

# UT Tower



## Tenant Handbook

**Physical Address:**

Tenant Name  
400 W Summit Hill Dr. – UTT # (floor, suite or room)  
Knoxville, TN 37902

**Mailing Address:**

Tenant Name (UT or KCS) – Department  
ATTN: Contact Name  
505 Summer Place – UTT # (floor, suite or room)  
Knoxville, TN 37902



2/7/2023

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## WELCOME

The purpose of this Tenant Handbook is to provide detailed information about various building services, procedures, and regulations applicable to the UT Tower (Building), which includes the first (1<sup>st</sup>) floor plaza level through the twelfth (12<sup>th</sup>) floor of the Building (Premises). Tenant's "Landlord" for the Building is the Tennessee Valley Authority (TVA). The use of the term "Tenant" in this Tenant Handbook is for the convenience of reference. Tenant's "Building Manager" for the Premises is the Public Building Authority of the County of Knox and the City of Knoxville, Tennessee (PBA).

Please note that some of the information may change from time to time at PBA's reasonable discretion. Should any changes with the regulations, services, or procedures occur, the PBA will make every effort to keep you informed.

### Space Definitions

- The Knoxville Office Complex or KOC refers to the entirety of the buildings and ground at 400 West Summit Hill Drive, Knoxville.
- The Building refers to the UT Tower portions of the KOC.
- The Premises refers to the Tenant space - the first (1<sup>st</sup>) floor plaza level through the twelfth (12<sup>th</sup>) floor – of the Building.

**Please remember the KOC is a campus owned and operated by the federal government.**

## BUILDING MANAGER

PBA is responsible for the management of requests for services within the UT Tower. The services PBA is directly responsible for includes, but is not limited to, the following; PBA will route **ALL** requests to the proper authority:

- Access Control
- PBA Security for Visitor Badging and Entry
- PBA Security Cameras
- Custodial & Housekeeping Services
- Pest Control
- Interior Door Locksets
- Tenant Improvements
- Ceiling Tile
- Lighting
- All Breakroom Fixtures and Appliances
- Window Shades
- Recycling
- Waste
- Interior Signage and Wayfinding – Please contact (865) 215-3000 for assistance
- Mail Security Scanning
- Mail/Package Delivery
- Flooring
- Vending Machines
- Tenant Emergency Planning
- After Hours Facility Usage Requests
- Summer Place Garage and Issues Therein
- Fritts Parking Lot and Issues Therein

## TENANT SERVICE REQUESTS

Tenants are to contact PBA Maintenance for all service requests 24/7 via telephone at (865) 215-3000 or email at [3000line@ktnpba.org](mailto:3000line@ktnpba.org). (NOTE: All high priority requests should be called in to ensure they are received as expediently as possible.)

1. Facility Name (UT Tower, Summer Place Garage)
2. Issue
3. Description
4. Floor
5. Office/Workstation/Room #
6. Requestor Name
7. Requestor Email
8. Phone Number

## BUILDING ACCESS

Building and Premises access is restricted to personnel authorized and badged by PBA and official visitors only, subject to applicable TVA and Federal security standards. Badges for the UT Tower will be utilized to gain access to identified areas. A valid badge must be displayed and clearly visible, between the waist and neck, upon entry to the Premises and at all times within the Premises. No exceptions. All visitors to the Premises shall be required to undergo screening and obtain a visitor badge upon each entry into the Premises.

To obtain an ID badge, access card or key a completed "PBA Access Control Lock and Key Services Form" signed by a Department Supervisor or Access Manager must be sent to:

Public Building Authority – Access Control  
City County Building  
400 W. Main Street, Suite L-146 Level L-1)  
Knoxville, TN 37902  
[accesscontrols@ktnpba.org](mailto:accesscontrols@ktnpba.org)  
(865) 215-4203

Requests must state what type of badge is needed. Example: Identification only or for access into certain offices. After the request is received, an appointment will be made to have the employee(s) picture taken. Call PBA - Access Control at (865) 215-4203 if you have any additional questions.

Any lost or stolen access card should be reported immediately. There is a \$10.00 fee charged to replace a lost or stolen card. Please bring cash or check only. There is no charge to replace a malfunctioning card.

Department Supervisors or Access Managers who desire to grant their employees access into their office space after normal working hours should notify the PBA in writing to this effect and identify the employees authorized to enter after working hours. Notifications should be sent to the Access Control Office. The PBA should be notified immediately of any additions or deletions to the list.

Restricted Areas – TVA Building Concourse and Service levels, UT Tower maintenance areas, roof and non-Tenant floors are prohibited, restricted areas, and access to these areas is not permitted.

## VISITOR, ADA AND TENANT PARKING

All visitor parking is located by the available spaces indicated in Summer Place Garage. For visitor validations, please contact the PBA Parking office at (865) 215-2434 or email them at [parking@ktnpba.org](mailto:parking@ktnpba.org). There are some ADA parking spaces in both the Summer Place Garage, as well as the Fritts Parking Lot. ADA spaces can only be designated on a "first come" basis.

Once your garage access badge is swiped to enter the Summer Place Garage, it cannot be used again until after you have swiped back out. We have an "anti-pass-back" system on the gates that only allows you to enter and then to exit. This is done by the manufacturer to ensure that people do not swipe additional guests into the garage.

## Summer Place Parking Garage to UT Tower **Pedestrian Routes**



## MAIL AND PARCEL DELIVERY

Mailing Address:                    Tenant Name – Department  
   505 Summer Place – UTT# (floor, suite or room)  
   Knoxville, TN 37902

Due to federal security requirements, incoming external mail and packages cannot be delivered directly to the UT Tower. Mail must be delivered to Summer Place for security scanning. PBA will deliver all mail to the UT and/or KCS Mailroom once security scanning is complete.

Interoffice or Interdepartmental mail will be delivered to the Tenant's designated mailroom in the UT Tower by our PBA Mail Handlers. No Safety Officer is required to lift or distribute items in excess of 50 lbs.

### **UT Tower Mail Handling:**

- Times of Operation – Monday through Friday, 8:00 a.m. – 4:00 p.m.
- All mail (flat, lettered, packaged) will be managed via the loading dock area at Summer Place.
- Any after hours deliveries will be managed on an individual basis. Call the PBA Communications Center at (865) 215-2246 and if an Officer is available to be dispatched to assist, they will do so.
- All received mail and packaging are the sole responsibility of the addressee. PBA Safety Officers will sign for these deliveries, but are not responsible for the deliveries.
- Someone will be onsite and available to assist at the mail processing area at the loading dock at Summer Place each day - Monday through Friday at both 10:00 am and 2:00 pm.

In the event perishables (i.e.: food, flowers or consumable goods) are delivered to the building, security may need to scan these items (depending on packaging) and will place a call to the recipient, leaving a message if necessary, to pick them up at the front reception desk. No live trees or plants in soil can be left in the building and must be taken home by the recipient by the end of day. If you are expecting a food delivery, we would ask that you come to the main entrance to receive your order. Security will not sign for food delivery orders.

## SECURITY

PBA provides on-site security for the UT Tower and other locations. The PBA Communications Center located in the City County Building is staffed 24 hours a day, 7 days a week, including holidays. The Center is equipped with state-of-the art surveillance, fire control and elevator operating systems, which help provide safety and security for all PBA managed properties.

In addition, PBA Security provides services such as responding to alarms, providing security patrols, conducting escorts, and unlocking doors. The phone number for the PBA Communications Center is (865) 215-2246.

TVA Security is located at the UT Tower reception desk for security screening, as necessary, and in compliance with TVA and federal security regulations.

### **Tenant Emergency Coordinator**

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PBA Security will serve as the Tenant Emergency Coordinator. The Tenant Emergency Coordinator will be the primary point of contact with the TVA Emergency Coordinators for drills and emergency communications. Should you need to speak to this individual, please call the PBA COMM Center at (865) 215-2246 and let them know. The Tenant Emergency Coordinator's responsibilities include:

1. Attend required training or meetings provided by TVA.
2. Coordinate Tenant response for drills and emergencies.
3. Notify Tenant's employees when a drill or real emergency is concluded and the KOC and/or Building has been reopened.

### **Tenant Emergency Floor Team Captains**

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Knox County School District (KCSO) and UT will appoint Tenant Emergency Floor Team Captains on each floor of the Premises, as well as alternates to assume responsibility when the Tenant's regular floor team members are absent. The commended responsibilities of the floor team members include:

1. Maintaining communications with the Tenant Emergency Coordinator and the PBA Emergency Management Team (865-215-2246) during an emergency including progress reports on evacuation and notification when floor is completely clear.
2. Designating areas to be monitored during an emergency and ensuring appropriate floor emergency team members staff those positions.
3. Making necessary changes in floor emergency team as needed due to personnel changes and moves.
4. Ensuring that evacuation routes are clearly identified, and exits are known to occupants.
5. Directing orderly floor of persons along prescribed routes.
6. Verifying that all persons have vacated the floor.
7. Ensuring that people on the floor with special needs are aware of procedures to be followed in the case of an emergency.
8. Being familiar with the emergency operation of elevators and emergency phones in the building and procedures to be followed.
9. Directing responding personnel to the scene of the emergency if evacuation does not occur, as in the case of medical emergencies.
10. To reach the Tenant Emergency Coordinator, please email [emergencyteam@ktnpba.org](mailto:emergencyteam@ktnpba.org).
11. Floor Captains will enter all work requests for their areas by emailing [3000line@ktnpba.org](mailto:3000line@ktnpba.org) or calling 865-215-3000. Please notify us in the same method should another Floor Captain be substituted for these duties.

### **Fire Emergencies**

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Tenant shall participate in annual fire drills, at PBA's direction. Local fire codes require that the fire/life safety system be tested annually. TVA will use best efforts to notify Tenant Emergency Coordinator in advance if the system is going to be tested during normal work hours.

The fire control system in the TVA KOC Communications Center is activated when a smoke detector or duct detector sense smoke, a heat detector sense heat or a pull station has been activated. All detectors



and pull stations are early warning devices. When a detector or pull station is activated, the alarm will sound on the floor on which the detector or lever is located and the adjacent floors above and below. The entire KOC is equipped with a sprinkler system.

**Remember there is no such thing as a false alarm. If the audible and visual alarms are activated, employees should evacuate KOC immediately.**

If fire or smoke is discovered in the Building:

1. Activate the nearest fire alarm. Pull stations are located at the stairwell exits on each floor.
2. Call **TVA Police Monitoring & Notification Center (MNC) at (855) 476-2489**. Identify yourself, your location, and give brief details of fire emergency.
3. Exit the Building via stairwells and move away from the Building. Do not use the elevators.
4. The mandatory assembly area is Krutch Park via walking on Gay Street to this area.
5. Remove persons in immediate danger.
6. Assist personnel with disabilities in the evacuation.
7. Confine the fire. Close doors but do not lock doors.
8. If the ordinary route of escape is blocked or involved with the fire, direct personnel to an alternate route to the exit stairwells.
9. Floor Captains, please notify Tenant Emergency Coordinator of employee counts from your area.
10. Once "all clear" notification is given, you may return to the UT Tower.

**DO NOT ATTEMPT TO FIGHT THE FIRE ON YOUR OWN.**

Recommendation if trapped by fire:

1. Close as many doors as possible between you and the fire.
2. Stuff clothing or other material under and around doors to keep smoke out.
3. Hang something in a window to let firemen know your location.
4. If caught in heavy smoke, take short breaths, then crawl to escape. The air is better near the floor.

## **Weather Emergencies**

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Tenant shall participate in an annual weather/tornado drill.

The TVA monitors weather reports and will inform tenants by activating alarms, notifying the Tenant Emergency Coordinator and PBA Security, as time allows. During severe weather emergencies move away from windows and into stairways, inner hallways, and rooms.

## **Elevator Emergencies**

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A red emergency call button is located below the control panel on one side of each elevator:

1. Press and hold the red emergency call button until the light next to it lights up and then release.
2. The intercom automatically connects to the TVA Police Monitoring and Notification Center (MNC) which is staffed 24/7/365. You will be able to communicate with the MNC via intercom.
3. The MNC will contact TVA Facilities Management and the TVA Police who will assist elevator function repair and/or in notifying emergency personnel to assist in your removal from the

elevator cab, as may be necessary. An elevator technician will typically arrive within a maximum of 30 minutes of receiving the call.

4. **Do not attempt to open the elevator door or climb out of the elevator.** The majority of elevator related injuries are caused by people climbing out of the elevator cabs. The fire department will be contacted and respond to assist anyone trapped.
5. If a medical emergency occurs in an elevator or malfunctioning elevator, press, and hold the red emergency call button until the light next to it lights up and then release.

## **Bomb Threats**

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Should you receive a call advising that an incendiary or explosive device has been placed in the Building, please **STAY CALM** and note as many of the following details as possible:

1. Where has the bomb been placed?
2. When is it scheduled to explode?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did the caller place the bomb?
7. Is the caller part of a group?
8. Why was the bomb placed?

Note details regarding the caller's voice and any background noise you might have heard. Try to get someone else to call 911 while you are still on the line. Otherwise, once the caller has terminated the conversation:

1. **Notify PBA Communications Center immediately at (865) 215-2246.**
2. State, "I have received a bomb threat."
3. State your name, location in the UT Tower, and your department.
4. Give the location and any other pertinent information on where the caller stated the potential bomb was placed.

## **Active Shooter Protocol**

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Please adhere to response procedures below for responding to an Active Shooter in the building. If you can evacuate the area, please do so in as safe a manner as possible. If not, secure your immediate area:

1. Lock and/or barricade doors with any available object(s) (chairs, tables, desks, etc.).
2. Turn off lights.
3. Close blinds.
4. Block windows.
5. Turn off computer monitors.
6. Keep occupants calm, quiet, and out of sight by laying low to the ground.
7. Keep yourself out of sight and take adequate cover/protection (i.e., walls, desks, chairs, tables, filing cabinets, etc.). Such cover may protect you from injury.
8. Silence cell phones.
9. Place signs in exterior windows to identify the location of injured persons.

**Contact Authorities – Dial 911 first; call PBA Communications Center at (865) 215-2246 as a secondary call only if safe to do so.**

What to report:

1. Your specific location within the building.
2. Number of people at your specific location.
3. Injuries – number of those injured and types of injuries.
4. Assailant(s) – location, number of suspects, race/gender, clothing description, physical features, type of weapon(s) (long gun or handgun), backpack, shooter's identity if known, separate explosions from gunfire, etc.

Un-secure an area:

1. Responding special forces will assist in un-securing and rescuing victims who are locked down; Consider risks before un-securing rooms.
2. Remember, the shooter will not stop until he/she is engaged by an outside force.
3. Attempts to rescue people should only be attempted if it can be accomplished without further endangering other persons inside a secured area.
4. Consider the safety of masses – vs – the safety of a few.
5. If doubt exists for the safety of the individuals inside the room, keep the room secured.

## SMOKING/TOBACCO

Smoking, smokeless tobacco products, and electronic-cigarette use is prohibited in the KOC (including the exterior Plaza area), Building and Premises or at any of the entrances or exits or within fifty (50) feet of any doorway, as is currently designated and determined by Federal regulations, which may change from time-to-time. Smoking is only permitted at the designated smoking areas beyond the 50-foot restriction, as is currently designated and determined by Federal regulations, which may change from time-to-time.

## HEATING AND COOLING

Heating, ventilating and air conditioning (HVAC) shall be provided based on operating hours of 6:00 a.m. until 7:00 p.m. ET, Monday through Friday with air generally maintained at a temperature of 72 degrees Fahrenheit in the office space, +/- 4 degrees. The minimum and maximum set-points for office space shall be 68 degrees Fahrenheit for heat and 76 degrees Fahrenheit for cooling, unless during a Curtailment Period. **Note that any requests for "after hours" heating must be made two (2) full days in advance to PBA (865) 215-3000, and these requests must be made in writing through the work order system.**

TVA, as the region's public electricity generator, is required to curtail its energy use from time-to-time due to extreme heat or extreme cold. TVA reserves the right, during periods of curtailment, to reduce use of lighting in the Building or Premises and to set HVAC to higher, or lower temperatures as applicable to reduce high TVA system-wide power demands (Curtailment Period). TVA shall provide as much advanced notice as possible to the Tenant Emergency Coordinator.

Tenant's employees shall not adjust or make modifications to thermostats, diffusers, dampers, or any other part of the HVAC systems. Please address any HVAC Concerns to the Tenant Coordinator(s). To help keep the space comfortable, please:

1. Close window coverings to keep the heat out during the summer months.
2. Make sure heating and cooling vents are not blocked.

## FOOD STORAGE/WASTE

Food waste should not be disposed of in personal areas and should be disposed of only in the appropriate central area trash cans to prevent pest infestation. Coffee grounds, tea leaves, food waste, sauces or grease must be disposed of ONLY in trash containers; NEVER in sinks, drinking fountains or toilets. Do not use restroom sinks for washing dishes or food containers.

Food should be stored in refrigerators or in a sealed plastic or metal container to prevent pest infestation. Perishable foods such as fruits and vegetables should not be stored in individual works areas. All unused items should be removed and/or disposed of weekly by Tenants.

## RECYCLING

In an effort to minimize waste going into our landfills, PBA will provide single stream recycling as a service to all UT Tower tenants. Please take your office or cubicle recyclables to the nearest collection bin and Custodial will consolidate these items for pickup by our recycling contractor. These bins will typically be located at the end of cubicle pods or in the central Workroom on each floor.

## TEXT ALERT SYSTEM

PBA has an emergency text alert system for our clients. This system will be used strictly for emergency communications to our tenants in PBA managed facilities. We define emergencies as weather related events such as delayed openings, building closures, tornados, building lockdowns, evacuations, active shooter scenarios and 'All Clear'. Any tenant in PBA managed facilities can subscribe to the text alert service. Only tenants which PBA has registered their email domains (i.e., Knoxville.gov, knoxcounty.org, ktnpba.org, etc.) are eligible to register for this service. Complete information regarding the text alert service can be obtained by contacting PBA Telecom at (865) 215-4999.

## BUILDING RULES AND REGULATIONS

1. The common areas of the KOC and Building, including without limitation, the sidewalks, hall passages, exits, entrances, elevators, and stairways of the Building, shall not be obstructed or used by Tenant for any purpose other than for ingress to and egress from its Premises. Elevator lobby and stairwell doors shall not be propped open for any reason.
2. No sign, placard, picture, name, advertisement, or notice, visible from the exterior of the Tenant's Premises, shall be inscribed, painted, affixed, or otherwise displayed by Tenant on any part of the Building without the prior written consent of PBA.
3. No space in the Building shall be used for manufacture of goods and no commercial sales of any kind are permitted in the ordinary course of business, including a "fire sale", bankruptcy sale or any auction sale; provided, however, that occasional/incidental employee-to-employee transactions between Tenant's employees/staff that are not part of the ongoing commercial business activity (e.g. cookie sales), and food service/vending offered by PBA, are hereby permitted.

4. PBA will be responsible for the purchase, maintenance (not to include cleaning), and replacement of all authorized appliances, including refrigerators, microwaves, coffee machines, etc. PBA will also be responsible for ensuring that any and all appliances meet TVA and local fire codes. Open flames of any kind, electrically heated scent devices, and residential-type extension cords are fire hazards and therefore prohibited. No appliances are permitted without prior approval from PBA. Small personal fans (8" or smaller) are permissible in individual work areas. Power strips must be approved by the Building Manager. Any special appliance needs outside of the foregoing requirements of this subsection that may be required by Tenant for medical or health needs of its employees must be coordinated in advance by PBA. Please note below the Small Electric Appliance Policy for this Facility:

**Small Electric Appliance Policy**

I. FM Directive

Facilities Management (FM) attempts to meet employee comfort needs by managing building systems in compliance with the American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE) standards and by providing general use food storage and preparation appliances in designated areas.

FM asks employees and organizations to help TVA meet federally mandated energy use reduction goals and avoid many potential safety hazards by eliminating unauthorized small appliances and incandescent lamps, from the office area, including portable heaters, coffee makers, refrigerators, and electric water coolers. In addition, for safety reasons (fire hazard, skin burns, etc.), appliances with exposed heating elements - hot plates, candle warmers, heating coils, immersion coils, electric skillets, broilers, toaster ovens, toasters, griddles, and similar items are strictly prohibited with exception of those pre-approved for use in designated cafés and kitchen areas managed by the Randolph Sheppard Program. Use of microwaves in approved designated areas, requires the user to be in attendance of the microwave at all times.

FM requires UL listed extension cords and power strips which are labeled with valuable information regarding their rating capacity. An extension cord or power strip is permitted if rated for the total load of all equipment connected and the equipment manufacturers' recommendations are followed. No more than one extension cord or one power strip is allowed per receptacle outlet.

II. Additional Information

FM reserves the right to inspect for appliances and to require same to be removed from the premises, should health and safety issues or concerns for protecting and maintaining TVA's assets be prevalent

5. Tenant shall not install any equipment of any type or nature that will or may necessitate any changes, replacements, or additions to, or in the use of, the water system, heating system, plumbing system, air-conditioning system or electrical system of the Premises or the KOC.
6. Tenant shall not allow the Premises to be used for lodging or sleeping nor shall cooking be done or permitted by Tenant, except using reasonably approved equipment for warming food in a microwave. Brewing coffee, tea, hot chocolate, and similar beverages shall also be permitted, provided that all such food preparation is in accordance with all applicable federal, state, and city laws, codes, ordinances, rules, and regulations.
7. Tenant shall not use or keep in the Premises any kerosene, gasoline, or inflammable or combustible fluid or any hazardous materials, nor will Tenant use any method of heating or air conditioning other than that supplied by Landlord, including space heaters.
8. Tenants shall not construct, maintain, use or operate within its Premises any electrical device, wiring or apparatus in connection with a loudspeaker system or other sound system, except as reasonably required as part of a communication system approved by Landlord. No such

loudspeaker or sound system shall be constructed, maintained, used or operated outside of the Premises.

9. Tenant shall not unreasonably disturb or interfere with occupants of this or neighboring buildings or premises or those having business with them, whether by use of any musical instrument, radio, talking machine, whistling, singing, or in any other way. Tenant shall not throw anything out of the doors or windows or down the corridors or stairs of the Building.
10. Tenant shall not create, use, keep or permit any noxious gas substance in its Premises, or permit the Premises to be occupied or used in a manner offensive or objectionable to Landlord or to other occupants of the Building by reason of noise, odors, or vibrations, or interfere in any way with other occupants or those having business in the Building.
11. Landlord reserves the right to prevent access to the Building during the occurrence or continuance of any case of invasion, mob, riot, public excitement, terrorist acts, or other circumstances rendering such action advisable in Landlord's reasonable opinion, by such action as Landlord may deem reasonably appropriate, including closing and locking doors. In such event, Landlord shall not be liable for damages with regard to the admission to or exclusion from the Building of any person or the closing of the Building.
12. No curtains, draperies, blinds, shutters, shades, screens, or other coverings, hangings, or decorations shall be attached to, hung or placed in, or used in any exterior window of the Building without prior written consent of Landlord.
13. Tenant shall use reasonable efforts to close and lock all doors of its Premises and turn off all water faucets, water apparatus, and utilities before Tenant or its employees leave the Premises, so as to prevent waste or damage. Energy conservation measures are implemented by Landlord. Some floors may have overhead lights on timers with occupancy sensors to turn off if no movement is detected. Tenant is responsible for turning off all offices lights where switches are accessible, including desk task lighting, at the end of each workday.
14. Any authorized delivery or receipt of merchandise must use hand trucks equipped with rubber tires and side guards.
15. The toilet rooms, toilets, urinals, washbasins, and other apparatus shall not be used for any purpose other than that for which they were constructed. No foreign substance of any kind whatsoever shall be thrown therein.
16. Tenant shall not install any radio or television antenna, loudspeaker, dish or other device, or other equipment on the roof or exterior walls of the Building or elsewhere in the Building.
17. Canvassing, soliciting, distribution of handbills, or any other written material in/on the KOC and Building, other than the Premises, are prohibited and Tenant shall cooperate to prevent the same. No political rallies, solicitation, meetings, or other activities are allowed.
18. Tenant will not keep any animals, birds, or other pets, (including fish) of any kind in the Building or Premises, unless their use is specifically permitted or unless the animals are trained to assist any special needs persons and are there to perform such services.
19. Tenant shall not bring bicycles, motorcycles, scooters, mopeds, or other vehicles into the Building. No parking is permitted on the KOC except in designated areas.
20. Live Christmas or holiday trees and wreaths are not permitted. Any holiday lights must be UL approved. No live plants are permitted on the Premises.
21. Tenant shall not make, suffer, or permit litter except in appropriate receptacles for that purpose. Tenant shall store all its trash and garbage within its Premises. Tenant shall not place in any trash

box or receptacle any materials which cannot be disposed of in the ordinary and customary manner of trash and garbage disposal.

22. Tenant shall comply with all security requirements.
23. Tenant shall require that all employees, contractors and/or visitors have an issued badge displayed where it can be clearly and easily seen on the front of the outermost garment and positioned between the neck and waist. The badge must be displayed at all times by all individuals while in the Premises. All visitors to the Premises shall be required to undergo screening and obtain a visitor badge upon each entry into the Premises. All lobby screening shall comply with TVA current standards (which are subject to change from time-to-time), in TVA's sole discretions.
24. Tenant shall ensure that all of Tenant's personnel, visitors, contractors, etc. not badged for access to the UT Tower and their belongings and/or articles are screened immediately upon entry to the Premises; provided, however, previously authorized Tenant personnel along with their belongings and/or articles, may be exempt from screening if the appropriate Tenant-issued badges are displayed, unless otherwise directed or required by TVA Police based on a threat-level assessment.
25. Landlord reserves the right to refuse access to any persons Landlord in good faith judges to be a threat to the safety or property of the Building and/or its occupants. Landlord reserves the right at all times to exclude from the KOC and Building any person who is not known or does not properly identify himself/herself to the TVA and PBA Security Officers. Tenant shall be responsible for all persons for whom it authorizes entry into the Premises and shall be liable to Landlord for all acts or omissions of such persons.
26. Tenant shall comply with all safety, fire protection, and emergency regulations established by PBA, Landlord or any applicable governmental agency.
27. Any use, distribution, manufacture, dispensation, possession, or sale of alcoholic beverages, explosives, illicit or illegal drugs or other unauthorized controlled substances in or on the KOC is strictly prohibited.
28. The possession of firearms in or on the KOC is strictly prohibited except for duly authorized law enforcement officers carrying firearms in their performance of their duties, subject to approval and escort by TVA Police at TVA Police's sole discretion except when responding to an emergency situation involving an imminent threat to life or property. All non-emergency law enforcement activities (e.g., service of process, service of warrant) shall be conducted at the Premises' first (1<sup>st</sup>) floor Plaza level.
29. Landlord reserves the right to waive any one of these rules or regulations, and any such waiver in any one instance or on any one occasion shall not constitute a waiver of any other rule or regulation or any subsequent application or waiver thereof to such Tenant.
30. Tenant assumes all risks from theft or vandalism to the Premises and agrees to keep the Premises secure as may be required.
31. Landlord may modify or amend these rules and regulations and/or make such other reasonable rules and regulations as it may from time to time deem necessary for the appropriate operation and safety of the Building and its occupants provided any such rules or regulations shall not materially interfere with Tenant's permitted use of the Premises. Landlord shall provide the PBA, as Building Manager, with copies of any new, modified or amended rules or regulations prior to the effective date thereof. PBA will distribute any changes, as necessary, and Tenant agrees to abide by these and such other rules and regulations.

32. Freight elevators may only be used by authorized Landlord personnel or, with prior approval from Landlord, may be used by authorized Tenant personnel. Passenger elevators should not be used when transporting freight, using carts to carry objects, or moving items between floors that will interfere with normal passenger use.

### AFTER HOURS MEETINGS

TVA Security Officers and PBA Security Officers will be located in the Lobby of the Premises during normal business hours (7:00 am to 5:00 pm, Monday through Friday) except observed holidays for the UT Tower (listed below.) Should you plan to have a meeting with visitors or other personnel not badged for the UT Tower outside of normal business hours, please email [roomreservations@ktnpba.org](mailto:roomreservations@ktnpba.org). Requests for meetings to be held in the UT Tower after normal hours must be made a minimum of 2 weeks prior to the actual meeting date. PBA also manages the Summer Place Tower, which will have conference rooms available for meetings and room availability may be possible with shorter notice.

### HOUSEKEEPING

PBA provides housekeeping services for the UT Tower. Housekeeping staff is onsite from 6:00 a.m. to 11:00 p.m. - Monday through Friday. On weekends and holidays, the housekeeping staff performs limited duties. During emergencies and special events, the UT Tower is staffed by housekeeping on an “as needed” basis. For spills, vacuuming, trash pickup, bathroom, and general cleaning during normal business hours, please call Maintenance Hotline at (865) 215-3000 or email: [3000line@ktnpba.org](mailto:3000line@ktnpba.org)

### LOST AND FOUND

Lost and found items are typically turned in to the Security Desk located on the Plaza Level. The Security Desk can be reached at (865) 215-4330.

### PBA QUICK CONTACTS

Maintenance Hotline	(865) 215-3000
Telecom Needs	(865) 215-4999
PBA Security (Front Desk – UT Tower)	(865) 215-4330
PBA Security (After Hours)	(865) 215-2246



**UT TOWER OBSERVED HOLIDAYS – BUILDING WILL BE CLOSED TO VISITORS**

- New Year's Day
- Martin Luther King Day
- Good Friday
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving
- Friday after Thanksgiving
- Christmas Eve (or nearest weekday prior if 24<sup>th</sup> is on a weekend)
- Christmas Day
- Day after Christmas (or nearest weekday after if 25<sup>th</sup> is on a weekend)