\_\_\_\_\_ DATE: \_\_\_\_\_

EMERGENCY CONTACTS:

1. Name: \_\_\_\_\_

Title: \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_

E-Mail: \_\_\_\_\_

2. Name: \_\_\_\_\_

Title: \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_

E-Mail: \_\_\_\_\_

3. Name: \_\_\_\_\_

Title: \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_

E-Mail: \_\_\_\_\_

Submitted by: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**PLEASE FAX IMMEDIATELY TO CBRE, INC.**





## MOVING AND DELIVERY GUIDELINES

These moving and delivery guidelines have been developed to ensure a safe and efficient move for you and your organization. Following these guidelines will expedite your move and protect the people handling the move as well as your property and the building itself. These guidelines are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. Please let us know how we can best assist you with your move. We would be happy to answer any further questions you may have. Please contact your property manager by referencing the Key Personnel Section for Holladay.

1. Notify us as soon as possible as to the date and time of your scheduled move. All moving arrangements must be cleared by the Property Manager. All moves will be scheduled on a first come, first served, basis.
2. All office moves should occur on the weekends or Monday through Friday, before 7:00 am or after 6:00 pm. Large deliveries may be taken by elevator before 7:00 a.m. or after 6:00 p.m. Monday through Friday or on weekends.
3. Large moves must be handled through the freight elevator, unless the Property Manager authorizes the use of other elevators. The building will provide pads to protect the freight elevator. If other elevators are approved for use, the moving contractor shall be responsible for supplying pads to protect the elevator cab interior.
4. The staff entrance is the only building entrance permitted for large moves. We strongly encourage you to reserve this area for all large moves and deliveries. Any exceptions to this entry point must be authorized by property management. If other areas of access are approved, the mover must protect floors and walls with acceptable material to prevent damage.
5. The moving contractor must provide a Certificate of Insurance prior to the move. The mover must be bonded and carry a minimum of \$1 million combined single limit, property damage, and public liability insurance as well as Workers Comp in Statutory limits. We suggest that you secure a Certificate of Insurance for your firm as well, if you have not already done so.
6. Your moving contractor will be responsible for any damage to the building incurred during the move. To avoid unnecessary damage:
  - Pad or otherwise protect all entrances, doorways, and walls affected by the move.
  - Cover all floors traversed during the move with appropriate material.
7. Your moving contractor must report any electrical problems or equipment breakdowns that occur during the move that may affect building operation. They are also responsible for removing all trash and bulky packing cartons.
8. Our building has a strict No Smoking policy. Moving crew members are not permitted to smoke in any area of the building.
9. The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby or hallway. Do not park vehicles in marked Fire Lanes.

***VI. LIFE AND SAFETY INFORMATION***

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## Building Name

### FIRE PLAN

#### PREVENT FIRES

Good housekeeping is the best guarantee against fire. Do all you can to maintain order and cleanliness in the interest of fire prevention. Make it a habit to watch for and report fire hazards.

#### BE PREPARED FOR A FIRE EMERGENCY

-Never lock fire exit doors, halls or stairways. Fire doors provide a way out during the fire and slow the spread of fire and smoke. Never prop stairway or other fire doors open.

-Learn your building evacuation plan. Make sure everyone knows what to do if the fire alarm sounds. Plan and practice your escape plan together.

-Be sure you know the location of the fire alarm pull stations, the fire fighting equipment and exits in your area.

#### INITIAL INSTRUCTIONS

The first person to discover a fire must remain calm and react in a calculated manner. If you see or smell smoke, initiate this fire plan immediately. Early detection means prompt extinguishing of fires. Be especially alert at night and early morning hours when fewer personnel are on duty. Remember the following steps upon discovering a fire:

- a. RESCUE – call aloud “Code Red” then rescue any patient in immediate danger due to fire or smoke.
- b. ALARM – Pull nearest fire alarm pull station and call 911 with follow up notification to **Property Management Office at (520) 546-4611**
- c. CONFINE – Confine the fire and smoke as much as possible. Close doors and windows of any room that contains smoke or fire.
- d. EXTINGUISH – Know the location of the nearest fire extinguisher in your area. Secure fire extinguisher and fight the fire.

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## **EXTINGUISHING FIRES**

- All hand-held extinguishers operate in essentially the same manner. Each has a pin (which secures the discharge handle), a discharge handle, and a hose. To use the extinguisher, remove the pin, straighten the hose and point it at the base of the fire, and squeeze the discharge handle. Always move the extinguisher discharge from side to side across the fire. Remove, and use short, repeated bursts.
- Never attempt to put out any sort of electrical fire with water. Only a Dry Chemical or Carbon Dioxide fire extinguisher should be used on electrical fires. All extinguishers in the building are ABC type and can be used on all fires.

Remember; **RACE** the fire to turn a potential catastrophe into a controllable event!

**R** escue  
**A** larm  
**C** onfine  
**E** xtinguish

## **GENERAL ALARM**

The general alarm for a fire in the facility consists of an automated audible alarm and flashing lights. **DO NOT ATTEMPT TO USE THE ELEVATORS----USE THE STAIRWELLS TO EXIT THE BUILDING.** When the alarm is sounded, the elevators will immediately descend to the ground floor and the doors will automatically open.

## **SPECIFIC INSTRUCTIONS FOR MEDICAL OFFICE SUITES**

If the fire is in another department or suite:

1. If treatment is underway, take protective measures for the patient.
2. Turn off oxygen and electrical machines as soon as possible.
3. Calmly see that patients in the waiting area are moved to a safe location.
4. Close all doors. If smoke or gases are seeping into a treatment area, place wet towels around the doors.
5. Cashiers should place all cash and valuables in one receptacle and safeguard it.
6. Secure all files.
7. Station one person at the telephone to relay instructions.
8. Prepare suite for evacuation.

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## **EVACUATION INSTRUCTIONS**

### **(If so directed by Fire Department)**

Before you try to leave your office, feel the door with the back of your hand. If the door feels warm to the touch, do not attempt to open it. Stay in your office. If the door is not warm to the touch, follow these evacuation instructions:

- If you do attempt to open the door, brace your body against the door while staying low to the floor and slowly open it a crack. What you are doing is checking for the presence of smoke or fire in the hallway.
- If there is no smoke in the hallway or stairwells, follow your building's evacuation plan.
- If you encounter smoke or flames on your way out, immediately return to your office.

## **GENERAL EVACUATION**

Move all patients, employees, and visitors from the building in a safe, orderly manner. Direct people to the nearest stairwell and instruct them to descend to the ground floor and exit the building to a safe distance outside. As part of the fire safety plan for your office, designate a meeting area where a quick count can be taken to ensure that all employees and patients are accounted for.

## **HANDLING OF PATIENTS FOR EVACUATIONS**

Order of evacuation – this should be determined according to patients' physical condition.

- 1<sup>st</sup> Ambulatory: – Assemble these patients first. Appoint a helper to accompany them to the safest part of the same floor near an exit. The fire department will evacuate these patients to a safer area upon arrival.
- 2<sup>nd</sup> Wheelchair: – Use wheelchairs to remove these patients to safe place on the same floor near an exit. Once the fire department arrives, inform them of the number and location of these patients or employees.
- 3<sup>rd</sup> Stretcher and Helpless: -- Some patients may be able to walk, with support, to a safer part of the building. Others must wait for stretcher-bearers. If a patient is helpless, roll him in a blanket and drag along the floor by holding the corner of the blanket. Give the patient a wet towel to cover the face. The area near the floor is the safest and most comfortable in a smoke-filled atmosphere.

**Please review the evacuation routes and become familiar with your escape route.**

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## **IF YOU ARE UNABLE TO EVACUATE**

-Stuff the cracks around the door with towels, rags, bedding or tape and cover vents to keep smoke out.

-If there is a phone in the room where you are trapped, call the fire department again to tell them exactly where you are located. Do this even if you can see fire apparatus on the street below.

-Wait at a window and signal for help with a flashlight or by waving a sheet.

-If possible, open the window at the top and bottom, but do not break it, you may need to close the window if smoke rushes in.

## **SUMMARY OF EVACUATION**

**Constant training, drill, and study should prepare personnel to remember all these important points:**

1. Get patients away from immediate danger zone.
2. Move all exposed patients horizontally, away from the danger zone to a safer place on the same level whenever possible.
3. Communicate with non-English speaking patients by using hand gestures.
4. Patients and employees who are wheelchair bound should be moved as far away from the danger zone as possible and placed in a stairwell or other safe place to await rescue from trained professionals.
5. Move patients off the floor if there is immediate danger to the entire floor, or if indicated to do so by the first responders.
6. Always evacuate patients downward toward the ground level, unless a way is cut off. If so use the nearest alternate fire safe stairway.
7. Before sending patients to the stairway have someone check to be sure the stairway is clear of smoke, overcrowding, or panic.
8. Unless instructed to move patients outside the building, go to a safer lower level. This may save dangerous exposure in the case of bad weather.
9. Do not use elevators during a fire evacuation. The only exception to this is if you are instructed to do so by a member of the fire department.

**Review the evacuation routes and become familiar with your escape route.**

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## **APPOINT SAFETY WARDENS**

This person should be someone who commands the respect of fellow employees, stays calm in emergencies, and is very familiar with appropriate exits, pull stations, and fire extinguishers.

- Each Suite Warden is responsible for knowing the designated exit stairway for their suite in the event of an emergency evacuation.
- Suite Wardens should search their suite and make sure everyone is accounted for and report their findings to the stairwell warden at their assigned exit stairwell.
- If upon reaching the exit stairway, a Suite Warden finds the stairway warden is not in position, he or she should assume the duties of the Stairway Warden.
- Ensure that all occupants are clear from their areas.
- Lead occupants from their area into the designated exit stairway, be sure that the stairway door is not hot and that the stairway itself does not contain heavy smoke.
- Ensure that evacuees proceed down the exit stairway single file keeping to the right.

We will need one person to volunteer from each floor to be a Floor Warden. Floor Wardens ensure their group stays together and should take a head count once the evacuation is complete.

**Please complete the attached form and fax back to our office as soon as possible.**

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### **Floor Warden Designation**

Building: St. Joseph's Medical Plaza

Tenant Name: \_\_\_\_\_ Suite No. \_\_\_\_\_

Who is the Safety Warden in your suite? \_\_\_\_\_

Would someone from your office be interested in serving as a Warden for your floor?  
\_\_\_\_\_ Yes \_\_\_\_\_ No

If Yes, what is the name of that person? \_\_\_\_\_

**Please Fax to (520) 546-0324**

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## WHAT YOU CAN DO TO PREVENT FIRES

- ❖ Keep all trash or waste material in fireproof trash receptacles, and empty them frequently so waste does not accumulate.
- ❖ This is a smoke free building. Please do not allow employees or visitors to smoke in the building.
- ❖ Limit smoking to designated areas equipped with appropriate receptacles in which to dispose of cigarette waste.
- ❖ Keep all trashcans away from drapes or other flammable window coverings.
- ❖ If a fire does ignite in a trash receptacle and no water is nearby, turn an empty trashcan over the fire. This should help smother the fire.
- ❖ Turn off all electrical appliances in kitchen areas, and all computers, copying machines, and other business machines at the close of each business day.
- ❖ Do not overload electrical circuits.
- ❖ Check all electrical cords for fraying to prevent a spark that might ignite a flammable item.
- ❖ Do not store cleaning chemicals in a warm enclosed location that might promote spontaneous combustion.
- ❖ Do not store cardboard boxes, packing materials, or other flammable items in common areas or stairwells. Aside from the possibility that they might catch on fire, these items could also block your exit route in the event of a fire.
- ❖ Do not allow portable space heaters in the suite as they are definite fire hazards.



## ***POWER FAILURE***

St. Joseph's Medical Plaza has been designed to minimize the risk of a general power failure resulting from causes within the building. Should a power failure occur, it typically will affect either an isolated area of the building or a large surrounding geographic area of which this building is a part.

All suites and public areas are equipped with independently powered exit signs and emergency lights. These will remain lit in a general power failure, but may only last for a limited time period, usually 45 minutes.

In the event of an electrical failure, please observe the following guidelines:

1. Contact the Property Manager at (520) 546-4611.
2. Open draperies and raise blinds to let in outside light. If there is adequate lighting from windows, continue to perform assigned tasks as well as possible.
3. If you are instructed to evacuate the building, lock all areas of your premises.
4. Do not congregate in the lobby areas or in the street.
5. If you are trapped in an elevator during a power failure, do not panic. Wait for assistance. Your elevator will cease operation, but will not fail. Do not attempt to force the doors open or escape through the roof hatch. Use the elevator telephone to contact building management for information and to notify them of your location.
6. Building management will notify you as soon as possible when power will be restored.

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## EARTHQUAKE

Precautions to take in the event of an earthquake:

1. Try to remain calm and reassure others.
2. If you are indoors, move immediately to a safe place. Get under a desk, table, or workbench 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 machinery and refrigerators) that may topple or slide across the floor.
3. Do not dash for exits, since stairways may be broken and jammed with people. Power for elevators may fail and stop operating. Seek safety where you are when the natural disaster occurs, and then leave calmly if evacuation is necessary.
4. Be prepared for the potential of the electricity to go out, emergency alarms to start ringing, and the sprinkler system to go off. You may experience glass breaking, walls cracking, and objects falling.
5. If you are outdoors, try to get into an open area, away from buildings and power lines. As soon as circumstances permit. Call the management office/security to report damage and any injuries.
6. As soon as circumstances permit, call the management office and security to report any injuries and or property damage.

# THUNDERSTORM AND MONSOON PREPAREDNESS AND INFORMATION MANUAL

This document was created as a plan in the event of the Tucson area Monsoons-Thunderstorms. We wanted to provide you with this information about the dangers and necessary steps that should be taken during the Monsoon-Thunderstorm season. The Monsoon-Thunderstorm "season" occurs during late spring through summer and into the early fall months. However, it is still possible for them to also occur other times during the year.

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## **When Is Arizona's Monsoon?**

Up until 2008 Arizona's monsoon varied from year to year in starting date and duration. The Arizona monsoon officially began after the third consecutive day of dew points above 55 degrees. On average this occurred around July 7 with the monsoon continuing for the next two months. In 2008 the National Weather Service decided to take the guesswork out of monsoon start and end dates. From now on June 15 will be the first day of the monsoon, and September 30 will be the last day.

## **What Happens During Monsoon?**

Monsoon storms range from minor dust storms to violent thunderstorms. They can even spawn tornadoes, though that is very rare. Typically, Arizona monsoon storms start with heavy winds sometimes resulting in a visible wall of dust hundreds of feet high moving across the Valley. These dust storms are normally accompanied by frequent thunder and lightning often leading to heavy downpours. Monsoon rains average about 2-1/2", about 1/3 of our yearly rainfall.

## **Is there Damage During Monsoon Storms?**

Serious damage can occur from high winds, or from debris being tossed by those high winds. It is not unusual for trees to be downed, power lines to be damaged, and roof damage to occur. As you might imagine, homes that are not as sturdy, like some manufactured homes, are more susceptible to wind damage. Power outages for short periods of time are not uncommon.

## **What about the Roads?**

When a high volume of rain hits the ground, and especially the surface streets, it floods. Most roads in the area are not built to drain water quickly since such rain is too rare to justify the extra costs involved in constructing an elaborate drainage system. Quite often, the rain pools on streets and for a few hours after the storm there are dangerous driving conditions. The worst areas for flooding are the many washes in the area, small gullies where heavy rains drained off the land long before roads were built through them. That's where drivers will normally encounter signs cautioning against crossing the road when flooded. Even if the water rushing across the road looks only an inch or two deep, it may very well be so deep that vehicles, including high clearance trucks, stall and get stuck in the wash. Firefighters and other rescue workers are called in to rescue motorists stuck in washes before their vehicles are covered by the unexpected deep runoff.

## Power and Communications Outage Safety

Power and communications outages can be more widespread and last longer than a thunderstorm. Be ready for outages inside and outdoors by taking precautions and actions to minimize inconvenience and maximize safety. Protect sensitive electrical equipment by installing power protection devices that can be purchased at department, hardware or electronics stores.

### Indoor Safety:

- Stay away from windows during strong winds. Tree limbs and other objects can be a hazard.
- Electrical wiring attracts lightning. Don't use the telephone, except for emergencies.
- Lighting can move through a building's plumbing, attracted to the metal or water. Don't use using toilets, sinks and showers.
- Unplug computers, TV's and other delicate electronic equipment. Consider attaching surge protectors to such equipment.

### Outdoors:

Lightning is attracted to metal and water, and often strike the tallest objects.

### **YOU ARE IN A STRIKE ZONE IF YOU HEAR THUNDER FIVE SECONDS OR LESS AFTER YOU SEE LIGHTNING!**

- Stay away from wide, open areas such as fields and golf courses.
- Stay off hilltops and other high points of land.
- Don't stand near trees or tall poles
- Get at least 7 feet away from tall objects
- Avoid metal objects such as golf carts and clubs, lawn mowers and pipes.
- Get to the lowest point of ground you can, and kneel or squat to minimize your contact points with the ground.
- Do not lie flat. This will make you a bigger target.
- Don't huddle with others. Spread out at least 15 feet apart.
- Remove golf shoes or steel-toed boots.
- If you're out on the water, get to land.
- If you're in a pool, get out.

### Downed Power Lines:

- Stay at least 100 feet away
- If the power line has fallen on your car while you're in it, don't touch anything metal in the car, and stay inside until professional help arrives.
- Never try to help someone trapped by a power line. You endanger your own safety.

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## **Driving Safety:**

### ***In Dust:***

- Don't enter a dust storm if you can avoid it.
- Turn headlights on and drive a slow and prudent speed.
- If you pull off the road, get as far to the right as possible. Turn off the car and headlights, and set the parking brake. Keep your foot off the brake pedal – other drivers may think you're a car is moving.

### ***In Rain:***

- Rain reduces traction and causes streets to be slippery. Slow your speed accordingly.
- Water on roads may be deeper than it looks. Watch for vehicles travelling too fast. They can throw up blinding sheets of water.
- Don't cross rain-swollen washes. You can be caught in a flash flood that can sweep you and your vehicle away.
- Pay attention to hazard signs and roadblocks. Ignoring them threatens life and property, and can result in enforcement action by police.

### ***Stuck in a wash:***

- it is possible to lose control of a vehicle in 6 inches of water. Most vehicles will begin to float in 2 feet of water.
- If you have a phone, call 911.
- If you can, climb onto the roof and wait to be rescued.
- If the water is still low and you can wade to safety, do so, but beware of floating debris.



## ***Weather Terminology – Understanding Watches, Warnings, and Advisories***

- **Watches** mean that widespread severe weather is possible.
- **A watch** means that severe weather has not occurred yet, but weather conditions are becoming highly volatile. Pay close attention to the weather, and tune into TV, radio, or NOAA Weather Radio broadcasts frequently.
- **Warnings** (Severe Thunderstorm, Flash Flood, Dust Storm, or in rare cases, Tornado) mean that life-threatening weather is about to occur, or has been reported. Take action immediately.
- **Flood Advisories** mean heavy rains will cause minor flooding of washes, streams, and typical flood-prone areas. Flooding in this situation is usually not serious. If the flooding does become life threatening, then the flood advisory is upgraded to a Flash Flood Warning.

Warnings are not issued for lightning, mainly because most thunderstorms, no matter how weak, produce deadly cloud-to-ground lightning.

## STAY INFORMED ABOUT THE STORM



**Listen to NOAA Weather Radio, commercial radio, and television for the latest tornado WATCHES and WARNINGS.** When conditions are favorable for severe weather to develop, a severe thunderstorm or tornado **WATCH** is issued. Weather Service personnel use information from weather radar, spotters, and other sources to issue severe thunderstorm and tornado **WARNINGS** for areas where severe weather is imminent.

Severe thunderstorm warnings are passed to local radio and television stations and are broadcast over local NOAA Weather Radio stations serving the warned areas. These warnings are also relayed to local emergency management and public safety officials who can activate local warning systems to alert communities.

### NOAA WEATHER RADIO IS THE BEST MEANS TO RECEIVE WARNINGS FROM THE NATIONAL WEATHER SERVICE

The National Weather Service continuously broadcasts updated weather warnings and forecasts that can be received by **NOAA** Weather Radios sold in many stores. The average range is 40 miles, depending on topography. Your National Weather Service recommends purchasing a radio that has both a battery backup and a tone-alert feature, which automatically alerts you when a watch or warning is issued.

You can also receive weather warning updates from [weather.com](http://weather.com), [www.tnema.com](http://www.tnema.com), [www.srh.noaa.com](http://www.srh.noaa.com) and most local TV Channel's web sites.



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## Other Thunderstorm Hazards

These dangers often accompany thunderstorms:

- Flash Floods: Number ONE weather killer - 146 deaths annually
- Lightning: Kills 75-100 people each year
- Damaging Straight-line Winds: Can reach 140 mph
- Large Hail: Can reach the size of a grapefruit - causes several hundred million dollars in damage annually to property and crops.



Center Photo by Bill Durling

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## PRECAUTIONS AFTER A NATURAL DISASTER

There may be considerable structural damage and people may be injured.

- Remain calm. Assess the situation.
- Tend to the injured. Cover them; administer first aid if necessary (only if qualified/certified in first aid, Red Cross certification). Call for medical assistance if severe injury needs immediate attention.
- Check for fires and other hazards. Put out any fires immediately if you can.
- Check for damage to utilities and appliances. Do not turn on electrical switches or appliances until you are sure there are not gas leaks. Turn off electricity if there is a potential danger from damaged wiring.
- Shut off water mains if breakage has occurred. In due time, report utility damage to the Building Management Office and follow their instructions.
- Do not light matches or use open flames. There may be gas leaks.
- Do not touch power lines, electric wiring, or objects that are in contact with power lines or wiring.
- Do not use the telephone except: to call for help; to report serious medical, fire or criminal emergencies; or to perform an essential service.
- Do not use toilets until you are certain sewer lines are unbroken.
- Listen to the radio for information about the event and disaster procedures.
- Be very cautious when entering or moving about a damaged building. Collapses can occur without warning. There is also danger from gas leaks, electric wiring, and broken glass.

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## BOMB THREAT PLAN

### PROCEDURES FOR PERSONS RECEIVING TELEPHONE/VOICE MAIL BOMB THREAT

Follow the procedures below when receiving a bomb threat:

- ❖ Do not hang up, remain calm and attempt to keep your voice at an even level. Immediately begin to write down everything the caller says using the bomb threat checklist.
- ❖ Attempt to quietly get someone's attention by passing a note or gesturing to the effect that you are receiving a bomb threat.
- ❖ Attempt to keep the caller on the phone as long as possible by asking questions; specifically, determine the location of the bomb and the time of detonation, if possible.
- ❖ Pay particular attention to any background noises, such as running motors, music or any other clue as to the origin of the call. Listen closely to the voice (male or female); voice quality (calm or excited); accents or possible speech impediments.
- ❖ Write down the exact time and estimate the amount of time you were on the phone with the caller.
- ❖ Immediately notify the Property Management Team at (520) 546-4611, who will make the decision if the Police Bomb Squad is to be called and if any evacuation is necessary.
- ❖ Remain where you are. While waiting for authorities to respond, complete the ATF BOMB THREAT CHECKLIST. Do not repeat the details of the call to anyone other than authorities of Centennial Medical Center, the Police or Fire Department personnel;
- ❖ **Do not make any public address announcement concerning the bomb threat.**

# BOMB THREATS

## Reacting to a Bomb Threat:

Whoever receives the call that a bomb has been placed in a building or suite should:

- ❖ Remain calm and keep the caller on the line as long as possible so an attempt can be made to obtain as much information as possible.
- ❖ Use the ATF Bomb Threat Checklist to record what the caller said; identify as closely as possible the age, sex, and accent of the caller; identify any background noise and assess the validity of the call.
- ❖ Ask the caller where the bomb is located, when it is set to go off, and what the bomb is contained in.

Call 911 and provide name, building address, floor, and suite number. Repeat information from the caller.

Call the Property Management Office. The decision to evacuate will be made by either the Police or Fire Officials.

Follow floor warden's directives in the event an evacuation is announced.

Do not touch or handle any unusual items you might find. Report them to the authorities.

Be aware of suspicious persons entering your suite, or of strange behavior exhibited by any staff person. Any abnormal activity should be reported to the Bomb Squad.

## Bomb Explodes:

In the event of an explosion, there is a potential for fire and injuries. Therefore:

- ❖ Follow fire emergency instructions.
- ❖ Evacuate the premises in an orderly manner after announcement.
- ❖ Follow established procedures for evacuating physically impaired persons, and help injured people evacuate.

**TELEPHONE BOMB THREAT CHECKLIST**

Date: \_\_\_\_\_ Time Call Initiated: \_\_\_\_\_ Time Call Terminated: \_\_\_\_\_

Exact words of caller: \_\_\_\_\_

\_\_\_\_\_

*QUESTIONS TO ASK:*

When is bomb going to explode? \_\_\_\_\_

Where is the bomb? \_\_\_\_\_

What does it look like? \_\_\_\_\_

What kind of bomb is it? \_\_\_\_\_

What will cause it to explode? \_\_\_\_\_

Did you place the bomb? \_\_\_\_\_ Why? \_\_\_\_\_

Where are you calling from? \_\_\_\_\_

What is your address? \_\_\_\_\_

What is your name? \_\_\_\_\_

<b>Caller's Voice (circle)</b>		<b>Male</b>	<b>Female</b>	<b>Unidentifiable</b>		
Normal	Calm	Angry	Sincere	Excited	Crying	Deep
Broken	Slow	Rapid	Stressed	Giggling	Squeaky	Loud
Stutter	Lisp	Disguised	Nasal	Slurred		Accent: _____
Young	Old	Other: _____				

If voice is familiar, who did it sound like? \_\_\_\_\_

**Background Noises (circle)**

Music	Motor	Traffic Whistles	Aircraft	Horns	Bells
Machinery	Nature	Other: _____			

Remarks: \_\_\_\_\_

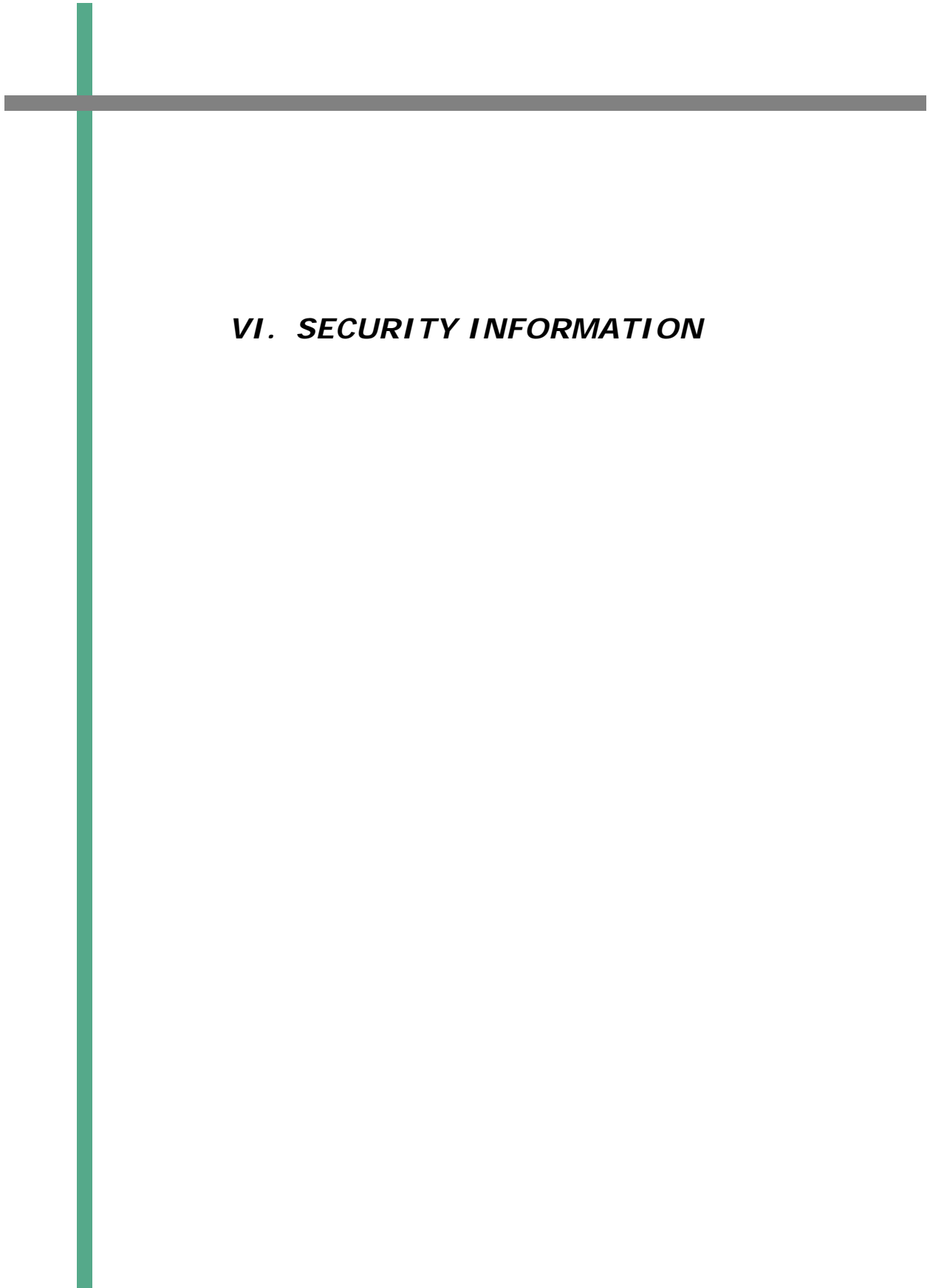
Person receiving call: \_\_\_\_\_

Telephone number at which call was received: \_\_\_\_\_

Report call immediately to: Police Department – 911  
Management Office – (520) 546-4611

Fax report to: (520) 546-0324





## ***VI. SECURITY INFORMATION***

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## SECURITY INFORMATION

### SOLICITATION

Solicitation is not allowed in the building or on the building premises. Please Property Management Office at (520) 546-4611 immediately if you notice a solicitor within the building. Report as much specific information about the person's appearance and behavior as your can. Building staff will locate the person and as quickly as possible escort him/her off the premises.

### THEFT

Report any suspected theft, no matter how small, to Property Management at (520)546-4611 immediately. Please also notify the Police Department. They may be on the trail of a thief targeting office buildings, and your report may help them complete their investigation more effectively. The building's insurance policy does not cover the theft of tenant's personal belongings. Personal property insurance is the responsibility of each tenant.

### INCIDENT REPORTS

To record the details of any accident, theft, or injury that occurs on the property, incident reports must be filed. Please notify Property Management (520) 546-4611 as soon as an incident occurs so we can follow up with the appropriate record-taking. We appreciate your cooperation in answering any questions the building staff may have pertaining to the incident.

### SUITE SECURITY MEASURES

Security often involves common sense. Because any building system is only as effective as the people relying on it, we encourage you to review these security reminders to help you avoid unnecessary loss and problems within your suite.

1. When you secure your premises at the end of the business day, lock all doors and then verify that they are properly locked. We recommend locking your suite entry door after 5 p.m. even if people are working late.
2. Do not leave attaches or handbags in clear view. Coats should be hung in a coat closet since thieves often rifle through pockets looking for keys or money. Do not leave wallets in jackets hanging on chair backs and other articles of value unguarded even for a few minutes. Small articles, left in plain view, are easy targets for thieves.
3. Keep all vault or safe combinations in a locked desk drawer. Remind personnel to keep copies of their credit card numbers and contact addresses in a safe place.

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4. Dial Property Management at (520) 546-4611 immediately (in their absence. Call 911) if you notice a suspicious person loitering in or about your premises. Be suspicious of any person who enters your suite and when confronted, makes excuses that they are lost or looking for another company.
  5. Offices are most vulnerable to thieves during lunch time and right before closing. At these times, there is often a lot of movement, and people are frequently away from their desks.
  6. Occasionally examine your wastebasket contents at the end of the day to see if any equipment or valuables have been hidden for removal later.
  7. Put serial numbers on all business equipment and keep this information recorded in a safe place to aid police in locating the equipment if it is stolen.
  8. If an employee is terminated for any reason, consider changing cylinders on the locks and resetting any safe or vault combinations they may have been entrusted with. Additionally, cancel the employee's security access codes through building security, if applicable.
  9. Keys kept on a key ring should never have an identifying tag. If they are lost, they may easily be used by thieves to access your property.
  10. If your office will be closed when the rest of the building is normally open, arrange for building personnel to collect your mail and papers. A stack of newspapers in the mailroom is a clear signal that the premises are not occupied.
  11. If sidewalk or corridor deliveries of goods are made, do not leave items unattended.
  12. Never leave your reception area unattended when your site entry door is unlocked.
  13. Consider having routine background checks done on prospective employees as an additional security precaution.



***VII. KEY AND SECURITY CARD  
ACCESS POLICY***

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## KEYS/CARD ACCESS INFORMATION

Each tenant shall be issued the necessary number of keys upon occupancy of the premises. You may obtain additional keys/cards from building management by contacting Property Management at (520) 546-4611 or [ali.higbee@cbre.com](mailto:ali.higbee@cbre.com) for additional keys.

If you install an internal security system, a copy of the key, and/or appropriate security codes to grant access must be provided to the Property Manager. This allows personnel entry into your suite in the event of an emergency.

You will be issued a key for the front and back door of your suite upon occupancy. If your practice should desire any additional locks, the cost will be billed to your CBRE, Inc. account. Any re-keying or lock modifications must be coordinated with Property Management. Please notify your Property Manager at (520) 546-4611 or [ali.higbee@cbre.com](mailto:ali.higbee@cbre.com) to have this done.

Please do not purchase doorknobs and/or locks at any home improvement store and plan to have them installed in your suite. **All** work must be coordinated through Property Management and must meet, building codes and policies established by CBRE, Inc..

It is our policy that we will only issue keys at the request of the Practice Administrator or Office Manager. Any request for keys will be verified with the Practice Administrator. No exceptions will be made.

**All locks must be keyed to the building standard.**

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***IX. SUITE SIGNAGE INFORMATION***

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## DIRECTORY AND SUITE SIGNAGE REQUEST FORM

Practice Information: \_\_\_\_\_

Building Name: \_\_\_\_\_

Suite Number: \_\_\_\_\_

Names to be listed under practice. Please list in order you wish them to appear. Please limit main directory and floor directory to doctor's names only.

**Main Directory – Last Name, First Name** \_\_\_\_\_ **Floor**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**Floor Directory – Last Name, First Name** \_\_\_\_\_ **(Specialty Suite)**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**Door Directory or Practice Name – Last Name, First Name** \_\_\_\_\_ **Floor**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Name and Title: \_\_\_\_\_  
(Please Print)

Company: \_\_\_\_\_ Date: \_\_\_\_\_

**Please fax this completed form to CBRE, Inc.:** (520) 546-0324 or by email to a member of your management team.



***X. BUILDING HOURS OF OPERATION  
AND AFTER-HOURS ACCESS***

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## BUILDING HOURS AND AFTER HOURS ACCESS

Normal Business Hours\*:

\*Note: Times are approximate as the first-arriving Tenants open the door and the janitors lock the door.

Monday – Friday	6:00 a.m. – 6:00 p.m.
Saturday	7:00 a.m. – 2:00 p.m.
Sunday	Closed

Holiday Building Closures:

- New Year's Day (Observed)
- Memorial Day
- Independence Day (Observed)
- Labor Day
- Thanksgiving Day
- Christmas Day (Observed)

During normal business hours all tenants, visitors, patients and invitees of tenant business have free access through the main building entrances.

After hours and holiday building access is restricted to tenants and staff with controlled building entrance keys.

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## ***X. MAINTENANCE REQUESTS***

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## MAINTENANCE REQUESTS

The following identifies the procedures that should be followed in order to process service and maintenance requests from tenants.

Please register online at [www.stjosephs.medicaloffice.info](http://www.stjosephs.medicaloffice.info) as a quick and easy way to have access to several important features. Once you register to use this website, you may place service requests, provide important feedback to us, and to correspond with the Property Manager.

Maintenance calls go under five different types of priorities. The priorities are as follows: *(Please note: All maintenance requests must fall within the confines of the lease and cannot be construed in any way as a violation of Anti-Kickback rules).*

- ❖ A priority 1 call indicates that a person's life or property is in danger. These calls should be handled immediately and within a maximum time frame of two hours.
- ❖ A priority 2 call is a call that needs to be handled immediately, but no life hazard issues exist. These calls should be completed within five hours.
- ❖ A priority 3 call is a call that must be completed on the next business day, within 24 hours.
- ❖ A priority 4 call should be completed within three business days, a 72-hour response.
- ❖ A priority 5 call should be handled on the next visit the vendor/service provider makes to the site.

Any call that is not performed within these guidelines will be escalated within the work management system. This means that the Property Manager responsible for the building will become involved, as well as the senior contact for the service provider company.

If you have any questions or issues with regard to any item contained herein, please call the Property Manager for your building referenced in the "Key Personnel and Emergency Numbers" section of your Tenant Manual.

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## ***XI. HVAC OPERATION***

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## **HEATING AND AIR CONDITIONING SERVICES**

Standard operating hours for the building's heating and cooling system are tied to the building operating hours depending on the season. Typically HVAC is run one hour prior to opening at 6 a.m. and one hour after closing at 6 p.m., Monday through Friday, and from 7 a.m. through 2 p.m. on Saturdays. Requests for additional service should be placed at least 48 hours in advance by calling the Maintenance Call Center or property management office.

If you need adjustments to the temperature of your office, please contact the management office at (520) 546-4611. A member of the property management staff will handle individual temperature adjustments to common areas. We will make every effort to provide an even temperature and as comfortable an environment as possible.

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***XII. ELEVATOR INFORMATION***

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## **ELEVATOR INFORMATION**

- ❖ Do not use elevators during an emergency. Stairwells are located in the center, west end and east end of the building for emergency egress.
  - ❖ Lock off procedures. Please contact the property management office to arrange for an elevator lock off.
  - ❖ For moving procedures, please contact the property management office at (520) 546-4611 or by email to a member of your management team prior to moving any equipment or other items in or out of the building.
  - ❖ Reporting a malfunction. Call the management office at (520) 546-4611.
  - ❖ If you are trapped in an elevator, use the phone to call for assistance.
-



***XIII. PARKING POLICIES AND PROCEDURES***

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## PARKING

- Deliveries: All deliveries are through the main east entrance. You will be sharing this entrance with staff and building visitors and are required to yield to pedestrian traffic. The drive lane and ADA ramps must be kept clear at all times for passenger drop off and pick up. Please contact the Property Management office with questions.
- Employee parking: Employees should park on the north perimeter and east parking lot
- Patient parking: Patient parking is in the west parking lot.
- Move-in: All moves should be made via the main front entrance and scheduled for before or after normal business hours.
- Vendor parking: Vendors should park in designated areas; contact Property Management for additional details.

Note: ALL Vendors **must** be on file in the Management office with a Certificate of Insurance and Business License. Contact the Property Management Office at (520) 546-4611 or [ali.higbee@cbre.com](mailto:ali.higbee@cbre.com) prior to scheduling any delivery at the building.

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***XIV. MAIL AND OVERNIGHT  
PACKAGE INFORMATION***

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## MAIL

Information that should be reviewed regarding mail and express mail processing and delivery includes:

- Building Address: 6565 E. Carondelet Drive, Tucson, AZ 85710
- Mail boxes are on the first/ground floor, located to the north of the stairwell. Contact the Property Management Office for a mailbox key.
- Daily mail delivery and pick-up is provided by the U.S. Post Office.
- U.P.S. drop box: Contact your local UPS office for pickup. The nearest UPS Store location is 1517 N. Wilmot Rd and is open from 8:00am – 6:00pm. Please call (520) 885-2526 for package drop off deadlines.
- FedEx drop box: Contact your local FedEx office for pickup. The nearest FedEx Office location is 5480 E. Broadway Blvd and is open 24-hours. Please call (520) 322-5955 for package drop off deadlines.
- Location of nearest U.S. Post Office: The closest US Post Office is located at 6460 E. Grant Rd and is open 8:30am – 5:00pm. Please call (520) 290-9718 for more information.

Arrangements should be made during your normal business office hours for special deliveries, certified mail, large packages, overnight deliveries, etc. Building Management is not responsible for delivery or distribution of tenant mail.

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***XV. TELEPHONES AND INTERNET***

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## TELEPHONES AND INTERNET

### Tenant Telephone and Internet Services:

- ❖ Your telephone and internet vendor will be responsible for running the line from the telephone equipment room to your suite and making the appropriate connection.
- ❖ All tenant telephones, T1 lines and/or cable connections, telecommunications and other related services, will need access to the telephone equipment room. This must first be coordinated through the Property Management Office.
- ❖ All telephone vendors must supply the Property Management Office with a Certificate of Insurance prior to commencing installation.
- ❖ All telephone vendors must obtain all necessary permits from the local jurisdiction prior to commencing work.
- ❖ Absolutely no cabling is permitted to (1) lay on the ceiling tile grid or ceiling tiles, (2) block existing HVAC ducts or conduits or (3) block or interfere with other existing equipment, conduits or cabling above the ceiling grid.

Your cooperation in adhering to these policies will be appreciated.

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***XVI. REMODELING AND VENDOR  
PROCEDURES***

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## REMODELING/VENDOR INFORMATION

- ❖ Any and all remodeling must be coordinated through the Property Management Office in accordance with your lease.
  - ❖ All vendors working in the office building during or after normal business hours must register with Security and the Property Management Office.
  - ❖ All vendors must have a Certificate of Insurance and a Business License on file in the Property Management Office with an approved amount of coverage.
  - ❖ For such instances the Landlord may require such vendor's certificate of insurance with Landlord stipulated policies and limits.
-



***XVII. BUILDING RULES, REGULATIONS  
AND OPERATING POLICIES***

## **RULES AND REGULATIONS**

1. CONDUCT:

Tenant shall not conduct its practice or business, or advertise such business, profession or activities of Tenant conducted in the premises in any manner, which violates local, state, or federal laws or regulations.

2. HALLWAYS AND STAIRWAYS:

Tenant shall not obstruct or use for storage, or for any purpose other than ingress and egress, the sidewalks, entrance, passages, courts, corridors, vestibules, halls, elevators and stairways of the building.

3. NUISANCES:

Tenant shall not make or permit any noise, odor or act that is objectionable to other occupants of the building to emanate from the premises, and shall not create or maintain a nuisance thereon.

4. MUSICAL INSTRUMENTS, ETC.:

Tenant shall not install or operate any phonograph, musical instrument, radio receiver or similar device in the building in such manner as to disturb or annoy other tenants of the building or the neighborhood. Tenant shall not install any antennae, aerial wires or other equipment outside the building without the prior written approval of Landlord.

5. LOCKS:

With the exception of Tenant's pharmaceuticals locker or storage facility, no additional locks or bolts of any kind shall be placed upon any of the doors or windows by the Tenant, nor shall any changes be made in existing locks or the mechanism thereof. Tenant must upon the termination of its tenancy restore to Landlord all keys to the Premises and toilet rooms either furnished to or otherwise procured by Tenant, and in the event of loss of any keys so furnished, Tenant shall pay to Landlord cost thereof.

6. OBSTRUCTING LIGHT, DAMAGE:

The sash doors, sashes window glass doors, lights and skylights that reflect or admit light into the halls or other places of the building shall not be covered or obstructed. The toilets and urinals shall not be used for any purpose other than those for which they were intended and constructed, and no rubbish, newspapers, feminine products or other substance of any kind shall be thrown into them. Waste and excessive or unusual use of water shall not be allowed. Tenant shall not mark, drive nails, screw or drill into, paint, nor in any way deface the walls, ceilings, partitions, floors, wood, stone or ironwork. The expense of any breakage, stoppage or damage resulting from a violation of this rule by Tenant shall be borne by Tenant. Tenant shall be permitted to hang pictures on office walls, but it must be done in a workman-like manner and in such a way as not to damage or deface such walls.

7. WIRING:

Electrical wiring of every kind shall be introduced and connected only as directed by Landlord, and no boring nor cutting of wires will be allowed except with the consent of Landlord. The location of the telephone, call boxes, etc., shall be subject to the approval of Landlord.

8. EQUIPMENT, MOVING, FURNITURE, ETC.:

Landlord shall approve the weight, size and position of all fixtures, equipment and other property brought into the building, and the times of moving which must be done under the supervision of Landlord. Landlord will not be responsible for any loss of or damage to any such equipment or property from any cause, and all damage done in the Building by moving or maintaining any such property shall be repaired at the expense of Tenant. All equipment shall be installed as required by law, and in accordance with and subject to written approval received on written application of Tenant.

9. REQUIREMENTS OF TENANT:

The requirements of Tenant will be attended to only upon application at the office of Landlord or its Property Manager. Employees of Landlord or its Property Manager shall not perform any work nor do anything outside their regular duties unless under special instructions from Landlord or its Property Manager. No such employees shall admit any person, Tenant or otherwise, to any other office without instruction from the office of Landlord or its Property Manager. All janitorial services personnel, guards or any outside contractors employed by Tenant shall be subject to the regulations and control of Landlord, but shall not act as an agent or servant of Landlord. Tenant employees are required to wear a Picture I.D., which can be obtained through the Hospital Human Resources Department.

10. MEDICAL AND HAZARDOUS WASTES: (Modify as applicable)

Your office will need to contract directly with a licensed hazardous and medical waste removal contractor for your medical waste removal (red bags). This contractor should supply the storage containers for your medical waste and schedule the removal from your office on a regular basis.

11. ACCESS TO BUILDING:

Any person entering or leaving the building may be questioned by building Security regarding his/her business in the building and may be required to sign in and out. Anyone who fails to provide a satisfactory reason for being in the building may be excluded.

12. VEHICLES, ANIMALS, REFUSE:

Tenant shall not allow anything to be placed on the outside window ledges of the premises or to be thrown out of the windows of the building. No bicycle or other vehicle, and no animal shall be brought into the offices, halls, corridors, elevators or any other parts of the building by Tenant or the agents, employees or invitees of Tenant, and Tenant shall not place or permit to be placed any obstruction or refuse in any public part of the building.

13.EQUIPMENT DEFECTS:

Tenant shall give Landlord prompt notice of any accidents to or defects in the water pipes, gas pipes, electric lights and fixtures, heating apparatus, or any other service equipment.

14.PARKING:

Unless otherwise specified by Landlord, Tenant and its employees may park automobiles only in spaces designated by Landlord for such purpose and shall in no event park in spaces reserved for public parking. Tenant agrees that Landlord assumes no responsibility of any kind whatsoever in reference to such automobile parking area or the use thereof by Tenant or its agents or employees.

15.CONSERVATION AND SECURITY:

Tenant will see that all windows and doors are securely locked, and that all faucets and electric light switches are turned off before leaving the building.

16.SIGNAGE:

Tenant shall not place any sign upon the Premises or the Building without Landlord's prior written consent.