

# James Center

Spring Supplement 2002



## Two James Center Emergency

In a difficult and trying situation, the Two James Center tenants have responded with resourcefulness and grace. For over a week, from Friday, March 22 until Monday, April 1, 750 people managed to keep business going, working from home, from unoccupied space in the James Center and from borrowed offices all over town. Trammell Crow Company thanks these tenants for their cooperation and patience in the face of an unprecedented emergency.

Trammell Crow Company's management team issued a memorandum regarding the events of the incident, and we're printing portions of it here to help shed light on what happened:

The accident occurred in the Two James Center 19<sup>th</sup> floor electrical closet where two electricians from Northside Electric were performing work as a subcontractor for Century Construction. Century Construction was hired by KPMG to perform work on their premises in the building. The clock tower adjacent to Two James Center stopped at 2:06 p.m. on Friday, March 22, 2002. This would indicate the exact time that the incident occurred as that is when the power was interrupted.

The building was evacuated of all personnel, and the fire department, police and EMS personnel from the City of Richmond, as well as OSHA, all arrived within minutes of the alarm. The two electricians were taken away in an ambulance and are the only two individuals that were injured (unfortunately, we still don't have an official update on their conditions). The Fire Department was getting smoke alarms from other areas of the building, and the fire pumps were not turned off for at least 50 minutes after the alarm. Consequently, there was a significant amount of water flow from the two 19<sup>th</sup> floor sprinkler heads that released when the fire occurred.

The Disaster Restoration Services of Service Master Corporation was called immediately to commence the cleanup process. The initial cleanup included removal of water from the affected areas, but was limited because the only power in the building was being supplied by the emergency generator. In order to get additional power to run multiple drying machines on each floor of the building, a portable generator was brought to the property on Saturday morning. At this time, power was then available to support the necessary equipment to remove moisture from the wet areas.

In addition to hiring Service Master to address the disaster recovery, Trammell Crow Company also hired Hall Construction's disaster team to assist in the process. Their main task was to commence removal of the damaged, wet carpet and drywall surfaces as directed by Service Master. TCC also hired several vendors to coordinate the restoration of the electrical and fire alarm equipment.

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## James Center Emergency, cont'd.

At 8 a.m. on Saturday morning, property management established a Disaster Recovery Desk in the lobby of Two James Center. Special emphasis was placed on ensuring the security of the building while working to get employees to their spaces to retrieve personal items. TCC developed a plan that required around the clock security personnel at all entrances to the building, as well as an escort service to tenants and vendors who required access. All tenants and vendors were required to sign-in at the desk, show a picture ID, and were issued a James Center access badge before being escorted into the building from the lobby. This process was continued throughout the weekend and through the next week until 1 p.m. on Friday, March 29. Access after 1 p.m. was limited to vendors and contractors working in the building to prepare it for the scheduled reopening on Monday, April 1 at 7 a.m.



Trammell Crow Company updated tenants continually as to the status of the disaster recovery. Communication commenced as early as 9 p.m. following the accident. On the Monday after the incident, TCC knew the building would not be ready for occupancy until the next Monday, April 1 at 7 a.m., and this unwelcome news was relayed to the tenants. TCC also stated that the reopening was contingent on the building meeting certain requirements stipulated by the City of Richmond. On Sunday evening, March 31, tenants were called at home to inform them that Monday's opening would be at 9 a.m. instead of 7 a.m. due to City inspections.

Work on Two James Center continued nonstop from Friday evening, March 22 until Monday, April 1 at 7 a.m., when the City of Richmond came to inspect the building, and everyone held his breath as the Fire Marshall's office, the Electrical Department and the Building/Mechanical Department completed the City inspections. Elevator testing was then completed by Schindler Elevator, and the building was open for business at 8:45 a.m.

TCC would like to thank all of the tenants, the contractors and the building security who worked around the clock, and to our wonderful TCC team, who handled this emergency situation with deliberation and proficiency. We have all learned a lot – knowledge that we hope we never have to put to use!

## More Spring News!

More Spring news! Things keep happening at James Center, and the calendar continues to fill.

A traveling exhibit, celebrating the Centennial Anniversary of Goodwill Industries, is making a stop in Richmond during its grand 47-city tour across the United States and Canada. It will be displayed in the **James Center Atrium from Wednesday, April 10 – Wednesday, April 17**. The exhibit depicts Goodwill's rich history and the important work the movement is doing today, and features a mix of narrative and stunning visuals that together tell the Good Will story, including winning images from the international "Believe in the Power of Work" photography contest. Visit with staff from 10 a.m. – 2 p.m. daily, with coupon giveaways, and door prizes. For more details, call Goodwill at 521-4956.

We're looking forward to the **Hot Dog It's Spring Tenant Party** on May 16<sup>th</sup> at 4:30 in the Plaza. Mark your calendars now, and more information will be distributed at the beginning of May. Spring is the time to get out of the office and socialize.

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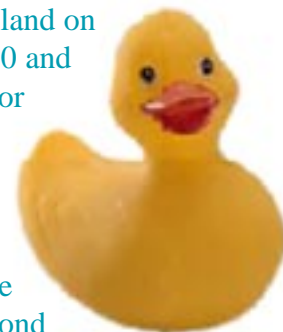
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# Summer Music Calendar

The place to be on Thursdays at lunch is the James Center Plaza.

May 30	Copper Sails	June 27	Kyle Davis
June 6	Burnt Taters	July 11	Cora Armstrong
June 13	Barbara Martin	July 18 <sup>th</sup>	Big Gig Music
June 20	Penny Lane Karioke	July 25	Adrian Duke

The **Duck Race on the James** to benefit Big Brothers and Big Sisters happens on Brown's Island on July 27. Those cute rubber ducks will be sold in the James Center Plaza on Thursday, June 20 and Friday, July 19. It's a fun event, watching the ducks race for the finish line, and it raises money for a great organization.



## Free Boat Rides at lunch on Thursdays!!

If you're not at the James Center Plaza on Thursday for music, bring your lunch and come to the Turning Basin at the base of Virginia Street. Canal boat rides are being sponsored by Richmond Renaissance and are free to the public throughout the summer. It will be hard to choose between music in the Plaza and cruising on the Canal. Two wonderful ways to spend a lunch hour.

## Join a Club!

The James Center is fortunate to have two popular private clubs in the complex. The proximity to the tenants' working environment is a great incentive for membership.

### Capital Club, 788-1400

Want to make those 2002 resolutions a reality? Let the expert fitness staff at the Capital Club help you get started today. The certified and professional fitness staff assists members in achieving their fitness goals through personal exercise programming. Setting the standard of excellence for aerobics, fitness and racquet sports, the Club's athletic facility is the best in the area for both its quality and variety of equipment and service. We offer over 40 group fitness classes a week including: boxing, step, spin cycling, power yoga, high/low impact, body walk and more.

Whether in the Courtside Café or James River Grill, dining at the Capital Club is always a pleasant experience. Your Membership also entitles you to host and sponsor business or social meetings in the Club's private dining rooms. The relaxed elegance of the Club's quarters and quality of food are exceeded only by the superior service you and your guests will receive. Mention that you read this in the James Center Newsletter and receive \$50 off the initiation fee. Contact Brenda Asch, Membership Director at 788-1400.

### Bull and Bear Club, 649-8431

One James Center is the home of the Bull and Bear Club, a Richmond tradition for over 35 years. Famous for an unparalleled view of the city next to the James, the club is also renowned for its excellent cuisine served both at lunch and dinner. A spacious lounge, where members and their guests can relax and enjoy a cocktail or play a game of billiards, is an amenity much appreciated by the downtown crowd. Members may check their e-mail on our lounge computer as well as the news or sports on the TV.

High-speed wireless Internet, nine meeting rooms with teleconferencing capabilities, off-site catering and event-planning services, unique networking events and a large stable of over 220 reciprocal clubs are but some of the myriad reasons members choose the Bull and Bear Club as their home away from home.

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**Blood Drive**  
**Friday, April 26, 2002**  
**7 a.m. – 11:30 a.m.**  
**Atrium, Three James Center**

Did you know that by age 72, about 95% of all Americans will have needed blood at some point? And did you know that although 60% of Americans are medically able to donate blood, only 5% do so? It means that most of us are counting on “the other guy” to provide the blood that could one day save our life or the life of someone we love.

After the tragedy of September 11, many thousands of people came to Virginia Blood Services to donate blood. VBS had to turn away almost 8,000 people for two reasons:

1. Sadly, most of the victims were casualties and did not need blood.
2. Blood has a short shelf life and cannot be stockpiled.

Virginia Blood Services urged donors to come back in a few weeks when blood would be needed again. Incredibly, out of those 8,000 people who had been willing to donate, only 500 have pledged to return to give blood.

Virginia Blood Services is the sole provider of blood to all of the hospitals in Richmond, Charlottesville, Lexington, Farmville, Hopewell, South Hill, Harrisonburg, and the Staunton/Waynesboro area. More than 400 pints are needed **every day** to meet the needs of area patients. All types of blood are needed all of the time, and regular, repeated donations are necessary to ensure that blood is available when someone needs it.

One donation of blood takes less than an hour and can help save the lives of three people. Please come to the Atrium on April 26 and donate. The life you save could be your own!

**Trammell Crow Company**