

9711 WASHINGTONIAN BLVD.



TENANT HANDBOOK

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WASHINGTON PROPERTY COMPANY

Washington Property Company (WPC) is a full service commercial real estate firm located in Bethesda, Maryland. Established by Charles K. Nulsen, III, WPC's experienced team provides a full range of commercial real estate services offering expertise in acquisition and financing, development and land use, property management, construction management, and leasing.

Washington Property Company provides professional, award winning real estate products in commercial, retail and mixed-use projects throughout the Washington, DC metro area, one of the fastest growing and most demanding real estate regions in the country. WPC manages over 1.5 million square feet of commercial space through its management company, WPC Management, LLC. The WPC development team has a history of success with over eight million square feet of commercial space developed in the Washington metropolitan area and actively pursues development opportunities throughout the region. The Washington Property Company portfolio of quality properties includes award winning office developments, high-rise renovations, and retail centers.

Washington Property Company - an experienced and diversified commercial real estate firm with expertise in development, design, finance, leasing, construction, and property management.

THE BUILDING MANAGEMENT TEAM

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Service Dispatcher

(240) 482-8110
info@washproperty.com

In case of an after-hours emergency, please call Signius Services at (800) 278-1866. Please describe the emergency to the answering service, including, the building address, suite number, name of tenant, your name, and your phone number. Our on-duty engineer will be dispatched to respond to the emergency.

The WPC Management Office is located at 4719 Hampden Lane, 3rd floor, Bethesda, MD 20814 and can be reached by dialing (240) 482-8110. Office hours are 8:30 a.m. to 5:00 p.m. Monday through Friday. Please call the after-hours answering service in the event of an after-hours emergency.

Please contact the Management Office (dispatcher) by e-mail at; info@washproperty.com or by telephone at (240) 482-8110 with any problems you may experience in your suite. Listed below are examples of common concerns:

- ❖ Service Request Calls - call our dispatcher
- ❖ Request for information concerning your suite or the building
- ❖ Report concerns related to services or general conditions
- ❖ Suite temperature too warm / too cool
- ❖ Electrical problems
- ❖ Light bulbs burned out
- ❖ Problems with common area or private restrooms
- ❖ Elevator and loading dock reservations
- ❖ Schedule construction, plumbing or electrical work
- ❖ Questions regarding billings

Emergencies:

- ❖ Flooding; burst pipe, leaking sprinkler head, etc.
- ❖ Forced entry to building or suite.

PRIMARY TENANT CONTACTS

In an effort to better serve our tenants, we are asking that each tenant (or agency, as the case may be) designate a contact person and an alternate contact person to report all service requests and to authorize expenditures on behalf of the tenant. The designation of two tenant contacts allows our office to more effectively track the status/completion of all requested work. It also protects the tenant from incurring costs when expenditures are requested by an unauthorized employee. It is the responsibility of the tenant to update the Primary Contacts whenever there has been a change in personnel.

Again, any service or work required by the tenant should be reported by one of the Primary Contacts to our office via info@washproperty.com. In turn, our staff will know who to contact should there be any questions or should any problems arise. Please complete the Tenant Emergency Contact Information form in the "Forms" Section of this Guide.

We appreciate your cooperation in our efforts to streamline our response and follow up on the various service requests. As always, should you have any questions, please call us at (240) 482-8110. For your convenience, you can e-mail info@washproperty.com or fax (240) 497-0367 the Tenant Contact Form back to us.

MOVE-IN, MOVE-OUT & DELIVERIES

To ensure that your move-in, move-out and daily deliveries are executed as smoothly as possible, the Management Office asks that you comply with the following guidelines.

1. Please notify us in writing at your earliest opportunity, but no later than one-week prior for moves or 24 hours prior to deliveries other than normal daily federal express or UPS services. Your notice should include:
 - ❖ Requested date of move or delivery
 - ❖ Approximate time required to complete the move or delivery
 - ❖ Name of moving or delivery company
 - ❖ Name and phone of contact for moving company
 - ❖ Name and phone of tenant contact responsible for coordination
2. Moving companies should be scheduled to be in the building between 6:00 p.m. and midnight on weekdays and 8:00 a.m. and 8:00 p.m. on weekends. The tenant may be required to pay for building security personnel or engineering staff to be present during the move or major delivery. When major deliveries must be made during normal working hours, please contact the Management Office for suggested times that are least intrusive to the other tenants and building operations.
3. The moving company must provide a copy of their current Certificate of Insurance to the management company prior to the move. They must be bonded and carry a minimum of \$1,000,000 combined single limit, property damage, and public liability insurance naming Landlord (as specified in your lease agreement).

WPC Management, LLC must be named the Certificate Holder;

9711 Washingtonian, LLC and WPC Management, LLC must be listed as Additional Insureds.

It is the tenant's responsibility to ensure that a delivery company is bonded and appropriately insured consistent with the specific delivery. Should any damage occur, it is the tenant's responsibility to obtain appropriate restitution.

4. Moving and delivery companies will use the loading dock entrances and freight elevators designated by the Management Office.
5. Elevator protection must be provided including cab pads and appropriate protection for elevator frames, carpeting and corridor finishing. All elevator lobby and corridor floors must be protected by plywood or tempered Masonite provided by your moving or major delivery company. There is no exception to this.

Tenant or Tenant's moving company will remove all boxes from the premises after move-in. If the Landlord is asked to remove the boxes, a special fee will be charged to the Tenant for labor and for an additional dumpster pick-up. The Landlord is not responsible for removal of move-in boxes.

6. Upon completion of the tenant move out, a walk through of the tenant's space must be scheduled with the Property Manager. Suite entry keys, security cards, and any parking passes will be collected at that time.

The tenant is responsible for removal of all boxes, excess trash and debris in connection with the move. If the Management Office deems it necessary to undertake any or all of this responsibility, reimbursement of these costs will be expected.

SIGNS, LETTERING, AND NOTICES

The Landlord will provide you with initial suite signage and lobby directory strips to conform to the building standard signage package (no logos are permitted on common area signage). In most cases your order will be processed and installed within several weeks. To obtain suite entry or directory strip signage, complete the Signage Request Form located in “Forms” Section of this Guide and forward to Property Management via e-mail to info@washproperty.com or by fax (240) 497-0367. Please check the spelling of your company name. Please pay particular attention to upper and lower case letters. The completed form should clearly reflect all punctuation you wish to have included.

The Lobby directory displays your company name and suite number. If you require additional listings or wish to make changes to your current listing, a nominal fee does apply. Please contact the Management Office for further information.

If you wish to display a sign or notice in any public area of the building, prior approval from the Management Office is required.

BUILDING HOLIDAYS

The building and the management office will be closed on the following Federal Holidays:

New Year's Day
Martin Luther King, Jr. Day
Presidents Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Christmas Day

Normal building services such as air conditioning / heating and janitorial services will not be provided on holidays. Tenants requiring air conditioning or heating on a building holiday should complete the Request for Overtime HVAC form located in the "Forms" Section of this Guide and fax to the Management Office at (240) 497-0367 or e-mail to info@washproperty.com no later than 48 hours prior to the requested day.

Tenant charges for overtime HVAC services are billed at the current hourly rate.

MAIL

Please notify the Post Office of your change in address. The mail is received via the Post Office at 23 Firstfield Road, Gaithersburg, MD 20878. 301-208-3735. Incoming mail will be delivered by the United States Postal Service to your suite. Management does not assume responsibility for any packages left at your suite door.

RENTAL REMITTANCE

WPC Management does not issue monthly invoices. Rent and other applicable charges are due **on the first day of each month.**

All checks should be made **payable to 9711 Washingtonian, LLC.**

Payments should be mailed to the following address:

9711 Washingtonian, LLC
P.O. Box 823460
Philadelphia, PA 19182-3460

CERTIFICATE OF INSURANCE

Your lease agreement requires you to submit a Certificate of Insurance to the management office. This Certificate must be forwarded prior to occupancy. In addition, as your Certificate expires, a replacement one should be issued in order to comply with the requirements of your lease agreement.

Please advise your insurance agent that your Certificate of Insurance must name

WPC Management, LLC as the Certificate Holder;

9711 Washingtonian, LLC and WPC Management, LLC listed as Additional Insureds.

Your Certificate should be mailed to the following address:

WPC Management, LLC
4719 Hampden Lane 3rd Floor
Bethesda, Maryland, 20814
Attn: Property Management

Your compliance is greatly appreciated.

BUILDING ACCESS

BUILDING HOURS OF OPERATION

9711 Washingtonian Blvd., is open Monday through Friday from 8:00 AM – 6:00 PM and closed on Saturday and Sunday. Building services are not provided on weekends. For after-hours access to the building, you must use your access card or arrange access through WPC Management at (240) 482-8110.

Please do not hold doors in the open position for others during non-business hours of the building as it may result in giving access to an unauthorized person. Do not prop doors open as an alarm will trigger at Datawatch Systems.

Please refer to the Safety, Emergency Fire & Life Safety Plan section in this guide for additional security information.

KEYS, LOCKS & SECURITY ACCESS CARDS

Prior to move-in, you will be provided keys for your suite (1 per 1,000 square feet) along with security access cards (1 per 1,000 square feet) unless the tenant has their own security system (excluding Datawatch) or cipher locks. Additional keys may be obtained at a minimal charge by contacting the Management Office. Please refer to the “Forms” Section of this Guide and complete the Key Request Form for additional keys.

Should you require re-keying of your suite entry hardware or interior office hardware, the Management Office must be notified in writing and the work will be performed under our direction. This will ensure proper janitorial coverage and provide a uniform master key for emergency situations. This procedure must be followed to assure Fire Department access to all areas of the building. All changes will be made at the expense of the tenant.

Tenants moving into the building will need to complete the Key Request Form provided by the Management Office in the “Forms” Section of this Guide in order to allow for the processing of your employee Security Access Cards. Upon initial move-in, Tenants will be provided one (1) access card per 1,000 square feet. Thereafter, additional cards or replacement cards will be made available at the prevailing cost of \$15.00 per card or by contacting Datawatch directly at (301) 654-3282. It is the Tenant’s responsibility to maintain their account and employee access cards with Datawatch. It is also the Tenant’s responsibility to collect cards from employees leaving their employment. The former employees’ card should be deactivated immediately to avoid any breach in security. These cards can be reactivated in the name of a new employee at no charge to the tenant.

If a card is lost or stolen, please notify the Management Office immediately so the card can be deactivated to ensure building security. Security access cards should not be “loaned” to vendors or other employees.

BUILDING SERVICES

MAINTENANCE & REPAIRS

If you experience a maintenance or repair issue or problem at the property or in your site, or if you need assistance, please;

1. Report the issue to info@washproperty.com or call the Management Office Service Dispatcher at (240) 482-8110.
2. Please provide your building address, your name, company name, suite number and telephone number.
3. Describe the problem as accurately as you can.

We will address the problem as soon as possible. We will send someone to assist you, or make whatever other arrangements are necessary. You will be notified of any charges prior to service and will be invoiced in accordance with the terms of your lease agreement.

If you see anything requiring our attention in the common areas of the building or grounds, please notify the Management Office. Your assistance in helping maintain 9711 Washingtonian Blvd., at an optimum level of repair and cleanliness is very much appreciated. Please do not assume someone else has reported a “common area” problem. With your assistance we will be better able to serve the entire building and our tenants.

TENANT SERVICE REQUEST

Occasionally the need for additional service work will arise, i.e., electrical outlets, drywall repairs, re-keying of locks, additional suite keys or Security cards, etc. Please complete the corresponding form located in the “Forms” Section of this Guide and send to info@washproperty.com or contact the Management Office at (240) 482-8110 to assist you with the service work process.

The Tenant Service Request Form, located in “Forms” Section of this Guide, must be completed and forwarded to the Management Office, so that we may give you an estimated cost and receive your approval prior to completion of the work order.

JANITORIAL

Green Cleaning Janitorial services are provided Monday through Friday after building hours. If you have any special cleaning requests (carpet shampooing, kitchen or coffee station cleaning, refrigerator cleaning, etc.), please complete the Tenant Service Request Form, located in “Forms” Section of this Guide, and forward to the Management Office. Special services will be provided at the expense of the tenant.

Moving companies and vendors should remove their boxes from the premises after deliveries. If you have boxes to be removed, they must be flattened and disposed of in the proper building trash receptacle or cardboard recycling container. Flattened boxes labeled as “trash” or “basura” will be removed by the janitorial service during the evening clean of your suite. At no time should boxes, trash or excess materials and equipment or furniture of any kind be left in the building hallways, lobbies, elevators, stairwells, garage, or any area designated as a fire exit.

Please do not place any object near or against trash receptacles if the material is **NOT** to be thrown away.

If you observe a janitorial problem in the lobby, corridors, or restrooms, please contact the Management Office Service Dispatcher via info@washproperty.com or call (240) 482-8110 so the day porter or building engineer can be notified.

The windows of your suite are cleaned approximately twice per year, interior and exterior. A building notice will be forwarded to all tenants approximately one week prior to the scheduled cleaning, so that each tenant may remove personal items such as plants, photos, etc. from window sills.

ELEVATORS

There are 4 elevators at 9711 Washingtonian Blvd., all of which are operational 24 hours a day, 7 days a week for tenant use.

One of the elevators is a freight elevator, with rear service opening to the loading dock service corridor. Please consult the Move-In, Move-Out and Deliveries section for the reservation procedure for having the freight elevator locked off for exclusive use. All elevators are equipped with an alarm bell and/or telephone in the unlikely event of an emergency.

ENERGY CONSERVATION

In order to conserve energy, lights should be turned off in unoccupied areas during the day and should not be left on at the end of the work day for the janitorial company. Assign someone to make sure your appliances (especially coffee burners) and lights are turned off when employees are leaving the building.

Your building is equipped with energy efficient lighting throughout the hallways, elevator lobbies, corridors and restrooms. Emergency lighting and lighting in the common areas remain on to provide adequate lighting for these areas.

WPC Management appreciates your contribution to energy conservation.

PARKING

Parking privileges are specified in your lease.

Please refrain from parking in assigned spaces as they will be monitored and towing will be enforced.
Please contact the Management Office to report parking violations.

Your cooperation in accordance to our parking guidelines is greatly appreciated.

SMOKING

Smoking is not permitted inside any area of the building. This includes all tenant premises, and public or common areas interior to the building.

Smoking is prohibited at all building entrances. Smoking is not permitted in front of the building. Smokers should utilize the designated smoking areas located throughout the property. Please check with management for any changes in designated smoking areas.

Your cooperation and compliance with the building smoking policy is greatly appreciated.

RECYCLING

The building has instituted a recycling program for white paper and commingled materials. Receptacles are provided through the Management Office and pick-ups are conducted by the janitorial contractor on an as-needed basis. Each individual is responsible for emptying desk-side containers into the centrally located receptacle. Commingled bins should be placed in tenant kitchen areas and are emptied nightly by the janitorial staff. Commingled materials include, Plastic Narrow Neck Bottles, Glass Jars and Bottles, Aluminum Soda Cans and Steel and Tin Cans. All commingled materials should be rinsed thoroughly before being placed into the recycling bin.

Acceptable recycle materials:

- Cardboard
- All white paper any color ink
- Computer paper
- White stationary and letterhead
- White business forms
- White tablet sheets
- Tab cards
- White machine copies
- Envelopes with or without windows
- Colored paper
- Fax paper
- Manila, white, colored file folders
- Cardboard backs of tablets
- Newsprint
- Magazines
- Catalogs
- Unwanted Mail
- Telephone Directories
- Hardbound or Paperback books
- Brown paper bags
- Other clean dry papers

Please note: Metal staples and paper clips do not have to be removed; although paper clips are reusable.

NOT Acceptable recycle materials:

- Wet waste
- Carbon forms
- Glass, wood, metal
- Photographs
- Food wrappings
- Styrofoam/Polystyrene
- Plastic coated envelopes/Tyvek envelopes
- Tissue, napkins, paper towels

In order to dispose of recycling, please empty all desk bins into the larger central location bins. Once the larger bins are filled, the cleaning company will then empty these bins into the recycling dumpsters.

Please fill in the spaces below to request the number of recycling bins you will need for your office and return to the Management office via fax (240) 497-0367.

Large Bins (to be placed next to copiers or in work rooms) _____

Desk Size Bins (to be placed next to each desk) _____

Tenant Name: _____

Tenant Address: _____

Suite: _____

LOCK OUT POLICY

Tenants who request that building staff to let them into locked offices are often unaware that this puts our staff members in a difficult position. We do not know every employee of your company and do not want to accidentally admit a former employee or unauthorized person into your suite.

For security, safety and liability reasons, the building staff, including management and engineers, has been instructed not to unlock tenant suite doors except in an extreme emergency.

If one of your employees becomes locked out of your suite, we suggest that they contact a fellow employee for access. You may want to designate a person or persons in your office to handle such situations.

Also, please note that the same policy applies to after-hours access to the building. You must use your access card or arrange for access through WPC Management.

Thank you for your understanding of our policy.

LEASING

EXPANSION OF PREMISES

If you find you have expansion needs during the course of your existing lease term, please call Marc Witowski, Vice President of Leasing, at (240) 482-8115 to discuss the availability of additional space.

ASSIGNMENTS AND SUBLEASING

Your rights to assign and sublease your premises are set forth in your lease. Regardless of the scope of those rights, landlord's prior approval is always required. If you are considering either of these options, please call Marc Witowski at (240) 482-8115 prior to discussing any arrangements with the potential assignee or subtenant.

LEASE RENEWAL

The Leasing Agent will typically contact you six months to a year prior to the expiration of your existing lease to discuss renewal possibilities. Tenant's lease may require Tenant to notify Landlord regarding the intention to renew. The tenant is responsible for determining and adhering to the specified written notification requirements of Tenant's lease.

TENANT CONSTRUCTION

Tenants wishing to have any construction, renovations, or alterations performed within their office space must first obtain prior written approval from WPC Construction Manager. It is helpful for the tenant, property manager, and construction manager to begin discussing any potential construction at the earliest possible stage. Advance planning may avoid any concerns about:

- Protection of the building systems (air conditioning, heating, structural, etc.) during construction to ensure maximum comfort and safety for all building tenants
- Protection of the building appearance to the maximum extent possible during and after construction
- Compliance with relevant building codes and insurance requirements

WRITTEN APPROVAL PROCESS:

A written request for construction approval should include an architectural drawing or a detailed sketch of the proposed improvement. Upon approval, detailed construction drawings will need to be provided prior to final approval. A list of all contractors and sub-contractors for the proposed project must also be submitted.

After a review of the construction drawings, property management will provide a written response either approving the project and/or detailing points of concern.

TENANT RESPONSIBILITIES:

Once written approval is obtained, it is the tenant's responsibility to ensure that all work is performed in compliance with the Rules and Regulations provided by property management. This includes but is not limited to the following:

- Providing copies of the contractor's certificates of insurance for the appropriate amount of general liability and workers' compensation coverage
- Providing a copy of the building permit for the work being undertaken (if required)
- Scheduling an initial meeting and periodic inspections between the contractor and property management
- Making appropriate arrangements in advance with property management for the admittance of workers and the delivery of materials
- Ensuring that the contractor cleans the space during and after the construction period

- Obtaining prior written approval for any changes that depart from the original plans
- Upon completion, providing property management with architectural, mechanical and electrical as-built drawings

COMMUNICATIONS INSTALLATIONS:

Telephone and mechanical rooms in the building are kept locked to protect tenant's equipment.

Telephone installations, revisions, or additions must be coordinated through the Management Office. When changes or additions to your communications network are necessary, you must contact the Management Office prior to the day on which your selected telephone installation contractor is due to start the work. This procedure is necessary so that house cabling lines are properly assigned to your installer, and that all code requirements are met.

RULES AND REGULATIONS

The following rules and regulations have been formulated for the safety and well-being of all the tenants of the Building. Adherence to these rules and regulations by each and every tenant contributes to safe occupancy and quiet enjoyment of the Building. Any violation of these rules and regulations by any tenant which continues after notice from Landlord shall be a Default under such tenant's lease, at the option of Landlord.

1. Tenant shall not obstruct or use for any purpose other than ingress and egress to and from the Premises any sidewalk, entrance, passage, court, elevator, vestibule, stairway, corridor, hall or other part of the Building not exclusively occupied by Tenant. Landlord shall have the right to control and operate the public portions of the Building and the facilities furnished for common use of the tenants, in such manner as Landlord deems best for the benefit of the tenants generally. Tenant shall coordinate in advance with Landlord's property management department all move-ins, move-outs and deliveries to the Building so that arrangements can be made to minimize such interference. Tenant and its employees shall not use the roof or any of the parking spaces designated for use by visitors only.
2. Tenant shall not place any showcase, mat or other article in any common or public area of the Building.
3. Tenant shall not use any water and wash closet or other plumbing fixture for any purpose other than that for which it was constructed. Tenant shall not place any debris, rubbish, rag or other substance therein.
4. Tenant shall not use any loudspeaker or sound system which may be heard outside the Premises.
5. Tenant shall not bring any bicycle, vehicle, animal, bird or pet of any kind into the Building. Tenant shall not do or permit any cooking on the Premises, except for microwave cooking and use of coffee machines by Tenant's employees for their own consumption. Tenant shall not install any microwave oven or coffee machine in the Premises without Landlord's prior written approval of such equipment and its location within the Premises. Tenant shall not cause or permit any unusual or objectionable odor to be produced upon or permeate from the Premises.
6. Tenant shall not use any space in the Building for the sale of goods to the public at large or for the sale at auction of goods or property of any kind.
7. Tenant shall not place on a floor a load exceeding the load which such floor was designed to carry. Landlord shall have the right to prescribe the weight, position and manner of installation of safes and other heavy items. Landlord shall have the right to repair at Tenant's expense any damage caused by Tenant's moving property into or out of the Premises or due to the same being in or upon the Premises or to require Tenant to do the same. Tenant shall not receive into the Building or carry in the elevators any furniture, equipment or bulky item except as approved by Landlord, and any such furniture, equipment and bulky item shall be delivered only through the designated delivery entrance of the Building and the designated freight elevator. Tenant shall remove promptly from sidewalks adjacent to the Building items delivered for Tenant.

8. Tenant shall not place additional locks or bolts of any kind on any door or window or make any change in any lock or locking mechanism without Landlord's prior written approval. Tenant shall keep doors leading to common area closed (except for ingress or egress). Upon the termination of its tenancy, Tenant shall deliver to Landlord all keys furnished to or procured by Tenant, and if any key so furnished is not delivered, then Tenant shall pay the replacement cost thereof. Tenant's key system shall be separate from that for the rest of the Building.
9. Tenant shall not install or operate in the Premises any equipment that operates on greater than 120 volt power without obtaining Landlord's prior written consent. Landlord may condition such consent upon Tenant's payment of additional rent in compensation for the excess consumption of electricity or other utilities and for the cost of any additional wiring or apparatus that may be occasioned by such equipment. Tenant shall not install any equipment of any type or nature that will or may necessitate any changes, replacements or additions to, or changes in the use of, the water system, heating system, plumbing system, air-conditioning system or electrical system of the Premises or the Building, without obtaining Landlord's prior written consent, which consent may be granted or withheld in Landlord's sole and absolute discretion. If any equipment of Tenant causes noise or vibration that may be transmitted to such a degree as to be objectionable to Landlord or any tenant in the Building, then Landlord shall have the right to install at Tenant's expense vibration eliminators or other devices sufficient to reduce such noise and vibration to a level satisfactory to Landlord or to require Tenant to do the same.
10. Landlord may exclude from the Building any person who does not properly identify himself to the building management or contract security guard on duty. Landlord may require any person admitted to or leaving the Building to register.
11. Tenant shall not use the Premises for lodging.
12. Tenant shall turn off all lights before closing and leaving the Premises at any time.
13. Tenant shall not request any employee of building management or Landlord to do anything outside of such employee's regular duties without Landlord's prior written consent. Tenant's special requirements will be attended to only upon request to Landlord. Tenant shall pay for any such special requirements in accordance with the schedule of charges maintained by Landlord from time to time. Tenant shall not employ any employee of building management or Landlord for any purpose whatsoever without Landlord's prior written consent.
14. Canvassing, soliciting, peddling and loitering in or about the Building are prohibited. Tenant shall cooperate to prevent the same.
15. Only hand trucks equipped with rubber tires and side guards may be used in the Building. Tenant shall be responsible for loss or damage resulting from any delivery made by or for Tenant.
16. Tenant shall comply with standards prescribed by Landlord for curtains, drapes, blinds, shades, screens, lights and ceilings, including standards designed to give the Building a uniform, attractive appearance.

17. Drapes (whether installed by Landlord or Tenant) which are visible from the exterior of the Building shall be cleaned by Tenant at least once a year at Tenant's expense.
18. Landlord may, upon request of Tenant, waive Tenant's compliance with any of the rules. A waiver shall not (a) be effective unless signed by Landlord and delivered to Tenant, (b) relieve Tenant from the obligation to comply with such rule in the future unless otherwise agreed in writing by Landlord, or (c) relieve Tenant from any liability for any loss or damage resulting from Tenant's failure to comply with any rule.
19. Landlord reserves the right to make, modify and add to current rules and regulations.
20. Rules subject to change.

SAFETY AWARENESS

You can help the Management Office to keep our building safe by taking a few simple precautionary steps. Please share this advice with all the employees in your office.

1. Never leave your reception area unattended. Should you need to leave the reception area unattended, especially before or after normal working hours, lock the office suite door. Any other suite doors to the building corridors should be locked at all times.
2. Do not allow visitors to pass beyond the reception area unescorted unless they are known to the receptionist who has confirmed they have permission to enter your suite. Do not permit messengers or anyone making a delivery to wander through your offices unescorted.
3. Be wary of unexpected individuals identifying themselves as repairmen who wish to inspect your office equipment or remove it for repair. Also be on guard against anyone who arrives unannounced “looking for job information.” Immediately report such persons to your office manager and notify the building’s Management Office.
4. If someone you do not recognize seeks access identifying themselves as a member of the Management Office or one of its service providers, ask to see identification before allowing their entry. All cleaning personnel should display identification badges and should not enter the suite until after normal working hours unless otherwise arranged.
5. Never leave a purse, wallet or other valuable items on or under your desk. Keep these items out of sight. Cash, stamps or other small valuables, should never be kept in a desk drawer. Do not leave money or a wallet in a suit jacket hanging on a chair or behind a door. Valuables should be kept in a locked, secured area.
6. If parking at the building, always lock your car and leave valuables out of sight.
7. Visitors to your offices outside of regular working hours should be escorted into the building.
8. After normal business hours, avoid working alone or walking into secluded areas alone whenever possible.
9. After normal business hours, never let an unknown person enter the building with you by “tailgating” or “piggy-backing” onto your security card entry. Should you feel concerned about a suspicious-looking person standing outside the building, notify the police or the access control company.
10. Keys and security cards should be collected from all employees leaving your service and forwarded to your Office Manager.

EMERGENCY PROCEDURES

The Management Office makes every effort to operate the building as safely and securely as possible. Tenants can help us avoid emergencies and respond appropriately in the unlikely event they might occur. Particular attention should be paid to emergencies requiring possible evacuation, power failures, fires or bomb threats.

In the event of an emergency occurring after normal working hours, the Management Office will inform each tenant by means of the information provided on the Tenant Emergency Contact Form located in the "Forms" Section of this Guide. It is the tenant's responsibility to promptly inform the Management Office of any changes and to keep this form accurately updated.

EMERGENCY EVACUATION PROCEDURES:

- Elevators should never be used in an emergency evacuation. Use designated exit stairs located on each floor. Consult the Management Office for Procedures for evacuating persons with disabilities.
- Tenants should appoint one or more staff members to coordinate evacuations. They should become familiar with appropriate exits, pull stations and fire extinguishers. They should have primary responsibility for ensuring that occupants of your suite will calmly and quickly walk down, out and away from the building. A Tenant Fire Warden Contact Information Form is located in the "Forms" Section of this Guide to identify appointed persons for emergency evacuations and must be faxed to the Management Office at (240) 497-0367.
- Staff should congregate together in a location well away from the building. A head count should be taken once all occupants are believed to be out of the building.

FIRE PROCEDURES:

- **Call #911** to report building address and the location of the fire and/or smoke.
- Locate the nearest pull station and activate alarms.
- Evacuate building.
- Assemble in designated location away from building.
- Return to building only after authorization from the fire department is given and alarms are reset.
- Note any damage and notify insurance carrier and the Management Office.

FIRE PREVENTION TIPS:

- All WPC managed buildings are "non-smoking" properties.
- Restrict the use of extension cords.
- Turn off electrical equipment at the end of each day.
- Store files and supplies only in designated storage spaces within the suite.
- Do not store supplies within two feet of sprinkler heads.
- Do not obstruct evacuation paths and exits.
- **The use of space heaters is strictly prohibited.**

BOMB THREAT PROCEDURES:

Most bomb threats are received by telephone. **It is imperative that each and every threat is taken seriously.** Staff should be encouraged to listen carefully and try to gain as much information as possible. A checklist has been provided in order to record the most important parts of the conversation.

After receiving a bomb threat, please **call #911** and provide your company, building address and your suite number. Relay any information that you have received from the caller. **Also notify the Management Office.**

It is your decision to evacuate or remain in the building. If you choose to evacuate the building, please use the emergency procedures as mentioned previously or the instructions of any public safety officials responding on-site to the bomb threat.

MEDICAL EMERGENCIES:

In the event someone in your office should have a heart attack, sudden illness or accident:

1. **Call #911.** Provide your name, company name, building address and suite number, and return telephone number. Instruct them of the nearest or most easily accessible building entrance.
2. **Do not move an unconscious person.** If possible, a knowledgeable person should administer first aid.
3. **Call the Management Office and alert them to the arrival of an ambulance.** The building staff will meet the ambulance crew and direct them to a waiting elevator.

POWER FAILURE:

If the building power supply is interrupted, the stairwells are illuminated to allow safe egress.

Should an elevator fail:

1. Press the "emergency" or "bell" button.
2. **REMAIN CALM.**
3. Do not force the elevator doors.
4. Pick up the phone beside the elevator door. A security systems representative will come on the line. Advise the representative of the situation.
5. The security systems representative will summon an elevator mechanic and notify the Management Office.
6. Someone will communicate with you every five minutes.
7. Assistance will come as quickly as possible.

BOMB THREAT CHECKLIST

REMAIN CALM

KEEP THE PERSON TALKING

NOTE THE CONVERSATION

Date and time call received: _____

Exact words used by caller _____

QUESTIONS TO ASK THE CALLER:

1. When is the bomb set to go off? _____

2. Where is the bomb? _____

3. What kind of bomb is it? _____

4. What does it look like? _____

5. Why did you place the bomb? _____

6. Who are you? _____

7. Where are you? _____

DESCRIPTION OF CALLER'S VOICE:

Male _____ Female _____ Young _____ Middle-Aged _____ Old _____

Accent _____ Speech Impediments _____ Tone of Voice _____ Sober _____

Is voice familiar? _____ Sounds like _____

Any characteristics of voice _____

Background noises _____

Time caller hung up _____

Remarks _____

FORMS SECTION

- ❖ **Key Request Form**
- ❖ **Signage Request Form**
- ❖ **Tenant Service Request Form**
- ❖ **Overtime HVAC Request Form**
- ❖ **Tenant Emergency Contact Form**
- ❖ **Tenant Fire Warden Contact Form**

KEY REQUEST FORM

_____ Total Number Keys Requested _____ Date

Please indicate number of each needed: \$3.50/key unless noted

_____ Ladies Restroom _____ Men's Restroom _____ Suite Entry Keys

_____ Mailbox Key (#____) _____ Other: _____

_____ Datawatch Access Cards \$15.00ea (*New tenant orders N/C*)

Please legibly list name(s) of tenant new cardholder(s) below:

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

***If you are in immediate need of additional Datawatch Keys, please call
Datawatch Systems directly at (301) 654-3282.***

Ordered by:

Signature Tenant Company Name Suite #

Print Name Phone Building Address

****Please fax request to Property Management Office at (240) 497-0367 or
E-mail to info@washproperty.com.****

Requested Keys Received: _____
Date TT Initials Mgmt. Initials

SIGNAGE REQUEST FORM

BUILDING ADDRESS: _____

Suite Signage

Write the exact name as it is to be printed on the suite sign.

Tenant Name: _____

Suite: _____

A signage proof will be sent to you for approval prior to processing. The proof must be signed and faxed back to the management office before proceeding with the final order.



Directory Signage

Write the exact name as it is to be printed on the directory board.

Lease calls for ONE listing per tenant. Additional directory listings are available for a nominal fee.

Listing Name #1: _____

Suite: _____

Listing Name #2: _____

Suite: _____

Listing Name #3: _____

Suite: _____

Tenant Authorizing Signature (approving above billable charges)

Date

***Please return this form to the Management Office via fax to (240) 497-0367 or
E-mail to info@washproperty.com.***

TENANT SERVICE REQUEST FORM

Date Requested: _____

Building: _____ **Suite:** _____

Tenant: _____

Instructions: Please circle the type of work being requested and complete the description of work below.

Engineer After-hours	Electrical	Plumbing	Lockwork
Specialty Cleaning	Specialty Lights	Bulk Trash	Other

Description of Work:

Please note requests for OTHVAC, Keys, and Signage must be submitted via the corresponding form that is located in the "Forms" Section of the Tenant Guide or can be obtained from the Management Office by calling (240) 482-8110.

Please sign below to authorize work to proceed and fax to the property management office at (240) 497-0367. Signature acknowledges tenant's acceptance of billing for the requested work. Work performed for subtenants must be countersigned / approved by primary tenant. This is not an invoice; tenant will be invoiced upon completion of the requested work.

REQUEST APPROVED BY:

Signature Primary Tenant / Title

Signature Subtenant / Title

Print Name

Print Name

Dated

Phone

Dated

Phone

OVERTIME HVAC REQUEST FORM

I hereby request overtime HVAC for:

Company

Name: _____

Building

Address: _____

Suite #: _____

Date(s) of Requested Service: ____/____/____ to ____/____/____

Hours of Service: _____ a.m./p.m. to _____ a.m./p.m.

Authorizing

Signature: _____ **Date:** _____

Name Printed

Telephone: _____

***Please fax this request back to the WPC Management office at (240) 497-0367 or
E-mail to info@washproperty.com.***

Dated: _____

TENANT EMERGENCY CONTACT INFORMATION

In the event of an after-hours emergency, it may become necessary for us to contact a member of your staff. Please be assured that these numbers will remain confidential and will only be used should an emergency occur such as a fire, flood, or power outage, necessitating after-hours notification of your staff. **It is the responsibility of each tenant to keep a fully updated contact form on file with the Management Office in the event of after-hours emergencies.**

BUILDING ADDRESS: _____

TENANT NAME: _____ **SUITE # (s):** _____

DAYTIME PHONE NUMBER: _____ **FAX NUMBER** _____

TENANT EMERGENCY CONTACTS

1. NAME: _____

HOME PHONE NUMBER: _____

ALTERNATE NUMBER: _____ Cell Other

2. NAME: _____

HOME PHONE NUMBER: _____

ALTERNATE NUMBER: _____ Cell Other

3. NAME: _____

HOME PHONE NUMBER: _____

ALTERNATE NUMBER: _____ Cell Other

ON-SITE OFFICE CONTACTS

On-Site Office Manager: _____

Day-time direct line or extension number: _____

E-mail Address: _____

On-Site Assistant Office Manager: _____

Day-time direct line or extension number: _____

E-mail Address: _____

RENTAL INFORMATION CONTACT

Name: _____ Title: _____

Address: _____

Phone Number: _____ Fax Number: _____

Please return via fax to the WPC Management Office at (240) 497-0367 or e-mail to info@washproperty.com

Dated: _____

TENANT FIRE WARDEN CONTACT INFORMATION

As discussed in the Fire Evacuation Plan, which is included in the WPC Management handbook, we recommend that each firm designate at least one individual to be the Tenant Fire Warden and several individuals to aid as Searchers. In an effort to keep our files up to date, we request that you provide us with the contact information of your Tenant Fire Wardens and Searchers. Please provide at least one back-up for each position in the event someone is out or not available should an emergency arise. Please be assured that these numbers will remain confidential and will only be used should an emergency occur. It is the responsibility of each tenant to keep a fully updated contact form on file with the Management Office.

BUILDING: _____ SUITE: _____

TENANT NAME: _____

DAYTIME PHONE: _____ FAX: _____

TENANT FIRE WARDENS AND SEARCHERS

1. FIRE WARDEN: _____

PRIMARY PHONE NUMBER: _____

E-MAIL ADDRESS: _____

2. FLOOR WARDEN: _____

PRIMARY PHONE NUMBER: _____

E-MAIL ADDRESS: _____

3. ASSISTANT FLOOR

WARDEN: _____

PRIMARY PHONE NUMBER: _____

E-MAIL ADDRESS: _____

4. ASSISTANT FLOOR

WARDEN: _____

PRIMARY PHONE NUMBER: _____

E-MAIL ADDRESS: _____

5. ASSISTANT FLOOR

WARDEN: _____

PRIMARY PHONE NUMBER: _____

E-MAIL ADDRESS: _____