

1200

NINETEENTH

TENANT INFORMATION MANUAL Updated February 4, 2022

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GENERAL INFORMATION

HINES CONTACT LIST
Main Number (202) 872-1435
FAX: (202) 785-4590
Suite 930

Hines Property Management:

<u>TITLE</u>	<u>NAME</u>
Property Manager	Giselle Taminez
Assistant Property Manager	Cathy Blake
Engineering Manager	Jean Opont
Janitorial Manager	Victor Delgado
Security Supervisor	Wayne Austin
Parking Manager	Marina Siles
After Hours Emergencies	Security - (202) 872-1435 ext 208

The Property Management Office is located in **Suite 930**

Office hours: 8:00 AM – 5:00 PM (Monday – Friday)

Telephone: (202) 872-1435

Fax: (202) 785-4590

BUILDING ADDRESS

1200 19th Street, N.W.
Washington, D.C. 20036

BUILDING HOURS OF LOBBY ACCESS

Monday - Friday: 7:00 a.m. - 7:00 p.m.
Saturday: Secured
Sunday: Secured

Authorized individuals may gain access to the Building during secured hours by using their Kastle Access Card.

ENTRANCE/EXIT DOORS

The main Building entrance is located on 19th street. The garage is accessible from M Street.

ELEVATORS

The Building is equipped with (7) elevators as follows:

- Five (5) passenger elevators, serving the Lobby level and Floors 2 through 11.
- One (1) elevator that provides access to both levels of the parking garage (P-1 and P-2).
- One (1) service elevator, serving floors P1-11. The capacity of the service elevator is 4,500 pounds. The dimensions are as follows;
 - Door Height: 82 ½”
 - Door Width: 42”
 - Cab Height: 98”
 - Cab Width: 70 ½”
 - Cab Depth: 84 ½”

All deliveries, equipment, furniture and freight must be carried on the service elevator. In circumstances requiring the lengthy use of the service elevator (i.e. move-ins, move-outs, furniture deliveries), the tenants must coordinate access with the Property Management Office at least forty-eight (48) hours in advance.

Security personnel monitor elevator emergency calls twenty-four (24) hours a day. Should an elevator malfunction, please call for assistance using the “press to call” button provided in the lower area of the front elevator panel in each cab. This will connect you to Kastle, the company that monitors the elevators for entrapments. Building security will be notified and respond immediately to assist you. Any elevator problems should be reported to the Property Management Office immediately.

LOADING DOCK - The Loading Dock hours are: 6:30 a.m. - 6:30 p.m., Monday - Friday.

The loading dock is located at the rear of the building and can be accessed through the alleyway via 20th or 19th Streets. The dock is available at times other than those listed through prior coordination with the Property Management Office. There is a 30-minute unloading period for vehicles using the loading dock. All vehicles will need to be registered at the security desk to receive a temporary loading dock pass. This pass will need to be displayed in the front window of the vehicle. Long-term parking at the loading dock is prohibited.

Please remind your vendors that all deliveries are to be made via the loading dock and the Service Elevator. Deliveries will not be permitted through the main lobby.

STAIRWELLS

The Building contains two (2) stairwells for use in the event of emergency evacuation. They are located on each side of the elevator bank. **FOR YOUR SAFETY, PLEASE FAMILIARIZE YOURSELF WITH THE LOCATION OF THESE STAIRWELLS.**

The stairwell doors are locked 24 hours to prevent access to the elevator lobbies from the stairwell. The stairwells can always be entered from the tenant lobby. If you enter the stairwell during a non-emergency time you will have to exit the stairwell at the lobby.

BUILDING RULES AND REGULATIONS

ACCESS CONTROL

Access control is provided at 1200 Nineteenth Street 24 hours per day, 7 days per week. Every tenant is issued an access card that will enable them to access areas of the building for which they are authorized. Tenants may not give or loan the card to other persons. 1200 Nineteenth Street reserves the right to deny entry to anyone without proper identification or a Kastle access card.

1200 Nineteenth Street provides access control to the common areas of the Building only and does not assume any responsibility for access control in the Tenant spaces. 1200 Nineteenth Street shall not be responsible for lost or stolen property, money, or jewelry from the Leased Premises or public areas regardless of whether such loss occurs when the main entrance is locked against entry.

AFTER-HOURS ACCESS PROCEDURES

The building is secured from 7:00 pm - 7:00 am, Monday - Friday and 24 hours on Saturday, Sunday and most Federal holidays. To access the building after operating hours, tenants must have an access card.

Tenants who are having work performed in their suite after hours and are not available to provide access, may request that the Property Management Office provide access. To request this service the tenant must submit a request in writing and provide any necessary keys/access cards. The Property Management Office will work with building Security to provide access. The Property Management Office assumes no liability for the security of the tenants' Leased Premises or the return of the keys or cards.

AFTER-HOURS ELEVATOR ACCESS

See Elevator Service - Page 8

ACCIDENTS

Tenants shall provide immediate notice to the Property Management Office in the event of any accidents occurring in the Tenant's Leased Premises, the Building, or the parking garage. Security will provide a written incident report within two (2) days of the date of occurrence.

ANIMALS

No animals are permitted in the building except those assisting the disabled.

BICYCLES (Including electronic/non-electric scooters, skateboards, etc.)

Bicycles shall not be brought into or kept in or about a tenant's premises. Bicycles may be parked on a daily basis in the garage on the P-1 level. Racks are provided at no charge for daily parking only. Storage is prohibited. All bikes parked in the garage must be registered with the Property Management Office, effective, April 15, 2013. Registration forms and decals can be picked up from the Property Management Office, Suite 930.

***Property Management reserves the right to revoke access and/or use of amenities at any time.**

CABLE TELEVISION

Cable television is currently available through Comcast. They can be contacted at www.comcast.com.

CANVASSING AND SOLICITING

Canvassing, soliciting, and peddling in the Building are strictly prohibited and Tenants shall cooperate to prevent it. If you become aware of any such person or persons acting in such a manner, please notify the Property Management Office immediately.

CARDBOARD BOXES

Tenants are required break down flat all cardboard boxes prior to placing them for removal. This will enable the building to maximize its waste storage capacity and will help to keep the removal costs down.

CARPET DAMAGE

Tenants are responsible for any damage to carpeting or flooring resulting from rust or corrosion of file cabinets, planters, wheeled chairs, metal objects, spilled beverages, and general stains. The building janitorial service provides (at no cost) spot cleaning of the carpets but not deep cleaning. Additional carpet cleaning services can be provided upon request, at an above-standard cleaning cost. This service should be coordinated with the Property Management office at least 24 hours in advance.

If a spill occurs during the day please report it immediately to the Property Management Office. A Housekeeping employee will be dispatched in an attempt to minimize the damage. All spills should be addressed as quickly as possible.

CHANGES TO BUILDING RULES AND REGULATIONS

The Property Management Office reserves the right, at any time, to rescind or modify any one or more of these Building Rules and Regulations, or to make such other and further reasonable rules and regulations as in the Management's judgment may from time to time be necessary for the safety, care and cleanliness of the Building and Leased Premises.

COMMON AREAS

All sidewalks, entries, passages, courtyards, corridors, stairways, elevators and other similar areas in or to the Building shall not be obstructed or used for purposes other than entrance and exit of the leased premises by Tenants, their guests, or their agents.

COMPUTERS

When cooling for the Tenant's computer systems is provided by the Building's electrical and mechanical systems, 1200 Nineteenth Street shall not be responsible for mechanical failures, which may result in computer shutdowns. In the event of interruptions in service for preventive maintenance, the Tenant will be notified so that computers may be shut down while repairs are made.

CONSTRUCTION

Construction of various portions of the Building will occur from time to time. The Property Management Office will make every effort to minimize the disturbance. All tenants must submit construction plans for review to the Property Management Office prior to the start of any construction. All contractors working in the Building must adhere to the Rules of the Site, outlined in the Landlord Review Procedures Manual (available in the Property Management Office) and provide a current Certificate of Insurance prior to the start of work.

DEFINITIONS

Unless expressly defined in these Building Rules and Regulations, all defined terms shall have the same meaning as set forth in the respective tenant Lease Agreements covering rental space in 1200 Nineteenth Street, Washington, D.C.

DELIVERIES

All deliveries (except for courier deliveries) must occur via the Loading Dock and Service elevator. The loading dock is to be used for loading/off loading only. All vehicles parked in the loading dock will need to be registered at the security desk. The security desk will issue a temporary loading dock pass that will need to be displayed in the front of the vehicle's window.

This applies to large deliveries as well, that require the vendor to remain parked at the dock for an extended period. A loading dock pass must be displayed in the front window of the vehicle. Deliveries may be scheduled to occur outside of the building operating hours, at the discretion of the Property Manager.

DIRECTORY

The tenant directory is located in the main lobby, across from the Security Desk. If you wish to list your firm name, please provide a written request on company letterhead stating the name of the firm as they should appear on the Directory. Directory listing shall be provided free of charge pursuant to the terms of the Lease Agreement. 1200 Nineteenth Street will provide a listing of the Tenant's name as soon as possible upon receipt of your written request and occupancy of the space. To add or delete listings a written request must be submitted to the Property Management Office.

DOORS

Doors leading to all sidewalks, entries, passages, courts, corridors, stairways, elevators, and other similar areas in or to the Building shall be kept closed when not in use. Doors may not be propped at any time.

ELECTRICAL SERVICE

If additional electrical service for computers or other special uses is required, the Tenant must submit a request to the Property Management Office. All requests must be accompanied by the appropriate plans and drawings, prepared by a contractor licensed by the District of Columbia. All such requests must be reviewed and approved by the Property Management Office. Unless otherwise expressly provided in the Lease Agreement, all electricity in excess of Building standard will be separately metered and billed to the Tenant as additional rent.

ELEVATOR SERVICE

1200 Nineteenth Street has five (5) passenger elevators serving the office floors, one (1) garage passenger elevator and one (1) service elevator.

All large deliveries, equipment, furniture and freight must be carried on the service elevator. In circumstances requiring the lengthy use of the service elevator (i.e. move-ins, move-outs, furniture deliveries), the tenants must coordinate access with the Property Management Office at least forty-eight (48) hours in advance. For additional information on "moving", see Page 15 for additional "*Moving and Delivery Guidelines*".

Each elevator is equipped with an access control system that restricts travel at all times. To access a specific floor, the tenant must have an access card that has been programmed with an

access code for that floor. It is not necessary to use the access card when traveling from the tenant floor to the lobby.

ELEVATOR EMERGENCIES

Elevator emergency calls are monitored twenty-four (24) hours a day. Should an elevator malfunction, push the “Press to Call” button. Building Security will be notified and respond immediately to assist you.

FIRE

In the event of fire, please follow the procedures outlined in the Fire and Emergency Procedures section of this Manual.

FIRE CODE COMPLIANCE

Each Tenant's Leased Premises must meet and remain in compliance with applicable fire codes at all times. All proposed changes to the Tenant's Leased Premises must meet applicable fire codes and must be reviewed and approved by the Property Management Office in advance of the start of construction.

FLAMMABLE MATERIALS

No flammable or explosive fluids or materials shall be kept or used within the Building except in areas approved by the Property Management Office, and the Tenant shall comply with all applicable building and fire codes related hereto. Requests to use such materials must be made to the Property Management Office.

Space Heaters

The use of space heaters is not permitted at 1200 Nineteenth Street

- Space heaters can overload the electrical system causing tripped circuit breakers and loss of power to potentially critical business functions
- Space heaters can inadvertently cover or come in contact with combustible materials which may result in a fire.
- Space heaters can become a tripping hazard
- Space heater cords are subject to damage and constitute a fire and/or shock hazard
- Space heaters adversely affect the HVAC system by increasing the ambient temperature, which results in the system blowing more air to cool the space to the temperature set point

Any space heater found will be confiscated and stored at the Property Management Office. When a space heater is removed, it will be tagged with its location and a corresponding note left for the occupant so that they may retrieve it from the Property Management Office. If the space heater is not picked up within 30 days, then it will be disposed of.

HVAC STANDARD HOURS OF OPERATION

The standard Building hours of operation for heating and air conditioning are as follows:

Monday - Friday:	7:30 AM – 8:00 PM
Saturday:	9:00 AM – 4:00 PM
Sunday:	NONE
Holidays:	NONE

HVAC (AFTER HOURS)

Tenants may request heating and air-conditioning outside the standard Building hours of operation by calling the Property Management Office at 202.872.1435.

For information on the current charge for overtime air conditioning please contact the Property Management Office.

JANITORIAL SERVICES

For information see Page 28.

LOCKS & KEYS

Electronic access control devices have been installed at the lobby entrance, loading dock and in each elevator. Upon taking occupancy of the Leased Premises, the tenant firm is required to establish an independent contract with Kastle or whomever for the maintenance and monitoring of its suite entry access control system. Kastle will provide access cards and card administration in coordination with the building.

No locks shall be allowed on any door to or within the Leased Premises without the express written permission of the Property Management Office. Keys to any such locks must be provided to the Property Management Office so that access may be gained in the event of an emergency. Upon termination of the Lease, the Tenant shall surrender to the Property Management Office all keys as well as the combination of all locks for safes, safe cabinets, and vault doors, if any, that are to remain in the Leased Premises.

LOCK ALL DOORS

The Tenant shall lock all doors leading from the Leased Premises to all common areas, entries, passages, balconies, corridors, stairways and elevators and turn off all lights at the end of their working day.

MESSENGERS/COURIERS

All messengers and couriers are required to enter and exit the building via the main lobby. All deliveries requiring hand-trucks or push-carts should be made through the loading dock, using the service elevator.

MODIFICATIONS OF LEASED PREMISES

In order to maintain the integrity of the Building systems and to permit the peaceful enjoyment of all Tenants, no painting, decorating, or alterations to the Leased Premises are to be performed without the prior written consent of the Property Management Office. All requests to make such alterations must be made in writing, and shall specify the requested modifications in such detail as Landlord requires.

All alterations, painting, and decorating shall be performed by contractors approved by the Property Management office, at the Tenant's expense, unless otherwise specifically provided in the Tenant's Lease Agreement. Installation of communication, computer or alarm systems is to be done in coordination with the Property Management Office. Any damage to the Leased Premises done or caused by the Tenant or its agents or employees will be repaired by 1200 Nineteenth Street employees or contractors at the Tenant's sole cost and expense.

MOVING

When Tenants move in or out of the Building, the Tenant contact and a representative of the moving company must contact the Property Management Office at least three (3) business days prior to the date of the move for coordination assistance. The Tenant should make every effort to schedule moves for weekends. Prior to the move, the tenant's contractor must provide a valid certificate of insurance with coverage levels as required by the Property Management Office.

All safes, furniture, fixtures, or other bulky articles shall be moved in or out of the Building only in the manner directed and approved by the Property Management Office. The Property Management Office shall, in all cases, retain the right to prescribe the weight and proper positions of safes and other weighty articles before the same are admitted to the Building but in no event shall the weight of live loads exceed 80 pounds per square foot.

Prior to purchasing furniture or other items, the Tenant should measure the item to ensure that it can be placed in the Building service elevator and pass through the doors of the Leased Premises.

Large pieces should be transported in parts and assembled in the tenant space. The Property Management Office reserves the right to refuse the delivery of any object to the Building that does not comply with the above conditions.

Any and all damage to the Building, Building Lobby or elevators shall either be repaired by the Tenant or its contractors at Tenant's sole expense, or shall be repaired by the Property Management office where the cost of such repairs shall be billed to the Tenant as additional rent under the Lease Agreement. *See page 16 for additional "Moving and Delivery Guidelines".*

NOISE

Tenants may not disturb other occupants of the Building by the use of any musical or sound-producing instrument, equipment, audio system, by making unseemly noises, or by interference in any way.

OCCUPANCY

The Leased Premises are to be used only as specified in the Lease. No room or rooms or office shall be occupied as sleeping or lodging apartments at any time.

PARKING

Monthly Contracts may be available, depending on occupancy of the building, tenant parking rights and availability. For information speak with the Garage Manager (see Pg. 25). **Overnight parking is prohibited.**

PHOTOGRAPHS

Photographs in the Lobby or other common areas of the Building may not be taken without the prior consent of the Property Management Office.

PLUMBING AND LEAKS

All appliances installed in the Leased Premises, including but not limited to refrigerators, icemakers, dishwashers, garbage disposals, showers, and water lines for coffee makers must be properly operated and maintained by the Tenants of the Building. All water leaks or suspected leaks must be reported immediately to the Property Management Office.

All leak repairs shall be done by 1200 Nineteenth Street employees or approved contractors at the Tenant's sole cost and expense. The cost of any repair of any damage to the Leased Premises, another Tenant's space or personal property, or the Building, resulting from the use or

maintenance of such appliances will be paid by the Tenant as additional rent under the terms of the Lease Agreement.

Plumbing fixtures shall be used for their designated purpose, and no foreign substances of any kind shall be deposited therein. Damage to any such fixture resulting from misuse by Tenant or any employee or invitee of Tenant shall be repaired at the sole expense of Tenant.

PROPERTY MANAGEMENT OFFICE

The day-to-day operation of the Building is managed by the Property Management Office, located in Suite 930. The telephone number of the Property Management Office is (202) 872-1435, FAX (202) 785-4590. Unless otherwise instructed, all inquiries, requests, and other matters should be directed to the Property Management Office. Office hours are Monday – Friday, 8:00 AM – 5:00 PM.

RECYCLING

In accordance with the laws of the District of Columbia, 1200 Nineteenth Street recycles mixed paper, cardboard, glass, and aluminum.

Mixed Paper: Presently, the janitorial staff collects mixed paper recycling from each floor from the appropriate recycling containers on a nightly basis. Mixed paper includes white paper, colored paper, magazines, newspapers, envelopes (both with and without windows), post-its, etc. It is extremely important that only mixed paper be placed in the paper recycling containers. Any food wrappers or debris in the containers will result in “contamination” and cause the entire container to be discarded by the janitorial staff in the normal trash.

Cardboard: All discarded cardboard is taken from each Tenant space on a nightly basis. Tenants need to *break down (flatten)* all boxes and clearly mark the cardboard as “trash” or “basura”. Stickers can be provided upon request.

Aluminum & Glass: These materials are collected on a nightly basis within the Tenant’s Leased Premises.

Batteries: Battery recycling containers will be provided in a copy room on each floor. Housekeeping will collect batteries from the container as needed.

Hines GO Green Office is a Hines Program that encourages sustainable practices in easy to implement steps. We invite each tenant to participate in this program. Please inquire with Property

Management Office to obtain the Tenant Green Office Guidelines
202.872.1435

SATELITE TELEVISION

Tenants wishing to install a satellite on the building roof must obtain prior approval from the Property Management Office. Tenants will be required to enter into a license agreement and reimburse the building for all (if any) legal costs incurred. Upon termination of the service the Tenant shall be required to remove the satellite and all associated wiring and restore the building to its original condition.

SIGNS

No signs or advertisements shall be attached and no sign shall be put up or painted upon the Building or within the Leased Premises, the halls, staircases, or entrances that are visible from the common area, without the prior written approval by the Property Management Office.

SMOKING

The Property Management Office, with the consent of the Owners of 1200 Nineteenth Street, has designated 1200 Nineteenth Street as a NO SMOKING Building as described under Section 6 of D.C. Law 3-22, the District of Columbia Smoking Restriction Act of 1979, as amended by D.C. Law 8-262, the Smoking Regulation Amendment Act of 1990. As such, there will be no smoking in any of the common areas of the building, including the main lobby, elevator lobbies, service hallways, corridors, garage, roof top deck, restrooms or within 25 feet of entries and outdoor air intakes.

The Property Management Office is unable to regulate the Leased Premises of individual tenants. It is the responsibility of each office/company to establish a written policy for their areas as detailed under the D.C. law.

TELEPHONE CLOSET ACCESS AND WORK

Tenants requiring access to the building telephone closets should contact the Property Management Office to discuss the project prior to the contractor arriving on site. The Property Management Office reserves the right to require wiring to be encased within conduit. Prior consultation may save the Tenant time and money.

TEMPERATURE SETTINGS AND MECCO SHADES

Tenants should report temperature concerns immediately to the Property Management Office. The Engineering staff of 1200 Nineteenth Street shall adjust temperature settings as required to maintain the Building standard.

The Property Management Office requests that all window shades to be either completely up or down, during peak sun daylight hours it would be preferable that they remain down to help maintain comfortable room temperatures and conserve energy.

VENDING MACHINES

No vending machine or machines other than usual office equipment shall be installed, maintained, or operated upon the Leased Premises without the written consent of the Property Management Office.



MOVING AND DELIVERY GUIDELINES

These Moving and Delivery Guidelines have been developed to ensure a safe and efficient move for you and your organization. Following these Guidelines will expedite your move and protect the people handling the move as well as your property and the building itself. These Guidelines are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. Please let us know how we can best assist you with your move. We are happy to answer any further questions you may have. Please call the Property Management Office at (202) 872-1435.

1. Notify the Property Management Office as soon as possible of the date and time of your scheduled move. All moving arrangements must be coordinated with the Property Manager. We strongly encourage you to schedule the Loading Dock in advance for all large moves and deliveries. In order to reserve the Loading Dock you must call the Property Management Office. This may not guarantee sole use of the loading dock but will provide you priority scheduling. All moves will be scheduled on a first come, first served basis.
2. Large moves may only occur on the weekends or between 6:30 p.m. – 6:00 am, Monday through Friday.
3. The moving contractor must provide a Certificate of Insurance to the Property Management Office prior to the move. We suggest that you secure a Certificate of Insurance for your firm as well, to protect your property. The moving contractor must be bonded and carry single limit, property damage and public liability insurance. The Property Management Office will provide specific insurance requirements upon request.
4. Your moving contractor will be responsible for any damage to the building incurred during the move. To avoid unnecessary damage:
 - Pad or otherwise protect all entrances, doorways, and walls affected by the move,
 - Cover all floors traversed during the move with “masonite” or a similar protective material.
5. All move activity must occur via the loading dock at the rear of the building. Any exceptions to this entry point must be authorized by building management. If other areas of access are approved, the moving contractor must protect the building from damage. Prior to approval, the moving contractor will be required to specify the material that will be used to protect the building.
6. All large moves must be handled through the service elevator, unless the Property Manager authorizes the use of other elevators. Tenants are responsible for protecting the elevator cab interior, floor and walls. The moving contractor will be able to provide the necessary materials. The capacity of the service elevator is 4,500 pounds. The dimensions are as follows;

Door Height: 82 ½”

Door Width: 42”

Cab Height: 98”

Cab Width: 70 ½”

Cab Depth: 84 ½”

7. Your moving contractor must report any electrical problems or equipment breakdowns that occur during the move that may affect building operation. They are also responsible for removing all trash and bulky packing cartons from the Building and the Loading Dock.
8. The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway.
9. Your moving contractor is expected to monitor the behavior of its employees in and around the perimeter of the building. Moving crew members are not permitted to smoke in any areas of the building. Crew members should not loiter or eat in the lobby or in the front of the building, unless they are customers at one of the restaurants and seated at a table. While working in the building crew members should keep their voices at a conversational level so as not to disturb tenants who may be working.

MAINTENANCE SERVICES

BUILDING STANDARD SERVICES

The following services are available at no additional cost during normal business hours:

- Heating and Air Conditioning adjustments to Building standards.
- Elevator repairs and adjustments.
- Replacements of Building standard lights.
- Bathroom plumbing repairs.
- General Housekeeping assistance on a minor scale, including removal of small amounts of trash and recycling and spot cleaning of carpets.

ABOVE-STANDARD SERVICES

The following services are available at a reasonable cost:

- Extended heating and air conditioning hours (see HVAC (After Hours) on Page 9).
- Installation of door closers.
- Minor alteration or remodeling work.
- Painting.
- Minor electrical, plumbing, and carpentry work.
- Minor appliance repair and maintenance.
- Bulk Trash removal
- Comprehensive construction services, including tenant build-outs, remodeling and construction management.

MAJOR ALTERATIONS AND/OR REMODELING

In order to maintain the integrity of the Building systems, all alterations and remodeling work must be approved in writing by Hines prior to construction. Please contact the Property Management Office for further information.

TENANT SERVICES

CABLE TELEVISION

Cable television is currently available through COMCAST. They can be contacted at www.comcast.com.

MAIL - U.S.

All tenant postal deliveries will be made directly to your office via the tenant mailroom. Tenants can post items by using the mail slot on the floor or in the main lobby. The closest full-service United States Post Office is located on M Street, approximately ½ block to the East, on the opposite side of the street.

METROBUS

Since pick-up times and destinations vary, please contact Metro at (202) 637-7000 for a schedule.

METRORAIL

Access via the Red line is available at the Dupont Circle Station at the corner of Connecticut Avenue and 19th Streets. Access to the Blue and Orange line, Farragut West is located at the corner of 18th and I

OVERNIGHT DELIVERY SERVICES

The building offers a UPS box located on the lobby level, in the service hall leading to the loading dock. Pick-ups occur nightly during the week. Limited supplies are also available. These are stored inside each box.

TELEPHONE

Verizon Telephone Service is available and may be contacted by calling (202) 954-6275.

WiFi

The building offers WiFi access on the rooftop & fitness center. The name of the network for rooftop is **1200** and the password is **roof top**.

The name of the network for the fitness center is **1200 GYM** and password is **fitnesscenter** (one word lower case).

Fitness Center

Fitness Center is located on the 2nd floor and is available to all tenants. Lockers, showers and restrooms are provided in the fitness center as well. Please see Property Management Office to obtain a Fitness Waiver form that must be signed by tenant prior to use then fitness center access will be added to their Kastle card.

***Property Management reserves the right to revoke access and/or use of amenities at any time.**

Umbrella Loaner

Umbrellas are made available at the Front Lobby Desk for Tenants use.

Restaurant Guide

For a complete listing of nearby restaurants/dining please go to:
<http://www.goldentriangledc.com/dining>

Rooftop Rules and Guidelines

The intent of the Rooftop is to offer a large overflow space for those Tenants who occasionally require a large gathering area beyond that of their own suite space. Please bear in mind that there are other Tenants within the building during normal business hours and beyond those hours, and that the users of the rooftop should be considerate of other building occupants during their rooftop event. The Rooftop is not intended to be a low-cost substitute for large or complex meetings and banquet events that would be better served by the hospitality industry. The capacity of the Roof Deck is approximately 360 people. These rules and guidelines are provided to ensure a safe, pleasant and functional setting for all Tenants utilizing the Rooftop and conducting business within the building.

The following rules and procedures governing Rooftop events at 1200 19th Street have been established by the Property Management Office and are intended as guidelines within which Tenant sponsored events must operate. ***Property Management reserves the right to revoke access and/or use of amenities at any time.**

Air Conditioning	<ul style="list-style-type: none"> • During non-business hours Landlord will charge an hourly fee to provide air conditioning for rooftop event.
Alcohol	<ul style="list-style-type: none"> • In order to protect the carpet and the stone floor, no red wine may be served. All White wine and beer is permissible. If alcohol is served by tenant and/or caterer, the tenant and caterer should include host liquor liability on their certificate of insurance. Tenants who disregard the alcohol policy are subject to additional restrictions for the future use of the rooftop. Proof of liability will need to be provided upon 48 hours of event.
Animals	<ul style="list-style-type: none"> • No animals are permitted in the building except those assisting the disabled.
Caterers	<ul style="list-style-type: none"> • Tenants should ensure that their caterers understand the Rules and Guidelines for the rooftop and ensure that their caterers abide by them. Caterers who disregard the Rules and Guidelines are subject to possible restrictions, including restrictions from being permitted to cater a Rooftop event. • All caterers must supply a Certificate of Insurance prior to arriving at 1200 19th Street. <p>Tenants should contact the Property Management Office for further information regarding Certificates of Insurance.</p> <ul style="list-style-type: none"> • All caterers must use the freight elevator through the loading dock. No deliveries will be permitted in the main lobby. • If caterers require access to the loading dock at any time other than between 6:30 a.m. to 6:30 p.m. Monday through Friday, then a Security Officer may be required to open and watch the Loading Dock. Should a Security Officer be required, the cost would be billable to the Tenant. [See the Security Officer section].

Clean-Up	<ul style="list-style-type: none"> • Tenants are responsible for the coordination and expenses of all Rooftop clean-up unless special arrangements have been made in advance with the Property Management Office. • If Tenant fails to clean the Rooftop, then Landlord, through use of Landlord's building janitorial contractor, reserves the right to clean the Rooftop and to invoice Tenant for said clean-up at Landlord's cost, plus an administration fee of fifteen percent (15%).
Deliveries	<ul style="list-style-type: none"> • All deliveries associated with the set-up, implementation, and teardown of the Rooftop events must be routed through the Loading Dock through use of the penthouse & freight elevator. [See the Elevator section.]
Displays	<ul style="list-style-type: none"> • The walls, columns, doors, and windows may not be used to display or hang decorations, signs or presentation materials. Any damage occurring from such displays will be repaired by Landlord and will be billed back to the Tenant.
Elevator Use	<ul style="list-style-type: none"> • All equipment and food deliveries for Rooftop events must be made using the freight elevator. The freight should be taken to the tenant's respective floor then transfer the equipment//food to the penthouse elevator (elevator 1). Passenger elevator cannot be used at anytime for deliveries.
Food Preparation	<ul style="list-style-type: none"> • No open flame is permitted in the Rooftop. Sparklers, etc., are not permitted. • There is a pantry room available for your rooftop events. Please coordinate with Property Management office to unlock this room prior to your event.
Furniture and Equipment	<ul style="list-style-type: none"> • Tenants need to procure and supply their own furniture and equipment for all Rooftop events. Examples of furniture and equipment would include: tables; linens; chairs; easels, etc. In the event, building furniture is used and/or borrowed any damage fees will be incurred by the tenant.
Insurance	<ul style="list-style-type: none"> • Please contact the Property Management Office to obtain the certificate of insurance requirements for your vendors. 202-872-1435.

Occupancy	<ul style="list-style-type: none"> • Landlord reserves the right to limit the size and scope of any Rooftop event should Landlord reasonably determine that the size or scope of the event exceeds the capacity, intent, or safety of the facilities.
Parking for Guests	<ul style="list-style-type: none"> • Parking Garage is open until 10pm M-F, • Should the hours of the parking garage not meet your rooftop event, Tenant should contact Property Management Office for other arrangements.
Restrooms	<ul style="list-style-type: none"> • One unisex restroom is available on the Rooftop.

Scheduling	<ul style="list-style-type: none"> • All scheduling of the Rooftop occurs on a first-come first-serve basis and must be made in writing, or by email, in advance with the Hines Property Management Office. Tenants may contact the Hines Property Management Office to determine the availability of the Rooftop, but an event is not officially scheduled until a written request (<u>event check list form is attached</u>) has been submitted to the Hines Property Management Office located at 1200 19th Street on the 9th floor, and the Hines Property Management Office has confirmed the reservation. <i>The event check list form should include the following information: date of event, hours of event, number of guests, and purpose of event, name of caterer, if intending to serve alcohol, and any special request necessary.</i> • Tenants must provide a minimum of ten (10) days prior notice to reserve the Rooftop.
Security Officers	<ul style="list-style-type: none"> • If a Security Officer is required for an event, then the sponsoring Tenant firm will be invoiced for the Security Officer(s) required. The cost shall be at the then prevailing contract rate for security service (through Landlord’s security contractor) plus an administration fee, notwithstanding the rate previously agreed upon by both Tenant and Hines. Tenants will be invoiced for a minimum of four hours for a Security Officer. All events with over 50 guests require an additional guard. • All services requiring a Security Officer for an event associated with the Rooftop must be scheduled at least four business days in advance.
Smoking	<ul style="list-style-type: none"> • 1200 19th Street is a non-smoking building. Therefore, smoking is not permitted on the Rooftop. • Tenants who disregard the Building and Rooftop smoking policy are subject to additional restrictions for the future use of the Rooftop.
Sponsor / Tenant	<ul style="list-style-type: none"> • All Rooftop events must be “sponsored” by a Tenant firm of 1200 19th Street and must be germane to the business of the Tenant firm. • The Rooftop is not available for personal use (such as receptions, private parties, and other similar type events). Landlord retains the sole right to use its reasonable judgment to determine whether an event qualifies to be held in the Rooftop. • The Tenant shall be responsible for all its actions as well as those of its suppliers, vendors and visitors. • No loud, abusive or otherwise offensive language or actions will be allowed. Tenant shall promptly remove from Site any employee, vendor or visitor deemed inappropriate or abusive by Landlord or Landlord’s agent.

ACCESS CONTROL

ACCESS TO SECURED BUILDING AREAS

Occasionally, it will be necessary for various people to gain access to secured areas of the Building, i.e., telephone closets, air handling rooms, etc. In order to maintain the integrity of these areas, tenants must notify the Property Management Office that they have requested work to be done and access will be required. The Property Management Office will provide access. In instances where a Security Officer must provide an escort there may be a nominal charge.

ACCESS CARD ADMINISTRATION

The administration and maintenance of access cards is performed by the firms' tenant contact. Access cards will provide access to base building areas and the tenant suite.

KEYS

Requests for additional locks and for lock changes are to be addressed to the Property Management Office. **No additional locks are to be installed on the property without the written consent of the property manager.**

REPORTING A PROBLEM

If you have a security problem, see a suspicious person, see a suspicious event, or have a safety concern, call the Property Management Office immediately (202) 872-1435. The phone will be answered during normal business hours by the Property Management staff. *Remember, if you are in doubt, call.*

SECURITY OFFICERS

The building is staffed by Security Officers 24 hours per day. They are available at the desk and can be contacted by dialing 872-1435 at any time. They provide access control and visitor processing in the main lobby. They can also provide after-hours escorts to the garage and around the exterior of the property. They cannot provide escorts to locations off the property.

PARKING GARAGE

PARKING MANAGER

The parking garage at 1200 Nineteenth Street is managed by Park America, Inc. They can be reached at 202-223-0127. The hours of operation are Monday through Friday, 6:00 am until 10:00 pm. Tenant monthly parkers can have their access cards activated for twenty-four hour access to the garage. Overnight and extended period parking is not recommended.

ACCESS CARDS

The same card that provides access to the Building can be used to gain entrance to the overhead rolling gate and the garage elevator lobbies. **Do not loan your access card to anyone.** Revocation of garage privileges is the penalty for loaning either of these items to another person.

DAILY/HOURLY PARKING

Limited daily parking is available at the posted rates. Payment in cash and removal of the automobile is required prior to the 10:00 p.m. garage closing time. Overnight parking is not recommended.

HANG-TAG FOR MONTHLY CONTRACT HOLDERS

Monthly contract holders will receive a hang-tag each month that can be displayed by hanging it from the rearview mirror. Do not loan your hang-tag. This is a violation of the Parking Regulations and will result in the forfeiture of your parking privileges.

HEIGHT RESTRICTION

The maximum garage clearance is 6'0". Please be aware that due to low-hanging pipes and sprinkler lines there are some areas of the garage that are lower than 6'-0'. Drivers of taller vehicles need to be particularly cautious.

MONTHLY CONTRACTS

Monthly contracts may be available for sale at the posted rate (currently \$285 a month for tenants only). To inquire information about their availability, please speak with the Parking Manager located in the Parking Office on the P-1 garage level.

PARKING SPACES FOR DISABLED INDIVIDUALS

Parking for drivers with a valid handicap sticker is available via the Valet service. Please stop at the garage office, located next to the P-1 garage lobby. A Parking Attendant will assist you.

SPEED LIMIT

For everyone's safety, the garage speed limit is 5 M.P.H. Signs are posted throughout the garage as a reminder.

VISITOR PARKING

Visitor parking is available at the daily rate for visitors to tenants of 1200 Nineteenth Street. All visitors must be valet.

PARKING RULES AND REGULATIONS

The following rules and regulations have been implemented to provide a positive experience for all parkers and to safeguard the building and its occupants. Monthly Parking Contracts are issued to and accepted by the holder subject to the following rules and regulations. Failure to abide by the rules and regulations of the garage can result in cancellation of the contract.

1. Employees of tenants of 1200 Nineteenth Street are authorized to park in the garage subject to the employer's allotment of parking permits and lease provisions. Requests for parking permits in excess of the number specified by the lease will be handled on a space available basis.
2. Employees of tenants of 1200 Nineteenth Street who obtain a monthly parking contract are authorized to request that garage access be added to their Kastle Access Card.
3. The Kastle Access Card and Monthly Parking Hang-Tags are not transferable to other persons. Lending either of these items to another person can result in the forfeiture of parking privileges.
4. Monthly Contract parkers must display their hang-tag to enter and park in the garage. monthly contract parkers may self park or valet their vehicle.
5. Any monthly contract holder who loses their access card should immediately speak with their firms' facilities department. Any monthly contract holder who loses their hang-tag will be charged a replacement fee as determined by the garage manager.
6. Parkers are expected to observe the posted speed limit of 5 miles per hour.
7. Parkers whose vehicles block another vehicle **must leave their key** with an attendant.
8. Parkers are expected to follow the directions of the garage attendants.

9. The Parking Manager must be notified at least 30 days prior to the date of cancellation of a contract and the employee must surrender his/her hang-tag to the garage manager.
10. The Building Owner, Property Manager, and the Garage Manager are not responsible for any losses due to theft, collision, or any other damage done to vehicles in either the Building parking garage or elsewhere on the 1200 Nineteenth Street premises.
11. Additional guidelines are listed on the Monthly Parking Application. This sheet is available through the Parking Manager and must be completed prior to the original purchase of monthly parking privileges.
12. The Property Management Office reserves the right to modify or change any of the above rules and regulations at any point in time.

JANITORIAL SERVICES

OVERVIEW

Standard janitorial services are provided five (5) days per week (Monday - Friday), except for certain Building holidays. Standard nightly service includes cleaning common area restrooms, the removal of trash and recycling materials, vacuuming, dusting, the cleaning of surfaces in tenant kitchens including mopping and buffing tile floors, entry door glass and spot carpet cleaning.

It does not include the washing of dishes, glasses, coffeepots, utensils, or the cleaning of refrigerators, microwaves, restrooms and showers within the tenant's Leased Premises. These are above-standard services and are available through the Property Management Office for an additional charge.

Tenants shall not employ any janitorial service or other person to clean the Leased Premises, other than the janitorial service of the Building, without the express written permission of the Property Management Office, unless otherwise specified in the Lease.

Disposal of any item that will not fit into the usual trash receptacles should be coordinated through the Property Management Office during office hours. The Property Management Office will generate a work ticket to have the trash removed. **Important papers, boxes, maps, plans, and the like, should not be left on or near waste baskets and recycling bins, for fear that they will be mistaken for trash.**

Cardboard boxes intended for disposal must be flattened and stacked within the Leased Premises and clearly marked "trash" or "basura" (Spanish for "trash") in order for them to be removed. To have these removed during the day, call the Property Management Office. A member of the Housekeeping staff will be dispatched to assist you.

STANDARD BUILDING CLEANING SPECIFICATIONS

Nightly:

- Offices vacuumed.
- Common areas dusted, vacuumed.
- Waste and recycle receptacles emptied.
- Carpeted areas vacuumed.
- Smudges removed from entry door glass.
- Stairwells and uncarpeted areas swept.
- Common area Restrooms cleaned and disinfected.
- Tile floors mopped and buffed (2 times per week).

Performed Periodically or as Required:

- Waste receptacles washed.
- Carpet spots removed (if possible).
- Tile floors stripped and waxed.
- Light fixtures dusted.
- Mecco shades vacuumed/ dusted.

DAYTIME SERVICE HOURS

Monday – Friday: 6:00 am – 5:00 pm. There are two full time employees available during the day to assist tenants with housekeeping needs.

EVENING SERVICE HOURS

Monday – Friday: 6:00 pm – 10:00 pm. Weekend hours are occasionally used to perform project work.

ABOVE - STANDARD SERVICES

Above-standard cleaning services are available at an additional time and material charge by contacting the Property Management Office. Above standard cleaning services include carpet shampooing, cleaning restrooms/showers located within the leased space, cleaning the interior surfaces of microwaves and refrigerators, polishing furniture, maid service, cleaning clerestory glass, etc.

PROBLEMS

It is Hines' intent to provide the highest quality janitorial service. In order to do that communication is vital and the Property Management Office must be kept informed if the janitorial service is not meeting the tenants' needs. Should you experience any problems with the quality of the housekeeping in your office suite, please request your Tenant Contact to notify the Property Management Office at (202) 872-1435 to address the situation.

FIRE AND EMERGENCY PROCEDURES

A. ADMINISTRATION

1. Purpose

This emergency plan is established as an integral part of the Building occupants' response to emergencies.

The contents of this plan are designed as an "Operational Guide" for the behavior, safety, and protection of the Tenants and visitors to the Building.

2. Scope

As outlined on the following pages, this emergency plan establishes a sequential "plan of response" for initially recognizing, identifying, and reporting the existence of specific emergency situations threatening the Building and/or its inhabitants, and then provides for the safety and protection of endangered personnel and/or assets.

When implemented and supplemented with appropriate instructions from the Property Manager (or his/her representatives), this plan becomes an "operational tool" for effective and responsive action when occupants of the building are forced to cope with various emergency situations.

3. Qualifications, Duties, and Responsibilities of the Floor Wardens and Their Alternates to Control any Emergency

The Fire Wardens are appointed by each tenant of the Building. Those persons or their alternates, Deputy Fire Wardens, must be present at all times while the Building is occupied. These Wardens must be familiar with the Building evacuation plan, floor layouts, and location and use of fire equipment. In the case of tenants occupying a full floor or more than one floor, each floor should have at least two Fire Wardens and two Deputy Fire Wardens. Partial floor tenant should have at least one Fire Warden and one Deputy Fire Warden.

Fire Wardens, Deputy Fire Wardens, and their alternates should be selected on the basis of two principle criteria:

First - They must be alert and resourceful individuals who would be capable of performing in a leadership role during an emergency situation;

Second - They must typically work within the Building, rather than having their primary duties and responsibilities at a different location.

The Deputy Fire Warden shall provide leadership in the absence of the Fire Warden. If the Fire Warden is present during a fire evacuation the Deputy Fire

Warden is expected to assist in the evacuation of the floor at the direction of the Fire Warden.

Fire Wardens are the "connecting link" between the Property Management Office and their respective employees and co-workers. As such, they have direct control and responsibility for all decisive matters relating to the safety of their employees during an emergency. It must be emphasized that the Fire Warden (within the bounds of the Emergency Plan) is in charge during an emergency and all corporate hierarchy should disappear.

Fire Wardens are responsible for selecting, identifying, and training sufficient back-up personnel and "emergency assistants" other than the Deputy Fire Warden to effectively perform their emergency duties and responsibilities.

Fire Wardens, Deputy Fire Wardens, and their alternates must be knowledgeable about items that are not commonplace to their office space, i.e., unusual or foreign to the normal environment of their respective company areas, so that in the event of a bomb threat, for example, they will be qualified and instrumental in assisting in the identification of any suspicious item.

Due to the key positions they occupy, Fire Wardens, Deputy Fire Wardens and their alternates must assure that during their absences from the building, other qualified associates are always familiar with and available to perform their emergency duties.

4. Methods for Reporting Changes in Fire Wardens and Deputy Fire Wardens

The Fire Wardens are essential in responding to an emergency in the Building, and because they are the appointed "connecting link" between the Property Management Office and their respective office/firm, communication of emergency instructions and information must never be interrupted due to the transfer or loss of this key individual.

Thus, changes in the employment status and/or replacement of each Fire Warden or Deputy Fire Warden must be reported immediately, in writing, to the Property Management Office. Efforts must be made to immediately train the replacement individuals in all aspects of the Emergency Plan. This can be accomplished through the Property Management Office.

5. Authority of the Fire Warden

All Tenant supervisory personnel and employees must recognize that it is essential for them to voluntarily accept emergency instructions given to them by the Fire Wardens and/or Deputy Fire Wardens in order to insure a safe and orderly response to any emergency situation.

6. Tenant Employee's Emergency Duties and Responsibilities

All Tenant employees must remain calm, attentive, responsive and quiet, so they are able to hear all pertinent emergency instructions and/or orders, and so that they will not add confusion or dangerous panic to the emergency procedures initiated for their personal safety.

7. Testing of the Building's Emergency Plan Procedures

Various aspects of the Building's Emergency Plan Procedures will be tested on a deliberate, systematic, and periodic basis, in accordance with instructions from the Property Management Office and/or the Fire Department.

8. Conduct with the News Media

Experience has proven that the company which "makes the headlines" frequently becomes the target for prank callers. Thus, for the protection and safety of all occupants of the building, tenant employees are requested to refer news media inquiries to their respective company's public relations representative or to the Property Manager.

B. 1200 NINETEENTH STREET'S FIRE SAFETY FEATURES

1200 Nineteenth Street offers many superb fire safety features that in combination provide excellent fire protection. These can be placed into four (4) categories: Prevention, Detection, Notification, and Control.

1. Prevention

Fire-resistant construction materials were used:

- i. Fireproofed structural steel.
- ii. Stone and glass walls.
- iii. Concrete floors.
- iv. Ceilings are fire-resistant mineral fiber suspended on metal supports.
- v. Stairwells are two-hour rated.
- vi. All building mechanical and electrical functions are located in separate closets or rooms on each floor.

There is an on-going Property Management Program that functions to continually remove items that could be hazardous.

2. Detection

The Building is equipped with both automatic smoke and heat detectors and manual alarm pull-stations. There are two types of smoke detectors: the ceiling-type smoke detector and the duct-type smoke detector.

The ceiling-type detector is located in the electrical rooms, the passenger elevator lobbies, the service elevator lobbies, and the Air Handling Unit (AHU) rooms. In

addition, detectors are located in the main electrical switch gear rooms (Level PH), the elevator machine rooms (Penthouse), and the garage elevators.

Smoke from any other space is drawn into the duct type detectors, located in all mechanical rooms on Levels C1 through the Penthouse level. The duct-type detectors will sense smoke and stop the air handling unit to prevent the distribution of smoke throughout the floor. At the same time, they will activate the fire alarm system.

When activated, the smoke detectors and the heat detectors initiate a fire alarm.

Manual fire alarm stations, or pull stations, are located at the entrance to each of the fire stairwells and inside the stairwells. These stations are to be used when an individual notices a fire.

3. Notification

Activation of either an automatic or manual device will transmit a visible and audible fire alarm at the Fire Panel that shows the affected zone, floor, and device. An enunciator panel in the Lobby will also show this information.

An automatic device will:

- a. Transmit an alarm to Kastle Security System who will in turn immediately call the Washington, D.C. Fire Department.
- b. Sound the fire bells and flash the strobes.
- c. A manual alarm will initiate the same response.

4. Control

The Fire Command Center (FCC), located on the lobby level.

Automatic Smoke Controls

When smoke is detected in an office area:

- a. Air Handling Units are deactivated on the incident floor.
- b. Supply air is shut down to the fire area or floor.

Sprinklers and Waterflow Systems

There are two types of automatic sprinkler fire suppression systems operating at 1200 Nineteenth Street: a Wet Pipe System for the Lobby through Penthouse levels and a Dry Pipe System for the areas subject to freezing (both garage levels and retail areas). The Wet Pipe System maintains water in the sprinkler pipes so

that it is continually ready to suppress a fire. The Dry Pipe System pumps water into empty sprinkler pipes within sixty seconds of activation.

Both systems are activated when a fire produces sufficient heat to melt a lead-fused link, a small mechanism in the cap of the sprinkler head. When melted, the sprinkler head releases water and suppresses the fire.

The building also uses a standpipe system that enables fire fighters to connect their hoses to a water supply. The standpipe system is comprised of segments of the District's water supply system known as mains, which are connected to risers, or vertical pipes. These risers extend from the garage through the Penthouse.

Other Systems

Standby Power System: 1200 Nineteenth Street is equipped with a diesel-powered generator that is capable of carrying an emergency power load within 30 seconds of a general power failure. Transfer Switches enable emergency or normal power to be provided to the following portions of the Building:

The standby power system supplies:

- Exit Lights.
- Emergency Lighting (in office space, common areas, and stairwells).
- One elevator.

When the generator starts, each elevator will automatically travel to the main Lobby level, where it will open its doors and shut down. Cars will shut down one at a time. After all cars have moved to the main Lobby, one pre-selected car will respond to elevator calls.

Fire Department emergency key switches, located in each car and in the Main Lobby, will activate an elevator car when turned on. However, only one car will operate at a time.

C. EMERGENCY PLAN

In recent years, the term "Life Safety" has been accorded new emphasis as it affects all aspects of our daily living. In order to keep pace with the hazards of our times and to offer a secure environment, concerned Property Managers and Owners have found it necessary to initiate certain protective measures.

Thus, Hines Interests Limited Partnership has commissioned the planning and development of these Fire Emergency and Evacuation Procedures as an integral element of the Building.

The successful execution of the Fire Emergency and Evacuation Procedures will depend upon the degree of confidence, cooperation, and coordination mutually achieved by the Fire Warden, Deputy Fire Warden, tenants, and the property management staff.

In that regard, each Fire Warden must exhibit an unselfish responsibility toward the common good, i.e., the safety of all occupants within the building. This can be achieved if senior management within each firm will:

1. Assign responsible personnel to function as Fire Wardens and Deputies;
2. Insist that the Wardens read and understand the Fire Emergency and Evacuation Procedures and Evacuation Plan in its entirety;
3. Assure that applicable portions of this Fire Emergency and Evacuation Procedures are adequately disseminated to each of their employees;
4. Allow Fire Wardens and Deputies to participate in periodic training sessions, so they are equipped to perform specialized emergency assignments; and
5. Enthusiastically support the overall objectives of the Building's Fire Emergency and Evacuation Procedures.

Tenants are encouraged to include specific emergency procedures applicable only to their individual operation, e.g., procedures to safeguard money, negotiable instruments, original contracts, etc.

D. EMERGENCY PERSONNEL

1. Emergency Personnel Responsibilities

Fire Safety Director (Property Manager)

The Fire Safety Director's primary responsibility is to coordinate and implement an effective evacuation of the Building's tenants in case of a fire, bomb threat, or other serious situation that requires evacuation. Further responsibility includes the preparation, monitoring, and implementation (with the approval and assistance of the Fire Department) of a training program for all members of the fire emergency team (including Floor Wardens), fire plan(s) of action, and records associated with emergencies.

Assistant Fire Safety Director (Assistant Property Manager)

The Assistant Fire Safety Director is responsible for the effective implementation of the Evacuation Procedure and for the actions taken by the Building's Fire Brigade prior to the arrival of the Fire Department. The Assistant Fire Safety Director should assist the responsible Fire Department Supervisor in briefing, as to seriousness, location, and type of fire while explaining actions taken prior to the arrival of the Fire Department.

Fire Wardens (Assigned by Tenant)

The Fire Wardens are responsible for implementing, in an orderly manner, an approved evacuation of their floor upon notification from the Building Fire Alarm System.

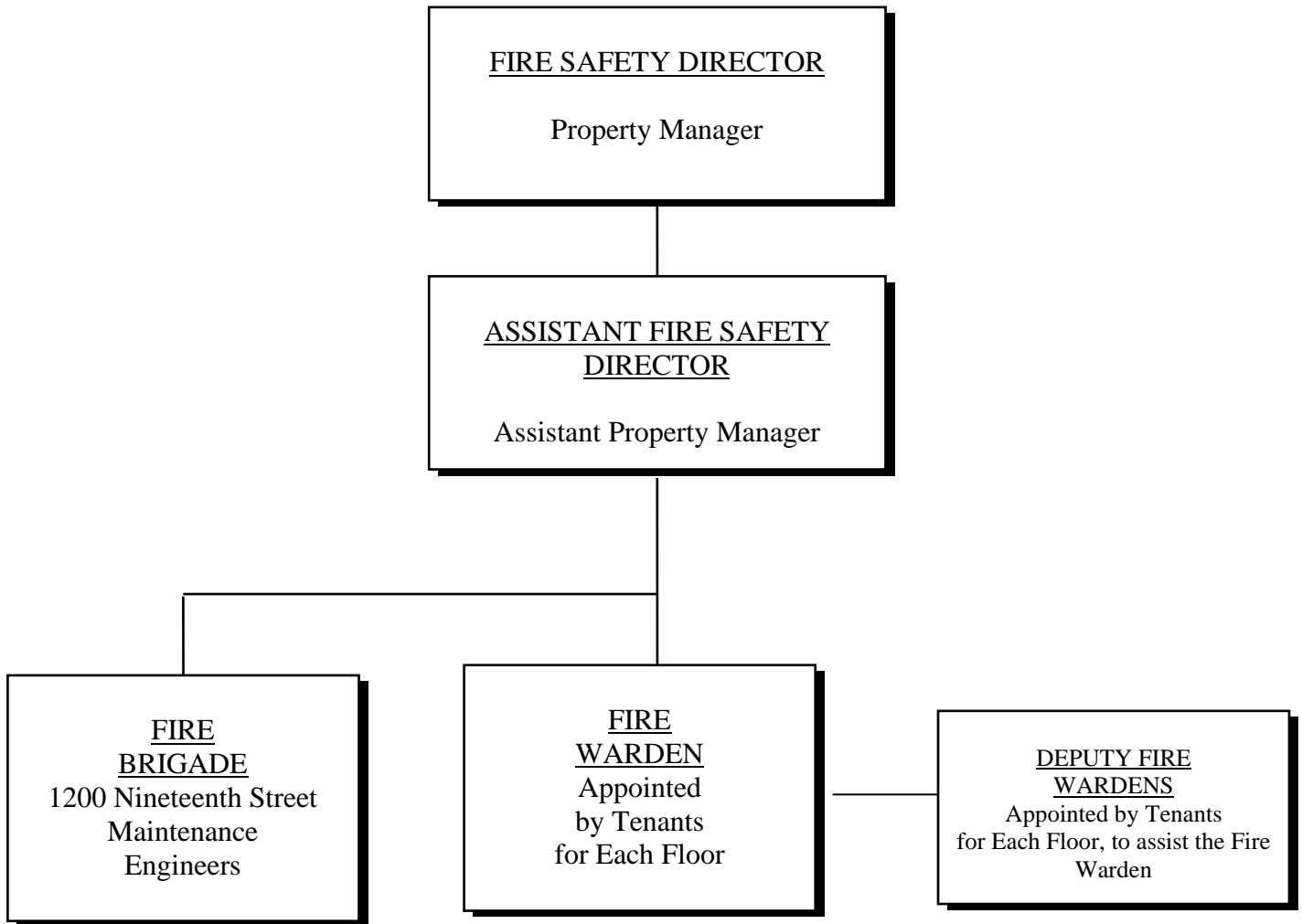
Deputy Fire Wardens

The Deputy Fire Warden shall perform in the absence of the Fire Warden or assist the Fire Warden in the event that both are present.

Fire Brigade

The Fire Brigade is comprised of all Building engineering personnel. Their responsibilities are preliminary fire-fighting procedures and implementing emergency plans as directed by the Fire Safety Director or Assistant Fire Safety Director.

FIRE SAFETY ORGANIZATIONAL CHART



E. FIRE ALARM PROCEDURE

1. Sound Alarm by engaging the pull-station by one of the stairwell doors.
2. Contact the Property Management Office, (202) 872-1435. Immediately describe the exact location, severity, and type of fire. The Fire Department is contacted by the fire alarm monitoring company upon receipt of an alarm.

During non-business hours, the Property Management Office telephone will be answered by a Security Officer. Inform them of the exact location and severity of the fire.

FIRE DEPARTMENT TELEPHONE NUMBER ... 911

3. Fire Wardens should begin evacuation. If the fire is small enough to be controlled by fire extinguishers, use the hand-held chemical fire extinguishers that are located on each floor. Make sure that the fire extinguisher is the correct type for the fire. To operate the fire extinguisher, pull it from the wall and remove the locking pin. Point the fire extinguisher at the base of the fire and spray in a sweeping motion.

Do not attempt to control the fire if it poses a threat to your safety.

4. Communicate any specific fire information to Property Management or the Fire Department. Keep calm. Wait for further instructions on any designated refuge floor if one is announced.

F. EVACUATION PROCEDURE

When evacuation is necessary as a result of the sounding of the Building Fire Alarm System or the order for Building evacuation has been given by the Fire Department, Property Manager or his representatives, the following steps should be taken:

1. Tenants should immediately begin an orderly evacuation via the stairwells, remembering at all times to keep right (single file) in the stairwells. **Do not use the elevators.**
2. The Fire Warden or Deputy should direct the evacuation effort on his/her respective floor.
3. The Fire Warden or Deputy should inform all personnel in their area as to when and where to evacuate.
4. The Fire Warden or Deputy should remain behind to make sure all personnel have left their assigned area.
5. IMPORTANT - Identify and give initial priority to the movement or evacuation of nervous, emotional, ill, or disabled personnel. The Fire Warden should be

constantly aware of injured or disabled personnel that occupy or visit their area. It is the Fire Warden's responsibility to assign appropriate personnel to assist the disabled or ill during the procedure.

6. Assign your assistants:

- in two-person teams to assist the disabled or ill.
- to take flashlights or other portable lights available in case of an electrical power failure.
- to properly secure and safeguard special company records, i.e., documents, original contracts, negotiable instruments, etc., and to lock the appropriate files, vaults, closets, desks, etc. This should be directed by individual company policy.
- to unplug appropriate electrical equipment and machines (hot plates, coffee makers, etc.) if accessible.
- to check for any remaining employees and visitors, TURN OFF lights, and close but do not lock office doors.
- to coordinate the evacuation, announce the rendezvous point. Always evacuate down unless instructed by the Fire Safety Director to do otherwise.
- to evacuate via the stairwell, suggest to persons wearing high-heeled shoes to remove them so they will have less difficulty walking. Remind everyone to keep to the right on the stairwells.
- to tell employees to take their essential personal possessions with them because they will not be allowed to re-enter during the emergency.
- to remind everyone to be quiet during the evacuation so they will be able to hear and understand all emergency instructions.
- to assure your employees and visitors that they have nothing to fear because plans have been established and tested, and personnel trained to handle this specific type of emergency.
- to assemble and account for all your personnel when evacuation is complete. Note the:
 - a) total number of employees moved or evacuated.
 - b) total number of visitors moved or evacuated.
 - c) total number of personnel missing.

d) names of missing persons.

Use the above as a guide. Obviously, it will not always be possible to account for all individuals.

- to note that elevators will be used for evacuation only by orders from the Fire Department or Fire Safety Director.
7. **IMPORTANT** - If you determine that your employees and visitors are in imminent danger, and you cannot contact the Property Management Office in a reasonable length of time, you may determine it prudent to exercise independent judgment and move or evacuate your personnel without being given specific directions to do so.
 8. For future reference by the Property Management Office, write a brief report covering your actions in response to the emergency, including any special problems or incidents that you encountered, and submit it as soon as possible to the Property Management Office, retaining a copy for yourself.

REMEMBER: Tenant Contacts, Fire Wardens, and Deputy Fire Wardens must continually demonstrate during an emergency, by what they say and do, that they are capable of leading their employees and visitors to safety.

G. FIRE DURING BUSINESS HOURS

1. Upon discovery or your being notified of a fire, initiate the Fire Alarm by pulling the alarm pull station and begin the evacuation process.
2. Call the Property Management Office at 202-872-1435, immediately relaying the following information:
 - the EXACT location of the FIRE;
 - what is burning - electrical equipment or wiring, liquids, paper or wood, furniture, etc.;
 - the severity of the fire;
 - your name;
 - your phone number;
 - your location.
3. The Fire Brigade will proceed to the scene with the Assistant Fire Safety Director to evaluate the fire and begin the extinguishing process.

4. Fire Wardens and Deputy Fire Wardens are to start evacuation pursuant to evacuation procedures starting on page 39.

H. FIRES DURING NON-BUSINESS HOURS

1. Initiate the Fire Alarm by pulling the alarm pull station by the stairwell and begin the evacuation process
2. Notify other employees located on the floor and evacuate the building, using the closest stairwell.

I. MEDICAL EMERGENCIES

Upon receiving notification that there is a "Medical Emergency," call **911** and report the emergency.

1. Call the Property Management Office at 202-872-1435 with the following information:
2. Nature of the Medical Emergency.
3. Exact location and name of the sick or injured person.
4. Whether an ambulance or Doctor has been notified. (This call should be made prior to calling the Property Management Office.) If not, the Property Management Office will contact **911** and assist in their entrance to the building, if necessary.
5. If the sick or injured person requests that you call their Doctor, please do so and notify the Property Management Office so assistance can be given to the Doctor when entering the building.
6. Assign one of your employees to stand by the entry door on the floor where the sick or injured person is located to meet the Doctor and/or ambulance attendants at the elevator, and guide them to the sick or injured person.
7. If the sick or injured person is to be sent to the hospital, try to send a friend or fellow employee along to comfort the person and help him/her at the hospital until a relative arrives.

Following the conclusion of the Medical Emergency:

1. Consult with your employees and determine if they encountered any special problems or incidents during the performance of their emergency duties.
2. For future reference by the Property Management Office, prepare a brief written report of your efforts and actions in response to the emergency, including any special problems or incidents that you encountered, and submit the Tenant

Reports to the Property Management Office as soon as possible, retaining a copy for yourself.

J. BOMB THREATS - STANDARD OPERATING PROCEDURES

The vast majority of bomb threats are false alarms and are meant only to disturb or disrupt the normal work of a person or company. However, at no time should any call be regarded as just another false alarm. When a call is received, there are several things to do:

1. **Remain calm.** If this is a real bomb threat, usually the reason the perpetrator has called is because he has changed his mind and wants the bomb to be neutralized.
2. **Keep the caller on the line** as long as possible. Ask the caller to repeat the message.
3. **Obtain as much specific information** from the caller as possible:
 - Location of the bomb.
 - Time of detonation.
 - Outside appearance or description of the bomb.
 - Reason for planting the bomb.
 - Caller's name.
 - Any information which might give clues to anything above.
4. Tell the caller the building is occupied and it may cause the death of innocent people.
5. Listen for the sex of the caller, patterns of speech, and also background noises that might help in determining where the call is being made from.
6. At the conclusion of the call, do the following:
 - a. Notify the Property Management Office at 202-872-1435 regarding the details of the call.
 - b. If the call is received after hours, notify your tenant contact of the details of the call. He/she will contact Property Management.
 - c. Await additional instructions.
 - d. Complete the Telephone Bomb Threat Report located on page 49.

The factor which most affects the careful handling of a telephone bomb threat is the person who receives the call. A bomb threat may be received by anyone and not necessarily by those who are best equipped to handle it. For example, a call may be received by:

- A tenant
- A tenant switchboard
- Property Management
- Security Officers

In all cases, the Property Management Office should be notified as soon as possible. Additional directives will be provided by the Property Management Office.

Outlined below are guidelines that will help us to become more alert to potential problems and knowledgeable in our immediate response. Bombs represent 50% of all terrorist incidents because they supply the variety and violence necessary to attract media coverage.

1. Be sensitive to strangers in the building, especially to individuals using non-public areas of the building such as stairwells, mechanical closets and restrooms. Report all such individuals to Security and the Property Management Office immediately.
2. Be alert to any unattended packages, cases, or abandoned vehicles. If a suspicious parcel or vehicle is noticed either in a conspicuous or inconspicuous area, notify the Property Management Office or Security immediately. Do not attempt to investigate the parcel or vehicle yourself.
3. Pay special attention to individuals loitering in or directly outside the lobby, building perimeter, garage, loading dock, garage entrance ramps, mailroom, freight lobbies, roof, stairwells, etc. Also, anyone photographing or sketching the property should be suspected. Report such individuals directly to Lobby Security.
4. A terrorist will not fit any special description. A terrorist will try to go about his work without drawing obvious attention to themselves. **LOOK BEYOND THE OBVIOUS!!** Be alert for unusual behavior or devices, not suspicious looking people of any certain race with any special attire. Terrorist groups have hired individuals of all races to carry out their acts.
5. All individuals in a position to answer a phone should be knowledgeable of the building Bomb Threat Procedures. Take all threatening calls seriously and report them to the Property Management Office immediately.
6. Show care in exercising normal building and company security procedures. Pay special attention to adhering to all access control policies, sign in/out, locking door, not leaving the space unattended, etc.



BEAT THE BOMB SCARES

Threatening or harassing phone calls can be traced by hanging up and pressing *57. Police urge anyone who receives a bomb threat to use the **Call Trace Service**. Here's how it works:

- After Hanging up, pick up the phone and listen for a dial tone. No matter how long the call lasted, it can still be traced
- Listen for the operator to confirm the trace and hang up. The origin of the last call has been recorded.
- If the call was a bomb threat or threatened emergency, **call 911** after making the trace.
- Call the phone company's annoying-calls office at **(202) 954-6826** and report the trace.
- Keep a record of the date and time you made the trace. Keep notes on any specifics, such as the accent of the caller or any background noises.

NOTE: ***There is a charge for each trace.***

K. MAIL BOMB PROCEDURES

Mail bombs have been employed against individuals and organizations for purposes of revenge, extortion, and terrorism.

Consider the following when examining mail; the physical appearance of a mail bomb is limited only by the imagination of the bomber. However, mail bombs have exhibited unique characteristics that should be helpful in identifying a suspect item.

1. Mail bombs have been contained in letters, books and parcels of varying sizes, shapes, and colors.
2. Letters feel rigid, appear uneven or lopsided, or are bulkier than normal.
3. Oil stains may be present on the wrapper.
4. Use of an excessive amount of postage stamps.
5. The sender is unknown.
6. No return address.
7. Unusual restricted endorsements such as "Personal" or "Private".
8. The addressee normally does not receive personal mail at the office.
9. Name and title of addressee are not accurate.
10. Return address insures anonymity of sender (i.e., homemade labels, cut and paste lettering).
11. Mailing emits a particular odor.
12. Mailing appears to be disassembled or re-glued.
13. Handwriting appears distorted or foreign.
14. Protruding wires, metal, or string are present.
15. Pressure or resistance is noted when removing the contents.
16. Outer container is shaped irregularly or asymmetrically, or has soft spots or bulges.
17. Wrapper exhibits previous use such as traces of glue, mailing labels, return address or tape.
18. Several combinations of tape are used to secure the parcel.
19. Unprofessionally wrapped parcel is endorsed "Fragile - Handle With Care" or "Rush - Do Not Delay".

20. Package makes a buzzing or ticking noise.
21. Contents of parcel makes a sloshing sound.

IF YOU SUSPECT A MAILING AND ARE UNABLE TO VERIFY THE CONTENTS:

1. Call 911.
2. Notify the Property Management Office at 202-872-1435 immediately. If this occurs after hours notify your tenant contact. He/she will contact Property Management.
3. Do not open the article.
4. Isolate the mailing and evacuate and secure the immediate area.
5. Do not put the article in water or a confined space such as a desk drawer or filing cabinet.
6. Notify the Property Management Office at 202-872-1435 immediately. If this occurs after hours notify your tenant contact. He/she will contact Property Management.

TELEPHONE BOMB THREAT REPORT

DATE: _____

NAME OF PERSON RECEIVING CALL: _____

POST/TELEPHONE LOCATION CALL RECEIVED AT: _____

TIME RECEIVED: _____ AM/PM TIME REPORTED: _____ AM/PM

NAME OF SECURITY SUPERVISOR NOTIFIED: _____ TIME: _____ AM/PM

ACTUAL WORDS USED BY CALLER (AS CLOSE AS POSSIBLE):

NAME OF COMPANY CALL WAS DIRECTED TO: _____

ASK THE CALLERS NAME: _____

LOCATION OF BOMB (IF GIVEN): _____

TIME THAT BOMB IS TO EXPLODE: _____ AM/PM

DESCRIPTION OF THE BOMB (IF GIVEN): _____

REASON FOR THREAT: _____

VOICE OF CALLER: MALE FEMALE CHILD
 ACCENT: UNKNOWN FAMILIAR

COMMENT: _____

BACKGROUND NOISE (DESCRIBE): _____

- | CALLER'S VOICE | BACKGROUND SOUNDS | THREAT LANGUAGE |
|---|--|---|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Street Noises | <input type="checkbox"/> Well Spoken (Educated) |
| <input type="checkbox"/> Slow | <input type="checkbox"/> PA Systems | <input type="checkbox"/> Irrational |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Motor | <input type="checkbox"/> Foul |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Factory Machinery | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Nasal | <input type="checkbox"/> Clear | <input type="checkbox"/> Message Read |
| <input type="checkbox"/> Raspy | <input type="checkbox"/> Long Distance | |
| <input type="checkbox"/> Clearing Throat Soft | <input type="checkbox"/> Static | |
| <input type="checkbox"/> Cracking Voice Excited | <input type="checkbox"/> Local | |
| <input type="checkbox"/> Accent | <input type="checkbox"/> Other | |
| <input type="checkbox"/> Lisp | | |
| <input type="checkbox"/> Ragged | | |
| <input type="checkbox"/> Angry | | |
| <input type="checkbox"/> Rapid | | |
| <input type="checkbox"/> Laughter | | |
| <input type="checkbox"/> Distinct | | |
| <input type="checkbox"/> Stutter | | |
| <input type="checkbox"/> Deep | | |
| <input type="checkbox"/> Crying | | |
| <input type="checkbox"/> Slurred | | |
| <input type="checkbox"/> Deep Breathing | | |
| | <input type="checkbox"/> Dishes | |
| | <input type="checkbox"/> Music | |
| | <input type="checkbox"/> Voices | |
| | <input type="checkbox"/> House Noises | |
| | <input type="checkbox"/> Animal Noises | |
| | <input type="checkbox"/> Office Equipment | |
| | <input type="checkbox"/> Booth | |

PERSON MAKING THE REPORT: (PRINT) _____ (SIGNATURE) _____