

**Rivergate Tower
Electronic Tenant® Portal**

Created on June 21, 2025

Amenities: ATM

Seacoast Bank ATM machine is located on the North walkway next to the Cube of Rivergate Tower.

Amenities: Auto Detail

Rivergate Tower offers a car wash operation, B2 Carwash, located at the Loading Dock on the B2 level of the parking garage.

Services available include: basic wash and vacuum, wash and spray wax, interior detailing, hand wax, machine buffing, machine or hand polish, hand glazing, wet sanding, headlight restoration and window tinting. The hours of operation are Tuesday through Friday, from 8:30 a.m. to 5:00 p.m. Earlier appointments are available upon request.

To schedule an appointment, call [\(813\) 334-3261](tel:8133343261).

Amenities: Dry Cleaners

***Eagle Cleaners*, located on the B2 level of Rivergate Tower parking garage is a high end dry cleaner that has been in business for over 10 years.**

Office pick-up and delivery is offered, and same day service is available when items are dropped off before 8:30 a.m. Eagle Cleaners specializes in alterations and tailoring, oriental and area rug cleaning, wedding gown presentation, leather and suede cleaning, draperies and comforters, and shoe repair. New customers receive 50% off their first dry cleaned order. Also offered, as a daily special, is a "Wheel Shirt Deal".

Customers who bring in three articles of dry cleaning receive a chance to spin the wheel of savings on men's laundered shirts. Rates vary for laundered and dry cleaned items. Eagle Cleaners is open Monday through Friday from 8:00 a.m. until 1:00 p.m., then 3:45 p.m. until 5:30 p.m. Questions can be directed to [\(813\) 514-1514](tel:8135141514).

Amenities: Fitness Center

Rivergate Tower's Fitness Center is located on the 2nd floor of the Tower. The Fitness Center is free to Tenants. If you want to join please fill out the attached form and return to security with a copy of your driver's license.

[Fitness Center Release Form](#)

Amenities: Malio's Prime Steakhouse

[Malio's Prime Steakhouse \(opens in new window\)](#) is located on the lobby level of Rivergate Tower, with exclusive views of the waterfront and University of Tampa, and offers the same superior quality food, service and atmosphere that earned the original Malio's Steakhouse its reputation.

Celebrating a special occasion or just enjoying a night out, Malio's Prime Steakhouse is the place. Please check the website, [www.MaliosPrime.com \(opens in new window\)](http://www.MaliosPrime.com) for current specials or call [\(813\) 223-7746](tel:8132237746) for more information. Part of a family of restaurateurs dating back to 1945 when his immigrant parents opened their first restaurant, Malio Iavarone opened the original Malio's Steakhouse on South Dale Mabry in 1969. A favorite of locals as well as sports celebrities and political figures, the restaurant became a South Tampa Landmark for over 35 years. Now a third generation, Malio's son Derek, continues the tradition.

Amenities: Parking

The garage is a 24 hour, 7-day a week parking facility.

While the garage services the Rivergate Tower tenants, it is also open for public use. The entrance to the garage is located on the corner of North Ashley Drive and Twiggs Street. Booth attendants are on site at the entrance of the garage Monday through Thursday, from 7:00 a.m. to 10:00 p.m., on Friday from 7:00 a.m. to 12:00 a.m., on Saturdays from 10:00 a.m. to 12:00 a.m., and on Sundays from 11:00 a.m. to 7:00 p.m.

The entry of the garage has a clearance of 13'10", however, this height only applies to the entry and the loading dock. The parking section of the garage has a clearance of 6'6". Any parkers who drive oversized trucks that might not fit in the 6'6" clearance section of the garage, there are a limited number (23) of oversized vehicle parking spaces near the entrance. However, these spaces are first come first serve and often fill up quickly.

Parking Access Cards requests can be entered into [Prism Work Order System \(opens in new window\)](#).

Tenants of Rivergate Tower may also purchase parking validation stamps which provide a convenient and complimentary means to validate parking for guests. Please contact Universal Parking, Bart Holland, (800) 531-8470, bholland@upandt.com, to purchase validation stamps.

Amenities: Tenant Lounge

Located on 3rd Floor, this 24/7 self-checkout marketplace makes tenants' snacking quick and convenient. Tenants can enjoy the reprieve of a quick bite to eat or reenergize with their favorite energy or sports drink. You don't have to go off-site for a snack or a meal.



Emergency Procedures: Introduction

The security and safety of our tenants are of primary concern for the Management Team at Rivergate Tower. By informing you of our Building's emergency procedures, we hope to reduce the risk of threatening occurrences, and to coordinate quick, effective responses to emergency situations.

These emergency procedures provide information to ensure the maximum protection for you and your employees. The designated Fire Warden and key managers in your office should read it carefully. It is essential that these procedures are fully understood and that they are followed if an emergency situation arises.

Please read the section outlining the duties of a Fire Warden. This person plays an important role in maintaining the safety of the building and responding effectively to emergency situations. Each office should select one Fire Warden (with Deputy Fire Warden). Each tenant space exceeding 7,500 square feet should have a minimum of two Fire Wardens (with Deputy Fire Wardens). The [Building Management Office](#) should be notified of the names of these wardens, as they will be contacted regarding building safety procedures.

We are pleased to have you as a tenant and hope that you will work with us to ensure the safety and security of all tenants and employees at Rivergate Tower. Remember it is your responsibility to train all of your employees on all Emergency Procedures for the building. If you have any questions, please feel free to contact the [Building Management Office](#) at [\(813\) 448-6056](tel:8134486056).

Thank you for your cooperation.

Emergency Procedures: Active Shooter

Please click [HERE \(opens in new window\)](#) to view a guide for what to do in case of an active shooter in the vicinity.

Emergency Procedures: Appointing Fire Wardens

A Fire Warden should be someone who is reliable, respected by the other employees within your firm, and capable of providing guidance in the event of a fire or other emergency. This individual should rarely travel and be familiar with the names and faces of all employees in your office. Your Office Manager or Personnel Manager, or both depending on the size of your firm, would probably be good candidates for Fire Warden. One Fire Warden must be appointed for each 7,500 square feet of occupied space or portion thereof.

You should select Deputy Fire Wardens for every Fire Warden. The Fire Warden would be responsible for the development and implementation of your Fire Safety Program under the direction of the Building Fire Safety Director. This Program would include development of evacuation plans, assignment of fire-fighting responsibilities, training of employees in emergency response procedures, and practice of emergency procedures.

The Fire Warden is assisted by Deputy Fire Wardens and Searchers. Appoint two Searchers, one male and one female. In the event of a fire or other emergency, the Deputy Fire Warden is in charge of the situation until Building Management arrives. The Fire Warden may also be responsible for coordinating the evacuation of your space depending on the severity of the situation and the availability of other safety personnel.

The Fire Warden will also be a key contact for the [Building Management Office](#) in case of power failures, medical emergencies, or other emergency situations.

- [Please click here for the Tenant Floor Warden Fire Drill & Evacuation Notice \(opens in new window\)](#)
- [Please click here for the Tenant Emergency Evacuation Routes Image \(opens in new window\)](#).

POST THIS REFERENCE CHART SO THAT IT IS CLEARLY VISIBLE TO ALL EMPLOYEES ON YOUR FLOOR AND KEEP A COPY OF THIS CHART IN YOUR FILE. KEEP YOUR CHART CURRENT. SUBMIT ALL UPDATED CHARTS TO THE BUILDING MANAGEMENT OFFICE.

Emergency Procedures: Bomb Threat

GENERAL INFORMATION

- The most common threats are made by direct telephone calls to the Police Department. However, some threatening calls are made to third parties such as television studios and newspaper offices. There are two reasons for a caller to report that a bomb is to go off at a particular location:
- The caller knows that an explosive or incendiary device has been or will be placed in the building and wants to minimize personal injury. The caller may be the person who planted the device, or just someone who is aware of such information.
- The caller wants to create an atmosphere that spreads panic and disrupts normal business activity. This could be the ultimate goal of the caller.

BASIC TENANT RESPONSIBILITIES

- Each Tenant should brief its telephone receptionist on bomb threat procedures.
- Each Tenant should have a copy of the bomb threat checklist near the receptionist's telephone.

Suspicious Items

- Letters that is unusually bulky or weighty.
- Parcels or envelopes with chemical or oily stains.
- Parcels or envelopes without a return address.
- Parcels or envelopes with foreign postmarks.
- Parcels or envelopes that simply do not look or feel like ordinary mail items.

Don'ts

- DO NOT handle the item.
- DO NOT attempt to open the parcel.
- DO NOT place parcel in water.
- DO NOT remove any binding material.
- DO NOT pull or cut any material that protrudes.

PROCEDURES IF BOMB THREAT RECEIVED BY TENANT

Should a tenant receive a bomb threat, the following guidelines should be used:

- **Filling Out Bomb Threat Forms:** When a call is received, a Bomb Threat Form should be readily available to the person receiving the call. It is recommended that the form be photocopied onto red paper so that the persons adjacent to the individual taking the call will recognize the form and alert the proper party immediately. It also allows the form to be found quickly. If a form is not available, that person should jot down all of the conversation that is remembered. Try to obtain as much information as possible. Be prepared to relate this information to the police when they arrive.
- **Notification:** Immediately call the [Building Management Office \(813\) 501-6927](tel:8135016927) and give them the following information:
 - Your name
 - The telephone you are calling from
 - The floor you are calling from
 - Your suite number
 - The firm you are employed with
- The Building Management Office will call the police. If possible, have a second employee call the [Building Management Office](tel:8135016927) while the bomb threat caller is on the phone.
- The Building Management Office will give a recommendation to evacuate if necessary. Again, the actual order to evacuate your space must be given by your Fire Warden.
- Be alert for any unfamiliar people and/or objects to point out to the police or Building staff upon their arrival. DO NOT touch or handle any suspected object.

- Written bomb threats are less frequent than telephone threats, but must be considered just as carefully.
- Avoid physical handling of the written threat. The police department will analyze this evidence for fingerprints, postmarks, handwriting, and typewriting. The Fire Wardens, Deputy Fire Wardens and Searchers are responsible for making a complete search of tenant space. It will be the responsibility of the Fire Wardens to identify any suspicious items or packages, which do not belong in the area. Building Staff will search all common areas, i.e.: restrooms, common corridors, elevator lobbies, hallways, and stairwells. If a suspicious item is identified, the police will then be called to investigate the object.

PROCEDURES IF BOMB THREAT RECEIVED BY BUILDING MANAGEMENT OFFICE

In the event that the Building Management Office receives a bomb threat, the following guidelines will be observed:

- The Police Department will be notified immediately.
- The Fire Warden in the affected area will be informed of the situation. The Fire Warden will give the order to evacuate if necessary.
- Tenants should be alert for any unfamiliar people or objects to point out to the police or building staff upon their arrival. DO NOT touch or handle any suspected objects.
- The Fire Warden will make a complete search of the suspected areas. It will be the responsibility of the Fire Warden to identify any suspicious items or packages, which do not belong in the space.
- If the bomb threat is received against the Building, and not a specific floor, all public areas will be searched.

TENANT EVACUATION

The Building Management Office will make a recommendation as to whether a tenant space should be evacuated. If a floor is indicated in the threat, the tenants on the 2 floors above and 2 floors below will be notified to evacuate. If no floor is indicated, a general building alarm will be sounded. **If your Fire Warden gives the order to evacuate, all of the following steps should be followed:**

- The Fire Warden will make sure all employees are notified.
- Everyone should proceed quickly, but calmly, to the nearest stairway exit. DO NOT RUN!
- The Fire Warden or Deputy Fire Warden should walk the suite as a double check to assist employees and make sure everyone is aware of the evacuation order.
- Evacuation, depending upon the size and type of explosive device, is normally two floors below and two floors above the bomb. Once the evacuation has begun, no one should attempt to reenter the evacuated area until it has been declared safe by the Building Management Office or the Police Department.
- Upon arrival at rendezvous area, everyone should remain in the area. No one should wander about or leave unless directed to do so by the Police or [Building Management Office](#).
- A Searcher or Deputy Fire Warden from each office should proceed to take a head count to determine if anyone is missing from their office. If someone is missing, this information should be relayed to the Building Management Office personnel.

Please click here for the [Bomb Threat Checklist \(opens in new window\)](#).

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Emergency Procedures: Building / Tenant Fire Safety

In the event of a fire, the safe and rapid evacuation of the affected area is the joint responsibility of Building Management and the tenants in that area. It is imperative that each employee become familiar with the information and procedures described on the following pages. Please call us if you have any questions about fire safety. Even if we cannot immediately answer your question - we will find your answer and respond quickly. Call the [Building Management Office](#) at [\(813\) 501-6927](#) before an emergency arises! Remember it is your responsibility to train all of your employees on all Emergency Procedures for the building.

Fire Communication System

The Building Fire Communications System consists of detection, reporting and control functions. When an alarm is activated, certain automatic responses take place. Some involve shutting down equipment. However, all provide notification to the Fire Control Room on the 1st Floor and an automatic alert is transmitted to the Central Alarm Service which then notifies the Fire Department. There are a number of types of alarms, which are recognized by the Fire Command Station, and each type has a specific response. These are as follows:

Alarm Type Response

Triggering Event	Response
Smoke in the elevator hallway	Elevators return to street level lobby
Smoke in the ductwork	A/C unit shuts down
Computer room fire detection	Elevators and A/C units continue operating

In these events, the fire alarm sounds on the event floor, the floor above, the floor below and stairwells. Voice communications are available from the Fire Control Room to one or all floors by use of the public address speakers on each floor and in the stairwells. In addition, communication is also available from the Fire Control Room to each individual floor by use of the Fireman's phone.

Fire Alarm

The fire alarm is transmitted over the speakers located on each floor. It is accompanied by a digitized voice evacuation message.

Public Address System

The fire alarm system contains a public address facility from which instructions can be broadcast to one floor at a time or all floors simultaneously. Instructions can also be received in the stairwells over the public address system. This allows for the broadcast of any special conditions when evacuation is in progress.

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Emergency Procedures: Building Fire Safety Features

The Building is constructed of limestone and concrete and has a built-in sprinkler system to inhibit the spread and minimize the effects of fire on the Building's structure.

ABC fire extinguishers are located throughout the Building in all tenant suites on each floor. Tenants should become familiar with the exact location and the proper use of these devices.

Each floor at Rivergate Tower has two stairwells. The enclosed exit stairwells are constructed of fire resistant materials. Stairwell doors must not be blocked open because this may allow the spread of fire or smoke into the exit stairwells. Tenants should become familiar with the location of all exit stairwells on their floor.

Emergency Procedures: Building Security

GENERAL INFORMATION

Security plays an extremely important role in the overall smooth operation of the Building. Good security protects the Building against carelessness, negligence, malicious mischief, theft, safety hazards, sabotage, and fire. Rivergate Tower is staffed by security on a 24-hour, seven-day-a-week basis. They are easily recognized as they are always dressed in an Admiral Security uniform. Our security personnel act as a deterrent to the would-be criminal as well as enforce building regulations, maintain order, and are on the alert for any unusual activities within the Building.

As a theft preventive measure, each time you, one of your employees, or your vendors or contractors remove any material or equipment from the Building, freight elevator reservation must be approved in Prism for security approval. Request that the individual(s) has / have some form of identification to present to the guard on duty. Please note that the guard does not have the authority to let vendors or contractors into tenant spaces or validate the parking.

As hard as we try, there are still occasions when we may need to escort an unwanted visitor from the Building or to investigate a theft. The inconvenience caused by these situations can be minimized if the procedures set out in this section are observed.

Emergency Procedures: Elevator Malfunction

Elevators are one of the safest modes of transportation that there is. However, in the event it does malfunction, use the following procedures:

1. Press the Emergency button, this call will be answered by the security guard.
 - Identify yourself.
 - Give your company name.
 - Supply the elevator number listed on the inside of the telephone cabinet.
 - Give any available or pertinent information to the security guard, number of occupants, status of occupants, location of elevator, what the elevator did prior to stopping.
2. Remain calm and stay in contact with the security guard.

Here is what happens:

1. Security will immediately respond to the location.
2. The elevator contractor will be contacted and placed in route to the building.
3. Once the elevator contractor arrives on property, they will identify the problem and render assistance.

Emergency Procedures: Emergency Telephone Numbers

AMBULANCE	911 - (Then Notify Security Desk at (813) 448-6056)
FIRE	911 - (Then Notify Security Desk at (813) 448-6056)
POLICE	911 - (Then Notify Security Desk at (813) 448-6056)
SECURITY	(813) 448-6056

Emergency Procedures: Fire Extinguisher Information

To use a fire extinguisher, remember the word PASS. This stands for Pull, Aim, Squeeze, Sweep:

1. Pull the pin. Some extinguishers require releasing a latch or pressing a puncture lever.
2. Aim low, pointing the extinguisher nozzle (or its horn or hose) at the base of the fire.
3. Squeeze the handle. This releases the extinguishing agent.
4. Sweep from side to side at the base of the fire until it appears to be out. Watch the fire area in case fire breaks out again, and repeat the use of the extinguisher if necessary.

Most portable extinguishers work according to these directions, but some do not. Be prepared by making sure you read the directions on your fire extinguishers before a fire emergency happens.

Emergency Procedures: Fire Prevention Tips

1. Make sure appliances such as coffee makers are turned off at night.
2. Rivergate Tower is a non-smoking building. Smoking is not allowed anywhere within the building. If you smoke, exit the building and smoke only in the designated smoking areas outside. **SMOKING IS NOT ALLOWED IN THE UNDERGROUND PARKING AREAS**, even if you are inside your vehicle.
3. If electrical equipment or a fluorescent light is not working properly, or if it gives off an unusual odor, disconnect the equipment or turn off the light and call the [Building Management Office](#) at (813) 501-6927.
4. Protect extension cords from damage by not pulling them across doorways or any place where they will be stepped on. Do not plug more than one extension cord into another and do not plug more than one extension cord into one outlet. Be sure to check amperage load of the cord as specified by the manufacturer and do not exceed it.
5. Leave plenty of space for air to circulate around copy machines, word processors, microwave ovens, and other equipment that normally gives off heat. Material should not be stacked closer than 20 inches from the ceiling.
6. Report all burned out "Exit" sign bulbs to the Building Management at [\(813\) 501-6927](#).
7. Flammable debris, fluids or chemicals (such as cleaning fluids, etc.) should be properly stored per code requirements.
8. Make sure the power is shut off on all office equipment such as copiers, typewriters, calculators, computers, etc. at the close of the business day.
9. Freight elevator lobbies on all floors should be kept clear at all times to provide access for emergency equipment. Tenant belongings and deliveries should not be stored in freight lobby areas.
10. Know the location on your floor of the fire exits and fire extinguishers in your suite.
11. Become acquainted with the location of the nearest fire stairs by referring to the floor plan located in your tenant manual.
12. Check procedures with the Fire Safety Director for evacuating handicapped personnel.
13. Keep several flashlights with fresh batteries in an easily accessible location for emergency use.
14. Do not open doors that feel hot.
15. Do not prop fire stair doors open or permit doors to remain open. This permits the fire and smoke to spread more easily.
16. Close all doors behind you.
17. Do not fight a fire by yourself.
18. Do not panic - remain calm - wait for help, if necessary.
19. Evacuate according to evacuation procedures, which include following instructions from Fire Wardens, Building Management and the Fire Department.
20. Walk quickly when directed, but do not run.
21. Do not use the elevators for emergency evacuation. USE STAIRS unless directed otherwise.
22. If you are exposed to heat or smoke, stay low near the floor.
23. Do not go back for your personal property or for other reasons.
24. Do not return to the building until you are instructed to do so a member of the Building Management Team.

Please click here to view the [Tenant Floor Plans and Evacuation Routes \(opens in new window\)](#).

Please click here for a [Tenant Floor Warden Fire Drill & Evacuation Notice \(opens in new window\)](#).

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Emergency Procedures: Hurricane

1. Do not tape the windows.
2. Close all office doors inside your suite.
3. Any window coverings (drapes or blinds) should be in the closed position.
4. Be prepared to protect offices that have exterior glass that could be broken by flying debris. Loose papers should be filed or stored away from the windows. Any small items in an office facing the window should be stored.
5. Doors between outer offices and inner corridors should be left closed.
6. Unplug all computers, telecommunications equipment, microwaves, etc. so as to protect them from possible power surges.
7. It is advisable to cover computers with plastic bags to help prevent possible water damage.
8. Secure or remove any valuables, lock file cabinets and desks, turn off the lights in your office and lock the entrance doors to your suite.
9. Account for all employees.
10. Go to your home or designated emergency evacuation shelter.
11. Do not attempt to return to your office until notified by the appropriate local governmental agency or by the Building Management Office. If directed by the City of Tampa, the building will be closed. Upon closure, all tenants must evacuate the property. The building cannot be used as evacuation center for employees or family members.
12. Make sure that [Building Management Office](#) has mobile numbers for the appropriate contact person (s) in your office, should we need to contact you.

Hurricane Categorization

Be aware of National Hurricane Center advisories and bulletins and local official advisories. As weather conditions develop, you should be aware of terms being used:

1. *Tropical Wave or Disturbance:* A cluster of clouds and/or thunderstorms without an organized circulation, moving through the tropics. Stronger systems start as Tropical Waves.
2. *Tropical Depression:* An organized system of clouds and thunderstorms with a defined circulation and top winds of less than 39 mph.
3. *Tropical Storm:* An organized system of strong thunderstorms with defined circulation and top winds of 39 - 74 mph, which can quickly develop into hurricanes.
4. *Tropical Storm Watch:* Tropical Storm conditions are possible in the specified area of the Watch, usually within 36 hours.
5. *Hurricane:* An intense tropical weather system with a well-defined circulation and a sustained wind speed of 74 mph or higher.
6. *Hurricane Watch:* A hurricane watch covers a specified area and duration and means that hurricane conditions are a real possibility. When a hurricane watch is issued, listen for further advisories, take steps to notify your employees, secure your office, and be prepared to evacuate if necessary. Hurricane conditions are possible in the specified area of the Watch, usually within 36 hours. During a Hurricane Watch, prepare to take immediate action to protect your property in case a Hurricane Warning is issued.
7. *Hurricane Warning:* When conditions are expected within 24 hours, a hurricane warning will be announced by the National Hurricane Center. All precautionary measures should be completed and you may be required to evacuate the building.

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Emergency Procedures: Lost & Found

Any individual finding lost item(s) should turn them in to the Security Desk in the Lobby.

Emergency Procedures: Medical Emergency

TENANTS REQUIRING MEDICAL ATTENTION

1. Call the Tampa Fire Department at 911. Be prepared to provide the following information:
2. The address of the Building - (PLEASE NOTE THAT THE AMBULANCE DRIVER SHOULD BE INSTRUCTED TO USE THE NON-REVOLVING FRONT DOOR TO OUR BUILDING).
3. The floor and suite number.
4. Call the Security desk at [\(813\) 448-6056](tel:(813)448-6056). Upon notification, the Office will alert Building Security who will:
5. Instruct an employee to meet the ambulance at the ADA door at the Rivergate Tower entrance.
6. Bring the necessary elevator to the lobby level.
7. Meet the emergency crew and direct them to the appropriate area.
8. Unless you have the appropriate medical training, do not attempt any heroics. Reassure the victim that help is on the way, and wait for the arrival of qualified medical personnel. It is understandable to be compelled to help immediately, but you may end up further injuring the victim if you are not properly trained in emergency techniques.

AMBULANCE SERVICES

The Tampa Ambulance Service (dial 911) will automatically take the patient to the nearest medical facility. If another hospital is desired in non-emergency situations, consult the Yellow Pages in advance for ambulance services. Have the name and number of the alternative service handy.

HOSPITALS

Tampa General Hospital
(813) 844-7000
1 Tampa General Circle
Tampa, FL 33606-3571

Emergency Procedures: Power & Water Failure

Rivergate Tower is designed to minimize the risk of a general power failure resulting from causes within the building. We have a backup generator which operates one elevator in each bank, provides emergency lighting in the corridors and in the stairwells. Typically, should a power failure occur, it would affect either an isolated area of the building or some larger portion of the downtown area.

In the event of an electrical failure, the following guidelines should be observed:

1. Contact the [Building Management Office](#) by calling [\(813\) 501-6927](#).
2. Open draperies and raise blinds to let in outside light. If there is adequate lighting from windows, continue performing assignments as well as possible.
3. If you are instructed to evacuate, lock all areas.
4. Do not congregate in lobby areas or in the street.
5. If you are trapped in an elevator during a power failure, wait for assistance. Your elevators will cease operation, but WILL NOT FALL. Do not force open the doors. DO NOT PANIC.

The [Building Management Office](#) will attempt to advise you regarding the length and cause of the power failure as soon as possible.

During emergencies or situations, which can cause loss of electrical power and interruption of water supply pressure from the City of Tampa, the following conditions can be expected:

Loss of electrical power from TECO and Sewage & Water Board:

- All HVAC systems will be out of service including chillers, air-handling units, and exhaust fans.
- All elevators except those operating on emergency power from the generator will be out of service.
- All tenant power and lighting except emergency lights will be out, with the exception of service provided by emergency generators.
- Domestic water pressure will be limited to low rise floor levels (depending on pressure supplied by pumps).

All services will remain in operation as long as possible. Electrical and water services are temporarily discontinued if the following occurs:

- Utility companies cannot deliver services.
- Conditions on the building site warrant shut down of equipment or systems to prevent damage.
- Under most hurricane circumstances, you will have plenty of time to exit the building.

Emergency Procedures: Smoke / Fire Emergency Procedures

FIRE EMERGENCY PLAN

R-A-C-E

- **Rescue**
 - Remove everyone from fire area
- **Alert**
 - Sound the alarm, pull the closest fire alarm pull station and alert the Fire Department
- **Contain**
 - Close doors to confine fire to as small an area as possible and to reduce drafts
- **Extinguish**
 - Use fire extinguisher if possible, but only after the other steps have been taken.
 - Do not endanger anyone's life

If You Smell Smoke

1. Call 911 then the Security desk at [\(813\) 448-6056](tel:8134486056). Report the smoke, giving the location if possible and any other available details.
2. Notify your Fire Warden.
3. Wait for a response from Building Management.

If You Discover a Fire

1. Call the City Fire Department at 911.
2. Telephone the Security desk at [\(813\) 448-6056](tel:8134486056). Give the exact location of the fire, and any other available details.
3. Notify your Fire Warden.
4. Proceed to a safe area away from the fire. DO NOT use the elevators. Evacuate immediately.
5. Using the back of your hand, feel any door before opening it to see if it is hot.
6. Close, but don't lock doors, behind you to help contain the fire and smoke.
7. If smoke is present, stay as close to the floor as possible.

If All Escape Routes are blocked

1. Move as far away from the fire as possible closing all doors as you go.
2. Stuff clothing or other material around ventilation ducts and cracks in doors to prevent smoke from penetrating the area.
3. If a phone is accessible, dial 911 and give them your precise location.

When to evacuate the whole building

1. Follow the evacuation instructions precisely.
2. DO NOT use the elevators unless otherwise instructed. Use stairwells only.

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Emergency Procedures: Types of Fires

- **CLASS A** Fires are fires that involve such ordinary combustibles as paper, wood, cloth, rubber, textiles, and many plastics.
- **CLASS B** Fires are fires involving flammable liquids such as grease, oil, paint and gasoline.
- **CLASS C** Fires are fires involving energized electrical equipment where there is a risk of shock. (When electrical equipment is de-energized, Class A fire extinguishers may be used safely).
- **CLASS D** Fires are fires involving combustible metals, such as magnesium, titanium, zirconium, etc.

Multi-purpose "ABC" extinguishers can be purchased to handle all classes of office fires. These chemical-based extinguishers can cause damage to electronic equipment. However, water extinguishers must not be used if an electrical current is present because of the danger of electrical shock.

A fire in electronic equipment rooms will almost always require the use of an "ABC" rated fire extinguisher: "A" because there is likely to be paper nearby, "B" because there may be oil or grease involved and "C" because it is electrical equipment. Arrangements with [Building Management](#) should be made to protect areas such computer rooms, mailrooms, and duplicating and storage areas with fire rated enclosures and fire extinguishers. Depending on the size and value of these areas, smoke detectors or automatic extinguishing systems are recommended.

Emergency Procedures: Tenant Fire Emergency Responsibilities

Each tenant should appoint a Fire Warden and Deputy Fire Warden for every 7,500 square feet of space. Searchers should also be assigned for each floor. Full-floor and multi-floor tenants will require multiple Fire Wardens and Deputy Fire Wardens. The people chosen should be individuals who rarely travel and who are familiar with names and faces of all employees in your office. One Fire Warden should be responsible for the development and implementation of the Building's Safety Program with the Fire Safety Director.

This program should include:

1. Development of evacuation plans:
 - Familiarize employees with the location of all exit stairwells.
 - Familiarize employees with the location and proper use of fire extinguishing equipment within the Building.
 - Inform employees who is responsible for the order to evacuate.
 - Inform the [Building Management Office](#) of all handicapped people who might require assistance during evacuation.
2. Assignment of fire-fighting responsibilities.
 - Designate and train individuals in fire-fighting techniques for small fires only (areas of less than 10 square feet).
 - When fire-fighting personnel arrive, give them the information they need regarding the cause of the fire and the status of fire-fighting efforts.
3. Train employees in emergency response procedures.
4. Practice emergency procedures to assure familiarity with individual responsibilities.
5. In the event of an actual fire on your floor, make sure the evacuation order has been transmitted.
6. The tenant on each floor should complete the reference chart in the beginning of this Section in consultation with the Fire Safety Director. This chart and any changes should be recorded promptly and sent to the Fire Safety Director. A current copy of this chart should be conspicuously posted in areas where employees gather.
7. On multiple tenant floors, the tenants should know the Fire Warden and be familiar with the Reference Chart.
8. Provide for Fire Warden and Deputy Fire Warden identification such as arm band, hat, and whistle, which are to be used during the fire drills and actual fires.
9. The tenants are required to keep the premises in a safe and clean condition. Aisles, corridors and exit doors are to be kept clear of obstructions.
10. Auxiliary firefighting equipment such as fire extinguishers, which can be found in each tenant suite, should be kept accessible for immediate use. The tenants should provide additional specialized equipment for specific fire hazards and high-risk areas, such as computer rooms, storage areas, etc.
11. It is recommended that Tenants participate in the fire drills scheduled by the Property Manager to familiarize employees with fire exits, fire alarm procedures, etc. Employees should assemble in the designated areas and follow the instructions of the Fire Wardens. The Building Management Office is available to assist you in organizing training sessions for your designated employees.

In the event of a fire in the tenant's space, the Fire Warden is in charge until Building Management, or an appointed Deputy Fire Warden arrives. **The Fire Warden and the other designated employees should initiate the following emergency procedures:**

1. Close all doors leading to the fire.
2. Immediately call 911, then the Security desk at [\(813\) 448-6056](tel:8134486056), and report the fire's exact location and what is burning.
3. Initiate fire-fighting operations. Tenants should attempt to extinguish small (areas of less than 10 square feet) fires unless doing so would expose them to personal danger and/or cause delay in calling the Building Management Office, or in evacuating the area. If the fire is in a wastebasket, move it to a less dangerous location if possible. If machinery is on fire, shut off power to it.
4. Use available fire extinguishers. Use Building "ABC" fire extinguishers for paper wood, cloth, plastic, rubber, grease, oil, or electrical fires.
5. A designated employee should wait by the service elevator to direct Building Management to the fire scene.
6. The Fire Warden should coordinate his/her activities with those of the Deputy Fire Wardens and Searchers on the fire floor.

7. If evacuation becomes necessary prior to the arrival of the Building's Operations Manager, the Fire Wardens will give the order to evacuate in accordance with the procedures outlined in the next section. The Fire Wardens should notify the [Building Management Office](#) of this action. Building Management will immediately proceed to the scene with further instructions.
8. When Building Management arrives on the fire floor, he/she is in charge, and all tenants will take any orders issued. Tenants should assist those efforts at the direction of Building Management. Should evacuation of the fire floor become necessary, Building Management will give the order to evacuate.

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Emergency Procedures: Tenant Evacuation Procedures – Evacuate the Whole Building

(The Fire Department will designate a floor for their Command Post). In order to ensure clear uninhibited entry for the Fire Department into the Building and to the fire area, it is extremely important that all tenants evacuate in the precise manner and to the exact area designated by their written evacuation plan or the Fire Department.

The following evacuation procedures should be observed:

1. If possible, grab purses, wallets, valuables, etc. as soon as the order to evacuate is given. You will not be allowed back into the space until the Fire Department or Building Management say it is safe to re-enter.
2. Before opening any door to the corridor, check the door and doorknob for heat using the back of your hand. If it is warm, stay in your office and caulk around the door seams using wet towels or duct tape. **DO NOT OPEN THE DOOR!** Find another exit to the corridor.
3. If both the door and doorknob are cold, and you leave your office:
 - Check for smoke in the corridor.
 - When smoke is present, stay low by crawling since clean air is closest to the floor.
 - Everyone should proceed quickly, but calmly to the nearest stairwell. **DO NOT RUN!** All the stairwells are constructed with fire-resistant materials to provide safe evacuation for building occupants.
4. **DO NOT PANIC!** Panic is the most harmful and most difficult element to control in an emergency. Avoiding panic is accomplished through the following steps:
 1. Knowledge of procedures that must be followed.
 2. Confidence in the responsible personnel's ability and guidance.
 3. Calmness and self-confidence shown by responsible personnel.
5. **DO NOT USE THE ELEVATORS!** Use stairwells to exit the building. Check stairwells for smoke. If the corridor and/or stairwells are smoke filled, **RETURN TO YOUR OFFICE.**
6. Form a single-file line at the stairwell exit door and proceed calmly and carefully down the staircase to your designated area in the evacuation instructions. No one, however, should open any door without first checking to see if it is hot. If the door is hot, there is undoubtedly a fire on the other side. Proceed to another floor.
7. Once you are in the stairwell, should you encounter smoke on your descent, get out of the stairwell into any clear corridor and proceed to a different stairwell.
8. Evacuate to the exact area that each tenant has designated per their written evacuation plan or instructions from the Fire Department. If your designated evacuation area is outside but in an area close to the Building, move to areas across the street to insure you do not inhibit fire-fighting activities.

The following evacuation procedures should be observed (continued):

1. A Fire Warden (and Deputy Fire Warden) should be designated to walk the suite to assist employees and make sure everyone is aware of the evacuation order.
2. The last person leaving any enclosed office area should close the office door, without locking it. This will help to confine any fire until the arrival of the Fire Department.
3. Conversation should be kept to a minimum. Everyone should stay in a single-file line on the left side of the staircase. Women should remove high-heeled shoes.
4. Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the Fire Department officials or Building Management.
5. If there are handicapped personnel located on your floor, ensure that a minimum of two persons are assigned to each handicapped individual. This assistance will aid the handicapped personnel to the nearest stairwell. The Fire Warden or one of the persons giving assistance should then advise the Fire Department and Management Team of the individual's location. During evacuation, handicapped persons should be helped into stairwell. The Fire Department personnel will meet them in this area and assist their evacuation to the designated rendezvous area.
6. Upon arrival at the rendezvous area designated by each tenant evacuation plan, everyone should remain in the area. No one should wander about the area or leave the area unless directed to do so by the Fire Department or Building Management.
7. The Searchers or Deputy Fire Warden should proceed to take a head count to determine if everyone is accounted for. If someone is missing, this information should be relayed to a member of the Building Management team, if during business hours or to security personnel if after business hours.

If Evacuation is Not Possible

If evacuation of an area is not possible because fire or thick smoke blocks all escape routes, the following procedures should be observed:

1. Move as far away from the fire as possible. Close all doors as you go. Every closed door between you and the fire provides a barrier against smoke.
 2. If a phone is accessible, call the Fire Department (911). If you are unable to reach the Fire Department, then contact the [Building Management Office](#) at [\(813\) 501-6927](#) with your precise location.
 3. Stuff clothing or other material around ventilation ducts and cracks in the doors to prevent smoke-filled air from penetrating the area.
 4. DO NOT BREAK THE GLASS. Under certain conditions, an open window may draw smoke into the area. If the glass has been broken, there will be no way to stop the smoke from entering the room.
- [Please click here for the Tenant Floor Warden Fire Drill & Evacuation Notice \(opens in new window\).](#)
 - [Please click here for the Tenant Emergency Evacuation Routes Image \(opens in new window\).](#)

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Emergency Procedures: Recommended Fire Safety Provisions for Tenant Spaces

Tenants should make arrangements with Building Management to protect areas such as computer rooms, mailrooms, and duplicating and storage areas with fire-rated enclosures and fire extinguishers. If the size or value density of these areas is large, smoke detectors or automatic extinguishing systems should be considered.

Tenants should take steps to safeguard their business from the effects of a fire in the Building by protecting vital documents and company records. Off-site storage duplicate records or fire-resistance storage areas can do this. The specific method of protection will depend on the size and nature of the material involved.

Emergency Procedures: Roles of Fire Safety Officers

Fire Wardens

1. Ascertains the location of the fire and sound the alarm if this has not already been done.
2. Notifies the [Building Management Office](#) of a fire emergency.
3. Gives the order to evacuate if necessary prior to the arrival of Building Management.
4. Gives instructions to the Searchers.
5. Coordinates evacuation for tenants with physical disabilities.
6. Continues fire evacuation procedures during actual fire.
7. Participates in semi-annual fire drills.
8. Maintains fire protection supplies (flashlights, batteries, arm bands, whistles).
9. Maintains Tenant Reference Chart.

Deputy Fire Wardens & Searchers

1. Follows instructions from Tenant Fire Wardens.
2. Searches lavatories to verify all individuals have left.
3. Takes a head count after an evacuation to verify that all regular occupants on the floor have been evacuated.
4. Participates in semi-annual fire drills.

Assistant Manager

1. Manages all activities on the fire floor.
2. Communicates with the Property Manager to report status/request assistance.
3. Organizes and participates in semi-annual fire drills.
4. Plans and conducts Tenant Safety training for building staff.

Property Manager

1. Manages all building activities excluding the fire floor.
2. Communicates with the Assistant Manager and Security regarding status and implementation.
3. Orders elevator recall, if fireman's recall isn't operational.
4. Orders evacuation of non-fire floors.
5. Calls the Fire Department if fire alarm panel is not operational.

Fire Safety Director

1. Directs activities in Building lobby.
2. Assists evacuation to lobby or refuge floor.
3. Reports status of evacuation to the Property Manager.
4. Meets the Fire Department and direct them to the fire floor.
5. Maintains communication with the Property Manager to implement instructions.

Fire Department

1. Manages all Building activities upon arrival at the Building.
2. Moves tenants with physical disabilities.

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Emergency Procedures: Severe Weather

Generally, there are three types of unusual weather conditions which may occur and for which extraordinary precaution should be taken:

- Severe thunderstorm activity
- Tornado
- Hurricane

SEVERE THUNDERSTORMS

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

TORNADOES

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The weather service will announce the approximate time of detection and direction of movement. Winds will be 75 mph or greater. Public warnings will come over the radio, TV or five-minute steady blasts of sirens by the Municipal Defense warning system. **Should a severe storm or tornado occur, the following safety guidelines are recommended:**

- Move away from the exterior of the Building to a corridor or elevator lobby.
- As you move, try to close the doors of rooms which have windows. Also, be sure the door to your suite is closed tightly, but not locked.
- Go to the center corridor and protect yourself by either putting your head as close as possible to your lap or by kneeling to protect your head.
- Stairwells are safe. If crowded, move down to a lower level for shelter. **DO NOT USE THE ELEVATORS.**
- **DO NOT** go to the first floor lobby or outside Building.
- Keep your radio or television set tuned to a local station for information.
- Do not use the telephone to get information or advice.
- **KEEP CALM.** If you are trapped in an outside office, seek protection under a desk.
- Once the weather has subsided, report any damage or storm related leaks to the [Building Management Office](#) by calling [\(813\) 501-6927](tel:8135016927).

HURRICANES

Below is information you may find helpful, should the Tampa area be affected by a hurricane. The actions necessary to prepare for hurricanes are much more complex. The National Hurricane Center issues tropical storm hurricane advisories. As these phenomena develop, the information bulletins are issued to inform the public that an unusual weather activity is being monitored.

- Seven (7) days before the tropical storm or hurricane is expected to influence land areas, the Center will issue advisories on a scheduled basis at 11:00 p.m., 5:00 a.m., and 5:00 p.m.
- Approximately forty-eight (48) hours prior to the estimated time the tropical storm or hurricane is expected to reach the coastline, the Center will establish watch conditions.
- Subsequent advisories will be issued at three (3) hour intervals, 11:00 p.m., 2:00 a.m., 5:00 a.m., 8:00 a.m., 11:00 a.m., 2:00 p.m., 5:00 p.m., and 8:00 p.m.
- When the hurricane comes within radar surveillance, approximately 175 miles off the Eastern seaboard, advisories will be issued every two (2) hours.

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Emergency Procedures: Shelter-in-Place

What Shelter-in-Place Means:

One of the instructions you may be given in an emergency where hazardous materials may have been released into the atmosphere is to shelter-in-place. This is a precaution aimed to keep you safe while remaining indoors. (This is not the same thing as going to a shelter in case of a storm.) Shelter-in-place means selecting a small, interior room, with no or few windows, and taking refuge there. It does not mean sealing off your entire home or office building. If you are told to shelter-in-place, follow the instructions provided in this Fact Sheet.

Why You Might Need to Shelter-in-Place: Chemical, biological, or radiological contaminants may be released accidentally or intentionally into the environment. Should this occur, information will be provided by local authorities on television and radio stations on how to protect you and your family. Because information will most likely be provided on television and radio, it is important to keep a TV or radio on, even during the workday. The important thing is for you to follow instructions of local authorities and know what to do if they advise you to shelter-in-place.

How to Shelter-in-Place:

At Work:

- Close the business.
- Bring everyone into the room(s). Shut and lock the door(s).
- If there are customers, clients, or visitors in the building, provide for their safety by asking them to stay & not leave. When authorities provide directions to shelter-in-place, they want everyone to take those steps now, where they are, and not drive or walk outdoors.
- Unless there is an imminent threat, ask employees, customers, clients, and visitors to call their emergency contact to let them know where they are and that they are safe.
- Turn on call-forwarding or alternative telephone answering systems or services. If the business has voice mail or an automated attendant, change the recording to indicate that the business is closed, and that staff and visitors are remaining in the building until authorities advise it is safe to leave.
- Close and lock all windows, exterior doors, and any other openings to the outside.
- If you are told there is danger of explosion, close the window shades, blinds, or curtains.
- Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags.
- Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit in. Avoid overcrowding by selecting several rooms if necessary. Large storage closets, utility rooms, pantries, copy and conference rooms without exterior windows will work well. Avoid selecting a room with mechanical equipment like ventilation blowers or pipes, because this equipment may not be able to be sealed from the outdoors.
- It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door(s) and any vents into the room.
- Write down the names of everyone in the room, and call your business' designated emergency contact to report who is in the room with you, and their affiliation with your business (employee, visitor, client, customer.)

Keep listening to the radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

Emergency Procedures: Tenant Security Responsibilities

Remember that the best way to improve security is for each tenant in the Building to take an active role - just as you would in the neighborhood where you live:

1. Make sure all doors to your offices are locked and secured at the close of your business day. This is extremely important on the weekends.
2. Do not hesitate to report any suspicious or disorderly individuals to the Security Desk [\(813\) 448-6056](tel:8134486056) or [Building Management Office \(813\) 501-6927](tel:8135016927). Our Building security personnel will escort them from the Building.
3. Solicitation is not permitted in the Building, and any individual who enters your offices for this purpose should be reported to the [Building Management Office](tel:8135016927). Building security personnel will escort them from the building.
4. Inform the [Building Management Office](tel:8135016927) as soon as possible about the loss of any keys or access cards to the building. This includes keys to your suite, washroom keys, storeroom keys, building and parking access cards.
5. Keep Building Identification Cards out of the hands of those who do not need them. Try to maintain up-to-date records of all your employees who have cards and ensure that departing employees return their cards along with any keys in their possession - do not release their final paycheck until you have received these items. Inform the [Building Management Office](tel:8135016927) immediately when individuals have been removed from your employment for any reason.

Emergency Access List

Each tenant must provide our office a listing of responsible people whom we can contact if we need to get into your office after hours. These people should be listed in the order in which they should be contacted. The only time we will use this list is if an emergency warrants such a call. Please keep us updated as the names and/or phone numbers change. Time lost trying to contact the right person could be critical.

Emergency Procedures: Theft

Should you suspect that your offices have been broken into or if items are found to be missing, contact the Tampa Police Department, and the [Building Management Office](#). Our Security Staff submits a written report of these incidents to the Property Manager immediately following investigation of the matter. In the meantime, try to avoid disturbing anything in areas, which you feel, might have been affected by an intruder to avoid evidence contamination.

Introduction: Rivergate Tower's Electronic Tenant Portal

The tenant information provided in this *Electronic Tenant® Portal* is meant to provide you with a better understanding of Rivergate Tower and to facilitate your company's operations. There is a great deal of information contained within this portal; take the time to familiarize yourself with this portal and it will become a valuable resource for you and your company. Please note that the [Building Management Office](#) is available to help in any way possible.

Every attempt has been made to provide current and accurate information in this portal, but it is possible that some items will change over time. The Building Management Office will promptly notify you of any such changes. Please feel free to contact the [Building Management Office](#) at [\(813\) 501-6927](#) with any questions you may have. We are here to serve you.

Introduction: About Banyan Street Capital

Banyan Street Capital is a private equity firm focused on acquiring and managing office properties directly or in joint ventures with institutional capital partners.

With a concentrated presence in the Eastern United States, the company capitalizes on the team's experience and expertise to remain at the forefront of today's emerging economic growth and investment strategies. Banyan Street Capital's mission is to implement strategies that add value and deliver high risk-adjusted returns to its investors. More information about Banyan Street Capital is available at banyanstreet.com ([opens in new window](#)).

Introduction: About Rivergate Tower

The Rivergate Tower is a 31-story, 515,965 square foot, Class A, office building with an attached 5-story pavilion, located in downtown Tampa, Florida. The property is a distinctive office building and a downtown landmark uniquely identified by its cylindrical shape. Parking consists of 735 covered parking spaces.

Facts:

- The building is one of the tallest limestone buildings in the world.
- At sunset, the building's limestone facade glows yellow-orange.
- The building's cylindrical design was intended to symbolize a lighthouse on the Tampa skyline.
- Concentric circles in the building's lobby mark distances of time and space in the form of a sundial, and is identical on the ceiling and floor.
- Despite the building's cylindrical design, a linear grid wraps around the building's facade.
- The building's measurements and numerical sequences are based on the Fibonacci series (where each number is the sum of the two preceding numbers).
- The building's 1,880 windows and 13 feet from floor to floor resemble the building's mathematical basis on the Fibonacci series.
- The building's top five floors have thin rose-colored glass notches that offer views over the city.
- The building has floor to ceiling windows with a thick concrete band horizontally separating them, which gives the appearance of two smaller windows.
- This building was designed by Harry Wolfe.

Introduction: Operating Instructions

Navigation

You move through The *Electronic Tenant® Portal* just as you would a traditional website. It's as simple as pointing and clicking. The main page features a navigation bar that provides links to each chapter. Upon entering a chapter, you will find links to the specific information provided in that chapter's sub-sections. [Click here to download a User Friendly Guide that will walk you through the Electronic Tenant Portal and its features \(opens in new window\).](#)

Special Features

This *Electronic Tenant® Portal* has special features, such as a [Forms](#) Section and [Search Engine](#). In order to take advantage of these useful features, you must have *Adobe Acrobat Reader* installed on your computer. This software is **free** and easy to use, and can be obtained by [clicking here \(opens in new window\)](#).

Neighborhood: Neighborhood Information

Arts & Entertainment

- For more information about Arts and Entertainment in the area, please visit the Tampa Downtown Partnership website at:
 - <https://www.tampasdowntown.com> (opens in new window)

Banks & ATMs

- For a listing of banks in the area, please visit the Tampa Downtown Partnership website at:
 - <https://www.tampasdowntown.com/about-us/services/> (opens in new window)

Hotels

- For a list of hotel accommodations / corporate rentals and in the area, please visit the Tampa Downtown Partnership website at:
 - https://www.tampasdowntown.com/place_category/hotels/ (opens in new window)

Local Businesses

- For a listing of local businesses, please visit the Tampa Downtown Partnership website at:
 - <http://www.tampasdowntown.com/> (opens in new window) and visit the Live, Work and Play sections of their website.

Restaurants

- For a complete list of restaurants in the area, please visit the Tampa Downtown Partnership website at:
 - https://www.tampasdowntown.com/place_category/dine-drink/ (opens in new window)

Local Transportation Options

- [HART](#) (opens in new window)
- [PSTA](#) (opens in new window)
- [Tampa Bay Cab Co](#) (opens in new window) - (813) 251-5555
- [Gulf Coast Transportation](#) (opens in new window) - (813) 251-3107
- Tampa Airport Shuttle - [\(877\) 716-2520](#)

Neighborhood: Transportation

Local Transportation Options

- [HART \(opens in new window\)](#)
- [PSTA \(opens in new window\)](#)
- [Tampa Bay Cab Co \(opens in new window\)](#) - [\(813\) 251-5555](#)
- [Gulf Coast Transportation \(opens in new window\)](#) - [\(813\) 251-3107](#)
- Tampa Airport Shuttle - [\(877\) 716-2520](#)

Operations: Building Hours & Holidays

HOURS OF OPERATION

Rivergate Tower is open for normal business operations from 8:00 a.m. to 6:00 p.m., Monday through Friday, except national holidays, and from 8:00 a.m. to 1:00 p.m. on Saturday. Air conditioning, heating systems and elevator service are available during these times. For information on how to access the Building after hours and on Saturday, Sunday or holidays, please see Security, [After-Hours Access](#).

HOLIDAYS

The Building will be closed in observance of the following national holidays:

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

Variances from, or additions to the above will be announced by memo from the [Management Office](#) via ETS to the office manager for distribution.

Operations: Building Management

The Management Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday, except national holidays. The telephone number is [\(813\) 501-6927](tel:(813)501-6927), and the facsimile number is (813) 448-6094. All requests for maintenance should be submitted through the [Prism Work Order System \(opens in new window\)](#).

The following personnel are available to address your needs:

Mary Slatter

[\(813\) 501-6926](tel:(813)501-6926)

Senior Property Manager

MSlatter@banyanstreet.com

Anissa Roux

[\(813\) 501-6927](tel:(813)501-6927)

Property Manager

ARoux@banyanstreet.com

Operations: Rental Payments

As defined in your lease, the Fixed Rent and Additional Rent are due on or before the first day of each calendar month. Please be advised that all past due payments will be subject to a late fee in accordance with your lease.

Please make all checks payable to:

Rivergate Tower Owner, LLC

Forward your checks to:

Rivergate Tower Owner, LLC
1 Independant Drive, Suite #1850
Jacksonville, FL 32202

Policies & Procedures: Construction

The Management Office will assist in coordinating any repairs or remodeling you may require (i.e., painting, carpet replacement and patching, installation of telephone and electrical outlets, demolition and relocation of existing walls).

All construction services or repair work, as well as the contractors performing such work, must be approved in writing by the [Management Office](#). If the work is not performed by Rivergate Tower Owner, LLC, c/o Banyan Street Capital and we deem that supervision is necessary, a fee will be charged and must be paid by the tenant. (All major construction drawings must be approved by Rivergate Tower Owner, LLC c/o Banyan Street Capital.

Policies & Procedures: General Rules & Regulations

The following Rules and Regulations, hereby accepted by Tenant, are prescribed by Landlord to enable Landlord to provide, maintain, and operate, to the best of Landlord's ability, orderly, clear and desirable premises, Building, Complex and Parking Facility for the Tenants therein at as economical a cost as reasonably possible and in as efficient a manner as reasonably possible, to assure security for the protection of Tenants so far as reasonably possible, and to regulate conduct in and use of said Premises, Building Complex and Parking Facility in such manner as to minimize interference by others in the proper use of same by Tenant.

1. Tenant, its officers, agents, servants and employees shall not block or obstruct any of the entries, passages, doors, elevators, elevator doors, hallways or stairways of the Complex or garage, or place, empty or throw any rubbish, litter, trash or material of any nature into such areas, or permit such areas to be used at any time except for ingress or egress of Tenant, its officers, agents, servants, employees, patrons, licensees, customers, visitors or invitees.
2. The movement of furniture, equipment, machines, merchandise or materials within, into or out of the Premises, the Building the Complex or Parking Facility shall be restricted to time, method and routing of movement as determined by Landlord upon request from Tenant and Tenant shall assume all liability and risk to property, Premises, Building and Complex in such movement. Tenant shall not move furniture, machines, equipment, merchandise or materials within, into or out of the Complex, the Building, Premises or garage facilities without having first obtained written permission from Landlord 24 hours in advance. Safes, large files, electronic data processing equipment and other heavy equipment or machines shall be moved into Premises, Building, Complex or Parking Facility only with Landlord's written permission and placed where directed by Landlord.
3. No sign, door plaque, advertisement or notice shall be displayed, painted or affixed by Tenant, its officers, agents, servants, employees, patrons, licensees, customers, visitors, or invitees in or on any part of the outside or inside of the Building, the Complex, garage facilities or Premises without prior written consent of Landlord and then only of such color, size, character, style and materials and in such places as shall be approved and designated by Landlord.
4. Landlord will not be responsible for lost or stolen property, equipment, money or any article taken from Premises, Building, the Complex or Parking Facility regardless of how or when loss occurs, except in the case of gross negligence by Landlord and its agents.
5. No additional locks shall be placed on any door or changes made to existing locks in the Building without the prior written consent of Landlord. Landlord will furnish two (2) keys to each lock on doors in the Premises and Landlord, upon request of Tenant, shall provide additional duplicate keys at Tenant's expense. Landlord may at all times keep a pass key to the Premises. All keys shall be returned to Landlord promptly upon termination of the Lease.
6. Tenant, its officers, agents, servants or employees shall do no painting or decorating in the Premises, or mark, paint or cut into, drive nails or screw into or in any way deface any part of Premises, the Building or the Complex without the prior written consent of Landlord. If Tenant desires signal, communication, alarm or other utility or service connection installed or changed, such work shall be done at expense of Tenant, with the approval and under the direction of Landlord.
7. Landlord reserves the right to: (i) close the Building at 6:00 p.m., subject, however, to Tenant's right to admittance under regulations prescribed by Landlord, and to require the persons entering the Building to identify themselves and establish their right to enter or to leave the Building; (ii) close all parking areas between the hours of 9:00 p.m. and 7:00 a.m. during week days; and (iii) close all parking areas on weekends and holidays.
8. Tenant, its officers, agents, servants and employees shall not permit the operation of any musical or sound producing instruments or device which may be heard outside the Premises or which may emanate electrical waves which will impair radio, television broadcasting or reception or interfere with the use of computers or telephonic equipment from or in the Building.
9. Tenant, its officers, agents, servants and employees shall, before leaving the Premises unattended, close and lock all doors and shut off all utilities; damage resulting from failure to do so shall be paid by Tenant. Each Tenant before the closing of the day and leaving the Premises shall see that all blinds and/or draperies are pulled and drawn.
10. All plate and other glass now in the Premises, Building or Complex which is broken through the cause which is attributable to Tenant, its officers, agents, servants, employees, patrons, licensees, customers, visitors or invitees shall be replaced by and at expense of Tenant under the direction of Landlord.
11. Tenant shall give Landlord prompt notice of all accidents to or defects in air conditioning equipment, plumbing, and electric facilities or any part or appurtenance of Premises.
12. The plumbing facilities shall not be used for any other purpose than that for which they are constructed, and no foreign substance of any kind shall be thrown therein, and the expense of any breakage, stoppage, or damage resulting from a violation of this provision shall be borne by Tenant,

who shall, or whose officers, employees, agents, servants, patrons, customers, licensees, visitors or invitees shall have caused it.

13. All contractors and/or technicians performing work for Tenant within the Premises, Building, Complex or Parking Facility shall be referred to Landlord for approval before performing such work. This shall apply to all work including, but not limited to, installation of telephones, telegraph equipment, electrical devices and attachments, and all installations affecting floors, walls, windows, doors, ceiling, equipment or any other physical feature of the Building, the Complex, the Premises or the Parking Facility. None of this work shall be done by Tenant without Landlord's prior written approval.
14. No showcases or other articles shall be put in front of or affixed to any part of the exterior of the Building; nor placed in the halls, corridors or vestibules without the prior written consent of Landlord.
15. Glass panel doors that reflect or admit light into the passageways or into any place in the Building shall not be covered or obstructed by the Tenant, and Tenant shall not permit, erect, and/or place drapes, furniture, fixtures, shelving, display cases or tables, lights or signs and advertising devices in front of or in proximity of interior and exterior windows, glass panels, or glass doors providing a view into the interior of the Premises unless same shall have first been approved in writing by Landlord.
16. Canvassing, soliciting and peddling in the Complex (including the Parking Facility) is prohibited and each Tenant shall cooperate to prevent the same. Tenant shall not distribute any handbills or other advertising matter in automobiles parked in the Parking Facility. Tenant shall promptly report any such activities to the Building Manager's office.
17. No hand trucks, except those equipped with rubber tires and side guards, shall be used in any space, or in the public halls of the Building, either by any Tenant or by jobbers or others, in the delivery or receipt of merchandise or otherwise.
18. The work of Landlord's janitors or cleaning personnel shall not be hindered by Tenant after 5:30 p.m. and such work may be done at any time when the offices are vacant. The windows, doors and fixtures may be cleaned at any time. Tenant shall provide adequate waste and rubbish receptacles, cabinets, bookcases, map cases, etc., necessary to prevent unreasonable hardship to Landlord in discharging its obligation regarding cleaning service. In this regard, Tenant shall also empty all glasses, cups and other containers holding any type of liquid whatsoever.
19. If Tenant must dispose of crates, boxes, etc., which will not fit into office wastepaper baskets, it will be the responsibility of Tenant with Landlord's assistance to dispose of same. In no event shall Tenant set such items in the public hallways or other areas of Complex, excepting Tenant's own Premises, for disposal.
20. Tenants may not bring furniture and equipment into the Premises that does not fit in the elevators for the Building and that does not pass through the doorways of the Premises or Building unless such furniture or equipment is made in parts and set up in the Premises. Landlord reserves the right to refuse to allow to be placed in the Building any furniture or equipment of any description which does not comply with the above conditions.
21. Tenant will be responsible for any damage to the Premises, including carpeting and flooring, caused by rust or corrosion of file cabinets, roller chairs, metal objects or spills of any type of liquid.
22. If the Premises become infested with vermin, Tenant, at its sole cost and expense, shall cause the Premises to be exterminated, to the satisfaction of Landlord, and shall employ exterminators approved by Landlord.
23. Tenant shall not install any antenna or aerial wires, or radio or television equipment, or any other type of equipment, inside or outside of the Building or the Complex, without Landlord's prior approval in writing, and upon such terms and conditions as may be specified by Landlord in each and every instance, including the payment of a rental fee for such space.
24. Tenant shall not use the name of the Building for any purpose other than that of the business address of Tenant or use any letterheads, envelopes, circulars, notices, advertisements, containers or wrapping material without Landlord's express consent in writing.
25. Tenant shall not conduct its business in such manner as to create any nuisance, or interfere with, annoy or disturb any other tenant in the Complex or Landlord in its operation of the Complex or commit waste or suffer or permit waste to be committed in the Premises or Complex. In addition, Tenant shall not allow its officers, agents, employees, servants, patrons, customers, licensees and visitors to conduct themselves in such manner as to create any nuisance or interfere with, annoy or disturb any other tenant in the Complex or Landlord in its operation of the Complex or commit waste or suffer or permit waste to be committed in the Premises or the Complex.
26. Tenant, its officers, agents, servants and employees shall not install or operate any refrigerating, heating (if provided) or air conditioning apparatus or carry on any mechanical operation or bring into Premises, Building or Parking Facility any inflammable fluids or explosives without written permission of Landlord.
27. Tenant, its officers, agents, servants or employees shall not use Premises, or any portion of the Complex for housing, lodging or sleeping purposes or for the cooking or preparation of food without the prior written consent of the Landlord.
28. Tenant, its officers, agents, servants, employees, patrons, licensees, customers, visitors or invitees shall not bring into the Parking Facility, Building, Premises or any other part of the Complex, or keep

on the Premises any fish, fowl, reptile, insect, or animal or any bicycle or other vehicle without the prior written consent of Landlord. Wheel chairs and baby carriages are excepted from this rule.

29. Neither Tenant nor any officer, agent, employee, servants, patron, customer, visitor, licensee or invitee of any Tenant shall go upon the roof of the Building without the written consent of the Landlord.
30. Tenant shall not have its employees or laborers paid in the Building (other than employees who work in the Building on a full time basis), but shall arrange to pay their payrolls elsewhere.
31. No smoking shall be permitted anywhere in the Building or in any other building in the Complex.

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Policies & Procedures: Insurance Protection

As required by your lease, you must carry certain insurance coverages relative to your tenancy and provide the Landlord with a Certificate of Insurance showing the appropriate coverages.

The insured certificate holder is to be named as:

Rivergate Tower Owner, LLC
c/o Banyan Street Capital
400 North Ashley Drive, Suite C-100
Tampa, Florida, 33602

The additional insured should be listed as:

Banyan Street Capital

Please forward the Certificate of Insurance to the [Management Office](#).

Policies & Procedures: Moving Procedures

Tenants should contact the [Management Office](#) at least two (2) weeks in advance to coordinate any move-ins or move-outs. A Certificate of Insurance is required from the moving company. The moving company must meet the limitation requirements and the language for the additional insured and certificate holder. [Click here \(opens in new window\)](#) to see attached sample COI.

Preferred vendor moving companies that have their COI's on file with Rivergate Tower:

Atlantic Relocation Systems - Sarasota, FL
Galen Rogers - Vice President & General Manager
Mobile: [\(770\) 539-2472](#) Direct: [\(941\) 405-1040](#)

College H.U.N.K.S Hauling Junk and Moving
Austin Thomas - General Manager, Tampa Moving
Austin.Thomas@chhj.com
O: [\(813\) 280-3349](#) D: [\(813\) 260-7201](#)
Website: chhj.com [\(opens in new window\)](#)

Suddath® Commercial Workplace Solutions
Steve Hernandez - Sales Executive
Steven.Hernandez@suddath.com
D) 850-361-5255
www.suddath.com [\(opens in new window\)](#)

Junk Removal:

College H.U.N.K.S Hauling Junk and Moving
(O): [\(813\) 280-3349](#)
Website: chhj.com [\(opens in new window\)](#)

The following rules pertain to moving furniture, equipment and supplies in and out of Rivergate Tower:

1. All moves previously approved through the Prism Work Order System - Freight Reservations must be accomplished during normal business hours (8:00 a.m. to 6:00 p.m.), Monday through Friday, or on Saturday and Sunday by appointment.
2. Clean plywood or masonite sections will be used as runners on all finished floor areas where heavy furniture or equipment is being moved with wheel or skip type dollies. The plywood must be at least 4' x 8' x 1/4" sheets and taped together to prevent sliding. It must be used in all elevator lobbies and corridors.
3. The mover must provide and install protective coverings on all walls, door facings, elevator cabs and other areas along the route to be followed during the move.
4. Any damage to the Property or fixtures caused by the move will be repaired and/or paid for by the moving company and/or the tenant.
5. Only the assigned elevator will be used for the movement of furniture, equipment and supplies unless prior written approval to use additional elevators is granted by the Property Manager.
6. Upon termination of lease and/or move-out of suite, tenant should leave suite in broom swept condition, all personal property and rubbish removed and suite shall be restored to original move-in condition.
7. All low voltage telecom and data cabling shall be removed back to the source of origin.
8. The moving company must carry the insurance coverage per the attached sample COI.
9. All trash and refuse generated as a result of the move shall be hauled off the property by the moving company the same day that the move takes place.
10. In addition, the moving company must agree to protect, indemnify and hold Landlord harmless from and against all claims, demands, and cause of action of every kind in character arising in favor of the moving company's employee, Landlord's employees or other third party on account of bodily injury, personal injury, death or damage to property in any way resulting from willful or negligent acts or omissions of the moving company, its agents, employees, representatives or subcontractors. The moving company shall be responsible for all damages and losses sustained by them to their tools and equipment utilized in the performance of all work there under.
11. Please remember to start/cancel parking services and remind employees to start/cancel gym memberships with the current Parking and Fitness Center management companies. It is the

responsibility of the tenants and not the Management Office since in most cases these arrangements are made outside of the lease agreement.

12. Security will not validate parking for the moving company. The tenant will need to make arrangements with the mover or contact Universal Parking to set up an account for special circumstances at [\(800\) 531-8470](tel:8005318470) or email: bholland@upandt.com.

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Policies & Procedures: Smoking

Rivergate Tower maintains a no smoking policy throughout the building, including all common areas, the lobby, rest rooms, stairwells and elevators. Please do not smoke at building entrances.

Security: After-Hours Access

After business hours, access into the building can only be made by authorized personnel and Tenants with building access cards. These hours are as follows:

- 6:00 p.m. to 8:00 a.m., Monday through Friday.
- After 1:00 p.m. on Saturday and all day and night on Sunday.
- All national holidays.

ENTERING AFTER BUSINESS HOURS

Only authorized personnel and Tenants with building access cards will gain entrance to the building after business hours. A building access card may be obtained by completing the [Card Access Request Form](#), and upload into [Prism Work Order System \(opens in new window\)](#) as a work order.. The Card Access Request Form must be signed by the tenant's authorized representative.

Entry into Rivergate Tower can be obtained at the following areas with the security card:

1. South-entrance (Kennedy) at the south door. Hold your security card at the light (on the card-reader) and the door will unlock.
2. North-entrance (Park) at the north door.
3. Garage elevators operate on security access after hours.

If you require assistance at any one of these card readers, an intercom is provided on each unit. To activate, simply press the button on the intercom. Our security staff will then assist you.

Security: Elevator Access

The elevators at Rivergate Tower are equipped with a card reader system. When the security system is activated, the elevators cannot be accessed without using an authorized security card, which is programmed for access to a particular floor. The card reader is a gray box located at the top of the elevator panel.

Security: General Office Security

Should you have an emergency problem after hours, please call [\(813\) 448-6056](tel:(813)448-6056). The emergency personnel will contact the appropriate staff member.

Security: Key & Lock Policy

If you require additional keys for your office(s), a lock shop is provided to accommodate your needs. All requests for new locks, re-keyed locks, new keys and duplicate keys must be coordinated with the [Management Office](#). All keys shall remain the property of the Landlord. The first two keys for each lock cylinder are provided at no cost; additional keys and other lock shop services are available upon request and at a charge. All locks must be keyed to the Landlord's master.

[Click here to download a Key Request Form](#)

Completed key forms can be submitted to [Prism Work Order System \(opens in new window\)](#).

Services: Cleaning

Rivergate Tower has a contract with a janitorial company for cleaning the tenant offices and common areas. Housekeeping will routinely clean all general office areas and public areas between 6:00 p.m. and 10:00 p.m., five days per week. Cleaning services include vacuuming carpets, mopping tile floors, removing trash and cleaning the restrooms. If you have trash to be disposed of which will not fit in wastebaskets, leave a note on it marked "TRASH". Please do not place trash or empty boxes in the corridors or restrooms.

Special cleaning needs such as carpet shampooing or washing interior glass partitions can be ordered through *Prism Work Order System*. These services can be arranged at tenant's cost.

[Click here to access the Service and Maintenance Request System \(opens in new window\).](#)

Services: Deliveries

Routine small deliveries may be made between 7:00 a.m. and 5:00 p.m., Monday through Friday. Large deliveries (large size or large quantity) are to be coordinated 24 to 48 hours in advance through the [Management Office](#).

1. Passenger elevators cannot be used for deliveries. A designated (freight) elevator will only be reserved with prior notice from the [Management Office](#). All material deliveries must be made through the loading dock and service elevators. The same route must be used when exiting the building.
2. All materials must be taken directly from the loading dock to the delivery location via the service elevators. No materials of any kind are permitted to be stored or piled in any hallway or loading area. Materials found in these areas will be removed and stored or discarded at owner's expense.
3. Movement of materials should be by rubber-wheeled carts where possible and handled in such a way as not to cause damage to painted surfaces, floors and walls.
4. Deliveries requiring a loading dock, parking facility or dollies should be made via the loading dock located in the parking garage. Please be aware that the loading dock can accommodate trucks with a maximum length of 44' long and a height limit of 13'10". If larger, they will be unable to enter due to the dimensions.

The capacity and dimension of the service elevators are as follows:

Elevators North and South:

Weight Capacity	6,500 lbs.
Width	6 feet
Height	12 feet
Depth	9 feet

Please notify your delivery company of our building delivery requirements in advance in order to avoid any unnecessary delays.

Services: Elevators

The building is sectioned into two elevator banks (high rise and low rise) with each bank having six cabs. The low-rise elevators service the Lobby through the 16th floor and the high rise elevators service the 15th through the 31st floor. The Rivergate Tower garage has two elevators.

All elevators are computer-monitored. Their location and status can be identified by security at once. The "bell" button on the panel inside the cab is a two-way communication system linked directly to building security.

Please report any problems related to the elevator operation to the Security Desk at [\(813\) 448-6056](tel:8134486056).

Services: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from the [Property Management Office](#) as well.

To view and print PDF files, you need the *Adobe Acrobat Reader* software. If not already installed on your computer, it can be obtained for free at www.adobe.com ([opens in new window](#)):

- [Blank List of Emergency Volunteers Form \(opens in new window\)](#)
- [Bomb Threat Checklist \(opens in new window\)](#)
- [Bomb Threat Guidelines \(opens in new window\)](#)
- Card Access Request Form - COMING SOON.
- [Fitness Center Release Form \(opens in new window\)](#)
- [Hurricane Planning Checklist \(opens in new window\)](#)
- [Key Request Form \(opens in new window\)](#)
- [Monthly Parker Agreement - Tenant \(opens in new window\)](#)
- [Tenant Information Sheet \(opens in new window\)](#)
- [Tenant Mailbox Key Form \(opens in new window\)](#)
- [Tenant Signage Order Form \(opens in new window\)](#)
- [Tenant Floor Plans & Evacuation Routes \(opens in new window\)](#)
- [Tenant Floor Warden Fire Drill & Evacuation Notice \(opens in new window\)](#)
- [Universal Parking and Transportation - Introduction Letter \(opens in new window\)](#)

Services: HVAC

Because of the concern of rising energy costs and our desire to conserve energy, it is very important to have the last person that leaves each suite at the end of the day turn out all of the lights. Our janitorial service has also been instructed to observe this procedure.

The heating and air conditioning equipment is controlled to a comfortable setting. If employees are too warm or cool, please submit a request via the [Prism Work Order System \(opens in new window\)](#).

AFTER-HOURS AIR CONDITIONING

Heating, air conditioning and other services are provided Monday through Friday from 8:00 a.m. to 6:00 p.m., excluding holidays, and on Saturday from 8:00 a.m. to 1:00 p.m. If cooling is required at other times, the air can be requested through the [Prism Work Order System \(opens in new window\)](#). Your rental account will be billed for a minimum of two hours at market rate (the current rate is \$55.00 per hour). The Building Engineer will not be available on Sundays and holidays. All maintenance requests will be held and will not be addressed until the next open work day.

Services: Mail Service

A mail room is located on the B2 level of the Rivergate Tower Building garage. There are drop off boxes for United States Post Office Mail, Federal Express, and UPS. Mail is picked up from the drop boxes each day at 3:30 p.m. A mailbox key will be issued to each tenant upon acceptance of the suite. Mail will not be delivered to individual suites. To order extra keys, or to replace lost keys, please [click here \(opens in new window\)](#).

Services: Property Removal

Refuse - Tenant shall place all refuse in proper receptacles provided by Tenant at its expense in the Premises or in receptacles (if any) provided by Landlord for the Building, and shall keep sidewalks and driveways outside the Building, and lobbies, corridors, stairwells, ducts and shafts of the Building, free of all refuse.

Services: Service Requests

Please [click here \(opens in new window\)](#) to log into Prism Work Order System for service requests.

Services: Signage & Directory

A building directory is located in the Lobby of the Building. All tenant entry signage must be ordered through the [Management Office](#). There are to be no temporary or permanent signs in any form on the exterior of the building, doors or windows without prior written approval from the [Management Office](#).

An order form for entry signage has been provided below and in the Forms Section. Please allow two (2) to four (4) weeks for delivery:

- [Click here to download a Tenant Signage Order Form](#)

Services: Telephone & Data System

Prior to moving in, each tenant should contact the local communication company for installation of their system. Costs for special work such as special conduit, electrical outlets, floor monuments, etc. are the responsibility of the tenant. Any additional cabling or electrical work subsequent to move-in will be performed at the tenant's expense.