

M A R K E T

S Q U A R E

Tenant Handbook

701 | 801 Pennsylvania Avenue NW



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MARKET

SQUARE

INTRODUCTION

On behalf of the staff at Columbia Property Trust, we would like to welcome you to Market Square, located at 701 | 801 Pennsylvania Avenue, NW.

We are extremely pleased that you have chosen our building for your new office, and we look forward to a long and mutually beneficial relationship.

Please circulate this manual to your personnel and retain it in a safe place for future reference. As building policies and contacts may change, we will send you updated information to insert in an effort to keep the manual current. You may also access this manual, as well as pertinent electronic forms, digitally by visiting the property website at www.marketsquare-dc.com.

Additionally, we have included building emergency procedures in pamphlet form for your convenience. As the emergency procedures are of critical importance, we encourage you to share this information with everyone in your office.

Should you have further questions or concerns, please feel free to contact the Management Office at **202.637.0492**.

WELCOME!

PROPERTY OVERVIEW

PROPERTY OPERATIONS

At Market Square, your property team includes management and technical professionals who are available to offer you the quality of service you deserve. Our on-site members are an integral part of the day-to-day operations of the building and are among the individuals you will see throughout the building and in your offices tending to building operations and ensuring your comfort.

BUILDING INFORMATION

Property Management Office
Columbia Property Trust
701 Pennsylvania Ave, NW, Suite 100
Washington, D.C. 20004

Office Hours: 8:30 a.m. to 5:30 p.m.
Office Phone: 202.637.0492
Office Fax: 202.637.0495
Security and After Hours: 202.737.0562

Maintenance Service Requests
www.marketsquare-dc.com/service-requests/

YOUR PROPERTY MANAGEMENT TEAM

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BUILDING SERVICES

The nature of effective quality management involves identifying root causes of problems and taking proactive steps to prevent quality problems before they occur. To ensure that tenants receive fast and efficient service, Market Square has maintenance staff on duty during normal business hours Monday - Friday. When your request for service is received, a work order is generated and a member of the maintenance team is dispatched to answer the call.

MAINTENANCE

The property is staffed to provide necessary preventive maintenance required to keep the mechanical system of the building in top operational condition, as well as to address day-to-day problems as they occur.

All requests for repairs or service, such as light bulbs out, broken door locks, waste bins, temperature adjustments and key replacements, should be directed to the maintenance request web site denoted at the back of this Tenant Handbook. After hours emergency calls should be directed to the after-hours number at 202.737.0562. Routine calls placed after hours will be addressed the next business day, emergency calls will be dispatched immediately.

ADDITIONAL SERVICES

From time-to-time tenants may require additional services not provided for in their lease agreement. Should you require this type of service, our maintenance staff would be happy to assist you for a fee. Jobs scheduled after normal business hours will be charged at an overtime rate. Please contact the Property Management Office for current pricing for these services.

Should you require an outside contractor, Property Management will be happy to provide you with a list of approved contractors. If you would prefer to utilize the services of a contract not listed, please refer to the Tenant Alterations section of this handbook.

HVAC SYSTEMS

Heating, Ventilation and Air Conditioning (HVAC) are typically provided Monday through Friday from 8am through 8pm; and Saturday 9am through 5pm, exclusive of building holidays.

The engineering staff oversees HVAC operations and is available to respond to your service requests for hot or cold calls. Please visit the maintenance request website denoted at the back of this Tenant Handbook.

After-hours and holiday HVAC services are available at an additional cost or as stated in your Lease. The additional cost is to offset the building's increased electricity usage and other costs, as required by your lease. We request 48-hour advance notice for overtime HVAC requests. Overtime HVAC requests should be made through the maintenance request website:

<https://www.ng1.angusanywhere.com/>



CUSTODIAL SERVICES

General office cleaning is typically provided in the evenings beginning at 10:30 pm Monday - Friday, except holidays. A Day Porter is available during normal office hours to maintain public areas and restrooms and to assist in special requests.

RECYCLING

Columbia Property Trust managed properties participate in a recycling program. Recyclable items include office paper, junk mail, newspapers, cardboard, plastic, aluminum and glass beverage containers. This program requires a commitment from the tenants, management, cleaning contractor and trash remover. Separation of recyclable materials is the responsibility of the tenants, and when recycling containers are filled, the cleaning contractor will remove their contents.

TRASH REMOVAL

Your lease provides for removal of normal office trash, either through nightly office cleaning or through the recycling program. Disposal of non-typical office trash, including office equipment, furniture, filing cabinets, packaging materials, etc. is the responsibility of the tenants.

Please be reminded that rubbish or discarded equipment must be disposed of properly. Rubbish or discarded equipment should not be stored in elevators, corridors or stairwells, for even short periods of time. Doing so is a violation of fire codes and building regulations.

Please contact Property Management for assistance in removal of unusual trash items.

BUILDING HOURS

During building holidays, the HVAC and all other building services may not be available except at tenants' prior request and expense. For a list of the buildings holidays contact the Property Management office.

ELEVATORS & STAIRS

Stairwells are designed for emergency use and are not intended for routine travel between floors. Please do not prop stairwell fire doors open; doing so defeats a major safety system and affects the security system. Access into the stairwells is always available. However, once inside, exit should be made on the exit floor. Elevators are available for unrestricted use on a continual basis, except during emergency situations.

MAIL SERVICES & DELIVERIES

For information regarding your building's Mail Services and Deliveries contact the Building Management Offices.

LOADING DOCK & DELIVERIES

In order to adequately protect our elevators, all tenant relocations and unusual deliveries are to be coordinated through Property Management so that appropriate steps are taken to protect floor and wall finishes and the elevator interior. The freight elevator is available during normal business hours for deliveries. Delivery personnel must adhere to procedures requiring advance notice to reserve the loading dock for large deliveries requiring extensive-time use of the elevators such as move-ins or move-outs.



BUILDING ACCESS

SECURITY

The building exterior doors are secured after business hours. The exterior building entrances and fire alarm system are monitored by a third party monitoring company. In the event of an after-hours emergency call 9-1-1. **Additionally, there is a security guard in the lobby 4/7. Security can be reached at 202.737.0562.**

BUILDING ACCESS FOR TENANTS

Columbia Property Trust managed properties feature electronic perimeter access control systems monitored by a third party monitoring system. During secure hours, tenants have access to the garages and building entrances through the access control system, giving them 24-hour access to the building.

Tenants and visitors may enter the buildings after business hours by using the lobby entrance doors equipped with access control readers or through the use of the Security Telephone. Simply place your key in the reader or pick up the specialized direct connect phone: all authorized cards and authorized guests will be permitted to access the building. The automatic system records the card number and the time of access.

Building staff are not authorized to unlock individual office suites unless authorized to do so in advance, in writing. If you are expecting service personnel but will not be at your office to receive them, notify Property Management in writing of the scheduled activity. Entry keys for tenant suites are provided by Property Management at the time of move-in. Additional keys may be issued for a nominal charge. If you are locked out of your office, contact Property Management (proper authorization will be necessary prior to allowing access to the space).

Unless otherwise stated in your Lease, Tenants are responsible for the maintenance and monitoring of all tenant access control equipment and access card administration for all tenant staff, visitors and other authorized personnel.

AFTER HOURS ACCESS

After hours visitors can be accommodated via two methods: the building's electronic access system and prior arrangement through the access control monitoring company. In order to provide for access after normal business hours, arrangements can be made with the monitoring company by calling the management office or by e-mail to the monitoring company with a copy to management. Please also provide this visitor information to the Property Management office in order to facilitate your visitor's convenient access to your suite.

SOLICITORS

Solicitation is not permitted in the Building. If a solicitor visits your suite, please call the Management Office at 202.637.0492 immediately and we will make every attempt to escort the individual from the Building.



SUSTAINABILITY

WHAT IS SUSTAINABILITY?

In its most general form, sustainability is about creating new ways to live and prosper while ensuring an equitable, healthy future for all people and the planet. Sustainability in the built environment considers the impact of construction and building operations on ecological, social, and economic systems and strives to maintain balance and integration of these systems.

USING AN INTEGRATIVE, WHOLE-SYSTEM APPROACH

An integrative approach to building design and operations is based on an understanding that all building systems and human activity within a building are connected and influenced by each other. Using this approach allows Columbia Property Trust to work together with our tenants to enhance building performance and create an entire building that operates as efficiently as possible and creates a healthy indoor environment for all building occupants. This concept can be applied to new and existing buildings as well as interior spaces. On a larger scale, the building and site can be viewed as part of a system that includes the surrounding ecosystem, the community, and the region.

CORPORATE SUSTAINABILITY (THE TRIPLE BOTTOM LINE)

The concept of a “Triple Bottom Line” is one in which an organization places equal importance on the social, environmental, and economic impacts of its business practices. Applying sustainability to the way Columbia Property Trust builds, operates, and maintains our buildings helps our tenants embrace this approach in these three areas.

PEOPLE – Sustainable building practices create healthier environments for our tenants and the community at large.

PLANET – Through resource conservation, reduced use of toxic chemicals, and other simple yet effective sustainability strategies, we can help protect the planet for future generations.

PROFIT – Energy efficiency and water efficiency strategies reduce client and building operating costs, which saves our tenants money. Perhaps even more importantly, improved indoor environmental quality in our buildings helps our tenants to be healthier and more productive, resulting in greater return on their investment in salaries.

SUSTAINABLE BUILDING PRACTICES - SITES

OVERVIEW

Planning and design of green buildings begins with the conscious decision to build in an environmentally friendly manner. Positioning of buildings on the site, their connection to the history and topography of the landscape, and proximity to amenities are key factors that influence a building's impact on the environment and the community. Once a site is identified, the building design is planned to use the site conditions advantageously and to limit disturbances to the surrounding ecosystem.

EXAMPLES OF BEST PRACTICES

Site Selection - Develop on appropriate sites to minimize the environmental impact of construction.

Land Use - Build on an urban infill site or a Brownfield site as opposed to an undisturbed greenfield site, farmland, or wetland. Minimize building footprints and use land efficiently.

Location - Locate buildings in dense urban areas to utilize existing infrastructure.

Habitat - Prevent disruption of existing habitats and provide ample open space.

Transportation - Encourage alternatives to driving to reduce the environmental impact of automobile use.

Alternative Fuel Vehicles - Provide preferred parking for alternative fuel vehicles.

Bicycles - Include secure bicycle storage, showers, and changing rooms.

Public Transit - Locate projects near public transportation.

Parking Capacity - Reduce parking capacity and encourage carpooling.

Reduced "Heat Island Effect" - Heat islands (the heating up of a site based on the heat captured in dark-colored surfaces) can disturb local microclimates and increase overall summer cooling loads, leading to greater amounts of greenhouse gas and air pollution. In order to reduce heat island effect, the following measures can be taken:

- Cool Roofing Strategies - Use light colored or living "green" roofs.
- Structured Parking - Place parking in garages, preferably underground.
- Cool Pavement and Shade - Utilize light colored pavement and shade trees.
- Reduced Light Pollution - Design lighting to prevent excessive emissions to the night sky, which can negatively affect the comfort of neighbors and the habits of migratory birds. This can be accomplished by:
 - Fixtures - Use low-intensity, shielded fixtures with proper cutoffs.
 - Light Usage - Ensure lights are turned off or dimmed during non-business hours.

SUSTAINABLE BUILDING PRACTICES - WATER

OVERVIEW

Because potable water is becoming a limited resource, water efficiency is an essential element of green building practices. Water-efficiency and storm water management practices can be implemented in many areas and often complement site-related strategies to improve multiple building systems.

EXAMPLES OF BEST PRACTICES

Storm Water Management – Manage storm water to prevent pollution, sedimentation, and flooding of receiving waters.

Living or “Green” Roof – Install a vegetated green roof to filter storm water and reduce runoff.

Rainwater Catchment – Capture and reuse storm water for non-potable uses such as landscape irrigation, toilet flushing, and custodial tasks.

Bioretention Systems – Incorporate bioretention systems such as rain gardens and bioswales into landscaping strategies to store and treat storm water where possible.

Water Efficiency – Reduce water consumption through efficient irrigation and plumbing strategies.

Water Efficient Landscaping – Reduce the need for irrigation by using native and adaptive species and efficient irrigation techniques when necessary. Techniques may involve use of drip irrigation systems, low-volume/low- angle sprinklers, and nighttime watering.

Plumbing Fixtures – Incorporate low-flow automatic faucets, low-flow shower heads, and other water-saving plumbing fixtures such as dual- flush toilets, low-flow urinals or water-free urinals.

POWERFUL TIPS FOR TENANTS!

Replace existing faucets and shower heads with low-flow options to increase water efficiency and to save on utility bills.

Consider replacing toilets and urinals with low-flow or dual-flush options

SUSTAINABLE BUILDING PRACTICES - ENERGY

OVERVIEW

Green buildings incorporate high performance systems and strategies to increase energy efficiency. Many different aspects of a building design influence its energy performance, and some of the most significant utility cost savings can be realized through implementing energy efficiency techniques.

COLUMBIA PROPERTY TRUST'S ENERGY COMMITMENT

Energy conservation and efficiency is an ongoing focus at Columbia Property Trust. This includes tracking our energy usage, performing aggressive preventative maintenance and managing with the best practices of the government's ENERGY STAR program. We are continually working to reduce energy consumption and the carbon footprint of our managed facilities.

ENERGY STAR PORTFOLIO MANAGER

ENERGY STAR's Portfolio Manager is an online tool for assessing a building's energy and water consumption. It can be used for a single building or for an entire portfolio. This useful benchmarking tool can help building owners identify areas for efficiency improvements, track the performance of these improvements over time, and compare their building's performance with national averages.

EXAMPLES OF BEST PRACTICES

Building Envelope - Design the building envelope and systems to maximize energy performance by addressing insulation, glazing ratios and glass efficiency.

Lighting - Coordinate energy efficient lighting with daylight strategies and use motion sensors, occupancy sensors and/or photo-sensors.

HVAC - Size HVAC equipment correctly for the building demand. Avoid redundancy and incorporate strategies such as demand-control ventilation, variable speed pumping, heat recovery and economizer cycles.

Refrigerant Management - Reduce the building's impact on ozone depletion and global warming by eliminating CFC and HCFC refrigerant use where feasible. Buildings where elimination is not feasible perform appropriate preventative maintenance to minimize refrigerant leakage.

Commissioning - Perform building systems commissioning, a quality control process to ensure systems are designed, installed and operating properly.

Measurement and Verification - Implement measurement and verification systems to monitor energy used by different energy-consuming systems in the building, which provides useful data about building systems performance and identifies potential maintenance needed for performance optimization.

Tenant Sub-Metering - Allow individual tenants to meter their actual energy use to more directly see the benefits of energy savings strategies they employ.

EXAMPLES OF BEST PRACTICES CONT.

Alternative Energy – Use on-site power generation technologies such as solar thermal, photovoltaic panels and wind turbines.

Green Power – Purchase electricity generated from renewable sources such as wind and solar.

POWERFUL TIPS FOR TENANTS!

Switch to energy efficient light bulbs, which use up to 75 percent less energy and can last ten times longer than incandescent bulbs. (Be sure to dispose of fluorescent bulbs properly)

Use less light when working to conserve energy. Turn off lights, computers, and office equipment when you leave each night.

Put equipment on power strips and turn them off nightly to eliminate wasted energy used by idle equipment, which often still draws power.

Conserve energy and save on costs by keeping your thermostat set at 68 degrees in the winter and 76 degrees in the summer.

Install high-efficiency Energy Star rated appliances and use Energy Star computers and equipment where possible.

SUSTAINABLE BUILDING PRACTICES - MATERIALS

OVERVIEW

The energy and resources required for extracting, manufacturing, and transporting building materials extend a project's impact far beyond the building itself. Careful selection and disposal of materials can immensely benefit a building's environmental impact. Tenants can play a large role in reducing waste during building operations.

EXAMPLES OF BEST PRACTICES

Reuse – Locate in an existing building and reuse as many building materials as possible.

Recycling – Columbia Property Trust provides easily accessible collection and storage points for recyclable materials. We encourage our tenants to look for ways to reduce waste and recycle in their everyday activities.

Construction Waste Management – In building out a tenant space, Columbia Property Trust requires contractors to recycle a minimum of 50 percent of the waste generated on-site.

Materials Selection – In building out new office spaces, tenants should give preference to materials that are:

- Reclaimed, salvaged, or refurbished.
- Contain a high percentage of recycled content.
- Made from rapidly renewable materials.
- Harvested and manufactured locally or regionally.
- Made from wood that has been certified by the Forest Stewardship Council (FSC).

POWERFUL TIPS FOR TENANTS!

When planning your office move, rent reusable containers instead of disposable cardboard boxes.

Purchase office paper and supplies with as high of a recycled content as possible.

Switch to an electric document filing system, read documents online instead of printing whenever possible and consider using an electronic fax service.

Use the blank backside of old documents when printing internal drafts and print double-sided final copies.

Bring your morning coffee in a reusable mug and your lunch in reusable containers.

Stock your office pantry with real plates, mugs, and silverware and avoid “box lunches” for catered meetings.

SUSTAINABLE BUILDING PRACTICES - ENVIRONMENTAL QUALITY

OVERVIEW

Indoor environmental quality is a critical component of green buildings. Numerous studies have confirmed the effect of the indoor environment on the health and productivity of building occupants. Ventilation, thermal comfort, air quality, and access to daylight and views are all factors which play a role in determining indoor environmental quality.

EXAMPLES OF BEST PRACTICES

Ventilation – Provide efficient ventilation systems to prevent the development of indoor air quality problems and contribute to the comfort and well-being of building occupants.

Environmental Tobacco Smoke Control – Prohibit smoking within buildings or near building entrances. Designate outdoor smoking areas at least 25 feet from openings serving occupied spaces and air intakes.

Carbon Dioxide (CO₂) Monitoring – Install carbon dioxide and airflow sensors in order to provide occupants with adequate fresh air when required.

Construction IAQ Management Plan – During construction, protect materials from moisture damage and control particulates through the use of air filters.

Low-emitting Materials – Choose paint, sealants, adhesives, carpet, flooring, furniture, composite wood products and insulation with minimal or no volatile organic compounds.

Permanent Entryway Systems – Install entryway systems such as grills or grates to prevent occupant-borne contaminants from entering the building.

Daylight and Views – Incorporate design strategies that maximize daylight and views for building occupants.

Thermal Comfort – Include adjustable features such as thermostats or operable windows to maintain comfort for occupants.

ENVIRONMENTAL QUALITY CONT.

There are a number of measures that Columbia Property Trust recommends to ensure that a healthy indoor environment is maintained for all building occupants included in the below tips.

POWERFUL TIPS FOR TENANTS!

Protect stored on-site or installed absorptive materials from moisture damage.

If air handlers must be used during construction, use filtration media with a Minimum Efficiency Reporting Value (MERV) of 8 at each return grill as determined by ASHRAE 52.2-1999.

Replace filtration media immediately prior to occupancy. When possible, conduct a minimum two week flush out with new filtration media with 100 percent outside air after construction ends and prior to occupancy of the affected space.

Make sure the Contractor notifies the Property Manager 48 hours before beginning any work which may cause objectionable noise or odors.

Any adhesives used must meet or exceed the limits of the South Coast Air Quality Management District Rule #1168. Sealants used as a filler must meet or exceed Bay Area Air Quality Management District Reg 8, Rule 51.

Paints and coatings must meet or exceed the VOC and chemical component limits of Green Seal requirements.

Carpet systems must meet or exceed the Carpet and Rug Institute Green Label Indoor Air Quality Test Program.

Composite wood and agrifiber products must contain no added urea-formaldehyde resins.

Make sure the Contractor provides protection and barricades as required to ensure personnel safety and complies with OSHA at a minimum.

SUSTAINABLE BUILDING PRACTICES - OPERATIONS & MAINTENANCE

OVERVIEW

The design and construction of a building is only the beginning of the building's environmental impact. Implementing green building operations and maintenance (O&M) practices ensures that building systems achieve maximum efficiency over the life of a building.

THE U.S. GREEN BUILDING COUNCIL

The U.S. Green Building Council (USGBC) is a member-based nonprofit organization which promotes sustainable design and building practices. The USGBC identifies its guiding principles as the following:

- Promote the Triple Bottom Line
- Establish Leadership
- Maintain Integrity
- Ensure Inclusiveness
- Exhibit Transparency

To learn more about USGBC's guiding principles, visit the USGBC website:
<http://www.usgbc.org/>.

WHAT IS LEED-EB?

The USGBC created the Leadership in Energy and Environmental Design (LEED) green building rating system, a framework that has become widely accepted as a benchmark for certifying green buildings. LEED for Existing Buildings (LEED-EB) focuses on Operations and Maintenance of a building, with a goal of helping building owners and occupants operate in a sustainable and efficient way over the long term.

LEED-EB is a voluntary, point-based system consisting of six categories:

- Sustainable Sites
- Indoor Environmental Quality
- Water Efficiency
- Energy & Atmosphere
- Innovation & Design Process
- Materials & Resources

Projects may receive certification under LEED-EB by meeting prerequisites and earning points, with ratings of Certified, Silver, Gold, and Platinum available depending on the number of points earned.

OPERATIONS & MAINTENANCE CONT.

EXAMPLE OF BEST PRACTICES

Preventative Maintenance for Building Systems – Effective maintenance goes a long way in preventing the need for costly repairs and optimizing equipment function. Examples of systems which benefit from preventative maintenance include HVAC and ventilation systems, CO2 sensors, water fixtures and automatic sensors.

Integrated Pest Management (IPM) – Integrated Pest Management considers the life cycles of pests and the environments in which they thrive to control pest damage with minimal harm to people and the environment. IPM includes preventative measures to avoid the need for extermination and safe, environmentally friendly pest control practices.

Green Housekeeping – Research continues to identify potential hazards to human health from chemicals found in many commonly used cleaning products. Columbia Property Trust uses nontoxic and bio-based cleaning products, providing considerable benefits to the long-term health of building occupants and janitorial staff. When purchasing equipment for building maintenance, products with effective filters, high energy-efficiency and acoustical ratings are chosen.

Waste Reduction and Recycling – Due to the large quantity of waste generated during the average person's daily life, each person can make an impact by reducing waste and recycling. To encourage ongoing recycling habits by building occupants, Columbia Property Trust has established convenient on-site recycling facilities for glass, paper, metal, and plastic in its facilities.

Landscape Management Strategies and Practices - Columbia Property Trust employs sustainable practices such as the use of native and adaptive plants, efficient irrigation, composting, and integrated pest management.

POWERFUL TIPS FOR TENANTS!

Ensure tenant equipment receives proper preventive maintenance.

Review product material safety data sheets for all chemicals used in your space. Look for the most resource efficient and non-toxic alternatives.

Require your vendors to employ sustainable practices.

Ash about sustainable options!

EMERGENCY PROCEDURES

EMERGENCY CONTACTS

Listed below are some important numbers in case of an emergency. In any emergency situation, please contact the Property Management Office immediately after contacting the appropriate emergency service.

POLICE DEPARTMENT 911

FIRE DEPARTMENT 911

OVERVIEW

The largest variable and potential danger in any emergency is human response. Preparation and tenant training are an integral part of the building's emergency response plan.

Information in this section is designed to help you understand the actions that will be taken by Property Management and to provide a basis for your own emergency response plan. Please review it carefully. With your assistance, Columbia Property Trust will continue to provide an exceptional and safe working environment.

Should evacuation become necessary, the authority and responsibility rests with the local officials of government. Neither the property management nor Ownership can assume responsibility for any consequences resulting from the decision to evacuate or not to evacuate.

Below are web addresses to specific Emergency information:

Department of Homeland Security (DHS):

www.dhs.gov

www.ready.gov

WTOP Radio

103.5 FM - 820 AM - 107.7 FM

www.wtop.com



IMPORTANT REMINDERS

Of course, the best method of handling an emergency is to prevent the situation from arising or by following sound safety procedures.

Below is a list of some precautionary steps we suggest you follow:

- Flammable materials are not permitted. If, for any reason, you have any materials necessary for the operation of normal office equipment, which require special care, they must be stored in safety containers and Property Management must be notified.
- practices such as the use of native and adaptive plants, efficient irrigation, composting, and integrated pest management.
- Use of extension cords in lieu of permanent wiring is never recommended. If used, extension cords should be sized and grounded according to the load.
- Appliance connections and cords should be kept in good repair.
- Smoking is strictly prohibited.
- Your office's wiring was designed to carry a normal electrical load. Appliances, which have greater than normal electrical requirements, should not be used without the consent of Management Building.
- Anyone spotting potential fire hazards in the building is asked to report these conditions to Property Management immediately.

MEDICAL EMERGENCY

If a medical emergency occurs in your suite:

- Call Paramedics - Dial 9-1-1. Tell them your floor number and direct the medical team to the main entrance of the building.
- Call the Property Management Office.
- If a private physician has been called, inform Property Management and we will attempt to secure an elevator to escort the doctor to your office.
- Post one person in the elevator lobby to lead the medical team to the person in distress.

CHEMICAL ATTACK

Chemical warfare agents are poisonous vapors, aerosols, liquids or solids that have toxic effects on people, animals or plants. They can be released by bombs, sprayed from aircraft, boats or vehicles or used as a liquid to create a hazard to people and the environment. Some chemical agents may be odorless and tasteless. They can have an immediate effect (a few seconds to a few minutes) or a delayed effect (several hours to several days).

While potentially lethal, chemical agents are difficult to deliver in lethal concentrations. Outdoors, the agents often dissipate rapidly. Chemical agents are also difficult to produce.

Six Types of Agents:

- Lung-damaging (pulmonary) agents such as phosgene
- Cyanide
- Vesicants or blister agents such as mustard gas
- Nerve agents such as GA (tabun), GB (sarin), GO (soman), GF and VX
- Incapacitating agents such as BZ
- Riot-control agents (similar to MACE)

FOLLOWING A CHEMICAL ATTACK

Immediate symptoms of exposure to chemical agents may include blurred vision, eye irritation, difficulty breathing and nausea. A person affected by a chemical or biological agent requires immediate attention by professional medical personnel. If medical help is not immediately available, decontaminate yourself and assist in decontaminating others. Decontamination is needed within minutes of exposure to minimize health consequences. (However, you should not leave the safety of a shelter to go outdoors to help others until authorities announce it is safe to do so.) Use extreme caution when helping others who have been exposed to chemical agents.

- Remove all clothing and other items in contact with the body. Contaminated clothing normally removed overhead should be cut off to avoid contact with eyes, nose and mouth. Put into a plastic bag if possible. Decontaminate hands using soap and water. Remove eyeglasses or contact lenses. Put glasses in a pan of household bleach to decontaminate.
- Remove all items in contact with the body.
- Flush eyes with lots of water.
- Gently wash face and hair with soap and water; then thoroughly rinse with water.
- Decontaminate other body areas likely to have been contaminated. Blot (do not swab or scrape) with a cloth soaked in soapy water and rinse with clear water.
- Change into uncontaminated clothes. Clothing stored in drawers or closets is likely to be contaminated.
- If possible, proceed to a medical facility for screening.

BIOLOGICAL ATTACK

Biological agents are organisms or toxins that can kill or incapacitate people, livestock and crops. The three basic groups of biological agents, which would likely be used as weapons are: Bacteria, Viruses and Toxins.

BACTERIA - Bacteria are small free-living organisms that reproduce by simple division and are easy to grow. The diseases they produce often respond to treatment with antibiotics.

VIRUSES - Viruses are organisms, which require living cells to reproduce and are intimately dependent upon the body they infect. Viruses produce diseases, which generally do not respond to antibiotics. However, antiviral drugs are sometimes effective.

TOXINS - Toxins are poisonous substances found in, and extracted from, living plants, animals or micro-organisms; some toxins can be produced or altered by chemical means. Some toxins can be treated with specific antitoxins and selected drugs.

Most biological agents are difficult to grow and maintain. Many break down quickly when exposed to sunlight and other environmental factors, while others such as anthrax spores are very long-lived. They can be dispersed by spraying them in the air or infecting animals that carry the disease to humans as well through food and water contamination.

AEROSOLS - Biological agents are dispersed into the air, forming a fine mist that may drift for miles. Inhaling the agent may cause disease in people or animals.

ANIMALS - Some diseases are spread by insects and animals, such as fleas, mice, flies, and mosquitoes. Deliberately spreading diseases through livestock is also referred to as agro-terrorism.

FOOD AND WATER CONTAMINATION - Some pathogenic organisms and toxins may persist in food and water supplies. Most microbes can be killed, and toxins are deactivated by cooking food and boiling water.

PERSON-TO-PERSON spread of a few infectious agents is also possible. Humans have been the source of infection for smallpox, plague and the Lassa viruses.

FOLLOWING A BIOLOGICAL ATTACK

In many biological attacks, people will not know they have been exposed to an agent. In such situations, the first evidence of an attack may be when you notice symptoms of the disease caused by an agent exposure, and you should seek immediate medical attention for treatment.

In some situations, like the anthrax letters sent in 2001, people may be alerted to a potential exposure. If this is the case, pay close attention to all official warnings and instructions on how to proceed. The delivery of medical services for a biological event may be handled differently to respond to increased demand. Again, it will be important for you to pay attention to official instructions via radio, television and emergency alert systems.

If your skin or clothing comes in contact with a visible, potentially infectious substance. You should remove and bag your clothes and personal items and wash yourself with warm soapy water immediately. Put on clean clothes and seek medical assistance.



RADIOLOGICAL ATTACK

The threat that nuclear weapons are available to terrorist groups around the world demands attention.

There are two different threats in the area of nuclear terrorism. One is the use of a nuclear bomb. The other is the detonation of conventional explosive incorporating nuclear materials. These are known as radiological dispersal devices or RDD.

Terrorist groups are unlikely to have nuclear weapons unless they are sponsored by a nation with nuclear capability. It is more likely that terrorists could develop radiological weapons using highly enriched uranium or plutonium wrapped around a conventional explosive. When such a weapon exploded, it would spread radiation in the area of impact, but would not create a nuclear reaction. After an RDD attack, it would be difficult to completely decontaminate the environment. The dispersal of radiation would also raise long-term concerns about health issues. Because radiation is invisible and the symptoms are not evident immediately, it would be difficult to learn that a radiological attack had taken place without use of a radiation detector.

A concern is “suitcase” or “briefcase” nuclear bombs. These compact bombs are a concern because they would be innocent looking and easy to carry into a building and position.

The immediate effects of a nuclear attack are unmistakable: a flash of intense light, followed by a blast of heat and radiation. The secondary effect of radioactive fallout-radioactive airborne and descending particles-is measured by the circumference of the damaged area. The degree of immediate and secondary effects will depend on several factors:

- Size and type of weapon
- Terrain affected
- Height of the explosion
- Distance from the explosion
- Weather conditions (stronger winds will intensify damage and broaden the affected area)
- Thickness of protective material between the person and the fallout (gravel, bricks, etc.)
- Amount of time spent in a shelter after the initial explosion

AFTER A NUCLEAR ATTACK

After the intense heat, rumbling noise, and fallout have noticeably ceased, follow these precautions:

- Stay indoors for at least the first 24 hours after the initial explosion. This is the most dangerous period when radioactive particles are airborne. Once these particles hit the ground, they decay fairly rapidly, but it is recommended to remain inside the shelter for as long as physically possible to avoid exposure to radiation.
- Properties that survive such an attack may be radioactively contaminated.
- Do not drink from community water supplies, which could be contaminated.
- Be prepared for looting during any evacuation or chaos that might ensue.

AFTER A NUCLEAR ATTACK CONT.

If you are caught in an unprotected area, you should:

- Attempt to get up-wind of the contaminated area
- Attempt to find shelter as quickly as possible
- Listen to your radio for official instructions

PREPARING FOR THESE ATTACKS

Assemble a disaster supply kit and be sure to include:

- Battery-powered commercial radio with extra batteries
- Non-perishable food and drinking water
- Roll of duct tape and scissors
- Plastic for doors, windows, and vents for the room in which you will shelter in place - this should be an internal room where you can block out air that may contain hazardous, chemical, or biological agents. (to save critical time during an emergency, sheeting should be pre-measured and cut for each opening)
- First aid kit with sanitation supplies including soap, water, and bleach

DURING THESE ATTACKS

Listen to your radio for instructions from authorities such as whether to remain inside or to evacuate. If you are instructed to remain in your home, the building where you are or other shelter during a chemical or biological attack:

- Turn off all ventilation including furnaces, air conditioners, vents and fans
- Seek shelter in an internal room, preferably one without windows. Seal the room with duct tape and plastic sheeting. Ten square feet of floor space per person will provide sufficient air to prevent carbon dioxide build-up for up to five hours.
- Remain in protected areas where toxic vapors are reduced or eliminated and be sure to take your battery operated radio with you.

POWER FAILURE

If normal power fails, all suites and public areas are equipped with independently powered exit signs and emergency lights. The emergency generator will automatically provide electricity to life safety systems in the building.

If you experience a power failure, please observe the following guidelines:

- Open draperies and raise blinds to let in outside light.
- Remain in your offices unless otherwise instructed to evacuate. In the event an evacuation is required, lock all access doors to your premises.
- Do not congregate in the lobby areas or in the street.
- If you are trapped in an elevator during a power failure, do not panic. Your elevator will cease operation, but will not fall. WAIT FOR ASSISTANCE. Do not force the doors open or escape through the roof hatch. Contact Property Management using the elevator telephone and notify them of your location
- If the situation appears to be extended, tenants will be informed by Property Management. Private systems, especially telephones and computers, may be inoperative in the event of a power loss. Check with your vendor concerning emergency back-up power.

FIRE PROVISIONS AND EVACUATION | EMERGENCY PERSONNEL

This section provides detailed policies and procedures and life safety information about the fire provisions. Please review this information carefully. Listed below are links designed to help users find specific information quickly and easily.

FIRE SAFETY DIRECTOR / FIRE BRIGADE

The Property Manager is the primary tenant contact in emergency situations. The Fire Safety Director along with the Property Manager is also responsible for pre-emergency planning, including the recruiting and training of sufficient Floor Wardens and Deputy Floor Wardens for each tenant or floor. In addition, the Property Manager is responsible for maintaining organizational charts listing members of current emergency teams.

A Fire Brigade, consisting of assigned maintenance or management personnel, will usually be the first to arrive at the scene. If the fire is small, they will confine or extinguish it by using equipment carried with them. Upon locating the fire, one member of the Fire Brigade will move to the first floor and communicate to firefighters as they arrive.

FLOOR WARDENS

All tenants in the building are responsible for designating at least two Floor Wardens for their suite. These will be a primary warden as well as a backup warden, who will assume responsibility in the event that the primary warden is out of the building at the time the alarm rings. Floor Wardens are responsible for knowing the building relocation and/or evacuation plan, floor layouts, and the location and use of fire equipment. During an emergency, they are responsible for implementing an orderly evacuation, following instruction of the Fire Safety Director or Fire Department.



FLOOR WARDENS CONT.

Prior to an emergency, Floor Wardens are also responsible for educating their fellow workers about emergency procedures through training or bulletin board postings as necessary. They should maintain lists of physically impaired people in their offices and throughout the building to ensure that each is assigned one or more aids.

Floor Wardens are responsible for identifying and training Deputy Floor Wardens capable of performing their duties in their absence and assisting them during a drill or emergency. Additionally, Floor Wardens act as their tenant representatives by attending building fire evacuation meetings.

Floor Wardens should be assigned per-tenant or per-floor for multi-floor companies. They are chosen by their employers and must be capable of assuming a leadership role and commanding cooperation during an alert. They must be at their desk within the immediate work area each day on a consistent basis. An individual whose job requires frequent absences from the office is not a good choice for Floor Warden. The tenant is responsible for keeping Property Management abreast of changes in the personnel that have been designated as Floor Wardens in their suite.

DEPUTY FLOOR WARDENS

Two Deputy Floor Wardens are typically chosen per floor. Companies occupying less than a full floor may choose one or two depending on their office configuration.

Deputy Floor Wardens receive training adequate to assume Floor Warden responsibilities if necessary. When the regular Floor Warden is not present, Deputies will direct traffic away from elevators unless otherwise instructed by the Fire Safety Director or Fire Department. Prior to entering a stairwell, Deputies should feel the door for heat that would indicate a fire, and check for smoke. If the stairwell is unsafe, they will direct traffic to an alternate stairwell. During the alert, Deputies should inspect their areas to verify that all personnel have relocated and report to the Floor Warden when the area is clear. Once relocated, the Deputy will assemble and account for all people in his or her assigned area.

AIDS

Two fellow employees should be assigned as Aids to assist any person who has a handicap, which causes difficulty in relocating. One Aid is assigned to each person with a hearing or visual impairment. Aids to the Physically Impaired are designated in advance and their names reported to the Fire Safety Director. Upon reaching their destination, they will request that their Floor Warden notify the Fire Safety Director of the physically impaired person's relocation.

Tenants have the following Safety Planning Responsibilities:

- Have an evacuation route clearly planned. Educate and assist Deputy Floor Wardens in preparing evacuation plans for their individual areas.
- Select a pre-arranged meeting site away from the building.
- Identify weak points during fire drills. Discuss these with the Fire Safety Director and Property Manager and work with Deputy Floor Wardens to correct deficiencies.
- Maintain up-to-date organization charts of Floor Wardens, Deputy Floor Wardens and Aids to the Physically Impaired. Report changes to the Fire Safety Director.
- Instruct new Deputies and Aids in their responsibilities during drills or actual evacuations.
- Inspect your area periodically for safety. Make sure stairwells are kept free of obstructions and all flammable substances are stored in approved containers.
- Know the location of fire extinguishers and how to use them, but do not endanger yourself or others. If the fire is large or spreading rapidly, close the door and leave the area.

If signs of fire are found, Floor Wardens should:

- Confine the fire by closing doors. Take steps to control the fire if appropriate. In all cases, removing anyone in danger and notifying Property Management takes precedence over fighting the fire. Pull the alarm.
- If you can safely do so, contact Property Management and describe the material that is burning, its exact location and severity.
- If evacuation is ordered, call upon Deputy Wardens and Aids to the Physically Impaired as pre-planned. Assign others as needed to:
 - Handle flashlights or other emergency lighting in the case of a power failure.
 - Take a first aid kit.
 - Secure special company records.
 - Unplug electrical equipment such as copiers, hot plates and coffee makers.
- Check the area, especially restrooms, for remaining visitors or employees. Instruct floor searchers to turn off lights and to close, but not lock the doors.
- If you encounter smoke on your floor, do not wait for an evacuation order. If you can safely do so, contact the Fire Safety Director of your intent to evacuate and intended route.
- Reassemble and account for all people at the prearranged site away from the building. Await further instructions there from the Fire Safety Director.

EMERGENCY EVACUATION DRILLS

Emergency evacuation drills are held twice per year to test systems and practice emergency response on the part of occupants of the building and Management staff. Everyone is required to participate, and tenants are encouraged to practice their in-house emergency evacuation procedures.

Upon completion of the evacuation drill, each tenant Floor Warden and members of the emergency preparedness team should report on the effectiveness of the emergency plan and problem areas noted. Property Management keeps a record of the drills on file, timing of the evacuation, and issues that arose during the emergency. Tenants are encouraged to communicate issues relating to the evacuation drill to Property Management.

Tenants are notified in advance of scheduled emergency evacuation drills:

FIRE / SMOKE ALARMS

If you smell smoke:

- If you can safely do so, contact Property Management. Report the location from where the odor seems to be coming (i.e., floor and suite number) and alert your Floor Warden.
- Keep personnel away from any area that is emitting a smoke odor.
- Be prepared to follow the instruction of your assigned Floor Warden.

If you see a fire:

- Pull the nearest alarm station. Pull stations are located at all stairwell entries.
- Close the door. Confine the fire.
- If you can safely do so, contact Property Management and briefly state the nature and location of the fire.
- Alert your Floor Warden. Tenant Floor Wardens have been trained in emergency procedures. Follow his or her evacuation instructions using stairwells. Never use the elevator in a fire emergency.

FIRE EXTINGUISHERS

Fire extinguishers are located near stairwell doors and in the restroom corridors. Do not use water on electrical fires and do not endanger yourself or others. The Fire Department will be on the scene within minutes.

All fires, no matter how small or quickly extinguished, must be reported to Property Management.



SEVERE WEATHER

There are a number of severe weather situations that may have an effect on building operations. Our primary concern is for the safety of the building occupants. Please use the links listed below and review the safety information for the following instances of severe weather.

- Severe thunderstorms
- Tornadoes
- Hurricanes
- Flooding

SEVERE THUNDERSTORM

A severe thunderstorm is defined as a storm that produces hail at least 3/4-inch in diameter and/or winds of 58 mph or higher. These storms spawn tornadoes.

Warnings:

SEVERE THUNDERSTORM WATCH - Severe thunderstorms are possible in the watch area. Remain alert for approaching storms.

SEVERE THUNDERSTORM WARNING - Severe thunderstorms are occurring in the warning area. Remain alert to signs of an approaching storm and seek shelter if threatening conditions exist.

Look for:

- Darkening skies
- Towering thunderhead clouds
- Lightening
- Increasing winds

Emergency Actions:

- Plan ahead as to what actions you will take in the event a severe thunderstorm may occur in your area.
- During watches be prepared to take immediate action.
- During warnings, if the skies become threatening, take immediate action.
- Go inside a home or large building or an automobile (not a convertible).
- Do not use telephones except for emergencies.
- Do not stand under or near a tall isolated tree or a telephone pole.
- In a heavily wooded area, seek shelter in a low area under a thick growth of small trees.
- In open areas, go to a low place such as a ravine or valley
- Get off or away from open water, tractors and other farm equipment, motorcycles, bicycles, golf carts, etc.
- Stay away from wire fences, clotheslines, metal pipes and rails.
- If you are in a group in the open, spread out, keeping people several yards apart



LIGHTNING

Lightning may strike miles away from the parent cloud. Precautions should be taken even if the thunderstorm is not directly overhead. If you are caught in a level field or open area and you feel your hair stand on end, lightning may be about to strike you. Crouch down and bend forward, putting your hands on your knees. Do not lie flat on the ground.

TORNADOS

Tornados travel at an average speed of 30 mph, but have been known to reach speeds of 70 miles per hour. While most tornado damage is caused by the violent winds, most tornado injuries and deaths result from flying debris. Tornado winds can reach speeds of over 200 mph. Some tornados are clearly visible; while rain or low hanging clouds obstruct others. Tornados may appear nearly transparent until dust and debris are picked up into the column of air.

Warnings:

TORNADO WATCH - Weather conditions are such that tornados are possible in the watch area. Remain alert for approaching storms.

TORNADO WARNING - A tornado has been sighted or indicated by weather radar. Remain alert to signs of an approaching tornado and seek shelter if threatening conditions exist.

Look for:

- Severe thunderstorms
- Dark, often greenish colored sky
- Large hail, 3/4-inch in diameter or more
- Loud roar; similar to a freight train

Emergency Actions:

- Plan ahead as to what actions you will take in the event a tornado occurs in your area.
- During watches be prepared to take immediate action.
- During warnings, if the skies become threatening, take immediate action.
- In a building, go to the basement or to an interior part of the lowest level, away from windows, doors and outside walls.
- In high-rise buildings, go to interior small rooms or hallways on the lowest floor possible.
- In most cases closets, bathrooms (without windows) and interior halls offer the best protection.
- Get under something sturdy, lie face down, draw your knees up under you and cover the back of your head with your hands.
- Mobile homes, even if anchored, offer little protection from tornados and should be abandoned.
- If there is no nearby shelter, lie down flat in the nearest ditch or ravine.

HURRICANES

A hurricane is an intense tropical weather system with a well-defined circulation and maximum sustained winds of 74 mph or higher. Hurricane season in the Atlantic/Caribbean region starts in June and extends through November. In the United States, the peak hurricane threat exists from mid-August to late-October. An average of ten tropical storms (six of which become hurricanes) develop over the Atlantic/Caribbean each year. Typically, five hurricanes strike the United States coastline every 3

years. Of these five, two will be major hurricanes (Category 3 or greater). Category 3 hurricanes produce sustained winds of over 110 mph. The most violent activity takes place around the eye, called the eyewall, of the hurricane. As hurricanes move ashore they sweep the ocean inward, spawn tornados and produce torrential rains and flooding. Although property damage has increased in recent years, timely warnings have greatly diminished hurricane fatalities in the United States.

Along the immediate coast, the storm surge is the greatest threat to life and property. The major threat to inland areas is flooding from the torrential rains. Hurricane-force winds can destroy poorly constructed buildings and mobile homes. Debris left outside during a hurricane becomes flying missiles, which can cause injury or death.

Warnings:

HURRICANE WATCH - Hurricane conditions are possible in the area specified in the watch, usually within 36 hours. Prepare to take immediate action.

HURRICANE WARNING - Hurricane conditions are expected in the warning area, usually within 24 hours. Complete all storm preparations and evacuate if directed by local officials.

Plan ahead:

- Plan what actions you will take in the event a hurricane may occur in your area.
- Know the hurricane risk in your area.
- Learn safe routes inland.
- If you live in a mobile home, plan to evacuate. These dwellings are unsafe in high winds, no matter how well they are anchored.
- If you live in a high-rise, plan to evacuate. Hurricane winds are stronger at higher elevations.
- If you live on a coastline, an offshore island, or near a river or a flood plain, plan to evacuate.
- Know where local shelters are located.
- Review your insurance policy.

Within the Warning Area:

- Monitor radio and television broadcasts for official weather bulletins.
- Complete preparation activities, such as putting up storm shutters, storing loose objects, etc.
- Follow instructions issued by local officials and, if evacuating, leave early - if possible, in daylight.
- In the final analysis, the only real defense against hurricanes is the informed readiness of your community, your family and you.



FLOODS

Flash floods are the number one weather-related killer in the United States. Six inches of fast moving water can knock you off your feet. Twenty-four inches of water will carry away most automobiles. Nearly half of all flash flood fatalities are auto related. Be aware that roadways may not be intact under floodwaters. Flash flooding occurs within 6 hours of the rain event. Flash flood waters can move at incredible speeds, uprooting trees, moving boulders, and destroying bridges and buildings.

Most flash flooding is caused by slow-moving thunderstorms, thunderstorms repeatedly moving over the same area or heavy rains from hurricanes and tropical storms. Occasionally, floating debris or ice can restrict the flow of water at natural or man-made obstructions. Flash flooding can occur downstream when the ice or debris is suddenly released.

Environmental Clues:

- Listen for distant thunderstorms - runoff from a faraway thunderstorm could be headed your way.
- Look out for rapidly rising water.
- When driving look out for flooding at highway dips, bridges and low areas.

Warnings:

FLASH FLOOD WATCH OR FLOOD WATCH - Flash flood or flooding is possible within the designated watch areas - Be Alert.

FLASH FLOOD ARNING OR FLOOD WARNING - Flash flooding or flooding has been reported or is imminent - take necessary precautions at once.

URBAN AND SMALL STREAM ADVISORY - Flooding of small streams, streets and low-lying areas such as railroad underpasses and urban storm drains, is occurring.

Emergency Actions:

- Plan ahead as to what actions you will take in the event a flash flood occurs in your area.
- Remember - you may only have seconds to react when confronted with a flash flood.
- During watches be prepared to take immediate action.
- During warnings if the skies become threatening, take immediate action.
- Get out of areas subject to flooding and head for higher ground.
- Avoid already flooded and high velocity flow areas.
- Never drive through flooded roadways - the depth of floodwaters is not always obvious.
- If your vehicle stalls, leave it immediately and seek higher ground.
- Be extra cautious at night when it is harder to recognize flood dangers
- Never allow children to play around high water, storm drains, viaducts or gullies.

EARTHQUAKES

What to do During an Earthquake:

Stay as safe as possible during an earthquake. Be aware that some earthquakes are actually foreshocks and a larger earthquake might occur. Minimize your movements to a few steps to a nearby safe place and if you are indoors, stay there until the shaking has stopped and you are sure exiting is safe.

If indoors:

- DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in a inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Stay in bed if you are there when the earthquake strikes. Hold on and protect your head with a pillow, unless you are under a heavy light fixture that could fall. In that case, move to the nearest safe place.
- Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, loadbearing doorway.
- Stay inside until the shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.
- DO NOT use the elevators.

If outdoors:

- Stay there.
- Move away from buildings, streetlights and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls as most earthquake-related casualties result from collapsing walls, flying glass and falling objects. Ground movement is seldom the direct cause of death or injury.

If in a moving vehicle:

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake

If trapped under debris:

- Do not light a match.
- Do not move about or kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust



BOMB THREAT

All bomb threats must be treated as a serious matter. To ensure the safety of building occupants and the general public, bomb threats must be considered real until proven otherwise. In most cases, bomb threats are meant to disrupt normal activities.

However, building evacuation is not a decision for anyone to make except the proper authorities. The procedures described below should be implemented regardless of whether the bomb threat appears real or not. Report all bomb threats to police or call 911 and call the Property Management office or Building Engineer.

When there has been a threat, if you see a package or unknown object in an unusual place, do not touch it. If you receive a bomb threat, try to obtain the following information:

- When is the bomb going to explode?
- Where is it right now?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb? Why?
- What is your name?

Also, have the following information ready to be related to the Police Office you talk to:

- Sex of caller
- Approximate Age
- Speech pattern/accent
- Any background noise?
- Phone number where the call was received
- Date and time the call was received

MAIL BOMBS AND SUSPICIOUS PACKAGES

The likelihood of your ever receiving a bomb in the mail is remote. Unfortunately, however, a small number of explosive devices have been mailed over the years resulting in the death, injury, and destruction of property. To help prevent a mail bomb disaster, first consider whether you or your organization could be a possible target.

Some motives for mail bombs include revenge, extortion, love triangles, terrorism and business disputes.

Keep in mind that a bomb can be enclosed in either a parcel or an envelope, and its outward appearance is limited only by the imagination of the sender. However, mail bombs have some unique characteristics, which may assist you in identifying a suspect mailing. To apply these factors, it is important to know the type of mail your organization and your home receive.



MAIL BOMBS AND SUSPICIOUS PACKAGES CONT.

Look for these signs:

- Mail bombs may bear restricted endorsements such as “Personal” or “Private.” This factor is important when the addressee does not usually receive personal mail at the office.
- Addressee’s name/title may be inaccurate. Return address may be fictitious.
- Mail bombs may reflect distorted handwriting or the name and address may be prepared with homemade labels or cut-and-paste lettering.
- Mail bombs may have protruding wires, aluminum foil or oil stains and may emit a peculiar odor.
- Cancellation or postmark may show a different location than the return address.
- Mail bombs may have excessive postage.
- Letter bombs may feel rigid, or appear uneven or lopsided.
- Parcel bombs may have unprofessionally wrapped with several combinations of tape used to secure the package and may be endorsed “Fragile-Handle With Care” or “Rush-Do Not Delay.”
- Package bombs may have an irregular shape, soft spots or bulges.
- Package bombs may make buzzing or ticking noise or a sloshing sound.
- Pressure or resistance may be noted when removing contents from an envelope or parcel.

If you are suspicious of a mailing and are unable to verify the contents with the addressee or sender:

- Do not open the article.
- Isolate the mailing and evacuate the immediate area.
- Do not put in water or a confined space such as a desk drawer or filing cabinet.
- If possible, open windows in the immediate area to assist in venting potential explosive gases.
- If you have any reason to believe a letter or parcel is suspicious, do not take a chance or worry about possible embarrassment if the item turns out to be innocent - instead, contact police or call 9-1-1 for immediate professional assistance.

TIPS FOR COMMUNICATING BEFORE, DURING & AFTER DISASTERS

During Disasters communication networks could be damaged, lose power or become congested. Here are tips that will help you prepare your home and mobile devices for disasters and help communicate more effectively during and immediately after a disaster.

How to Prepare your Home and Mobile Device before a Disaster:

- Maintain a list of emergency phone numbers in your cell phone and in or near your home phone.
- Keep charged batteries and car-phone chargers available for back-up power for your cell phone.
- If you have a traditional landline (non-broadband or VIOP) phone, keep at least one non-cordless phone in your home because it will work even if you lose power.



- Program “In Case of Emergency” (ICE) contacts into your cell phone so emergency personnel can contact those people for you if you are unable to use your phone. Inform your contacts of the programming as well of any medical issues or other special needs you may have.
- Prepare a family contact sheet. This should include at least one out of town contact that may be better to reach family members in case of an emergency.
- If you are evacuated and have call-forwarding on your home phone, forward your home phone number to your cell phone number.
- If you do not have a cell phone, keep a prepaid phone card to use if needed during or after a disaster.
- Have a battery-powered radio or television available (with spare batteries).
- Subscribe to text alert services from local or state governments to receive alerts in the event of a disaster. Parents should sign up for their school district emergency alert system.

How to Reach Friends, Loved Ones & Emergency Services During and After a Disaster:

- If you have a life-threatening emergency, call 9-1-1. Remember that you cannot currently text 9-1-1. If you are not experiencing an emergency, do not call 9-1-1. If your area offers 3-1-1 service or another information system, call that number for non-emergencies.
- For non-emergency communications, use text messaging, e-mail, or social media instead of making voice calls on your cell phone to avoid tying up voice networks. Data-based services like text and emails are less likely to experience network congestion. You can also use social media to post your status to let family and friends know you are okay. In addition to Facebook and Twitter; you can use resources such as the American Red Cross’s Safe and Well program (www.redcross.org/safeandwell).
- Keep all phone calls brief. If you need to use a phone, try to convey only vital information to emergency personnel and/or family.
- If you are unsuccessful in completing a call using your cell phone, wait ten seconds before redialing to help reduce network congestion.
- Conserve your cell phone battery by reducing the brightness of your screen, placing your phone on airplane mode, and closing apps you are not using that draw power, unless you need to use the phone.
- If you lose power, you can charge your cell phone in your car. Just be sure that your car is in a well-ventilated place (remove it from the garage) and do not go to your car until any danger has passed. You can also listen to your car radio for important news alerts.
- Tune into broadcast television and radio for important news alerts. If applicable, be sure that you know how to activate the closed captioning or video description on your television.
- If you do not have a hands-free device in your car, stop driving or pull over to the side of the road before making a call. Do not text on the cell phone, talk or “tweet” without a hands free device while driving.
- Immediately following a disaster, resist using your mobile device to watch streaming videos, download music or videos, or play video games. All of which can add to network congestion. Limiting use of these services can help potentially life-saving emergency calls get through to 9-1-1.
- Check www.ready.gov regularly to find other tips for preparing for disasters and other emergencies

POLICIES & PROCEDURES

RULES & REGULATIONS

Columbia Property Trust is committed to providing quality office space, managed with an eye for detail. Your help in meeting this standard is greatly appreciated. The following common sense rules protect everyone and are intended as a broad outline only. Refer to your lease for more specific enumeration of tenant obligations.

- Smoking is prohibited in entrance vestibules, public corridors, and lobbies, vending areas, restrooms, stairwells and elevators. Contact the Property Management office for the location of the designated smoking area for the building.
- Please do not block the halls, elevators or other public spaces, or use them for any purpose other than traveling to and from your offices. This includes storage of freight, merchandise, and displays or showcases in any common area used by people outside of your own firm. Property Management can make an exception for infrequent receptions or other gatherings, which may involve use of public spaces with prior approval.
- Please do not alter the exterior appearance of the building by installing signs, advertisements, notices or other graphics on exterior walls, windows, or interior surfaces visible from the outside without prior written permission from Property Management.
- Interior identification plaques or signs shall be of a size, color and style approved by Property Management. All signs are ordered by Property Management and such requests should be entered in to the work order request website found at the back of the handbook.
- Please do not use plumbing fixtures for other than their intended purpose. Depositing coffee grounds, sweepings, rubbish, rags, acids and other substances in sinks or toilets can result in damage and repair charges to the tenant.
- Do not store flammable fluids or any combustible materials, explosives or chemical substances in your suite.
- Use the locks provided. If additional locks, bolts, or other mechanical security systems are required, Property Management will be happy to coordinate their installation. Management is to be provided with keys or combinations to all such systems except those protecting high security areas.
- Please do not keep pets, bicycles or other vehicles within your premises. Exceptions are made for seeing-eye dogs and conveyances required for physically impaired persons.
- Tenants using regular suppliers of outside services should notify Property Management, which may establish hours or other conditions for entrance to the building. Such suppliers include, but are not limited to: vendors of newspapers, food, water, ice, towels, barbering, shoe shining and similar products and services.
- Do not tape or adhere any materials to the windows.
- Canvassing, soliciting and peddling of products or services are prohibited.

RENT PAYMENT

Rent and tenant charges are due and payable on the first day of each month. As a courtesy, statements detailing rent and maintenance charges are sent to each tenant at the end of the month preceding the due date.

Payment information including the mailing address and who to make the check payable to can be found in your lease. Late fees will be applicable in accordance with the provisions of your lease.

MOVING PROCEDURES

MOVE IN: These guidelines have been prepared to assist in the process of relocating your offices. Items that need to be addressed are as follows:

- Lobby Directory and Suite entry signage
- Lease commencement date addendum
- Keys (suite entry, restroom)
- Electronic access cards/fobs
- Freight elevator reservations
- Allowable times for move in
- Protection of common areas
- Move in coordination meeting
- Mail delivery
- Monthly parking account set up
- Moving company contact information/insurance certificate
- Certificates of insurance for both your company and your moving company
- Emergency contact information
- Fire Floor Warden Designations

Regarding your signage, please contact the Property Management office for information on the lobby directory listings, as well as the building standard signage for your suite entry doors.

Regarding your lease commencement dates, a sample of the addendum that will need to be executed is attesting to this date.

Please also complete the “Key Request” form, indicating how many copies of the mailroom keys, suite entry keys, and access cards will be required. Your initial request for access cards will require a list of individuals who will be holding these cards. This initial request can be entered into the work order request web site found at the back of the handbook.

As soon as your move date has been determined, please complete the Freight Elevator Reservation Form.

Please also provide three (3) after hour’s emergency contacts, as well as designation of your Floor Warden and Deputy Floor Warden for evacuation training purposes in addition to the other contact information requested on the “Customer Contact Form”.

Please plan on being available at the earliest possible date to meet with the Property Manager in order to help us assist you with these and other move in related items.



MOVE OUT: While we hope there will not come a time when you decide to leave, if this occurs we would appreciate your assistance in the following items:

- Follow the lease related requirements, if any, for move out notification
- Request use of the freight elevator and loading dock through the use of the “Freight Elevator and Loading Dock Reservation Form”.
- Provide contact information for your moving company to your Property Manager.
- Assist us in obtaining the proper insurance documentation from your mover.
- Provide forwarding contact information to your Property Manager.
- Indicate to your Property Manager if you will have any extraordinary waste disposal needs so that these can be properly arranged.
- Return all keys and electronic access keys, cards or fobs.
- A move out inspection will be conducted by your Property Manager after your move out. Please notify us if you wish to be present for this.

LOST & FOUND

All items found should be turned over to the Security Office for investigation and safe keeping for a reasonable time period until the owner claims them. Contact the Building Management Office to report a lost item.

INSURANCE REQUIREMENTS

A current Certificate of Insurance must be given to the Property Management. Please consult your Lease for the insurance requirements. If you have any questions, contact your Property Manager.

TENANT ALTERATIONS

Office suites are typically built-to-suit the need of individual tenants prior to move-in. Alterations including the installation of communications systems, music systems or security systems, which involve any connection to the building electrical systems or building structure itself must comply with the provisions of your lease and are subject to advanced approval by Property Management.

Should you require these services, please notify Property Management in writing. You will be notified of any additional information that may be required for approval to proceed with alterations. Once approved, you will be notified in writing by the Property Manager. Under no circumstances will alterations be permitted without approval in advance from the Property Manager.

If remodeling is decorative only (e.g., painting, re-carpeting or rearrangement of temporary office partitions), and does not involve significant alterations, we will suspend or accelerate maintenance and cleaning, and help in any way we can. Construction personnel requiring use of an elevator for all inter-floor movement must contact Property Management to “lock-off” a freight elevator for the activity in advance. This allows us to help facilitate your movement of building materials and protect the elevator cab finishes.



CONTRACTOR QUALIFICATIONS

Construction firms, electricians, plumbers and personnel providing remodeling or repair services must be approved by Property Management.

Property Management maintains a list of qualified contractors who have performed work in the building and fulfilled the requirements listed below. If you prefer to use a contractor who is not pre-qualified, please contact Property Management for approval. The following is a list of essential documentation and information required from each contractor prior to execution of any work within the property.

All contractors must be licensed in the jurisdiction of the property location to perform their trade work. All required permits must be obtained prior to the start of work and copies provided to the Property Manager.

All contractors must have a Certificate of Insurance on file with Property Management before execution of any work. This certificate must name the required entities as additional insured with coverage for workmen's compensation, general liability and personal property damage in accordance with your buildings work rules. If you have any questions regarding the building work rules please contact your Property Manager.

All contractors must provide proof of financial security satisfactory to Landlord in order to ensure that the premises shall be kept free from mechanic's or materialman's liens. In addition, contractors and/or tenants must obtain all permits, approvals and certificates required by governmental or quasi-governmental bodies. Upon completion, certificates of final approval must be obtained. Duplicates of all such permits, approvals, and certificates must be delivered to Property Management as soon as they become available.

CONTRACTOR WORK RULES

The purpose of these Rules and Regulations is to inform the Contractors of their responsibility to this property during construction or remodeling of tenant spaces. It should be understood that the General Contractor is totally responsible for the action of its employees and subcontractors, and their compliance with these Rules and Regulations. At all times, General Contractor's personnel should be aware that this property is not a construction site, but rather an occupied office building and therefore appropriate precautions to protect the property, the tenants, and the business atmosphere must be adhered to.

The scope of these Rules and Regulations shall include, but not be limited to the following:

INSURANCE: All general and subcontractors must provide a current certificate of insurance evidencing adequate workman's comp, liability and property damage coverage.

GENERAL: Work to be performed by any contractor within the property must be scheduled in advance and coordinated through Property Management. All contractors must check in with the Property Management and obtain a Contractor Identification Badge on a daily basis.

24-hour notice shall be requested from Property Management when any work involving the Fire/Life Safety systems is required.



DEBRIS: Contractors will provide their own means of debris storage and removal. Contractor's dumpster must be placed in the loading dock area with prior approval from Property Management as to specific placement.

Debris must not spill or be left around dumpster. Contractor is responsible for cleanliness of the area. Dumpster must not overflow. Management reserves the right to require Contractor to remove the dumpster with 24-hour notice.

Demolition debris can only be removed from the building after 8:00 p.m. or before 7:00 a.m., except on weekends. The freight elevator must be reserved in advance by calling Property Management. Paint and patching materials shall not be disposed of through the building's plumbing. Disposal of these materials, as well as oil soaked rags, shall be accomplished in accordance with established guidelines for these materials.

SITE PROTECTION: Contractor will provide floor, wall and ceiling protection from the freight elevator to the entrance of the suite to be remodeled. The type of protection is to be masonite, with the ends taped together to prevent passers-by from tripping.

Protection will be provided by Contractor for the freight elevator doorframe on the floor to be remodeled. Protection will consist of carpet strips secured to the doorframe from the floor to the top of the frame such that no markings are left on the door frames when protection is removed.

All carpet and elevator protection should be installed prior to demolition or remodeling. Protection shall be maintained in a clean, safe manner and be left in-place until the job is completed. Contractor shall correct and repair damages at their own cost.

NOISE AND NOXIOUS ODORS: Particularly noisy work such as core drilling (or fume producing work such as oil based painting) must be coordinated with Property Management and performed after 8:00 p.m. or before 7:00 a.m. on weekdays or at anytime during weekends.

Odor producing work such as staining of doors must be coordinated with Property Management so action can be taken to dissipate fumes, address the smoke detectors by coordinating with Management's requirements, and arrange for additional security, if necessary. If security is necessary, Contractor is to pay for said cost.

If Contractor or Subcontractor's personnel use radios or tape players, they must be turned down to a level not audible in any occupied or public areas. No loud or obscene language will be tolerated, and violators will be asked to leave the property. General Contractor must provide to Property Management a MSDS list of all chemical compounds and materials to be used during construction.

EGRESS AND INGRESS: All movement of materials in or out of the building will be through the loading dock and service corridors. The loading dock is located behind each building.

All movement of materials onto the tenant floors will be through the freight elevator only. No passenger elevators are to be used. The freight elevator may be used for small material movement during business hours if prior approval is given by Property Management.

Large material deliveries or debris removal must be coordinated with Property Management and performed before 7:00 a.m. or after 6:00 p.m. on weekdays or anytime on weekends. Access to the property after hours will only be granted if Contractor has obtained access from Property Management. Access other than normal business hours must be requested 48-hours in advance.

Delivery or removal of materials too large for the freight elevator must be coordinated with Property Management.



CONDITION OF SITE: The construction area is to be broom swept and all trash removed at the end of each business day.

Public areas leading to construction areas will be thoroughly cleaned at the end of each night's work at Contractor's expense.

PARKING: Parking for visiting contractors can be arranged with the garage operator at the Contractor's expense. LAZ Parking can be reached on (202)393-6282.

More detailed Building Work Rules for Contractors will be distributed to contractors prior to commencement of work and acknowledgement of and agreement to Work Rules must be received by the Property Manager prior to commencement of work.

CERTIFICATE OF OCCUPANCY: All tenants are required to obtain a Certificate of Occupancy or Non-Residential Use Permit from the jurisdiction of the property location. Once you receive the Occupancy Certificate, please forward a copy to the Property Management Office.



OFFICE CONTACT FORM

All information provided will remain confidential. We appreciate your assistance in keeping our records up-to-date.

GENERAL INFORMATION

Company Name	
Suite	
Main Phone	
Fax	
Main Contact	
Title	
Contact Phone	
Contact Email	

BUSINESS HOURS EMERGENCY CONTACTS (8:30am-5:30pm WEEKDAYS)

NAME	TITLE	DIRECT PHONE	EMAIL ADDRESS
(1)			
(2)			
(3)			

BUSINESS HOURS EMERGENCY CONTACTS (ALL OTHER HOURS)

NAME	TITLE	CELL PHONE	EMAIL ADDRESS
(1)			
(2)			
(3)			

For any additional questions or form submission, please contact Lakechia.Jackson@columbia.reit.



FLOOR WARDEN CONTACTS

All tenants at Market Square are responsible for designating at least **TWO** Floor Wardens as a part of the building's Fire Safety Plan. In an emergency, the Floor Wardens should report to the Fire Safety Director for instructions. In additions, Aids should be designated for any employees requiring assistance during an evacuation of the building. **Please reference the Tenant Handbook, Emergency Personnel section for more information.**

GENERAL INFORMATION

Company Name	
Suite	
Main Phone	

FLOOR WARDEN

Name	
Cell Phone	
Email	

DEPUTY FLOOR WARDEN (AT LEAST ONE IS REQUIRED)

NAME	CELL PHONE	EMAIL ADDRESS
(1)		
(2)		

EMPLOYEES REQUIRING EVACUATION ASSISTANCE

NAME	CELL PHONE	EMAIL ADDRESS
(1)		
(2)		

EVACUATION AIDS (ASSIST EMPLOYEES WITH IMPAIRMENTS TO EVACUATE BUILDING)

NAME	CELL PHONE	EMAIL ADDRESS
(1)		
(2)		

For any additional questions or form submission, please contact **THE MARKET SQUARE PROPERTY MANAGEMENT TEAM AT 202.637.0492.**

