

PIONEER PLAZA

Home of The Plaza Club

Tenant Manual

Pioneer Plaza LLC

900 Fort Street Mall • Suite 1188 • Honolulu, Hawaii 96813 • Phone (808) 533-7468 • Fax (808) 538-0363

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AUTHORIZED PERSONNEL LIST

TENANT ACCESS LIST

CONTRACTOR ACCESS PASS

TENANT INFORMATION FORM

KEY REQUEST FORM

FIRE MARSHALLS & HANDICAPPED EMPLOYEES LIST

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TEMPORARY TENANT ACCESS LIST

ELITE PARKING FORM

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GENERAL BUILDING INFORMATION

QUICK REFERENCE GUIDE

The information contained herein is subject to change without notice.

Contact Information & Hours of Operation

PIONEER PLAZA BUILDING MANAGEMENT	533-7468 538-0363 (fax)
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You may contact the Building Management Office at the numbers listed above or you can stop by the offices located in Suite 1188 at Pioneer Plaza. The hours of operation are as follows: Mon thru Fri, 8:00 a.m. to 5:00 p.m.

Should you urgently need to contact management personnel after hours, please call the on-site Security Desk at 522-6652.

PIONEER PLAZA SECURITY	522-6652
7 days a week, 24 hours a day	

PIONEER PLAZA MAINTENANCE	533-7468
Mon thru Fri, 8:00 a.m. to 5:00 p.m.	

FIRE, POLICE, & MEDICAL EMERGENCIES	911
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Building Holidays

January 1 st	New Year's Day
February	Presidents' Day
May	Memorial Day
July 4 th	Independence Day
September	Labor Day
November	Thanksgiving Day
December 25 th	Christmas Day

Note: No A/C during Building Holidays

Building Hours

Monday through Friday	6:00 a.m. to 6:00 p.m.
Saturday	8:00 a.m. to 12:00 p.m.

Note: After hours access requires the use of a building/parking access token.

Post Office Hours

11:00 a.m. – 11:30 a.m. M-Sat

See Postman to set up new mail box- one key per tenant

Loading Dock Hours**30 Minutes Active Loading & Unloading Only**

Monday through Friday

6:00 a.m. to 11:30 a.m.

1:30 p.m. to 4:30 p.m.

Saturday

8:00 a.m. to 12:00 p.m.

Sunday

Closed

Loading Dock use is on a first come, first served basis.

Freight Elevator Hours

Freight elevator hours coincide with the above Loading Dock Hours. Independent use of the freight elevator may be requested through the Management Office via Contractor Access Pass. (see Appendix)

* 11:30 a.m. to 1:30 p.m. open for Tenants & General Public - **No Freight Use**

Standard Air Conditioning Hours

Monday through Friday

6:00 a.m. to 6:00 p.m.

Saturday

8:00 a.m. to 12:00 noon

Sunday & Building Holidays

OFF

Parking Validation Stamps - rates subject to change

Daytime Validation

Valid Monday through Friday

6:00 a.m. to 5:00 p.m.

Booklet of 100 ½-hour stamps

\$375

Booklet of 100 1-hour stamps

\$750

Evening Validation

Valid Monday through Friday

5:00 p.m. to 6:00 a.m.

Saturday, Sunday, Building Holidays

ALL DAY

Parking Rates – Contact Flo Pasilio of Elite Parking Management for current rates at 291-7638.

Application for Parking

An Authorized Personnel must first contact the Building Management Office and request parking. Depending on the current garage occupancy the Tenant may be placed on a parking waiting list. Upon availability, the Tenant will be contacted immediately to pick-up a Parking Agreement form. This form must be completed in its entirety and signed by the individual and Authorized Personnel. Upon processing, the Tenant will be issued a parking access key. There will be a non-refundable activation fee of \$25.00 for all new parking access cards or electronic access keys and the replacement of any lost or stolen parking access cards or electronic access keys.

Termination of Parking

Thirty (30) day written notice of cancellation is required from Tenants with the name of individual being cancelled.

ELITE Parking Management Contact Information

Parking Facility Manager (Flo Pselio)

Booth 537-6793

Cell 291-7638

Elite Office

734-7559

Keys - rates subject to change

Main Entry Door

\$45.00/ea

Restroom

\$25.00/ea

Parking Cards/Tokens

\$25.00/ea

Lost Restroom Keys

\$100.00

Janitorial Requests

Please contact the Building Management Office at 533-7468. If they are unavailable, please call Security at 522-6652.

On-Site Security Guard (Located at the Security Console in the Main Lobby)

Guardsmark LLC

522-6652

PIONEER PLAZA TENANT BUILDING MANUAL

HISTORY

Welcome to Pioneer Plaza. In commemoration of downtown Honolulu and Pioneer Plaza's rich history, we will offer a brief history of the people and events of this local landmark.

The original "Pagoda" building, a gathering place for Hawaiian merchants, businessmen and international travelers, was a two-story house purchased by Chinese merchants Hung & Tai of Canton in 1838 for only \$5,000. In 1858, liquor merchant W.E. Cutrell received a hotel license and renamed the Pagoda the "Merchants Exchange." By 1864, the Merchant's Exchange's hotel license read "Union Hotel" and sold nightly rooms for an amazing \$1.50 in 1866. Emanuel Cunha bought the 8,000-square foot hotel at a public auction in 1874 for \$7,000. The hotel's saloon became more and more popular as a gathering place for Honolulu businesspersons.

By 1893, the Saloon had become known as the Union Art Gallery with plush carpeting, marble-topped tables, antique furniture and walls hung with gilt-framed paintings of Hawaiian royalty. Cunha was established as Hawaii's premier saloonkeeper, even providing hospitality to King Kalakaua and his guests. A complete library of mainland newspapers was always available. Good manners were demanded and off-the-street rowdies were dealt with promptly. A group of elite Union Saloon patrons formed the "Commercial Club" around 1912, and then moved to the 4th & 5th floors of the McCanless Building at Bethel and King. The Commercial Club carried on many of the traditions started by the Union Saloon, including hosting the Island elite. Emanuel Cunha died in 1918, and the advent of Prohibition brought about the end of his famous Saloon.

The building that housed the Union Saloon was torn down in 1972 to make way for the new Pioneer Plaza office tower. The Plaza Club, which was part of the new development, was planned to occupy the same location as Cunha's famous Saloon. The Plaza Club was founded in 1979 and officially opened on July 30, 1979 featuring food, service and amenities that would have made Emanuel Cunha proud. The Plaza Club's high standards have created traditions of its own. Over the last 20 years it has become a proud successor to the elegant Union Saloon where King Kalakaua entertained friends and visiting diplomats at the turn of the last Century.

MW Group, Ltd. acquired Pioneer Plaza in the Fall of 2001 and currently operates it. We are committed to excellence in managing all of our properties. Our team is dedicated to understanding and responding to your needs immediately and effectively.

FEATURES AND DETAILS ABOUT PIONEER PLAZA

- A twenty-one (21) story office and commercial building of reinforced concrete, located on 36,017 square feet of land in downtown Honolulu.
- It is centered within the financial and business district and adjacent to all governmental agencies.
- There is direct access to floors two (2) through six (6) from the parking garage.
- There are seven (7) elevators serving the Ground Floor and Arcade Level.
- The Ground Floor houses eateries and services with direct street access via open malls and stairs.
- There are three (3) levels with outdoor lanais.
- Sweeping vistas of Honolulu, Aloha Tower and the Waterfront.
- There is a minimum of internal columns for the maximum utilization of space.
- Windows are of solid bronze tinted glass with 30-inch window sill height.
- Sun-shielding is provided by 30-inch deep eyebrows above all windows.
- Exterior faced with pre-cast panels of natural exposed coral aggregate.
- Attractive tropical landscaping throughout all public areas.

INTRODUCTION

This manual was designed to acquaint you with the operation, policies and procedures of Pioneer Plaza. Please read it carefully as this is required reading for all new Tenants. Whenever a question concerning the operation of the Building may rise, this manual should be referred to. The manual is informational only and may not cover all situations as they occur. Feel free to contact Building Management if your queries are not addressed by this manual.

ACCESS PROCEDURES

The following Standard Operating Procedure is to establish the access procedure for all persons entering the Pioneer Plaza building. The Security Department is responsible for controlling the access into the Building at all times.

Normal Business Hours

All persons who have a legitimate business to conduct at the Building are allowed to do so without any undue restrictions. Persons soliciting, loitering, or wandering around may be asked to leave the premises because their activities do not conform to what is defined as legitimate business.

After Normal Business Hours

Access into the Building will be strictly limited to those persons who are included on the Tenant Access List or who have an elevator access card which is valid. A sign-in sheet will be available at the security station for all After Normal Business Hours entrants.

Moving

All moving of large items or office equipment must be authorized in advance by the Management Office and take place **after hours only**. A Contractor Access Pass must be completed for the move and for the use of the freight elevator and loading dock.

Deliveries

Delivery hours are to be strictly enforced. The elevator lobby and alleys are to be kept clear of any material at all times. Direct all delivery persons to the freight elevator (#2). Do not allow any delivery person to use hand trucks on the steps of the Building, lobby area or in the food court area. Always be alert for safety hazards that could develop in the lobby area. At no time will any hand truck be left standing with or without a load on it at any lobby area.

Outside Contractors

All contractual work to be done in the Building must first be approved by the Building Management. There is no exception to this procedure. A Contractor Access Pass must be at the Security Console approving and authorizing the work that is to be done. Evidence of Insurance must be provided along with the Contractor Access Pass

AFTER HOURS AIR CONDITIONING SERVICES

After hours air conditioning services are available upon written request to the Building Management Office with 2 business days notice. After hours air conditioning is currently available at \$75.00 per hour plus applicable tax. This amount will be automatically billed to the Tenant's monthly billing statement. Two (2) business days notice must be given.

This rate is based on the actual cost of providing such services, including equipment depreciation, the cost of labor for operating personnel, and electricity at the per kilowatt hourly rate. Therefore, the rate is subject to change at any time.

Should you have any questions, please contact the Building Management Office.

AFTER HOURS VENDOR SERVICES

Access to Tenant premises for service providers such as pest control services, carpet cleaning, or other desired after-hours services, are to be arranged between the Tenant and service provider. Tenants have the following options:

1. Tenant may designate an employee to wait for the service provider to provide them access. Tenant must use their own discretion as to whether the employee will wait until the services are performed and lock up the premises upon completion, or to have the service provider lock up the premises upon completion. Also, Tenant must inform Building Management and or Security in written format (Contractor Access Pass) if the service provider will be arriving to the property during non-building hours in order for Security to provide the contractor access onto your floor.
2. Tenant may provide their entry door key directly to the service provider. However, Tenant must inform Security if the service provider will be arriving to the property during non-building hours in order for Security to provide access onto your floor. This must be scheduled at least 24-hours in advance and requested on the Contractor Access Pass.
3. Tenant may submit a written request via the Contractor Access Pass authorizing Security to provide access into their premises. Requests must be submitted to Building Management at least 24 hours in advance for coordinating purposes. Building Management reserves the right to refuse any request. Written requests on the Contractor Access Pass must be made by an Authorized Personnel.

ANIMALS

No animals or pets are allowed in the Building or in any Tenant premises at any time except for service animals.

AUTHORIZED PERSONNEL

Each Tenant is to submit an Authorized Personnel List to Building Management. This list will be used by Building Management and Security to verify that all verbal or written requests are made by authorized individuals only. The Authorized Personnel shall be authorized to do the following:

1. Authorized to request for additional Tenant entry door keys and building access keys.
2. Authorized to request after-hour air conditioning service.
3. Authorize fellow employees access into Tenant's premises if employee locks themselves out of premises.
4. Authorized to request vendor/contractor access into the building including Tenant suite, loading dock, freight elevator, etc. (Contractor Access Pass)
5. Additional miscellaneous requests in which Building Management may require authorization from the Tenant.

COMMUNICATION LINE INSTALLATION

If Tenant desires tele-type, telephone communications, computer or telegraph connections, Building Management will direct electricians, telephone or other cable installers as to where and how the electrical/telephone cable conduit wires are to be introduced. No boring or cutting for wires shall be made without prior approval and directions from Building Management.

Tenants are solely responsible for start-up of services, hook-up and monthly fees.

CONSTRUCTION RULES & REGULATIONS

TERMS FOR CONSTRUCTION BY TENANT

Tenants exercising its election to select and engage architects, engineers or contractors for the design or construction of improvements, accepts sole responsibility for the design, construction and timely completion of the improvements, for all the acts and omissions of Tenant's architects, engineers and contractors even though approved by the Landlord and or any accident, injury, loss or damage which results from the design or construction of the improvements. Any delay in Tenant's completion of the improvements, and any damage caused by acts or omissions of Tenant or Tenant's agents, employees, architects, engineers, contractors, subcontractors, material suppliers, guests and invitee shall be at Tenant's sole risk, cost and expense.

All the architects, engineers and contractors Tenant engages for the design or construction of the improvements must be approved in advance by Landlord. To be so approved, they must be licensed by the State of Hawaii, financially responsible, competent to do the work necessary for the design and construction of the improvements, capable of performing quality workmanship, must have friendly labor relations and must be willing and able to abide by these requirements. Landlord may decline to approve any architect, engineer or contractor if it appears to Landlord that any such architect, engineer or contractor does not meet the qualifications specified herein or is otherwise unacceptable or undesirable to do the work required for design and construction of the improvements.

If any architect, engineer or contractor the Tenant has engaged misstates or misrepresents its qualifications or background, or violates these requirements or becomes involved in a legal or labor dispute which in Landlord's view is disruptive of the work required for the design and construction of the improvements or the harmony of the Building, Landlord may order and require such architect, engineer or contractor to cease further work on the design or construction of the improvements and to remove its materials, equipment and employees from the Building. The termination and removal of any such architect, engineer or contractor pursuant to the provisions of this paragraph shall in no way affect Tenant's obligation to pay rent under the Lease.

**SPECIFICATIONS FOR LEASEHOLD IMPROVEMENTS
PIONEER PLAZA**

(As State in Tenant's Lease)

The following terms and procedures shall govern the construction of leasehold improvements:

I. PLANS AND SPECIFICATIONS.

- A. Tenant shall furnish and pay for any construction plans and specifications required for the construction of leasehold improvements in Premises, unless otherwise stated under Special Conditions, Paragraph VI, if any, of this Exhibit E.
- B. Tenant's working drawings shall be prepared by an architect, registered and licensed to do business in the State of Hawaii.
- C. Tenant understands and agrees that all applicable architectural and engineering review fees for the construction of Premises incurred by Landlord shall be paid for by Tenant, unless otherwise stated under Special Conditions, Paragraph VI, if any, of this Exhibit E.
- D. Upon approval by Landlord of working drawings and specifications submitted by Tenant, Tenant shall submit the drawings and specifications to the city agencies for a building permit. Tenant shall notify Landlord of any changes to the approved drawings and specifications by the City agencies. Upon receipt of the Building permit, Tenant shall so notify Landlord and shall only then proceed with the work on Tenant's demised Premises. Tenant shall also provide, before proceeding with the work on the demised Premises with a statement from Tenant's contractors as to the actual cost of all permanent construction (exclusive of Tenant's trade fixtures) incorporated in the demised Premises by Tenant with the prior written consent of Landlord.
- E. Any changes to the approved working drawings shall be by written change order and shall be submitted to Landlord for approval.
- F. Design, construction, and material shall be determined and/or approved by Landlord.
- G. It is agreed that all plans and specifications referred to herein are subject to Landlord's written approval, which shall not be unreasonably withheld.
- H. All amounts payable by Tenant to Landlord pursuant to this Exhibit E shall be paid by Tenant promptly after the rendering of bills therefore by Landlord (or Landlord's contractor) to Tenant, it being understood that

such bills may be rendered during the progress of the performance of the work and/or the furnishing and installation of the materials to which such bills relate.

II. CONSTRUCTION OF LEASEHOLD IMPROVEMENTS.

- A. Except as provided in Paragraph III herein, Tenant will pay for all construction of leasehold improvements in Premises unless otherwise stated under Special Conditions, Paragraph VI, if any, of this Exhibit E.
- B. Tenant understands and agrees that to maintain quality and safety throughout Building, and to expedite timely completion of leasehold improvements, certain materials and types of construction are specified by Landlord and are designated as Building Standard, more clearly defined, but not limited to, Paragraph V of this Exhibit E.
- C. Leasehold improvements shall be constructed in accordance with plans and specifications approved by Landlord.
- D. Tenant must provide Landlord, prior to the commencement of any construction, with a building permit, 100% performance and/or labor and material bond naming Landlord as an obligee for any work or improvements on the demised Premises undertaken by Tenant, and certificates of liability and workmen's compensation insurance. Such certificate for liability shall name Landlord as an additional insured.
- E. Prior to entering into a contract with any contractor(s) for work upon said demised Premises, Tenant shall first obtain Landlord's approval of such contractor. Tenant shall furnish Landlord with a list for approval, prior to commencement of construction, with the names, addresses, phone numbers and license numbers of contractor(s). Sprinkler contract shall have a C-20 license. All contractors must be licensed to do business in the State of Hawaii and in good standing.
- F. Tenant shall submit to Landlord, lien waivers and/or releases from respective contractors and suppliers and a filed copy of the Owner's Notice of Completion within fifteen (15) days after completion of construction. Said Owner's Notice of Completion shall be filed by Tenant within ten (10) days after completion of construction.
- G. Construction shall comply with all applicable governmental rules, regulations, codes, ordinances, and statutes of law.
- H. Quality of workmanship and materials shall be approved by Landlord and in keeping with the Project.

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- I. Concrete coring shall only occur after normal building hours. All locations must be s-rayed and approved by Landlord.
 - J. Contractor shall reserve the freight elevator, not less than 48 hours prior to proposed use, with the Building Management office.
 - K. Landlord reserves the right to inspect and approve all construction of leasehold improvements to insure that approved plans and specifications have been followed. Any variations from the approved plans and specifications shall be corrected at Tenant's expense.
 - L. The loading dock shall be for loading and unloading purposes only, 30 minutes maximum.
 - M. Tenant contractors and subcontractors are not allowed to be on any floor other than the one for which they are contracted. If they are found on any other floor, Landlord shall exercise the right to stop the project until all matters are cleared.

III. BUILDING STANDARD IMPROVEMENTS.

- A. The following are existing building standards required for all building improvements and may be applicable to the Tenant's improvement work.
 - 1. Existing suspended acoustic ceiling is a one hour rated system, exposed metal grid with acoustic panels 24" x 24" 5/8" and 24" x 48" 5/8" mineral fissured material Class A flame resistance, Class I flame speed, min. STC 34, ceiling heights 8'6".

New replacement suspended acoustic ceiling tiles are one hour rated system, exposed metal grid with acoustic panels 24" x 48" x 5/8" Armstrong Fire Guard 823 Cortega.
 - 2. Entry door is 3'0" wide x 8'4-1/4" height x 1-3/4" solid core oak with wood frame.
 - 3. Entry door hardware is locked lever type with door closer (lever handle - Sargent 84-8145(N) 10B (with cylinder); closer - Sargent 351 DA 10B). Keying is building master keyed for Sargent KESO type on all entry doors to Tenant space. Interior locks shall be at Tenant's option and Tenant's cost for pin cylinder type keyed to RE master. All door hardware shall be lever handle, "ADA approved.

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4. Recessed fluorescent light fixtures, 2' x 2', two u-bend tubes or 2' x 4', 3 u-bend tubes, type with return air.
 5. Air-conditioning system is ceiling mounted Moduline strip diffusers.
 6. Sprinkler system is installed through Building per UBC sec. 1807 amended per ordinance 77-97.
 7. Demising walls between tenants on multiple tenant floors.
 8. Carpeting is a commercial grade.
 9. Ivory Mini Blinds at exterior windows.
 10. Electrical and telephone outlets.
 11. Corridor walls on multiple tenant floors.
 12. Tenant identification sign and/or suite number of Tenant's entry door on multiple tenant floors. No substitute or additional sign, or other identification or decoration may be installed on Tenant's entry door without Landlord's prior written approval, such approval to be at Landlord's sole and absolute discretion.

B. The following are Outline Specifications for Pioneer Plaza.

Air Conditioning	Zoned temperature controls in each office space. After hour air conditioning, if desired, shall be furnished at a reasonable rate to Tenant.
Carpeting	Building standard carpeting. To meet the individual requirements of each Tenant, alternate grades may be purchased by Tenant.
Blinds	Building standard blinds shall be recessed window sill to header.
Lighting	Recessed, instant-start fluorescent fixtures with prismatic acrylic lenses, and return air troffers.
Ceiling	Suspended acoustical ceilings throughout all standard office areas - 8'6" clear height.
Security	An electronic security and life safety system is housed and manned by guards 24 hours a day on the

	main ground floor lobby. The system monitors smoke detection, elevators, sensors on secondary access points to building, closed circuit television and the fire sprinkler system.
Fire Sprinklers	Provided throughout all building and parking facilities.
Rest Rooms	All fixtures of superior quality. All toilets and urinals are wall hung, for maximum sanitation. Ceramic tile floors and walls.
Doors	Ceiling height, solid-core entry and interior doors of select oak.
Hardware	Heavy duty cylinder locks, oil rubbed bronze finish lever type doorknobs and heavy duty brass hinges on all entry doors. Good quality bronze finish doorknobs elsewhere.
Elevators	Otis elevators with custom interiors. Five high speed cars to all floors above sixth level. Two cars serve floors Arcade through 6 and all parking levels from main lobby. All elevators have after-hours security controls and may accommodate freight.
Power Characteristics	115 and 208 volt single phase and three phase service.
Services	Utilities and janitorial services in standard offices are included in the rent.
Windows	Bronzed aluminum framed, with solar bronze flat plate glass. Window sills at 30" above floors, 7'0" header height. Thirty inches deep eyebrows on typical offices reduce direct sun exposure and minimize energy usage.
Partitioning	Building standard gypsum board partitions to the underside of suspended ceilings.
Conveniences	Commercial space provides for food service, sundries, etc., located on the ground floor and lower level arcade. Parking directly accessible to the elevator core will be available at commercial rates.

IV. DEFAULT.

If Tenant should fail to comply with any term or condition, or to fulfill any obligation provided herein, then Landlord shall have, in its sole discretion and in addition to the rights and remedies provided herein, all of the rights and remedies given Landlord under the Lease for a breach thereof by Tenant.

V. SPECIFICATIONS FOR LEASEHOLD IMPROVEMENTS.

A. Partitions.

1. All partitions shall be centered on window mullions, or flush with column face.
2. Partitions shall consist of 5/8" fireproof gyp board installed on each side and 2-1/2" metal track and studs with insulation.

B. Floor Finish.

1. Floor finish shall be commercial grade carpeting, glued or tacked down with padding.

C. Cleanup.

1. Clean up shall be performed in a timely fashion by general contractor and subcontractors. Main and Tenant lobby Floors must have protection laid down. Elevator protection must be used. No other elevator except the freight elevator must be used. All debris shall be removed and hauled away by general contractor and subcontractors during out of hours work. Any cleanup by Landlord to maintain order and schedule shall be back-charged to Tenant.

D. Painting.

1. Painting of wall surfaces shall receive one coat of primer paint and one coat of latex paint, Pittsburgh Paint or equal, Crumb Cookie, eggshell sheen.
2. Staining of door and frame shall be two coats of WATCO stain, medium walnut, and one coat WATCO wax, satin finish.

E. Telephone.

1. Tenant's telephone system shall be the sole responsibility of Tenant. Tenant and Tenant's telephone company shall provide all rough wiring, equipment, mounting boards and install name within Tenant's space, and shall be responsible for cleanup and repair of any damage to existing building and improvements.

F. Carpet Base.

1. Carpet base shall be 4" high, Burke Mercer rubber base, and shall be installed on all interior partitions.

G. Doors and Frames.

1. Interior doors will be 3'0" wide x 8'4-1/4" height x 1-3/4" solid core oak doors with wood frames. Doors and frames shall be furnished by Landlord and accepted by contractor at designated location within Building. Special conditions relating to this material release will be set by Landlord and accepted by the contractor. Doors and frames are to be paid for by Tenant.

H. Hardware should be Sargent.

Lever Handle with Cylinder - 84-8145 (N) 10B

Lockset - 10G05 OB 10B - RE cylinder

Lever set - 1OU15 LL 10B

10 L Key in Lever - 10G05 LL 10B

Stops - 331 x 332 - 10B or 431-10B

Butts 1 1/2 pair, 50BB 10B, 4-1/2" x 4-1/2"

VI. SPECIAL CONDITIONS.

Landlord agrees to pay for all the leasehold improvements that are specified in Exhibit D "Workletter". All leasehold improvements not specified in Exhibit D "Workletter" are to be paid by Tenant.

CONSTRUCTION PARAMETERS

PIONEER PLAZA

Building Access

All access required outside of the normal building hours of 6:00 a.m. to 6:00 p.m. Monday through Friday and 24 hours on Saturday and Sunday will require prior authorization by both the Tenant and the Building Management, and a Contractor Access Pass must be filled out and submitted 2 business days in advance to Building Management. **All contractors are required to sign-in with Security at all times including normal building hours.**

Freight/Service Elevator

The following rules and regulations apply to the freight elevator:

1. Freight elevator must be shared with all Building vendors during normal business hours.
2. Freight elevator doorways are not to be blocked open for any reason.
3. Freight elevator arrangements may be coordinated with Building Security.
4. Freight elevator size: Interior 4'-8"D x 6'-7"W (56"W x 79"W) 8'-0"H (96")
5. Door opening: 42" x 94"
6. Weight limit is 3,000 pounds
7. Damages incurred to the elevator cabs will be the responsibility of the Contractor. No objects beyond the rated capacity of the elevator are allowed.
8. No deliveries are allowed during peak times.

Trash

Building dumpsters are not to be utilized for construction debris. All trash is to be removed from the property by Contractor.

Fire System

Contractors and all associated subcontractors must coordinate with Building Management Security to take the fire system off-line before commencement of work and return system on-line upon completion of work or at the close of the work day, whichever is sooner.

False Alarms

All expenses incurred for false alarms will be charged back to Contractor. Repeat offenders' will no longer be permitted access to the premises. Any work that may cause a false alarm or impact the fire equipment in any way should be considered and reviewed with Building Management before starting work. Permission to proceed should be obtained from the Building Management in writing prior to the start of such work.

Due to the sensitive nature of the fire alarm equipment, when sanding, or performing any work that may involve **any** amount of dust, the Building Management Security Desk must be notified so that the fire alarm/smoke detection system may be taken off-line and subsequently cleaned. (These items are to be indicated on the Contractor Access Pass).

HVAC

Prior to any work, that creates flying particles or debris. The contractor shall install temporary filters on the main return air duct. These filters should be monitored thru out the job to maintain cleanliness and steady air flow.

Noise and Odor

Any project or operation causing a potential disturbance to other Tenants such as but not limited to demolition, core drilling, ramset guns, obnoxious odors, excessive dust, etc. **is only permitted during non-business hours** and must be scheduled with advance notice to Building Management.

Smoking

Smoking is not permitted in the work area or any common area of the Building, including but not limited to hallways, elevators, lobbies, stairways and loading dock.

Radios

Portable Radios/ stereos are prohibited.

Equipment and Tools

Contractor and their subcontractors are responsible for the safe-keeping of their own equipment, supplies and tools. Neither the Landlord nor Building Management will be responsible for any missing items.

No supplies, tools, etc. are to be placed outside the construction area. Doors into common area corridors are to remain closed at all times. If an entry door has yet to be installed, a plastic curtain must be hung to stop dust from entering public areas.

Ceiling Access

Electrical, plumbing or other services, which require access to the ceiling in the corridor or in adjacent/below suite, must be scheduled 2 business days in advance, with the Building Management. Work must be performed professionally, neatly and as quickly as possible. Fingerprints, dirt, construction debris, etc. are expected to be removed immediately. Work may only be performed from 6:00 p.m. to 6:00 a.m.

Non-Client Tenant Access

Should access be required to another Tenant's space, General Contractor is to request the date and time of access through the Building Management. Building Management will submit request and inform General Contractor upon approval of requests.

Water

Mop sinks are provided in the janitorial closets in the men's restroom, on the Low Rise (2-6 floors) and hose bibs in the Mechanical rooms in the High Rise (7-20) Access to janitorial closets/mechanical rooms may be obtained through Building Management.

Building Keying System

All Tenant and exterior door locks must match the Building Master System. Therefore, all keying requirements must be coordinated through Building Management.

Parking

Contractors parking within the parking structure are required to have their parking validated by Tenant. **The parking structure height clearance is 6' 3"**. Loading Dock parking may be utilized after-hours and through the coordination with Building Management, however, and is subject to availability.

Loading Dock

The loading dock is limited to 30 minutes of **ACTIVE** loading and unloading, and is subject to availability. Parking in the loading dock is not permitted during regular business hours. The loading dock is closed Monday thru Friday from 11:30am to 1:30pm. Extended use of the loading dock must be authorized by Building Management. Vehicles parked in **"No Parking"** areas are subject to tow at owner's expense.

Deliveries

Delivery of building materials (gypsum boards, metal studs, cabinets, etc...) are only allowed after normal business hours.

Flammable Gases

No propane, kerosene, gasoline or other similar flammable gas or liquid used in construction is permitted on the premises except when in use and must never be left unattended. Such equipment is to be removed from the Premises when not in use during the off hours and weekends.

Clean-Up

All work areas must be left broom clean each evening, including those areas associated with material moving (including lobbies, elevators, corridors, etc.). Contractors are to supply their own cleaning equipment and supplies for construction clean-up and are specifically prohibited from utilizing the Building's janitorial equipment.

Any dust, paint and or debris tracked into corridors or damaged must be cleaned or corrected immediately by the Contractor. Should the Contractor, after notification not corrects the situation, it shall be corrected by the Building Management at the Contractor's sole expense.

Inspections

Contractor should expect and anticipate that at a minimum once each day, a representative from Building Management shall walk the premises in order to assess construction progress, assure compliance with rules and/or inform the General Contractor of any special circumstances that may impact the construction in progress.

These Construction Rules and Regulations are subject to change and may be modified by the Building Management at any time in order to protect the interests of the Building.

ELEVATORS

There are a total of seven (7) elevators at Pioneer Plaza:

Cabs #6, #7	These elevators service the parking garage and Floors LL through 6.
Cabs #1 - #5	These elevators service the Lobby, and Floors 7 through 21 exclusively.
Cab #2	This is the designated freight elevator for all moving and transporting of large items throughout the Building from the Lower Lobby, Lobby and Floors 7 through 21.

Emergency Elevator Phones

There are emergency phones located in each elevator cab which connects directly to the Security Console in the Main Lobby. Should an emergency arise during transport, simply press the emergency call button and wait for the Security Officer to come on line.

Items Dropped in Elevator Shaft

Should an item drop into the elevator shaft and need to be retrieved, contact Building Management to make retrieval arrangements. Should you need the item to be retrieved immediately, Building Management will contact the elevator servicing company and they will charge the individual a special retrieval fee of approximately \$150.00. If the individual can wait to retrieve the item until the next scheduled elevator servicing, then there will be no retrieval fee. Only properly licensed elevator technicians may access the elevator shafts, *by law*.

Elevator Trouble Calls

If an elevator is working improperly during normal business hours, please follow the following steps:

1. Call the Building Management office to report the problem.
2. Take note of symptoms the elevator is displaying (i.e. doors jammed opened or shut, stuck on specific floors, buzzing, etc.)

Elevator Access System

Elevator access is computerized using the Diebold system. There are five (5) elevators equipped with card readers for after-hour access (#1, 2, 5, 6, & 7).

Elevator Lock Down Hours

1. Monday through Friday at 6:00 p.m., all elevators will be secured with the exception of the 20th & 21st Floors (Plaza Club).
2. Saturday at 12:00 p.m., all elevators are secured. Elevator use to the 20th & 21st Floors (Plaza Club) will resume at 3:00 p.m. or earlier if an event is scheduled.
3. Sunday, the Building remains secured all day and night.

Note: A building access token/key is required for after hour access. A \$20.00 fee will be assessed for Tenant lock-outs except for pre-arranged access scheduled at least 24 hours in advance.

ENERGY CONSERVATION

Due to energy conservation efforts and the maintaining of the Building's uniformity, no Tenant shall alter the standard building lighting or air conditioning system or install any special wiring or antenna power-consuming equipment without prior written approval from the Landlord. Plans for changes in air conditioning loads, air conditioning ducts or partition walls (which may affect air conditioning) must be approved by a Registered Mechanical Engineer specified by the Landlord. The Contractor shall be responsible for relocating thermostats. The Contractor shall take such action as necessary to prevent damage to any person or property from dust, noise, vibration, odor, air conditioning and electrical power.

If air conditioning or power is used after normal building operating hours and there is abnormal consumption thereof, the Tenant involved shall pay on demand a reasonable charge determined by the Landlord.

It is our objective to keep the temperature in the offices as comfortable as possible for everyone. We are committed to conserving energy by operating the mechanical plant as efficiently as possible. However, there may be occasional problems which we may be unaware, we appreciate having these problems brought to our attention.

EXTERIOR & ROOF

Tenants are not permitted to install any radios or TV antennas, loudspeakers or any other devices on the roof or exterior of the Building. If for any reason there is a need for such device, please contact the Building Management. Tenants, employees, or clients are not permitted on the roof unless otherwise instructed, authorized, or given explicit permission to do so by Building Management. Request for access shall be made on the Contractor Access Pass.

FREIGHT ELEVATOR, LOADING DOCK & DELIVERIES

The passenger elevator cab # 2 is covered for use as a freight/service elevator when the protective padding is hung within the elevator. Reservations are required one day in advance for freight elevator usage. Reservations are made with Building Management via the Contractor Access Pass.

The freight elevator must be used for all deliveries and moves except for small deliveries that can be carried without the aid of hand-trucks or other equipment. Only hand trucks equipped with rubber tires and slide guards are permitted in the Building. Building Management has the right to prescribe the location of heavy objects and, if considered necessary, the means to distribute weight thereof (to no more than 50 pounds per square foot unless written approval is granted by Building Management. For large deliveries, the Tenant is to notify the carrier to present a Certificate of Insurance to Building Management. Without a Certificate of Insurance on file in Building Management, we cannot allow the delivery to be completed. It is recommended that the Tenant and or their movers familiarize themselves with the loading dock garage conditions and freight elevator access prior to the scheduled move. Damage to the Building caused by any Tenant or, its Contractor, Delivery or Moving Service will be repaired at Tenant's expense.

All transport of furniture, equipment and other bulky matter must be done through the first floor loading dock area on Merchant Street. The loading dock is available for active loading and unloading purposes only. The dock is available on a first-come first-serve basis from 6:00 a.m. to 6:00 p.m. Monday through Friday and 8:00 a.m. to 12:00 p.m. on Saturday. Contractors are not permitted to park in the loading dock under any circumstances. No free parking is available for construction and delivery personnel on the premises. Validation/payment of parking for Tradespeople or service personnel is the responsibility of each Tenant. The hours for the Freight Elevator and Passenger Elevators are as follows:

(See following page)

Loading Dock Hours	30 Minutes Active Loading & Unloading Only
Monday through Friday	6:00 a.m. to 11:30 a.m. 1:30 p.m. to 4:30 p.m.
* 11:30 a.m. to 1:30 p.m. open for Tenants & General Public - No Freight Use	
Saturday	8:00 a.m. to 12:00 p.m.
Sunday	Closed

Loading Dock use is on a first come, first served basis.

Freight Elevator Hours

Freight elevator hours coincide with the above Loading Dock Hours. Independent use of the freight elevator may be requested through the Management Office via Contractor Access Pass. (see Appendix)

Passenger Elevators

Monday through Friday	6:00 a.m. to 6:00 p.m.
Saturday	8:00 a.m. to 12:00 p.m.

Note: After hours access requires the use of a building/parking access token.

TENANT & GENERAL DELIVERY PROCEDURES:

- A.** All tenants requiring deliveries on a regular basis should supply the building owner with certificates of insurance for all companies completing deliveries in the loading dock. Evidence of insurance should be submitted along with the Contractor Access Pass to reserve the loading dock.
- B.** After completing the Contractor Access Pass and obtaining the Certificate of Insurance, please submit to Management for authorization at least 2 business days in advance.
- C.** All tenants using private or rental vehicles shall be required to supply a copy of the vehicle operator's current drivers license. In the case of rental trucks, a copy of the rental agreement is required.
- D.** Upon arriving at the loading dock, pull as close to the gate as is safe and sound your horn. This will alert the security to your presence. The gate should rise within 15 seconds. If this does not occur, please sound your horn again.
- E.** After the gate is raised proceed to an available parking space.
- F.** The loading dock sign-in sheet is readily available for completion at the Control Center.
- G.** After the vehicle and driver are registered please complete your delivery. Keep in mind the loading dock is a busy place and operates on a first-come-first-serve basis. The building requires that all vehicles leave the dock as soon as the delivery is complete. No parking of a vehicle, either commercial or private, will be allowed. If the situation calls for an extended stay, please move your vehicle to either the parking structure or the appropriate public parking outside of the building. Vehicles left for extended periods of time without the building management offices permission are subject to towing.
- H.** When the use of the loading dock is completed, the tenant or delivery vendor should sign out log. Please depart the building safely. For after hour deliveries, sound your horn and the guard will raise the gate.

HAZARDOUS MATERIALS

Tenants who generate their own hazardous waste material must have the material disposed of separately from the property's disposal system. The night janitors are not to dispose of any hazardous material.

JANITORIAL SERVICE

Janitorial service (including our Day and Night Porters) for Pioneer Plaza is provided under contract agreement with MW Services, LLC. Service is provided as follows:

Janitorial Service Hours

Monday through Friday	5:45 p.m. to 8:45 p.m.
Wednesday	Recycled Paper Collection
Saturday & Sunday	No Service

No one other than those approved in writing by Landlord will perform any janitorial service in the Building. Regular janitorial service does not include shampooing of carpets, dry cleaning of draperies, pest control or fumigation within the Tenant's premises. However, the Building Management will be happy to assist you in obtaining services for these special cleaning needs. Landlord shall not be responsible for any loss of or damage to any Tenant's property by the janitor, its employees, or any other person performing janitorial services.

For increased fire safety and energy conservation, the janitors are instructed to turn off all light switches and to close all interior office doors upon completing work in each area. Only those interior doors that are already locked when they enter for cleaning purposes shall be locked when the janitors complete their work therein.

Good housekeeping is a very important phase of our building operation. We want to know when the service is not satisfactory. Contact the Building Management for any janitorial complaints or concerns.

KEYS

Each Tenant will be provided with one (2) key for every by Building Management and one (1) mail box key by postman. No locks other than those provided by Landlord shall be placed on any doors without the written consent of Landlord. Requests to change lock cylinders and keys must be coordinated through Building Management and the Building Locksmith.

Building Security can provide access into Tenant's space only upon verification of the Tenant Access List or by the Tenant's Owner or Office Manager as stipulated on the Tenant Access list submitted by each Tenant (see form in Appendix). Please do not ask janitorial personnel to provide access as they may be terminated if they give unauthorized access to any person. Name of the individual and company will be recorded and submitted to the Management Office. In turn, the fee will be assessed on Tenant's rent statement. If the lock must be re-keyed, the Building's Locksmith must be called in order to maintain the confidentiality of the master key system which will be assessed to the Tenant.

Tenants may request additional office keys at \$45.00 per key (price subject to change). A Key Request Form must be completed and signed by authorized personnel.

Restroom Keys

Restroom keys may be obtained from the Building Management office at \$25.00 per key (price subject to change). A Key Request Form must be completed and signed by an Authorized Personnel. Should a restroom key be stolen or lost, there will be a \$100 charge to the Tenant as the Building's Locksmith must be called in order to maintain the confidentiality of the master key system.

LOST & FOUND

Reporting Lost Items

Tenants are to report lost items to Security. Security will keep a log of all reported lost items including:

1. Date reported
2. Time
3. Name and phone number of person reporting
4. Description of the item
5. Area item last seen
6. Time last seen

Reporting Found Items

Tenants are to submit to Security any items found throughout the property. Security will keep a log of all found items including:

1. Date reported
2. Time
3. Name and phone number of person reporting
4. Description of the item
5. Area item was found

Found items are to be stored locked at the Security Desk for a minimum of three (3) months. Unclaimed items may be disposed of after three (3) months.

MAIL DROP & COLLECTION

Incoming Mail

Personnel from the United States Postal Service deliver mail to the mail boxes located on the ground floor main lobby in Cunha's Alley. One mailbox key will be provided by the Building Post Office upon initial move-in. The postman is available between 11:00 a.m. to 11:30 a.m., Monday thru Friday (except Federal Holidays).

Outgoing Mail

A mail collection box is located next to the elevators servicing the parking garage and Floors LL through 6. There are additional collection bins located near the small postal office located in Cunha's Alley. Collection times as indicated on the collection boxes are:

Monday through Friday	1:15 p.m. (Post Office) 4:30 p.m. (Main Lobby)
Saturday	2:00 p.m.

Mail Delivery Services

FEDEX

Location	Arcade Level (LL)
Pick-Up Time	2:45 p.m.
For Assistance	1-800-PICK-UPS 1-800-742-5877

UPS

Location	Arcade Level (LL)
Pick-Up Time	5:00 p.m.
For Assistance	1-800-PICK-UPS 1-800-742-5877

MAINTENANCE & REQUESTS

It is important to work in a clean, attractive building. Administrative and maintenance personnel are on-site to maintain the Building's overall appearance. If you notice any area that requires maintenance attention, please notify Building Management so we can take care of the situation immediately.

The maintenance staff wears uniforms for easy identification. Any requests or problems with the maintenance or janitorial services should be reported to Building Management. All requests will be prioritized by Maintenance staff. Please note that Building Maintenance employees will not perform any work outside of their regular duties unless under special instruction from Building Management.

Occasionally, a Tenant may require the assistance of the Building Engineer or Janitor to deal with a situation in a Tenant Space. If this should be the case, please call Building Management and we will have our Building staff assist you provided that it is within their scope of work. Sometimes a work request is beyond the scope of normal maintenance procedures and may require an outside Contractor and may incur a charge. If so, the Tenant will be referred to a preferred vendor/contractor or the Tenant may seek a contractor of their choice. The Tenant must review the quote and grant consent to proceed before the work will be performed. Also, the proposal or work order must be reviewed and approved by our Property Manager prior to Tenant authorizing the work.

Lastly, due to our Building Insurance requirements, there will be no lending of equipment (ladders, dolly, tools, etc) for Tenant use.

PARKING PROCEDURES (Elite)

General Information

The Pioneer Plaza parking facility is operated and managed by Elite Parking Management under contract with the Building Management. All unmarked stalls are for monthly, daily and visitor parking. The parking attendant booth is located at the King Street exit. Tenant monthly parking is allotted to each Tenant in accordance to the parking allocations allowed per Tenant's Lease and availability.

Bicycle parking is located near the entrance gate on parking Level 2. There is no charge for parking your bicycle; however, there is a \$40.00 monthly charge or \$3.75 daily charge for all mopeds and motorcycles utilizing the garage. Please be sure to secure your vehicle. All mopeds and motorcycles must be registered. Forms are available at the parking booth located at the garage exit. All bicycles, mopeds or motorcycles parked elsewhere shall be subject to parking charges or removal at the rider's expense.

The parking garage honors a five (5) minute grace period for passenger drop-off and pick-up.

Please be aware of the handicap parking stalls. Vehicles not properly identified for parking in handicap stalls may be subject to ticketing by the Honolulu Police Department, even if you are occupying the vehicle. The handicap violation parking tickets vary at the discretion of the ticketing officer.

The King Street garage exit is for vehicular access only. All pedestrians accessing from King Street are to access the property via the main lobby area on Fort Street Mall.

OPERATION HOURS & ACCESS

The cashier hours of operation are as follows:

Regular Hours (with the exception of special events or as directed by property management)

6:30 AM to 8:00 PM Mondays

6:30 AM to 10:00 PM Tuesdays through Fridays

Closed on Saturdays, Sundays, and all Building Holidays

Access and egress may be obtained with a parking access token at any time. When the parking booth is open, access and egress may also be obtained by pulling a ticket at the entrance and presenting the ticket (with proper validation or payment) at the exit.

When the booth is closed, parkers who pulled a ticket upon exit must see Security at the Main Lobby for exiting procedures.

GENERAL PROCEDURES

1. Monthly parking is available to tenants and their employees and is subject to space availability.
2. All tenants and employees with vehicles parked in the parking facility must be registered with Elite Parking Management and are subject to these policies and procedures.
3. All vehicle owners are responsible for maintaining current registration, no-fault insurance, driver's license, and safety inspection in order to park in the parking facility.
4. Monthly payments are due by the first of each month. Any parking access card or electronic access key that has not been paid for by the 5th of each month will be assessed a late charge of \$10.00. Any parking access card or electronic access key that has not been paid for by the 10th of each month will be deactivated on the 11th of each month. An additional \$10.00 reactivation fee will be charged after the 10th of each month. Tenant will be subject to the normal posted parking rates in order to exit. No additional time is granted when the 5th falls on a weekend or holiday. There will be no pro-ration of fees for parking access cards or electronic access keys (except when initiated during current monthly cycle and only from start date until end of current month).
5. Payments can be made only by check or cash and only by the tenants. Direct payments by the employees of the tenants will not be accepted. **No credit cards are accepted.** Please be sure your tenant name, current address, and current phone number is on the check, along with a list of employees whose parking is being paid for with the check. There is a \$20 fee for all returned checks.
6. All changes in automobile status (i.e. change of vehicles, license plates) must be reported to the parking facility manager immediately to avoid an inadvertent tow. Registration forms are available at the parking booth and Building Management Office.
7. There will be a non-refundable activation fee of \$25.00 for all new parking access cards or electronic access keys and the replacement of any lost or stolen parking access cards or electronic access keys.
8. Parking access cards or electronic access keys are **non-transferable**. Sharing of parking access cards or electronic access keys with co-workers is prohibited and may be subject to loss of parking privileges.

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9. If you are an unreserved monthly parker and don't use your parking access card or electronic access key to enter or exit the parking facility, including reasons such as you have lost or forgot your parking access card or electronic access key, you could be subject to the **Posted Parking Facility Rates**.
 10. The electronic access key must be used in cycle (enter-exit-enter-exit). Out of cycle use results in a "passback" (parking access reader will not accept the electronic access key). You will be required to take a daily parking ticket to enter the parking facility and upon exiting, you will be subject to the **Posted Parking Facility Rates**.

SPECIAL PROCEDURES

1. Tenants may use validation stickers purchased from Elite Parking Management to validate customers' parking. Employees should not use validation stickers and offenders may be denied authorization to purchase validation stickers.
2. Only tenants are authorized to purchase validation stickers. It is the tenant's responsibility to ensure that the proper amount of validation is attached to the ticket.
3. Vehicles may NOT be stored in the parking facility. Vehicles left idle in the lot in excess of 24 hours are subject to towing at vehicle owner's expense.
4. Vehicles in derelict condition, deemed to be unsafe, or with expired safety inspection and registration stickers will be towed at vehicle owner's expense.
5. The gate arms are controlled by a metal sensor (located beneath the surface), which once engaged, automatically lowers the gate arm. Therefore, once you have placed your vehicle in a position to engage the sensor, **DO NOT ALLOW YOUR VEHICLE TO ROLL BACKWARD NOR SHOULD YOU REVERSE/BACKUP** so that the sensor is disengaged. This could cause the gate arm to lower onto your vehicle.
6. The speed limit in the lot is **5 MPH** (no exceptions). Vehicle operators who exceed the 5 MPH limit or operate their vehicle in such a manner wherein safety is compromised are subject to having their parking privileges withdrawn.
7. Citations will be issued to parking violators and kept on file. Repeat violators are subject to towing at vehicle owner's expense.
8. Profane, abusive, argumentative, and/or insulting language directed towards any Elite Parking Management employee will not be tolerated. Offenders are subject to losing their parking privileges.

9. Checks returned for “non-sufficient funds” will incur a \$20.00 service charge in addition to the check amount. Once a check is returned for “non-sufficient funds”, payment must be cash, money order, or cashiers check and parking privileges will be suspended if payment is delayed.

10. Any UNREGISTERED vehicle found in violation of the following rules will be subject to immediate tow at owner’s expense:

- Unauthorized parking in a designated or reserved stall
- Blocking Access or Driveway
- Parking in an area NOT designated as a stall

11. Vehicles in violation of the following will be subject to tow after three (3) total warnings at owner’s expense:

- Double parking
- Utilizing more than one stall (not parking within the lines/boundaries of a stall)

12. Elite Parking Management intends to conduct business in a professional, courteous, and safe fashion. Should you find this not to be the case, please do not hesitate to advise us:

Parking Facility Supervisor:
FLO PASELIO

Office 537-6793

Cell 291-7638

ELITE Parking Office:

Office 734-7559

Towing

When a vehicle is found or reported to be improperly parked, this information is to be forwarded to Elite Parking if during normal business hours. Elite will conduct a license plate search. If a reserved stall, the Owner of the reserved stall should be contacted to ensure that the vehicle is not his/hers. Once completed, then a towing company may be called by Elite. If the violation occurs when Elite is not on-site, then Security may call a tow company once the owner of the reserved stall is contacted to ensure that we are not towing his/her vehicle.

REFUSE & RECYCLING

Refuse

Each Tenant shall store all trash and garbage for removal by janitors within the interior of its premises. No material rubbish or debris shall be placed in trash boxes or receptacles if such materials are of such nature as to be in violation of any law ordinance governing disposal of same. All Tenant construction debris shall be removed from Tenant's premises and the Building by the Tenant, its Contractors or its Employees. Items that do not fit in waste receptacles are to be marked with the word "TRASH" for removal by the janitors. Items that are excessive in size or weight must be removed from the Building by Tenant.

Recycling

Pioneer Plaza participates in a recycling program which recycles white paper, newspaper, and corrugated cardboard. **Confidential paperwork should not be disposed of in these bins.**

WHITE PAPER

The Building Management will supply Tenants with gray recycling containers necessary to participate in the recycling program for white paper and newspaper. These recyclables are collected every Wednesdays by the nightly janitorial crew and taken to the recycling bins located in the loading dock. Please be advised that these recycle bins are NOT for confidential paperwork for it will NOT be shredded.

CORRUGATED CARDBOARD

The corrugated cardboard recycling bin is located at the Merchant Street Loading Dock. It is the responsibility of the Tenant to transport the cardboard boxes for recycling. Boxes are required to be broken down and flattened before depositing in recycling bin.

REPAIRS, ALTERATIONS & ADDITIONS TO PREMISES

When repairs, alterations and modifications are desired by a Tenant for their offices, their first step should be to contact the Property Manager to discuss the nature of the alterations. The Property Manager will review the scope of work and will walk the Tenant through the Landlord requirements in order to ensure that the improvements are completed in as trouble-free fashion as possible. All alterations or improvements made to Tenant offices are required to remain with the premises after the lease has terminated. Names of preferred vendors may be obtained by contacting the Management Office. *Although we may highly recommend these “preferred vendors”, it is at the sole discretion and responsibility of the Tenant to employ such vendors.

The Construction Parameters Form (located in the Appendix) requires completion by both the Tenant and its General Contractor and submitted to the Property Manager along with the required documents therein. Landlord’s written consent is required prior to commencement of construction.

SECURITY

Building Access Tokens

The Building is locked down each evening at 6:00 p.m., Monday through Friday, at 12:00 p.m. on Saturday and all day on Sunday. Access into the Building while building is locked down is by the access token system. This token may be programmed to operate the elevators and provide parking access. Tenant shall provide Building Management with a current Tenant Access List for all persons authorized to access the demised premises. All changes, deletions and additions to the Tenant Access List are the sole responsibility of the Tenant and must be submitted to Building Management. Forms are available at the back of this manual. Building access tokens require a non-transferable \$25.00 activation fee for each access token. No token-holder may lend his or her building access token to anyone at anytime. Violators will have their tokens permanently revoked.

Additional building access tokens are available upon written request by Tenant to Building Management. Key Request Forms are available in the Building Management Office. Any lost or stolen cards are to be reported promptly in writing to Building Management. Tenant will be charge a fee of \$25.00 per lost, stolen or damaged key.

Security Services

Pioneer Plaza on-site guard services are provided by Guardsmark, LLC. Seven days a week, including weekends and Building Holidays. Security is responsible for patrolling the common areas of the Building and for carrying out security procedures specified by Building Management.

Pioneer Plaza is also equipped with security cameras that are monitored by the on-site security officers.

Thefts and Incidents

When missing property is noted, Tenants are to notify Security at 522-6652. Security will forward an incident report form for the Tenant to fill out. If unidentified person(s) have been seen in the area, this should be noted on the report and if possible, include a description of those person(s) in addition to a description of the missing items. If the missing item is of a personal nature, the Owner of that item should be made aware that police notification is his/her responsibility. If the missing items are owned by Pioneer Plaza, then Building Management/Security is responsible for police notification.

Security maintains a complete record of all missing item reports and these are reviewed periodically to determine if some sort of pattern of thefts is in evidence.

Equipment and Package Removal Verification

Security may randomly stop individuals transporting equipment and packages from the Building to verify equipment removal by calling the Tenant's Authorized Personnel. It is the Tenant's responsibility to obtain Building Management's approval of any changes to the Tenant Access List. See form in the back of this manual.

Crime Prevention & Procedures

Building Management will provide reasonable security and protection. However, the Tenants also have a responsibility to take reasonable steps to prevent temptation and ultimate losses. There is no need to leave tenant doors unlocked for anyone. The only Contractor that has authority to enter a locked suite is the janitorial contractor. No one else has the authority to enter a tenant suite without the Tenant's permission. Tenants are encouraged to and should consider themselves responsible to do the following:

- Lock all doors when the office is unattended or when practical control of the entrances or exit areas are not possible.
- Keep valuables out of sight and under lock and key. Particular attention should be given to purses. They should not be left on or under desks. Calculators of the hand-held type should be locked in your desk after working hours.
- Ensure that all water faucets, lights and powered equipment are shut off before Tenants or Tenants' employees leave the Building to prevent waste or damage.
- Request identification from any person in your suite. A simple, courteous "May I help you" may prevent problems.
- Be sure to see that the combination is thoroughly mixed when closing any vault or safe.
- Report any suspicious person or object to Security immediately.

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- Assign a specific person in their office to lock the door when the office is closed.
 - Always have your keys in hand and ready to use when approaching your vehicle.
 - Report all security incidents/thefts to Security.

SIGNAGE

The Main Lobby houses two (2) Directories displaying the name and suite number of each Tenant. Changes or additions must be submitted to Building Management for approval and programming.

Each Tenant is provided with one (1) door plaque and one (1) lobby directory strip. Subsequent changes and additions requested by Tenant will be at the Tenant's expense. Tenant shall submit the "Signage Request" form (see Appendix) to Building Management for any changes or additions to the directories. Building Management reserves the right to exclude other than Tenant names from the directory.

Style of lettering, colors, etc. must comply with the Building's specifications to ensure uniformity throughout the Building.

SMOKING

Common Areas

Smoking is prohibited *by law* in all common areas this also includes the use of electronic cigarettes within the Building including, but not limited to:

- Elevators
- Restrooms
- Stairwells
- Hallways
- Lobbies
- Parking Garage
- Individual Floor Lobbies
- Main Lobby
- Loading Dock

Tenant Suites

Smoking is prohibited *by law* (City & County Ordinance 97-20, effective June 16, 1997) in all tenanted spaces. The air conditioning system re-circulates the air on each floor, therefore, smoking and other odors generated in one area will affect the air quality in another area on the same floor.

Designated Smoking Areas

All smoking material is to be extinguished properly and disposed of in the proper containers. No smoking materials are to be discarded in the landscaping or on the floors. The following area is designated as smoking areas:

1. EXTERIOR PLAZA

Located on Fort Street Mall beyond the perimeter of the Ground Floor Lobby.

Building Management thanks all building occupants for their cooperation and consideration of each other in regards to this issue. There are many agencies that can help you quit smoking, provide you with information on how it affects your health, and provide you further information regarding the additional expenses companies incur due to smoking. We encourage you to contact the State of Hawaii Department of Health, the American Cancer Society (522-0333), the American Heart Association (538-7021) or the American Lung Association (537-5966) for more information on smoking.

SOLICITORS & TRESPASSERS

For the safety and quiet enjoyment of all Tenants, solicitation is prohibited in all areas within the Building and premises. To report an incident, contact Security immediately and give a description of the solicitor, the location, company name, phone number and type of items being solicited.

Security is instructed to escort any solicitors off the property.

STAIRWELLS

There are two (2) emergency exit stairwells within Pioneer Plaza and two (2) garage stairwells in the parking structure. As these stairwells are the route of exit in the course of an emergency, the storing of items and smoking is strictly prohibited by law in all stairwells at all times.

TOWING

The posted tow company for Pioneer Plaza is:

Reserved Stall Owner *(Owner requests for vehicle to be towed out of reserved stall)*

1. Parking (Parking Facilities Manager) or Security (Site or Shift Supervisor) is authorized by Building Management to call in a tow upon request of stall owner.
2. Parking or Security personnel will verify all resources (Registered Vehicle Listing, Hang Tags, Security Pass Down Log) prior to contacting tow company. Upon verification contact tow company and inform Building Management of towing incident.
3. Parking or Security personnel will stand by violating vehicle until tow truck arrives.
4. Vehicle IS NOT to be physically blocked or detained.
5. Violating vehicle will still be subject to normal garage exiting fees.
6. Security may direct stall owner to reserved stall of Building Management personnel for use until the violating vehicle is towed.
7. Security will call Police if situation become aggressive or threatening.

Violating Vehicle *(For parking violations noticed by persons other than reserved stall owner)*

1. Parking or Security will verify that violating vehicle isn't the stall owner's other vehicle by calling owner and or checking against Registered Vehicle Listing.
2. Parking or Security will issue parking citation.
3. Repeated violation may result in citation and/or tow, or revocation of parking.

Parking Not On-Site *(After-hours procedure)*

1. Security personnel will issue parking citation
2. Security personnel will inform Building Management of tow.
3. Security personnel will call for tow and wait by vehicle.

USE OF LEASED PREMISES

The following practices are not permitted without the prior written consent of Landlord:

1. Conducting any business other than that specifically provided for in its lease.
2. Permit its premises to be used in a manner offensive, disruptive, or objectionable to the other Tenants or Landlord.
3. Cooking in Tenant's premises unless specifically allowed in Tenant's lease.
4. Cause or permit any unusual or objectionable odors, dust, or noise to be produced upon or permeate from its premises.
5. Bring, allow or keep upon its premises any flammable, combustible or explosive fluid, chemical or substance in such quantities as may endanger or imperil its premises or any other premises of the property or lives of other persons.
6. Storage of bulk merchandise, lodging or sleeping.

EMERGENCY PROCEDURES

INTRODUCTION

To be properly prepared in the event of an emergency, the following pages outline basic emergency procedures and plans that the Building observes. Periodic review of the Emergency Plan by all Tenants and their employees is highly recommended.

PURPOSE OF EMERGENCY PLAN

1. To establish a policy for the handling of emergency and/or evacuation situations occurring within the Building.
2. To set procedures for the Tenants, in order to minimize injury and/or property damage.
3. To provide an orderly response to the emergency and/or evacuation plight in order to maintain calm and personal safety.
4. To return the Building and its users to normal operations as soon as practicable once the emergency and/or evacuation condition is under control.

TYPES OF EMERGENCIES

1. **FIRE**

Call the Fire Department to report - 911. Do not assume someone else has called the Fire Dept. Immediately thereafter, call Security at 522-6652.

2. **NATURAL DISASTERS**

Stay where you are until further notification from the Civil Defense. Tune in to your radio or wait for instructions from the Building Management office.

- a. Hurricane
- b. Flood
- c. Tsunami
- d. Earthquake

3. **BOMB THREAT**

Call Building Management immediately to report.

4. **POWER FAILURE**

5. **WORKPLACE VIOLENCE**

6. **RIOT / PUBLIC DISTURBANCES / TERRORISTIC THREATS**

7. **MEDICAL** (i.e.: heart attack, electrocution, etc.)

The following pages detail the Building's procedures for each type of emergency.

FIRE EMERGENCY SYSTEM

The Building is equipped with three types of fire alarm initiation devices: manual pull stations, smoke detectors and sprinkler flow switches. A manual pull station will be activated only when someone pulls the lever of the fire alarm pull station box. A sprinkler flow switch will activate when heat melts the fusible link on a sprinkler head and causes water to flow thru the sprinkler piping. A smoke detector is activated when the device detects smoke or other small particles in the air. With the activation of any manual pull station, sprinkler flow switch or smoke detector, an audible and visual alarm evacuation tone is sounded throughout the Building.

TESTING OF FIRE MANAGEMENT SYSTEM

Fire Code

The required inspections and certifications as specified by the Fire Code will be accomplished on a predetermined periodic schedule. Essentially, this will apply to fire alarms, automatic sprinkler systems, smoke detectors, dry standpipes, fire extinguishers, fire pumps and elevator responses.

Building Management

It is building policy to physically test the manual and automatic fire alarm system in its entirety at least once a year. Testing will also include tenants participating in fire and evacuation drill, as required by City & County Ordinance. Details of the tests are recorded and all Tenants are encouraged to participate, although participation is not mandatory. Tenants will be notified in advance of the date each such test or drill.

TENANT EMERGENCY PLAN TEAM

Tenant Fire Marshall

Each Tenant shall appoint a Primary Fire Marshall. This should be a person who is usually available at his or her workstation during normal periods of occupancy. Each Fire Marshall should have a designated alternate to perform the required duties in his/her absence. For multi-floor tenants, a Fire Marshall and an alternate should be designated for each floor.

The Fire Marshall should be responsible for informing all company employees, guests and visitors of the following:

- Location of fire alarm pull boxes and how they are used.
- Location of exit stairways.
- Instruct employees that in the event of a fire, not to panic and not to use the elevators.

Additional duties include:

- Conduct a tenant head count at Safe Meeting Place upon evacuation of building. Report any persons remaining in tenanted space to the Fire Department, via Building Management. This information is vital in the event of a real emergency.
- Maintain a current list of handicapped employees and keep Building Management informed of any changes. In the event of an emergency, the Fire Marshall is to assist non-ambulatory persons.

Company Emergency Plan

Each Tenant should prepare an internal Fire Emergency Evacuation Plan for their employees and their premises. This plan should cover the possibility of one or more of the exit doors being inaccessible.

A visual floor plan should be posted in a common area for frequent review by employees. Remember, familiarity with the plan is the key to effectiveness in the event of an emergency.

All employees should know to call "911" to report a fire, and if possible, to call the Building Management at 533-7468 and Building Security at 522-6652.

Monitors

Each Tenant's Fire Marshall should appoint sufficient Monitors to assure that the Emergency Plan will be carried out. Monitors should perform their function in the evacuation plan under the direction and supervision of the company's Fire Marshall.

Fire Marshall(s) and Monitor(s) should work closely together to ensure that a method of notification is set up within each company's organization to ensure notification of each regular occupant and the visiting public of any necessary evacuation of the Building or floor.

HANDICAPPED PERSONS

Fire Marshall duties in regards to handicapped persons are:

1. **Responsibility** - Each Fire Marshall should assign a person to, or assume personal responsibility for, assisting each wheelchair or otherwise non-ambulatory person in his/her work area.
2. **Compile List** - The Fire Marshall is to compile and keep a current list of such handicapped persons available at his/her work station, whether temporary or long-term employees.
3. **Inform Building Management** - The Fire Marshall shall submit the "*Handicapped Employees List*" (see form at the back of the manual) to the Building Management office and see that changes in the list are communicated immediately to the Building Management upon such change. During an emergency, this list may be requested by the Fire Department. It is therefore essential that a current copy of the list be kept in the Building Management office at all times. Security will also receive a copy of the list.

FIRE FIGHTING & ALARM EQUIPMENT

AUTOMATIC SPRINKLERS

Automatic sprinklers are located on all floors, including the parking garage and throughout the Pioneer Plaza Building. Individual sprinkler heads are activated by a fusible link that melts when temperatures are sufficiently high. When a sprinkler head is activated, a General Alarm will be set off. The alarm signal is sent to the Security Console at the main lobby.

FIRE EXTINGUISHERS

Fire extinguishers are ABC type, an all purpose, dry chemical extinguisher. This type of extinguisher can be used on any type of fire. Remember, a tenant is not normally expected to fight a fire on his/her own; however, if the fire is small, use local fire extinguishers, but only after sounding the alarm. If you ever use one, it will be heavy (approximately 10 pounds) and makes a loud "whooshing" noise when discharged. The cloud of dry chemical tends to obscure vision slightly so you must work at keeping it directly on the fire. **REMEMBER: "PASS" – Pull the pin, Aim at the fire base, Squeeze the trigger and Sweep side to side.**

Each floor is equipped with fire extinguishers in individual cabinets (see floor plans located in the back of this manual for fire extinguisher locations).

EMERGENCY FIRE EXITS

Each floor has two emergency stairway exits. It is suggested that you walk to the emergency stairway exit nearest your location to fix the route in your mind. Know the location of other emergency stairway exits in case an exit is blocked. In case evacuation is required, walk DOWN the exit stairs and leave the Building. Once on the ground, all tenants are required to continue the evacuation to the safe zone (Arcade Level Thru 11th Floor-King & Bishop Street / Floors 12 thru 21st –Merchant St & Fort Street Mall).

FIRE ALARM BELL

The fire alarm sounds in the Building when triggered by a monitoring device. The fact that the Building alarm bell rings does NOT mean there is an actual fire, but should be treated as an emergency until otherwise determined. It could be a fire, a malfunction of the system, a prank, a natural disaster or any other emergency situation at hand. We never know when an emergency alarm condition will occur and must treat all alarm conditions as emergencies. **DO NOT USE ELEVATORS** at any time while the fire alarm is active.

FIRE ALARM PULL STATIONS

Each floor has fire alarm pull stations located in the hall or corridor near the exit stairwells. To activate, pull the lever all the way down.

EMERGENCY LIGHTING AND EXIT SIGNS

The emergency lighting and exit signs are located in corridors directing occupants to the Emergency Exit Stairways on each floor.

FIRE EMERGENCY PROCEDURE

1. **KNOW LOCATION OF:**

- a. Fire stairway exits
- b. Fire alarm pull stations
- c. Fire extinguishers

2. **IN CASE OF FIRE IN YOUR OFFICE:**

- a. Call Fire Department - 911 or 0
- b. Leave your office. Close door to room on fire.
- c. Pull fire alarm.
- d. Leave building. Walk down stairs or garage ramp. DO NOT USE ELEVATORS.
- a. Evacuate to Fort Street Mall, Floors 12th – 21st should proceed to Queen St. (Makai side) and Floors 11th and below should proceed to the corner of King St. & Bishop St. fronting Bank of Hawaii and check in with your company's designated Fire Marshall.

3. **WHEN YOU HEAR THE FIRE ALARM BELL:**

- a. **Feel door.** If cool and no visible smoke, open door cautiously.
- b. Initiate your evacuation procedure.
- c. Fire Marshall is to conduct a final sweep of the office, making sure no one is left behind.
- d. If no one is remaining in your office, the Fire Marshall may lock the door to the office. A locked office door(s) are indicators to the Fire Department that no one is in the office. If you have a person left behind, do not lock your door(s).
- e. Use nearest stairway. DO NOT USE ELEVATORS.
- f. If stairway contains smoke, use an alternate stairway.
- g. Do not block stairway doors in open position.
- h. While proceeding down the stairs, walk single file and down along the center handrails. This will provide space along the wall for the emergency teams to access the Building.
- i. Once on the ground, continue on to Evacuate to Fort Street Mall, Floors 12th – 21st should proceed to Queen St. (Makai side) and Floors 11th and below should proceed to the corner of King St. & Bishop St. fronting Bank of Hawaii and check in with your company's designated Fire Marshall.

4. **IF UNABLE TO LEAVE DUE TO HEAT OR SMOKE:**

- a. Keep calm -- DO NOT PANIC!
- b. Use telephone to call for help.

-
- c. Seal under doors and vents with wet towels.
 - d. Leave your door unlocked.
 - e. Do not break windows.
 - f. Keep low to the floor where air is available.
 - g. Listen for instructions and wait for rescue.

5. DO NOT RETURN TO YOUR OFFICE:

- a. To retrieve any personal items left behind.
- b. To assist another in leaving the Building UNLESS accompanied by fire fighting personnel.

6. SHOULD YOU DISCOVER A FIRE

- a. Isolate the fire. Evacuate the room. Remove anyone in immediate danger and close doors. This will slow down the spread of fire.
- b. Call the fire Department (911). Give the following information:
 - i Name
 - ii Address
 - iii Severity of situation
 - iv Exact location, if possible.
- c. Alert others and activate fire alarm.
- d. Notify the Building Management Office, 533-7468, or Security at 522-6652.
- e. Contact your Fire Marshall or Monitor. Follow their guidance.
- f. If safe to do so, check:
 - i Handicapped persons (blind, hearing-impaired, impaired mobility)
 - ii Persons wearing headsets (dictation, telephone, etc.)
 - iii Guests, delivery personnel, etc., who would not be aware of what to do
 - iv Conference rooms, copy rooms, construction areas
 - v Restrooms
- g. On sounding of fire alarm, or when instructed by authorities, evacuate the Building.
- h. Use stairwells. Do not use elevators.
- i. Account for each other. Stay with your group.

7. **SHOULD YOU ATTEMPT TO EXTINGUISH A SMALL FIRE YOURSELF**

1. Call the Fire Department (911) and Security (522-6652).
2. Don't fight the fire alone! Get help.
3. If properly trained and knowledgeable, use fire-fighting equipment to contain fire until professional help arrives. If you are in doubt, do not use it.
4. Use only ABC type fire extinguishers on electrical fires. Do not use water or water-type extinguishers on these fires.

Remember **PASS** For Fire Extinguishers

- * **PULL** the pin (or release lock latch)
- * **AIM** the nozzle at the base of the fire
- * **SQUEEZE** the handle
- * **SWEEP** from side to side at base of fire

Important Points During A Fire

- As smoke and heat rise, keep low to the ground or crawl when traveling through smoke. The lower air will be cooler and easier to breathe.
- If caught in smoke, take short breaths and breathe through your nose. If possible, wrap a wet towel around your nose and mouth.
- Do not break windows to vent smoke because fresh air will rush in and fuel the fire.
- Do not open hot doors. Before opening any door, touch it near the bottom, moving upward to feel if it is hot. A fire on the other side will blast through the slightest opening with tremendous force and the fumes are dangerous.
- Do not return for personal items if ordered to evacuate.

HURRICANES

Hurricanes are powerful storms that form over tropical waters, generally from June to December. Storms with sustained winds of 39 to 73 mph are classed as tropical storms, while sustained winds of 74 mph or higher are classed as hurricanes. Meteorologists are unable to accurately forecast wind speed, direction or intensity, so it is therefore necessary to be prepared at all times. Effects from tropical storms and hurricanes can include destructive winds, damaging surf, water spouts, tornadoes, and heavy rain and flooding. A tidal rise can be expected in conjunction with hurricane high winds and driving rain. A high tidal rise and large quantities of rainwater could back up storm drains and cause flooding in the low-lying street areas. We could also expect the loss of electricity.

The National Weather Service will issue storm or hurricane **watches** and **warnings**:

Watch A *watch* is issued when there is a threat of hurricane or tropical storm conditions to Oahu within *36 hours*.

Warning A *warning* is issued when a hurricane or tropical storm is expected to reach Oahu within *24 hours or less*.

Therefore, in the event a hurricane force wind is predicted, it is recommended that all businesses release their employees to reach the safety of their homes prior to the onset of heavy wind and rain, and also to permit them to take necessary steps for the protection of their private property. Prior to leaving the office, close blinds/draperies. Furniture and electrical equipment such as typewriters and computers should be moved well back from windows, keeping in mind there is the possibility that the window could blow in and cause severe rain damage to anything adjacent to that window.

Prior to evacuating the Building

1. Close blinds/drapes along all perimeter windows.
2. Secure or move away loose-laying items and valuables on desks and near windows.
3. Move computers and other electronic equipment away from windows.
4. Unplug all electrical equipment
5. Close all interior doors.
6. Stay tuned to a battery operated radio for official weather service bulletins, advisories, and recommended emergency procedures.

Since there is usually sufficient advance warning of a hurricane, ***each tenant is responsible for establishing its own policy regarding office closure.***

Hurricane Do's

1. Listen to local radio and television for instructions.
2. Turn off electricity, gas and water.
3. Fill automobiles with gas.
4. Store ready-to-eat food and emergency medical supplies. Fill tub, bottles and utensils with water.
5. Have handy battery operated flashlights, radio and candles.
6. Board up windows except one opposite the wind.
7. Secure outdoor objects to garage, boats and mooring.
8. Stay indoors, away from windows.
9. When storm dies, open windows on opposite side of building as wind will resume from that direction when storm center has passed.
10. Report damaged power lines, gas, water pipes and sewers.

Hurricane Don'ts

1. Don't stay in structure that is not sturdy.
2. After the storm, don't use phone unless for emergencies only.
3. Don't go near downed wires.

TSUNAMIS

A tsunami is a series of ocean waves of extremely long length and period, often generated by disturbances associated with earthquakes occurring below or near the ocean floor. As the tsunami crosses the ocean, its length from crest to crest may be a hundred miles or more, its height from trough to crest only a few inches or feet. Tsunamis cannot be felt aboard ships in deep water and cannot be seen from the air. But in deep water, tsunami waves may reach forward speeds exceeding 600 miles per hour.

As the tsunami enters the shallower coastal waters, the velocity of its waves diminishes and wave height increases. It is in these shallow waters that tsunamis become a threat to life and property as they can crest to heights of more than 100 feet. The Tsunami Warning System in the Pacific is operated by the United States National Weather Service. At its headquarters near Honolulu, the system monitors seismological and tidal instruments in Hawaii and around the Pacific Ocean.

Tsunami Watch

When an earthquake of sufficient magnitude to generate a tsunami occurs in the Pacific Ocean, the Tsunami Warning Center may issue a tsunami watch, which informs the public of the earthquake and the possibility of a tsunami. Because tsunamis move through the water in accordance with known physical laws, accurate estimated times of arrival could be given for each location. However, the strength and size of the tsunami is not as predictable.

Pioneer Plaza is *not* in a tsunami inundation zone. Therefore, when there is a tsunami alert, building occupants may remain in the Building for the duration of the alert, rather than evacuate and add to anticipated heavy traffic conditions. Remember, if you are high up in a secure building, you are safer than you would be on ground level, especially if you are caught in a traffic gridlock.

Tsunami Bus Plan

Designated City buses will change from normal routing and operate as evacuation shuttles. Flag the buses down, along their adjusted routes, and they will take you, without charge, to within walking distance of one of the shelters. Use the shuttle buses to assist in your evacuation, but do not rely solely on their availability as accidents or unexpected delays could occur. If wave arrival time is approaching and no bus is in sight, move outside the evacuation zones immediately. Also, be aware that tsunami evacuation is likely to cause disruptions to all City bus schedules.

Shelters

Shelters will initially provide only a safe haven for evacuees. Food, blankets, diapers, special medications, etc., will not be available. Pets cannot be accepted in a shelter. Therefore, it is essential that evacuees bring necessities (a survival kit) with them and make alternate arrangements for their pets.

Roadblocks

The City roadblocks will be strictly enforced 45 minutes prior to wave arrival. Traffic remaining between the roadblocks will be directed by police patrols into mauka areas. Motorists within the roadblocks should not plan on reaching their desired destinations.

FLOODS & LIGHTNING

Flood Do's

1. Listen to local radio or television for instructions.
2. Store water in bathtubs, utensils, bottles and jars.
3. Stock supply of ready-to-eat foods.
4. Have battery-powered radio, flashlights and candles ready to use.
5. Turn off electricity, gas and water if told to evacuate.
6. Remove personal items and furniture only if time allows.
7. After flood, boil drinking water.
7. While driving, watch for slides, fallen wires and floodwater.

Flood Don'ts

1. In the event of a flash flood, do not take the time to move anything. Leave immediately. If car stalls, abandon and seek higher ground.
2. If walking, do not move into water over your knees.
3. After flood, do not eat or drink anything touched by floodwater.

Lightning Do's

1. Get into building or car.
2. Drop to ground if hair stands up and skin begins to tingle. Lie flat.
3. Give artificial respiration if a person is unconscious after being struck by lightning.

Lightning Don'ts

1. Don't use electric appliances or telephone. Remove plugs and antenna wires from television.
2. Stay out of bathtub. Don't sit near windows, doors, fireplaces, radiators, stoves, sinks and pipes.
3. Don't stand under highest object in area. Especially, don't be the highest object in the area.
4. Don't fear a person who has been struck by lightning as you are in no danger of being shocked.

EARTHQUAKE PROCEDURES

Earthquakes come without warning and generally are for a short duration. The following procedures are recommended:

- Take shelter during building movement. Much of the serious damage or injury comes from flying and falling objects. Get under a sturdy structure, such as a desk or table, and cover your head.
- It is very likely that an earthquake will be the cause of fire, broken water pipes and disruption of electrical power. Avoid pools of water and broken electrical lines.
- Because of the scope of an earthquake, many of the normal services and emergency services might be interrupted. You must be prepared to exercise your best judgment under these circumstances.
- Avoid the use of elevators. Above all, REMAIN CALM.
- Do not attempt to evacuate the Building, as there may not be enough time.

Earthquake Preparedness

The best way to prepare yourself for an earthquake is by creating:

- An earthquake plan for your office
- An earthquake plan for your home
- An earthquake survival kit for both home and office

Survival Items to Keep on Hand

- First Aid Kit, First Aid Handbook and an Emergency Care Guide, which can be found in the front of the telephone book.
- Flashlight and portable radio with extra batteries, light bulbs.
- Fire extinguisher.
- Watch or clock -- battery operated or spring wound.
- Blankets and sleeping bags, heavy shoes.
- Manual can opener.
- Prescription medication and glasses.

AFTER QUAKE GUIDELINES

If you are in a Building

Note: Stay where you are. Do not exit the Building unless unsafe to remain.

1. Do not stand in office building doorways.
2. Move away from windows and glass partitions.
3. Move away from bookshelves, wall hangings and suspended objects.
4. Get under desk or reinforced structure.
5. Do not use elevators.
6. Do not take cover in emergency stairwell exits.
7. Do not leave building unless safe to do so or unsafe to remain in the Building for up to three days.
8. Be prepared for aftershocks and power failures.
9. Be prepared to remain in the Building for up to three days.

If you are in an Elevator

1. Do not use STOP button while elevator is moving.
2. Crouch down near center or front of elevator until movement ceases.
3. Do not lean against walls or corners of elevator.
4. Exit elevator at first opportunity. Do not use elevators unless advised by the emergency team that it is safe.

If you are in an open area -- park, plaza, etc.

1. Move away from trees, power lines and brick walls.
2. Crouch or lay down, cover head with arms.

If you are in an Automobile

Note: If driving during an earthquake, you may experience the sensation of a flat tire.

1. Stop in an area away from trees, power lines and freeway overpasses.
2. Lay down across the floor or seats of the car. Cover your head with your arms.
3. Before getting out of the car, look for downed power lines resting on the vehicle. If a power line is touching the car, remain inside until assistance arrives. Do not touch metal surfaces or car, including the ignition and the keys.
4. Downed power lines can be grounded by rolling a spare tire over exposed wire.

EMERGENCY HELPFUL HINTS

1. Paper towels from the restroom used with office supply articles such as tape, can provide bandages for the wounded.
2. Many offices use bottled water. If possible, carefully try to secure water bottles after an earthquake for future use.
3. Emergency water may be obtained from water heaters, toilet tanks, melted ice cubes and canned vegetables.
4. It is likely that power will go out after a major earthquake. First eat refrigerated foods before cookies, candy bars and other non-perishables.
5. If blankets are needed, consider pulling down drapes or even using carpeting for warmth.
6. Fire hoses can be used should you need rope.
7. If you have ice or ice packs, place them in doubled up plastic bags.

Important Points to Remember

DON'TS

1. DON'T turn on electrical switches if you smell gas.
2. DON'T touch downed power lines.
3. DON'T use the phone except for emergencies.
4. DON'T eat or drink anything from open containers near shattered glass.
5. DON'T cook indoors. Use outdoor charcoal broilers.
6. DON'T go sightseeing. Streets should be clear for emergency vehicles.

DOS

1. DO check for injuries. Give first aid.
2. DO check the water pipes. If they are broken, shut off the water valve.
3. DO turn on portable radio for information.
4. DO open doors to closets and storage shelves carefully (watch for falling objects).
5. DO put on heavy shoes to avoid injury from glass and other debris.

BOMB THREAT

(See Bomb Threat Report Form in the back of this manual)

If you receive a bomb threat telephone call

1. Remain calm and courteous.
2. Do not transfer or put the caller on "hold".
3. Get as much information as you can about the caller. Be calm, listen carefully and speak slowly.
4. Keep caller on the phone as long as possible. Write down exact words used by caller.
5. Notify manager by prearranged signal while caller is on the line.
6. Keep threat and caller information **confidential** to avoid a panic situation. Immediately notify:
 - Local Police - 911
 - Your Office Manager
 - Security: 522-6652
 - *Check caller I.D. number or dial *69 from the phone which the call came in on. Should your phone system have the capability, this will tell you the phone number where the call was derived from. If your phone system has caller I.D., check the phone number and report it to the authorities.*
7. Follow instructions of Authorities:
 - Do not touch, but immediately report to Authorities suspicious packages, articles, etc.
 - If a specific area is described, evacuate immediately. If applicable, close all doors to suspected room.
 - Report anyone who did not appear to belong in an area or who acted in a suspicious manner when you saw them.
8. If instructed to relocate or evacuate:
 - Take only those parcels, packages, bags, purses, jackets, etc. which belong to you.
 - Stay in area where you have been instructed to go and wait for further instructions. Do not go home or leave Building unless advised otherwise by Authorities.

BOMB THREAT EVACUATION PLAN

As standard policy, the Honolulu Police Department Bomb Squad is called. The Police normally only make a visual inspection of the location designated by the person claiming to have planted a bomb, without any technical equipment or trained dogs, and assess the validity of the threat. The Police Department will not issue a clearance to re-enter the Building, instead they will report to the Building Management that they have not found any bomb or suspicious item if nothing is found. The Building Management will inform the tenants of the police report. The re-entering of the Building will be at the Tenant's sole discretion.

1. **Gather Information** - When a bomb threat is received, the receiver should attempt to get as much information as possible, but keep the call confidential to avoid panic. If possible, follow the Bomb Threat Report found at the back of this manual.
2. **Notify Authorities** - Immediately call the Police and have them dispatched to the Building. Call on-site Security (522-6652). The entrances to the Building will be closed so no additional people can enter into the Building. Management will post personnel at these points to keep traffic (pedestrian and auto) moving and away from the Building.
3. **Location** - If the bomb is not claimed to be located in any specific area in the Building, Building Management will advise all Tenants that a bomb threat has been called in to the Building. Concurrently, Building Management will dispatch staff to each floor to search for any suspicious items. If the bomb is claimed to be located in a specific location of the Building, the immediately affected area will be notified first. Searching of the individual tenanted areas are the responsibility of each Tenant.
4. **Evacuation** - If authorities recommend evacuating the Building, tenants will be notified through the Building's annunciation system. We recommend that all people evacuate the Building to the first floor and proceed across the street to To be determined and check in with your company's designated Fire Marshall.
5. **Inspection** - In the meantime, the police will inspect all floors or the subject floors where the bomb is said to be placed and will provide us with their findings.
6. **Re-Entry** - You will be advised of the findings of the police and the Building Management staff. If no bomb has been discovered, re-entry into the Building is upon the discretion of each Tenant.
7. In the event a bomb is located, the Building will remain evacuated until otherwise advised.

TERRORISTIC THREATS

All communities are vulnerable to acts of terrorism. Terroristic threats can occur at any site and may occur with little or no warning, and involve one or more of a variety of tactics. Examples of possible scenarios include bombing, arson device, assassination, hostage taking, or the use of weapons of mass destruction (deliberate release of nuclear, biological or chemical materials). If a threat involving a bomb, arson device, or a weapon of mass destruction is received, every reasonable attempt should be made to locate the suspected device so trained experts can neutralize it. All information on the person or group making the threat, as well as all information on the device, must be written down to effectively analyze the situation and the degree of threat to building occupants. Incidents involving weapons of mass destruction are most devastating when they occur at sites with large concentrations of people. These incidents are intended to cause injury or loss of life to persons coming in contact with or inhaling the material. Many of these agents cannot be detected by human senses because they are odorless and colorless. These materials are particularly dangerous because they can cause widespread injury or death without adequate warning or protective measures.

Chemical and Biological Threats

1. Do NOT open any suspicious packages/containers. Limit amount of handling of letter/package so the authorities may dust for fingerprints.
2. Call 911 immediately to notify Authorities.
3. Call Security at 522-6652.
4. Refer to the Bomb Threat section of this manual.

Chemical or Biological Release

If a chemical or biological threat was released or a release is suspected:

1. Inform Authorities (911) and Security immediately (522-6652).
2. If a chemical or biological agent is released in your suite, NO one is to leave or access the area. HFD HAZMAT Team will quarantine the entire floor or affected area.
3. If at all possible, place the package/envelope into a sealed container.
4. Building Management will inform tenants via enunciator system to evacuate either the floor or the entire building, depending on the particular circumstances. Building occupants will be instructed on where to evacuate to as certain circumstances may require evacuation to another floor instead of a regular building evacuation (i.e. terroristic threat exists outside the Building as well).
5. Depending on type of threat, the air conditioning and ventilation system may be shutdown in order to limit the spread of the contaminant.
6. Re-entry will be determined by the authorities.

Firearms Threat

1. Call 911 as soon as possible.
2. Inform Security at 522-6652.
3. Evacuate floor to a safe location if able to evacuate safely. Listen to directions announced on enunciator system.
4. Fire Marshals to check their areas to ensure all occupants have taken appropriate actions.
5. Fire Marshals to conduct head count and report this information to Building Management/Security.

WORKPLACE VIOLENCE

Please refer to your company's employee manual for procedures set by your employer.

Workplace violence is a real threat that can happen anywhere at anytime. Although workplace violence cannot be totally prevented, there are steps that can be taken to reduce the risk of incidents. It is recommended that you inform your supervisor or human resource manager should you notice an individual exhibiting the following behavioral patterns:

1. **Suicidal** – Individual may hint at suicide, saying phrases similar to “I see no way out of this problem.” Individual may start to divest themselves of prized possessions.
2. **Depressed** – In addition to normal depressed symptoms, individual may also display depression as an emotion inconsistent with the situation, declaring that “everything’s fine,” for example, or other signs of forced cheerfulness.
3. **Paranoid** – Individual may be excessively paranoid.
4. **Angry** – Individual may exhibit anger over a particular incident, or show signs of mounting anger over a series of incidents – a job evaluation, perhaps, followed by criticism from co-workers.
5. **Preoccupied with Violence** – Individual may display an excessive interest in weapons.
6. **Intimidating** – May appear frightening to those around him/her.
7. **History of Violence** – Individual may have a history of violence.
8. **Low Self-Esteem** – Individual may display negative traits, like tardiness or poor personal grooming habits.
9. **Lack of Accountability** – Individual may blame others for his/her own misfortunes and may test management or other forms of authority.
10. **Loner** – Individual may be a loner and socially isolated. Individual may withdraw from friends and acquaintances, rather than discussing the problem.

Source: Honolulu Advertiser 11/3/99

In the event of workplace violence

In the event of an incident, immediately call Security at 522-6652. If the incident is life threatening, Building Management may authorize either an evacuation of the Building, or a building lock-down, depending on the particular circumstances. Authorities and/or Building Management will notify building occupants via the emergency enunciator system regarding evacuation or lock-down instructions.

RIOTS & PUBLIC DISTURBANCES

If you are alerted that riotous, unauthorized persons are approaching the Building:

1. If participants enter your suite, be courteous and do not provoke an incident. If necessary, call the Police at 911 and building Security at 522-6652. Avoid unnecessary inquiries that may tie up communication systems.
2. Do not become a spectator. Leave or avoid the area of disturbance to prevent injury or possible arrest. Stay away from windows. Stay out of corridors.
3. If there is no sign of police in the general vicinity, notify the police.
4. Lock all doors and close all draperies/blinds. Stay away from outside windows where objects can be thrown from the street and cause injury.
5. If participants enter your suite before you are able to lock your doors, be courteous and do not provoke an incident.
6. Immediately notify your Office Manager and Building Management if unauthorized persons have entered the Building.
7. Use common sense and remain calm.
8. Wait for further instructions.

The Building Management may dictate that certain services may be limited or curtailed, and that access to the Building be restricted to protect the Tenant and their property.

MEDICAL EMERGENCIES

Accident or sudden illness may cause an emergency that necessitates immediate first-aid and subsequent medical attention. Personnel of your Company with a history of medical problems should be identified on a separate page and retained in your copy of this Manual for immediate referencing during a medical emergency. You should list them by their name, their medical problem, hospital, name and phone number of their doctor, and who to notify in case of an emergency.

Handicapped personnel should be familiar with emergency procedures for floor evacuation, use of exits, fire stairwells, and any special arrangements necessary for their safe exit from the Building. You should plan how they are to be evacuated. Building Management would like a list of those personnel who would find it difficult to leave the Building by the fire escape. Building Management is unable to assume the responsibility for their evacuation but will assist as much as the demands of the Building permit.

Medical Emergency Procedures

1. Remain calm.
2. Call 911 for ambulance or rescue units.
3. Be prepared to provide the following information:
 - Victim's Name
 - Victim's Condition
 - Location
 - Building Address
 - Suite Number, if applicable
 - Company Name
 - Company Phone Number
4. Notify Building Management. Give:
 - Location
 - Suite Number
 - Victim's Condition

-
5. Clear area. Isolate victim.
 6. Keep victim comfortable until assistance arrives.
 7. When medical assistance arrives:
 - Provide all information regarding the victim
 - If possible:
 - Advise of medications victim is using
 - Provide name of doctor or hospital
 - Accompany victim to hospital

EVACUATION PROCEDURES

Occupant Awareness

It is important that both visitors and tenants are aware of the Building's emergency plan and procedures to follow in the event of an emergency. Prior to any large meeting, advise occupants of the location of stairwells, to listen to announcements made of the annunciation system in the event of an emergency.

Evacuation Procedures

1. Initiate evacuation procedures upon the sounding of the fire alarm system or when instructed to do so by authorities.
2. Before you exit your Suite, feel the door before you open it.
3. If everyone in your Suite has vacated, lock the door behind you. This is an indicator for the Emergency Response Team that no one is left in your office.
4. Evacuate by stairwells ONLY -- DO NOT USE ELEVATORS.
5. Exit calmly; keep to the inside of the stairwell, away from the wall. Walk only towards the exit; do not go against flow of traffic.
6. Once on the ground, continue to to be determined. This is the safe zone and each floor has a designated area to gather.
7. Each Tenant Fire Marshall will conduct a head count at the Safe Zone.
8. Fire Marshalls are to inform the Building Management/Security if someone from their Suite/Floor is not accounted for. Fire Marshalls with all people accounted for will stand-by for further instructions or information from the Emergency Response Team.
9. While at the Safe Zone, Fire Marshals will be responsible for all persons from their Suite/Floor.
10. Additionally, Fire Marshalls are to remain in close proximity to the Building Management/Security personnel while waiting for information and/or instructions.
11. Do not attempt to re-enter the Building until instructed.

Review the following pages reflecting the evacuation plan for each floor. Become familiar with the Building layout. You may want to post a copy of your floor plans in your employee lounge.

POWER FAILURE

A power failure of sufficient magnitude which would leave this building completely without power would be the result of a major system failure, and the possibilities of rapid restoration of primary electrical services are unlikely.

The Building Management personnel will determine as quickly as possible when restoration of power can be expected and will then inform the tenants. The Pioneer Plaza Center has an emergency generator that automatically starts when Hawaiian Electric power fails. The emergency generator only provides power to the fire alarm system, Security station and selected emergency lights on each floor and within the fire escape stairwells. There is insufficient electrical power to operate the air conditioning systems; therefore, long periods without primary electrical power may dictate a release of your employees. Hawaiian Electric has ultimate responsibility for restoration of power. In the event of a power failure, TURN OFF all electrical appliances, computers, equipment, etc. before vacating your office/department to prevent electrical spikes and surges from damaging your equipment upon power restoration.

Upon restoration of power, any items operating off of batteries should have the batteries checked for replacement or recharging.

Widespread Power Failure

1. Keep flashlight with you even if minimal lighting exists.
2. Check telephone for service.
3. Check lighting in hallways.
4. Turn off/unplug equipment to prevent surges upon power restoration.
5. Place absorbent materials around refrigerators, ice machines, etc.

Elevators

Service will be minimal or non-existent during a power failure. The elevator lights will go off and the emergency light in the elevator cabs will go on. Anticipate a ten (10) to fifteen (15) minute delay while power transfers to the emergency generator and systematically, one by one, lowers the elevators to the ground floor. Only exit elevator when the doors open on the ground floor or when power is restored. **NEVER FORCE ELEVATOR DOORS OPEN** as this may cause injury while attempting to exit the elevator. If the elevator cab bounces or sways as lights go out, an earthquake may be involved. Do not use "Stop" button while elevator is moving. Attract attention and establish communication by depressing "Alarm" button once every 2 minutes until communication is made. The elevators have a speaker system so authorized personnel can communicate to you.

APPENDIX