



CEDAR RIDGE
PROPERTY MANAGEMENT

CEDAR RIDGE PROPERTY

MANAGEMENT SERVICES

ENERGY TOWER

Cedar Ridge Property Management
11700 Katy Freeway, Suite 200
Houston, Texas 75243
281.597.1212



CEDAR RIDGE
PROPERTY MANAGEMENT

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CEDAR RIDGE PROPERTY MANAGEMENT SERVICES**

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CEDAR RIDGE
PROPERTY MANAGEMENT

Welcome to The Energy Tower

Cedar Ridge Property Management Services Team is pleased to have you join us as part of the rapidly growing business. The management team is always available to be of service to you and your employees. Our management office is located at 11700 Katy Freeway, Suite 200, Houston, Texas 77079 and you may reach us at 281-597-1212 Monday through Friday 8:00am-5:30pm. After hours calls will be answered by the answering service via the same telephone number.

All communications regarding any aspects of your occupancy, services required, questions, complaints, etc. should be directed through the Property Management Office

The Tenant Handbook has been designed as an introduction to Atlas Energy Tower and to answer questions you may have about building maintenance, safety, and security arrangements in accordance with the lease document.



CEDAR RIDGE
PROPERTY MANAGEMENT

PROPERTY OPERATIONS

The Management Office hours of operation are:

Monday through Friday 8:00a.m. to 5:30p.m.

Building hours of operation are as follows (unless otherwise stipulated in the lease agreement):

Monday through Friday 7:00 a.m. to 6:00 p.m.

Saturday 8:00AM-12:00PM

Sunday Closed

PROPERTY HOLIDAYS

Please refer to the lease agreement for any holidays that may be listed.

If you have a workday that conflicts with the building lease holiday schedule, please notify Cedar Ridge Property Management Office at 281.597.1212 in advance to make special arrangements for air conditioning/heating.



EMERGENCY TELEPHONE NUMBERS

Management Office	281-597-1212 (answered 24/7)
Sheriff's Department (Emergency)	9-1-1 or 281-292-3333
Fire Department & Medical (Emergency)	9-1-1
(Non-emergency)	713-221-6000
Health Department	713-794-9320
National Weather Service	281-337-5074 www.nws.noaa.gov



CERTIFICATE OF INSURANCE

Tenant's policy must include the following coverage: (workers compensation, (b) employer's liability; (c) fire liability; (d) automobile liability; and (e) commercial and general liability (to include bodily injury, property damage, personal and advertising injury, products, and complete operations liability insurance, including liquor liability, if applicable).

Tenant's insurance policy must contain a provision that Landlord and Tenant shall be given a minimum of ten (10) days written notice by the insurance company prior to cancellation, termination or change in such insurance.

Tenant shall provide Landlord with a valid Certificate of Insurance requirements set forth in the lease document prior to taking possession of the space and/or the Commencement Date. Contractor shall provide Landlord with a valid Certificate of Insurance prior to performing work on property. Tenant will not be allowed to open without the proper insurance coverage.

The certificate must be made out according to the terms in your lease agreement as well as list the certificate holder and additional insured as the landlord listed on the lease agreement c/o Cedar Ridge Property Management Services, 12001 N. Central Expressway, Suite 200, Dallas, Texas 75243.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

PRODUCER COMPANY / BUSINESS SELLING INSURANCE ADDRESS HERE		THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.	
INSURED Tenant Name Must Match Name On Lease DBA IS NOT ACCEPTABLE. Must Be Legal Entity That Signed Lease		INSURERS AFFORDING COVERAGE	NAIC #
		INSURER A: Insurance Carrier [Minimum Best Rating = A - : VII]	XX XXXX
		INSURER B: Insurance Carrier [Minimum Best Rating = A - : VII]	XX XXXX
		INSURER C: Insurance Carrier [Minimum Best Rating = A - : VII]	XX XXXX
		INSURER D: Insurance Carrier [Minimum Best Rating = A - : VII]	XX XXXX
		INSURER E: Insurance Carrier [Minimum Best Rating = A - : VII]	XX XXXX

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	ADD'L INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/>	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> OWNERS & CONTRACTOR'S PROT CONTRACTUAL LIABILITY COVERAGE <input type="checkbox"/> _____ GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC	XX XXXXXXXX	xx / xx / xxxx	xx / xx / xxxx	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ \$
B	<input type="checkbox"/>	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS <input type="checkbox"/> _____ <input type="checkbox"/> _____	XX XXXXXXXX	xx / xx / xxxx	xx / xx / xxxx	COMBINED SINGLE LIMIT (Each Occurrence) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	<input type="checkbox"/>	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> _____				AUTO ONLY - EA ACCIDENT \$ OTHER THAN AUTO ONLY: EA ACC \$ AGG \$
	<input type="checkbox"/>	EXCESS / UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$ _____				EACH OCCURRENCE \$ AGGREGATE \$ \$ \$ \$
C		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under SPECIAL PROVISIONS below				<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
		OTHER				

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS
Insured names Atlas Coit Central, LLC c/o Cedar Ridge Services, LLC as additional insured as respects Tenant's obligations under lease provisions specific to leased premises.

Premises address must be listed here

CERTIFICATE HOLDER Atlas Coit Central, LLC c/o Cedar Ridge Services ATTN: Alisha Sandella 12001 N Central Expressway, Suite 875 Dallas, TX 75243	RELATION IF ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE INSURER AFFORDING COVERAGE WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.
	AUTHORIZED REPRESENTATIVE Signature Here

IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

DISCLAIMER

This Certificate of Insurance does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

TENANT
SAMPLE



CEDAR RIDGE
PROPERTY MANAGEMENT

ACH PAYMENTS / LOCKBOX

Please send all payments via ACH using the information below. The lock box may be used as an alternative if payment cannot be sent via ACH.

Please note: The management office and management staff cannot accept tenant payments.

Lockbox

Atlas Energy Tower LLC
THE FOLLOWING IS YOUR LOCKBOX ADDRESS
DEPT. 1044
P. O. BOX 650850
DALLAS, TEXAS 75265 -0850

ACH/Wiring Instructions

ACH Payments:
Atlas Energy Tower LLC
Routing: 111024865
Account: 5501345101
Veritex Community Bank



IMPROVEMENT ALTERATIONS REQUIREMENTS

ALTERATIONS AND CONTRACTOR APPROVAL

All contractors and/or technicians performing any alterations for Tenant within the Property must be referred to Landlord for approval and shall, prior to commencement, execute proper lien waivers. Tenant shall submit to the Property Management Office a request to perform the work. The request shall include the following enclosure

- A list of contractors or subcontractors the tenant wishes to have bid on the work. Tenant's preferred contractors and subcontractors are subject to approval of the Property Management Office
- Two complete sets of plans and specifications stamped by a registered architect or professional engineer.
- Insurance certificate for approved contractors and subcontractors' conforming to the insurance requirement enclosed herewith.
- All structural and floor loading requirements shall be subject to the prior approval of a building structural engineer. Tenant shall obtain approval and any fees shall be at tenant's sole expense.
- All mechanical HVAC, plumbing, sprinkler, and electrical requirements shall be subject to the approval of Cedar Ridge Property Management Company and a licensed mechanical and electrical engineer.

The Property Management Office will return the following to the tenant:

- Letter approving plans or comments for correction of plans (such approval or comments shall not constitute a waiver of City of Houston approval or approval of other jurisdictional agencies).
- Signed application forms, providing proper submissions have been made.
- Cover transmittal or letter.
- Following approval from the Property Management Office, tenant shall post the original permit on the premises prior to the commencement of any work. All work performed by a contractor or subcontractor shall be subject to supervision and inspection by Property Management Office's representative. Such supervision and inspection shall be at tenant's sole expense. If a contractor is negligent in any of its responsibilities, the tenant shall be charged for any corrective work necessary.

Project Requirements and Procedures

- All structural and floor loading requirements shall be subject to the prior approval of building's structural engineer. Tenant shall obtain approval and any fees shall be at tenant's sole expense.
- All mechanical (HVAC, plumbing and sprinkler) and electrical requirements shall be subject to the approval of property management's mechanical and electrical engineers.
- When necessary, the management will require engineering and shop drawings, which drawings must be approved by the Property Management Office before work is started. Drawings are to be prepared by tenant and all approvals shall be obtained by tenant. All fees shall be at tenant's sole expense.
- Property management's representative at tenant's expense shall supervise all demolition.
- The tenants shall make prior arrangements for elevator use with the property management. No material or equipment shall be carried under or on top of elevators. If the management deems an elevator technician is required, tenant at tenant's expense shall pay for such service.
- If a shutdown of risers and mains for electrical, HVAC, sprinkler and plumbing work is required, the property management's representative at tenant's sole expense shall supervise such work.

General Contractor is responsible to:

- Submit copies of Contractor and Subcontractor Rules and Regulations to all subcontractors. All subcontractors shall acknowledge receipt thereof by signing the rules and regulations, whereupon the general contractor shall provide copies of such to property management for its files.
- Properly always supervise construction on premises.
- Police job always, continually keeping space orderly.
- Maintain cleanliness and protection of all areas, including elevator and lobbies.
- Protect front and top of all peripheral units and thoroughly clean them at completion of work.
- Block off supply and return grills, diffusers, and ducts to keep dust from entering the building air system.
- Prevent the disturbance of other tenants. If it is necessary to "bag" any smoke detector to avoid nuisance alarms, property management shall be advised in advance. Immediately after completion of the relevant work, the bags shall be removed from the detectors and property management shall be so advised.
- Ensure all equipment and installation is equal to standards of the building. Any deviation from building standards must be permitted only if indicated or specified on the plans and specifications and approved by property management.

- Submit a properly executed air balancing report signed by a professional engineer to the Property Management Office upon the completion of all HVAC work.

Upon completion of the work, tenant shall submit to the Property Management Office:

- All properly executed forms or other documents indicating total compliance and sign-off by appropriate jurisdictional agencies.
- The final "as-built" set of drawings showing all items of work in full detail.

With respect to work being performed by a Tenant in its Premises with the approval of Landlord, the Tenant shall refer all contractors, contractor's representatives, and installation technicians

to Landlord for its supervision, approval, and control prior to the performance of any work or services. This provision shall apply to all work performed in the Property including installation of telephones, telegraph equipment, electrical devices and attachments, and installations of every nature affecting the floors, walls, woodwork, trim, ceilings, equipment, and any other physical portion of the Property.

ANTENNAE AND AERIALS

No aerial or antenna, including but not limited to, a satellite dish, shall be erected on the roof or exterior walls of the Premises or Property in which the Premises is part without, in each instance, the prior written consent of Landlord, which consent shall not be unreasonably withheld, conditioned, or delayed. Any aerial or antenna so installed without such written consent shall be subject to removal by Landlord without notice at any time.

LOST OR STOLEN ITEMS

Landlord shall not be responsible for lost or stolen personal property, equipment, money or jewelry from the Premises of Tenants or public rooms whether such loss occurs when the Property or the premises are locked against entry.

FIREARMS

The carrying of firearms, weapons, and ammunition of any kind in the Project is strictly prohibited, except as permitted for law enforcement and licensed security personnel retained by Landlord for security services. Any Tenant requiring armed security officers must coordinate through Property Management.

ADDITIONAL RULES AND REGULATIONS

Landlord reserved the right to make such other and further reasonable rules and regulations as in its judgment may from time to time be necessary for the safety, care and cleanliness of the Property and its occupants and for the preservation of good order therein.



MAINTENANCE REQUESTS AND TENANT COMMUNICATIONS

Maintenance requests related to the building structure or common areas of the Property should be made through the Angus web-based system. Engineering personnel are available for service from 7:00 am – 4:00 pm, Monday through Friday excluding holidays. If you have an emergency maintenance situation, a management staff person can be reached through our answering service after regular business hours by calling 281.597-1212 (answered 24 hours a day).

Please be sure to complete and return the enclosed tenant information form to receive the usernames, passwords, and additional information for the Angus Anywhere System. **Angus is used for tenant communications, emergency communications and maintenance requests.**

Atlas Entergy Tower

ANGUS SET-UP REQUEST FORM

Date: _____

Company: _____

Tenant service requests should be entered via the ANGUS work order system.

Entering work orders this way will enable our staff to respond quickly to your requests as a work order will automatically be generated and put in line for servicing. This service will also allow you to track the progress of a specific request through completion. Additionally, it allows both Tenant and Landlord the ability to review the history of the requests that your Company submits thereby quickly isolating any repeating or chronic problems. The system will also allow our office to post notices to Tenants for holiday closures and other building events.

Please designate two (2) Tenant Coordinators who will be the primary users to enter work orders. Please list their names below along with their email addresses. Each user will receive an email when they have been added to the system with their username and password.

	Name	Email Address
1.	_____	_____
2.	_____	_____

Approval Signature

Date

Email form to Laura Romero at lromero@cedarridgepm.com

TENANT CONTACT INFORMATION



BUSINESS INFORMATION:		
Business Name:	Date:	
Business Address:	Suite:	
City:	State:	Zip
Mailing Address:	Suite:	
City:	State:	Zip
Business Phone:	Business Fax:	
Business Hours:	SIC Code:	
On-Site Contact Name:	Title:	
On-Site Contact Phone:	e-mail address:	
NOTICE INFORMATION:		
Notice Address:	Suite:	
City:	State	Zip
Notice Contact Name:	Title:	
Notice Phone:	Notice Fax:	
Notice Contact Hours:	e-mail address:	
BILLING INFORMATION:		
Billing Address:	Suite:	
City:	State	Zip
Billing Contact Name:	Title:	
Billing Phone:	Billing Fax	
Billing Contact Hours:	e-mail address:	
EMERGENCY CONTACT INFORMATION: (in case of an after-hours emergency)		
1 st Emergency On-site Contact Name:	Title:	
After-Hours Phone(s):	Home	
2 nd Emergency Contact Name:	Title:	
After-Hours Phone(s):	Home:	
Security Co. Name & Phone: (if applicable) N/A	Local:	
Alarm Co. Name & Phone: (if applicable) N/A	National:	

Please complete and return to Laura Romero at lromero@cedarridgepm.com



MAIL SERVICE AND ACCESS CARD FORMS

The Property has individual tenant mailboxes, located in the lobby of the building as you enter in from the garage, which are assigned at move-in at the management office. Upon move-in Tenants should notify the post office of their company mailing address. The USPS phone number is 1-800-275-8777.



Atlas Entergy Tower

KEY ORDER FORM

Date: _____

Company: _____

Suite: _____

Suite Keys: How many keys will be required? _____

Office Keys:

Office # _____ # keys: _____

Office # _____ # keys: _____

Office # _____ # keys: _____

Office # _____ # keys: _____

Mailbox:

Office # _____ # keys: _____

Authorized Person Signature

Print Name

Date

Received by _____ Date _____

Email form to Laura Romero at lromero@cedarridgepm.com



DELIVERY GUIDELINES

The delivery guidelines have been developed to ensure safe and efficient deliveries for you and your organization. Following these guidelines will expedite your deliveries and protect the people handling the delivery as well as your property and the property itself. These guidelines are in no way meant to hamper or restrict your delivery process, but to safeguard the elements involved in the process. Should you have any questions regarding your move, please call the Management Office 281-597-1212.

Please comply with the following instructions:

1. The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Vehicles used for moving or deliveries are not to park in marked Fire Lanes.
2. All delivery vehicles must deliver to the back of entrances of the building
3. **PLEASE NOTE: The management office and the security desk will not be allowed to accept deliveries on behalf of the tenant.**



CEDAR RIDGE
PROPERTY MANAGEMENT

BUILDING SECURITY

There is a security officer located in the lobby next to the deli and a security officer patrolling the property five days a week from **7 : 0 0 a m through 8:00am and 24/7**. On weekends and holidays. Their primary responsibilities are to monitor people entering and exiting the property, patrol the property on regular intervals and observe and report any unusual situations.

Observance of the following suggestions will be helpful and mutually beneficial for all tenants and visitors:

1. Notify the Property Management Office if suspicious persons are observed anywhere on the building property.
2. Report any and all solicitors to the Property Management Office.
3. When there is no one in your suite, do not leave the door unlocked, even for a short time.
4. Handbags, coats and other articles of value should not be left unguarded in a tenant reception area.
5. Valuable articles of personal property should not be left on desks, unlocked drawers or in vehicles parked on the building property.
6. Keys should be collected from terminated employees and the Property Management Office should be notified immediately of any personnel changes.
7. Make sure that exterior suite doors are closed and locked upon leaving your office. Do not rely exclusively upon janitorial or security personnel to secure your premises.
8. If you plan to have visitors in your office area other than during regular working hours, please provide written authority to the Property Management Office.
9. Keep corridor doors always closed.

Please ensure that all employees observe these guidelines in order to maintain the privacy and security of all building tenants. We recommend that the above suggestions be copied and distributed to your employees periodically.

The Security Officers do not have authorization or means to admit anyone into any Tenant suite.



PARKING GUIDELINES

At all times during the term of a tenant's lease, Landlord agrees to furnish reserved or non-reserved spaces in the parking garage adjacent to the building. Please review your lease for the parking requirements and visit the management office for reserved parking assignments.



MOVING POLICIES AND PROCEDURES

The key to a successful move for any Company is effective communication and coordination between the tenant, the tenant's moving company and the Property Management Office. Please provide the Property Management Office with the moving company sales representative's/contact person's name, address, and telephone number so we assist in coordinating your move.

The following guidelines have been established to facilitate an organized and effective move-in/out:

All moves must be pre-approved and coordinated through the Property Management Office. A Security Ambassador will be assigned to allow the tenant's Authorized Person(s) and mover access to the building via the loading dock after hours

Moves must be scheduled after 6:00 p.m. Monday through Friday, or on the weekend. There are no time restrictions for weekend/holiday moves, subject to The Property Management Office's approval.

The Property Management Office requires a minimum of 24 hours in advance notification to schedule the freight elevator for the move. Please contact the management office to provide a firm date and time to confirm the reservation.

If after hours air conditioning will be required during the move, this also will need to be coordinated in advance through the Property Management Office at tenants expense.

Please schedule a walk-through of the path of the move with a representative of the moving company and the Property Management Office to determine general conditions and the areas which must be protected. ***Any damages will be the responsibility of and billed to the tenant, not the moving company.***

The janitorial crew is not equipped to handle the volume of trash created during a move. Therefore, please make arrangements to break down your moving boxes, as well as an crates and have your moving company return to the building to remove them.

MOVING COMPANY REQUIREMENTS

The moving company will be responsible for adhering to the following requirements, so it is very important that you factor in these requirements when negotiating the cost of your move. The following requirements pertain to moving furniture, equipment and supplies in and out of the building:

Clean Masonite sections are to be used as runners on all finished floor areas where heavy furniture or equipment is being moved with wheel or skid-type dollies. Clean plywood sections will also be required when moving over "sensitive" floors (i.e. stone or tile floors). The Masonite must be at least ¼" thick, 4' x 8' sheets in elevator lobbies and corridors and 32" sheets through all doors to a tenant's space. All glass doors must be padded to protect exposed areas.



Property Management and moving company personnel will inspect all walls, door facings, elevator cabs and other areas along the route to be followed before, during and after the move. The mover must provide and install protective coverings on all walls, door facings, elevator cabs and other areas along the route to be followed during the move.

The Fire Marshal prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Vehicles used for moving or deliveries are not to park in marked fire lanes. The loading dock located on the west side of the building is the designated area for this.

Only the freight elevators in the building are to be used for the movement of furniture, equipment, and supplies. No passenger elevators are to be utilized. Also, no pallets or pallet jacks are allowed in the building at any time. Any difficulties involving the freight elevators or operation of the building should be reported to the Security Ambassador on duty, who will in turn contact an on-call engineer.

All moves are to be made through the loading dock area. Deliveries will not be permitted through the lobby entrance on the first floor unless prior consent has been obtained from the Property Management Office.

Any movers who do not adhere to the following rules will not be allowed to enter the premises or will be required to discontinue the move.

Atlas Entergy Tower

TENANT SIGNAGE REQUEST

Suite Signage:

Please print or type the Company name(s) to be shown on the suite sign that will be installed on the wall outside the main entry door to your suite.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Lobby Electronic Directory Signage:

Please print or type the Company name(s) and suite number to be added to the lobby electronic directory.

Approval Signature

Date

Email form to Laura Romero at lromero@cedaridgepm.com



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

PRODUCER
COMPANY / BUSINESS SELLING INSURANCE
ADDRESS HERE

INSURED
Vendor Name Must Match Name On W-9
DBA IS NOT ACCEPTABLE.
Must Be Legal Entity Listed on W-9

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURERS AFFORDING COVERAGE	NAIC #
INSURER A: Insurance Carrier [Minimum Best Rating = A - : VII]	XX XXXX
INSURER B: Insurance Carrier [Minimum Best Rating = A - : VII]	XX XXXX
INSURER C: Insurance Carrier [Minimum Best Rating = A - : VII]	XX XXXX
INSURER D: Insurance Carrier [Minimum Best Rating = A - : VII]	XX XXXX
INSURER E: Insurance Carrier [Minimum Best Rating = A - : VII]	XX XXXX

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	ADD'L INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/>	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> OWNERS & CONTRACTOR'S PROT CONTRACTUAL LIABILITY COVERAGE <input type="checkbox"/> _____ GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC	XX XXXXXXXX	xx / xx / xxxx	xx / xx / xxxx	EACH OCCURRENCE	1,000,000
						DAMAGE TO RENTED PREMISES (Ea occurrence)	100,000
						MED EXP (Any one person)	5,000
						PERSONAL & ADV INJURY	1,000,000
						GENERAL AGGREGATE	2,000,00
						PRODUCTS - COMP/OP AGG	2,000,000
B	<input type="checkbox"/>	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS <input type="checkbox"/> _____ <input type="checkbox"/> _____	XX XXXXXXXX	xx / xx / xxxx	xx / xx / xxxx	COMBINED SINGLE LIMIT (Each Occurrence)	1,000,000
						BODILY INJURY (Per person)	
						BODILY INJURY (Per accident)	
						PROPERTY DAMAGE (Per accident)	
	<input type="checkbox"/>	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> _____				AUTO ONLY - EA ACCIDENT	
						OTHER THAN AUTO ONLY:	EA ACC AGG
	<input type="checkbox"/>	EXCESS / UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$ _____				EACH OCCURRENCE	5,000,000
						AGGREGATE	5,000,000
C		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under SPECIAL PROVISIONS below Y/N				<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER	
						E.L. EACH ACCIDENT	1,000,000
						E.L. DISEASE - EA EMPLOYEE	1,000,000
						E.L. DISEASE - POLICY LIMIT	1,000,000
		OTHER					

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS
 Insured names Atlas Energy Tower, LLC and Cedar Ridge Services, LLC as additional insured, 11700 Katy Freeway, Houston, TX 77079

CERTIFICATE HOLDER
Atlas Energy Tower, LLC and Cedar Ridge Services
 12001 N Central Expressway,
 Suite 200 Dallas, TX 75243

CANCELLATION
 SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE INSURER AFFORDING COVERAGE WILL ENDEAVOR TO MAIL **30** DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE
Signature Here



BUILDING RULES & REGULATIONS

NOISE

No loudspeakers, television sets, phonographs, radios, security systems or other devices shall be used in a manner so as to be heard or seen outside of the Premises without the prior written consent of Landlord and Tenant shall not permit any odor which Landlord deems objectionable or unpleasant to emanate from the Premises, except food odors typical of Tenant's business.

No person shall disturb the occupants of the Property using any musical instruments, the making of unseemly noises, by the emission of odors or in any other way. No dogs or other animals shall be allowed in the Premises, except for guide animals of disabled persons unless otherwise specified in the Lease Agreement. Guide animals, however, must not bother, threaten, or harm persons unless provoked.

USE OF PREMISES

No portion of the Property shall be used for living, sleeping, residential or lodging purposes. No portion of the Premises shall be used for a purpose that may be otherwise permissible or legal which shall be deemed immoral, lewd, obscene, or offensive by Landlord or other Tenants of the Property of which the Premises are a part, or of a substantial part of the public.

FIRE PROTECTION

Tenant shall not do or permit anything to be done in the Premises or the common areas of the Property, or bring or keep anything therein, which might invalidate or increase the rate of or make inoperative fire insurance on the Building or property kept therein, or any other insurance policy carried by Landlord on the Property or any part thereof, or obstruct or interfere with the rights of other Tenants, or in any way injure or annoy them, or conflict with the laws relating to fire, or with any regulations of the Fire Department, or conflict with any of the rules or ordinances of any city, county, state or federal authority. Tenant shall not be permitted to use or keep in

the Premises or any portion of the Property any kerosene, camphene or other burning or flammable fluids or explosives without prior approval of Landlord.



BICYCLES

No bicycles or similar vehicles will be allowed in the building.

DELIVERIES AND MOVES

All loading and unloading of goods and construction materials shall be done only at such times, in the areas and through the entrances designated for such purpose by Landlord. No deliveries will be allowed to block traffic at the property.

EXCESS TRASH DISPOSAL

All garbage, refuse and waste ("Waste Material") shall be kept in the kind of container specified by Landlord, and shall be prepared for collection in the manner and at the times and places specified by Landlord, subject to the terms of the Lease. In no event will Tenant set Waste Material in the public areas of the Property. Waste Material is all solid waste (including recyclable materials) generated by Tenant, specifically excluding any radioactive, volatile, corrosive, highly flammable explosive, biomedical, infectious biohazardous, toxic or hazardous material defined by applicable federal, state, or local regulations.

PEST CONTROL

Please submit a work order via our angus system for our management company to contact our pest control company for service.

FLOOR DAMAGE

Tenant will be responsible for any damage to carpeting and flooring because of rust or corrosion of file cabinets, water staining from planters, excessive wearing by roller chairs and metal objects.

MOVES

Movement in or out of the Property of furniture, equipment or materials which requires use of stairways, or movement through the Property entrances or lobby, shall be under the supervision of, and shall be restricted to hours reasonably designated by Landlord. Such movement shall be carried out in the manner agreed upon between Tenant and Landlord by prearrangement before performance. At the time of such prearrangement, Landlord will set time, method and routing of movement as well as limitations imposed by safety or other concerns which may prohibit any item from being brought into the Premises. Tenant assumes and shall indemnify Landlord against all risk and claims of damage to persons and/or properties arising in connection with any said movement.



HEAVY EQUIPMENT

All safes or other heavy articles shall be carried up or into the premises only at such times and in such manner as shall be prescribed by Landlord, and Landlord shall in all cases have the right to specify the proper weight and position of any such safe or other heavy article. Any damage done to the Property by taking in or removing any safe or from overloading any floor in any way shall be paid by Tenant.

Defacing or injuring in any way any part of the Property by Tenant, its agents or servants, shall be paid for by Tenant.

PROTECTION OF PREMISES

Tenant shall have the responsibility for protecting the Premises from theft, robbery, and pilferage.

WATER USAGE

The water closets and other water fixtures shall not be used for any purpose other than those for which they were intended, and any damage resulting to them from misuse, or the defacing or injury of any part of the Property shall be borne by the person who shall occasion it. No person shall waste water by interfering with the faucets or otherwise.

ELECTRICAL AND TELEPHONE SERVICE

If Tenant desires telegraphic, telephonic, or other electric connections, Landlord or its agents will direct the electricians as to where and how the wires may be introduced, and without such direction no boring or cutting for wires will be permitted. Access to any mechanical, electrical or telephone

EMERGENCY PROCEDURES

The following fire safety and other emergency information is of critical importance. Cedar Ridge Property Management and Atlas Entergy Tower, LLC are providing these procedures to aid in the safety of our Tenants and to reduce any chance of injury. Please share this information with your staff and plan. When you understand what is happening, where to go and how to get there, you are less likely to be in danger.



FIRE

If you see smoke, fire or smell something burning it is essential for the safety of all tenants that you follow the enclosed procedures. Each Tenant is obligated to conform to the approved Basic Fire Information plan established by the Building Owner. Each Tenant should provide a Tenant Representative to assist with controlled movement of the people in the premises in the event of an evacuation of the Property. Please review the following action items.

In the event a fire is discovered, in your premises, or you see smoke coming from another part of the Building, remain calm and follow these instructions if you can do so safely:

1. Call **9-1-1** and give the name and address of the property and location of the fire.
2. Call Property Management at **281.597-1212**. If you do not have time to make phone calls, use any pull station which will activate the fire alarm system, then proceed with emergency procedures.
3. Know where the exits are located and if applicable any pull stations or stairwells.
4. Never attempt to put out any sort of electrical fire with water. Only a dry chemical or CO2 fire extinguisher should be used on electrical fires.
5. Do not attempt to fight a fire. **Focus your efforts on evacuating and helping others evacuate in an orderly fashion.**
6. Know the location of the nearest fire exits; you should be able to find them in the dark.
7. Before you leave your premises, feel the door to see if it is hot before you open it. If it is hot, or if smoke is seeping through the cracks, do not open the door. Try another exit door.
8. If you are unable to exit your office, seal off the cracks around your office doors, go to a window and signal for help.
9. If the exit door feels cool, proceed to evacuate. If there is smoke, stay low. Crawl on the ground and take short breaths until you reach a stairwell. This should be a safer area, and you should be able to move freely and quickly to evacuate.
10. Follow the emergency plan guidelines for evacuating any persons with disabilities within your premises.
11. Do not return to the property until the Fire Department, Property Management and your Tenant Representative have given the "All Clear".



FIRE ALARM ANNOUNCEMENTS

If you discover a fire:

1. Isolate the fire by closing the door, if possible.
2. Call the Fire Department, Dial **9-1-1**.
3. Call Building Management at **281.597.1212**.
4. Call your company's designated Tenant Representative – give the location of the fire and the severity of the fire.
5. Pull the fire alarm pull station if applicable.
6. Evacuate – use the designated Fire Exit or Fire Exit Stairwell only.

If you think you smell smoke immediately call:

1. Building Management at **281.597.1212**
2. Tenant Representative for your company – notify them of the smell, give location and characteristics of the odor.

Information to be given to the Fire Department:

1. Property address _____
2. What is on fire
3. Type of occupancy – restaurant, retail space with occupancy load of _____
4. Telephone number you are calling from, then **listen to the dispatcher**

EVACUATION PROCEDURES

1. Tenant Representatives should be appointed by each Tenant to coordinate evacuations. This person should be someone who commands the respect of fellow employees and customers, stays calm in emergencies, and is very familiar with appropriate exits and pull stations if applicable.
2. When the notice to evacuate is given, Tenant Representatives should immediately gather their group together and walk, not run, to the closest exit or exit stair and exit the building. WALK DOWN, OUT AND AWAY from the Building. If they can do so safely the Tenant Representative will be the last person to evacuate after making certain that all employees have been



evacuated from all areas of the floor (i.e.: restrooms, utility rooms and etc.)

3. Tenant Representatives should ensure their group stays together, once at appointed muster station, and should take a head count once evacuation is complete
4. Tenants should stay away from the building and from any emergency equipment
5. Follow established procedures for evacuating persons with disabilities

IMPORTANT THINGS TO KNOW

1. When the Fire Department arrives, they are in charge
2. The roof is not an approved exit
3. Smoke is the number one problem in any fire. It can deplete the air of valuable oxygen and contaminate the air with toxic materials. If caught in smoke, take slow easy breaths, breathe through your nose, and crawl along the wall to escape
4. Touch all doors with your hand before opening. If it's hot, do not open. Seek another exit
5. Opening or breaking windows fuels a fire with more oxygen. **Do not open or break any windows during a fire**

FIRE PREVENTION TIPS

1. Keep all trash or waste material in fireproof trash receptacles, and empty them frequently so waste does not accumulate
2. Keep all trash cans away from drapes or flammable window coverings
3. Turn off all electrical and gas appliances in kitchen areas, and all computers, copy machines, and other business machines at the close of each business day
4. Do not overload electrical circuits
5. Check all electrical cords for fraying to prevent a spark that might ignite a flammable item
6. Do not store cardboard boxes, packing materials, or other flammable items in the common areas or exit path ways. Aside from the possibility that they might catch on fire, these items could also block your exit route in the event of a fire
7. **Portable electric heaters are NOT** allowed in any area of the building



POWER FAILURES

Should a power failure occur, it typically would affect either an isolated area of the Property or a large geographic area of which this Property is a part. All interior public areas are equipped with independently powered exit signs and emergency lights. These will remain lit in a general power failure, but may only last for a limited time period, usually 45 minutes.

In the event of an electrical failure, please observe the following guidelines:

1. Contact Property Management at 281.597.1212
2. Open the draperies and raise blinds to let in outside light
3. If you are instructed to evacuate the Property, lock all areas of your premises
4. Do not congregate in the lobby areas or in the street
5. Property Management will notify you as soon as possible when power will be restored



HURRICANES

Hurricanes are a potential threat from June through November is the Atlantic Basin Hurricane Season, which includes the Houston and Galveston Gulf Coast area. With memories of the devastation from hurricanes Katrina & Rita in 2005, Ike in 2008 and Harvey in 2017, we have reviewed our Emergency Response Procedures to ensure we are prepared.

One of our goals in developing these procedures is to ensure open lines of communication, which will allow for a prompt and proper response in the event of a building emergency. In order to ensure we have accurate contact information for your company, we have previously requested the attached Tenant Contact Information form be completed and emailed to our property management office at lromero@cedaridgepm.com.

In the event the National Weather Service issues a Hurricane Warning for the Greater Houston and Galveston area, the following will occur:

-Hurricane Response Procedures will be implemented for the building and the designated Tenant Representative will be notified of the building's operational plans.

- Hurricane Action Steps should be implemented to secure your suite (see attached). All tenants are encouraged to leave the building once the Hurricane Action Steps are completed. Please remember the building should not be used as a shelter during a hurricane.
- The building will be placed in "secure" status. During this time, you can exit the building but will not be able to re-enter. Normal building services, such as air conditioning and elevator service, will not be available.
- After the Hurricane Warning has expired, the property will be surveyed for any damage, specific areas checked, and certain steps taken before the building can be re-opened.
- The designated Tenant Representative will be notified when the building is returned to full operational status and available for occupancy.

Of course, the best-case scenario will be these hurricane procedures will not have to be implemented during this season. However, should we find ourselves in this situation we trust you will extend your full cooperation and support.

Please find attached a variety of documents providing emergency management information from the American Red Cross, evacuation route information generated by HGAC, hurricane charts, and other valuable data to assist you in getting prepared for the season.

Cedar Ridge is committed to providing our tenants with the highest level of service. Our personnel strive is to not only to meet but also to exceed your expectations. Should you have any questions, please feel free to contact the management office at 281-597-1212.

HURRICANES

Hurricanes are a potential threat from June through November. These tropical depressions are characterized by winds more than 75 miles per hour and extremely heavy rain.

The following suggestions and divisions of responsibilities are designed for everyone's safety. They will help reduce the chance of injury or death and minimize the potential loss of assets.

ALERTS

The U.S. Weather Service reports the movement of tropical depressions that may present a threat to the Gulf Coast area. Given an early alert, certain steps should be taken to prepare for the hurricane.

PUBLIC UTILITIES DUTIES

Auxiliary Power – During disasters where primary power is lost, the Power Company will work to restore service as quickly as possible. Tenants with essential power requirements should consider auxiliary generators or surge protectors.

Telephone Service – Telephone service may be interrupted during severe weather. Telephone companies can install emergency service lines to tenants having compatible switching equipment. Tenants needing emergency service should ask their telephone provider for specific requirements.

PROPERTY MANAGEMENT DUTIES

When a hurricane is imminent, the Building Management staff will take the following actions:

- Bring potential flying objects indoors
- Test building auxiliary power for emergency lighting, etc. to ensure availability
- Check emergency supplies and restock as required

During the storm, the Building Management staff will take the following actions:

- Frequent contact with the U.S. Weather Service and other local authorities
- Emergency repairs will be made when weather permits

After the storm, the Building Management staff will take the following actions:

- A thorough search of safety hazards will be conducted



- Repairs will be made as quickly as possible
- Constant communications will be maintained with Public Utilities until all disrupted service is restored
- The Property Management staff will be available to advise Tenant representatives of the condition of the building and its ability to be reopened for normal use

TENANT PREPARATION DUTIES

If a hurricane is imminent, tenants should initiate and complete preparations in sufficient time to allow employees to leave work to secure their homes prior to the arrival of gale force winds. If a hurricane warning is issued during normal building hours, all tenants will be notified by Building Management and instructed to evacuate as expediently as possible. The following preparations should be made in each suite **before** evacuating:

- Clear all tabletops, counters, furniture, equipment and etc. of loose articles and store in a secured closed location.
- Close all doors to areas adjacent to exterior glass
- Turn off all electrical equipment and disconnect power source. If possible, move them away from windows. Waterproof tarpaulins can be useful in covering critical equipment to prevent water damage or relocate to interior hallways
- To prepare for the possibility of an extended power outage, remove any item from the space which could be damaged without climate control, such as: live fish, perishable food items, wine and liquor



CIVIL DISTURBANCES

Civil disturbances are not easily categorized. Depending on the organization responsible for the disturbances, it may range from a calm group of demonstrators to a violent destructive mob. It is possible that one will escalate the other.

Eliminating the threats of violence and destruction are the goals of Management. Usually, problems associated with civil disturbances can be reduced if the potential activities are detected swiftly and an action plan exists for resolving conflicts.

TENANT DUTIES

- If a disturbance is detected, it must be reported to the Montgomery County Sheriff's Department by calling 9-1-1 and giving this information:

Location of the disturbance: street, address and suite Your name and company name

Size of the group

Type of demonstration

- If a disturbance is detected, contact Building Management immediately at 281.475.2081
- Instruct employees to avoid communicating with the demonstrators, antagonizing the demonstrators, or aggravating the situation in any way
- The necessity to evacuate the building during a civil disturbance is not probable, but if evacuation is deemed necessary, it will be conducted as a general fire evacuation; the only exception is that elevators can be used in the absence of a fire emergency

PROPERTY MANAGEMENT DUTIES

Upon receiving information that a civil disturbance may occur; Property Management will take the following actions:

- The Property Manager will analyze the threat to determine the probability of occurrence and potential violence
- If the probability of violence is great, the Sheriff's Department will be requested to be on stand by
- Additional uniformed courtesy officers will be scheduled to work during the disturbance period



In the event of a civil disturbance, the following information will be gathered:

- Location of demonstration
- Size of group
- Type of demonstration
- Has the Sheriff's Department been contacted?
- Does the affected Tenant intend to evacuate?
- Have employees been notified?

In the event of a civil disturbance, the following actions will be taken:

- All affected Tenants will be notified. Time of notification and the Tenant Representative notified will be documented and retained by Property Management
- Property Management personnel will observe the scene to assess the severity of the disturbance
- If the Tenant deems evacuation necessary, the management staff will provide assistance



BOMB THREATS

There are at least three reasons why bomb threats are a serious problem:

1. Personal injury or Building damage might result if an explosive or fire-generating device is set off
2. At the mention of bomb, fear and panic might create pedestrian stampedes
3. Valuable work time is lost during necessary or unnecessary Property evacuations. Idle time, lost wages for workers sent home and reduced productivity upon return, all produce significant financial losses

Our goal is to reduce the likelihood that a bomb will be placed on the Property. Management will endeavor to control unauthorized access to its facilities and reduce the introduction of foreign devices. These preventive efforts will allow us to make rational decisions regarding the necessity for evacuation. The success of this preventive strategy requires the full cooperation of all Tenants. A diligent Management staff coupled with an alert Tenant population makes for an excellent preventive blend.

TENANT DUTIES

Bomb Threat Action Plan:

It is recommended that Tenants develop their own Bomb Threat Action Plan working in conjunction with Property Management. Thus coordinated plans will be followed upon receipt of a threat. Persons named to participate in these plans should be carefully selected. Their potential for performing well under stress should be considered. Administrative assistants and receptionists generally receive most bomb threats, therefore, they should be trained to react calmly and solicit the proper information from the caller.

What to do if a bomb threat is received:

The following procedures have proven to be valuable when threats are received:

1. The individual receiving the call must remain calm and get as much information from the caller as possible. A prepared checklist can be helpful to the receptionist. It is important to keep the person talking. The following information should be obtained when possible:
 - What is the exact message?
 - What time will the bomb explode?



- What kind of bomb is it?
- Why was it placed here?
- When did you place it here?
- Exactly what does it look like?
- Exactly where is the bomb?
- Was the caller a male or female?
- How old was the caller?
- Did the caller have an accent?
- Were there background noises?
- What is the caller's name?

2. Notify a company supervisor in accordance with your Company Action Plan. **Do not discuss the threat with other employees.**

3. Immediately notify Building Management at 281.475.2081 (answered 24 hours) and provide all information received. Building Management will evaluate the seriousness of the threat based on all available information.

A decision will be made at this that whether to:

- Notify the Sheriff's Department
- Notify employees of the Property
- Order an evacuation, to what extent, and the location to which employees should be evacuated

4. If evacuation is deemed necessary, employees should be notified in a calm and deliberate manner. Carefully worded, prepared statements can convey the urgency of the situation without causing panic. An appropriate statement might be, "Employees are directed to cease work, take their personal belongings and proceed to another floor, etc. This is not a drill."

Do not search for the bomb, or touch anything that appears suspicious. Allow the trained Sheriff's Department Bomb Squad personnel to take charge.

5. If no bomb is discovered and the Sheriff's Department indicates that no further hazard exists, personnel may re-enter the Building or offices at their own discretion and risk. Building Management should be notified of any intention to re-enter. Keep Property Management apprised of any new developments.

6. Suggestions for preventing the placement of bombs within Tenant spaces:

- Daily inspections for suspicious objects should be conducted in every room. Neat offices that are free from debris and boxes can alert office workers to the placement of foreign objects within their space



- All employees should be encouraged to be aware of suspicious persons wandering about in non-public areas, corridors and restrooms. Suspicious persons should be reported to your supervisor and Property Management.

BUILDING DUTIES

Property Management will be responsible for lending assistance to the Tenant receiving a bomb threat and for notifying other Tenants who may be affected by the threat.

When a threat is report the Property Management:

1. The person receiving the call in the Property Management office will request the following information:

- Tenant name and caller's name
- Specifics of the threat
- Name of the company supervisor who has been notified
- Has the Sheriff's Department been contacted
- Is evacuation being considered
- Have any suspicious objects been discovered
- Have employees been notified of the threat

2. Property Management personnel will be directed to begin a search of the following areas:

- Public areas
- Stairways
- Equipment rooms
- Cleaning closets
- Restrooms
- Air handler rooms
- Any other areas as designated

3. The Property Manager and the company supervisor will immediately evaluate the threat based on all available information.



4. As soon as it is decided to do so, Property Management will call each Tenant to put them on notice that a bomb threat has been received.
- The notification will be given by telephone to either the usual Tenant contact or any responsible member of the Emergency Action Organization
 - The notification will consist of a standardized statement designed to accurately communicate the fact that a threat has been received rather than to incite fear and panic
 - The fact that the notification occurred at a certain time and was given to a certain representative will be documented and retained by Property Management
 - General evacuation of the Property may be deemed necessary. When general evacuation is initiated; the Tenants will be notified by telephone, alarm, messenger or all three. General evacuations should be conducted in the same manner as fire evacuation procedures



BOMB THREAT INFORMATION

How reported: _____

Exact Words of Caller: _____

Questions to Ask:

When is the bomb going to explode: _____

Where is the bomb right now: _____

What kind of bomb is it: _____

Why was it placed here: _____

What does it look like: _____

When did you place the bomb: _____

Where are you calling from: _____

What is your name: _____

Where do you live: _____

Description of Caller's Voice:

Male: ___ Female: ___ Young: ___ Middle Age: ___ Old: ___ Accent: _____

Tone of Voice ___ Background Noise ___ Is Voice Familiar _____

If so, what did it sound like? _____

Other Voice Characteristics: _____

Time Caller hung up: _____ Remarks: _____

Name, office location and telephone number of recipient:

Telephone number on which the call was received: _____

FIRE PROCEDURES

Building Fire Safety Features

Fire Resistant Construction Material: The floors are constructed of poured in place concrete decking. Ceilings are one-hour fire resistant mineral fiber. The walls are flame retardant gypsum board installed over metal studs, and the stairwells are two-hour fire rated assemblies.

Manual Fire Pull Stations: All building floors have manual fire pull stations on the walls near the exits of each floor. They are typically small red-colored boxes and have simple instructions on the front to activate. These are tied into the main fire alarm panel and they notify the panel to send out signals.

Sprinklers: All tenant and public areas of the building are protected by ceiling mounted automatic sprinklers that are heat activated. Any water flow will trigger an alarm at the main fire panel. Sprinkler-related equipment is tested quarterly.

Smoke Detectors: The following areas of the building are also protected by smoke detectors: freight and passenger elevators lobbies and elevator machine rooms.

Fire Extinguishers: All fire extinguishers are wall mounted in cabinets throughout tenant spaces, freight elevator lobbies, common areas and stairwells. These extinguishers are used on fires involving wood, paper, plastic, grease, oil and electrical. Tenants should become familiar with the location of extinguishers within their space and the proper use of these devices.

Stairwells: The building contains two main evacuation stairwells that are capable of withstanding a fire for three hours. During any fire alarm condition, the stairwells are pressurized by fans to prevent smoke from entering the stairwells. This enables persons on higher floors to safely descend down the stairwell. When any alarm condition exists, doors are automatically released to allow access. Stairwell doors must not be blocked open because this may allow the spread of fire or smoke into the exit stairwells. **Tenants should become familiar with the location of all exit stairwells on their floor.**

Fire Alarm Panel: The building is equipped with a fully addressable fire alarm system with main control panel located in the Fire Command Room on the first floor. The panel monitors heat and smoke sensitive devices, water flow, tamper switches and fan status throughout the building. In the event of a fire or system trouble, an alarm will sound at the panel disclosing the location and nature of the problem. The panel is also monitored 24 hours a day/7 days a week by an off-site monitoring service. In addition, alarm conditions automatically trigger a call to the Houston Fire Department.

Fire Alarm: Sirens and visual strobes are transmitted through equipment on each building floor and within tenant spaces of affected floors.

Public Announcement System: Speakers that will be used for communicating emergency response activities and/or evacuations are located throughout tenant floors and common areas which allow building personnel or local authorities to communicate to all floors at the same time or individually in the event of an emergency.

HVAC Circulation: The activation of a fire alarm causes air handling units to power off thereby reducing the circulation of smoke from a fire.

Emergency Generator: Emergency power will be provided immediately by the building generator for the following “critical” items only:

- Emergency lights in stairwells, elevators, corridors and tenant spaces
- One passenger elevator in each bank plus one freight elevator
- All fire/life safety equipment
- All exit lights
- Emergency telephone systems in elevators and Fire Command Center rooms
- Public Address System (“PA”)

Rendezvous/muster Point: Building Property Management has designated interior muster points for all tenants and their visitors at the hallways nearest the EXITS on each floor. Occupants must evacuate in case of a floor or whole building evacuation.

TENANT FIRE EMERGENCY RESPONSIBILITIES

As the employer, you are responsible for:

1. Developing in-suite evacuation plans, assigning incipient fire-fighting responsibilities, training all employees in emergency response procedures (including use of fire extinguishers), and practicing emergency procedures in-house and when ordered by Property Management.
2. Appointing a Fire Warden(s). The Fire Warden should appoint one or more assistants to act as back-up in case of absence and also to assist them during an emergency. All chosen should be individuals who rarely travel and who are familiar with the names and faces of all employees in your office. The names of assigned Fire Wardens and Back Ups must be given to the Property Management Office and kept up to date. Upon assignment, the Fire Warden will be responsible for:
 - Implementation of your Fire Safety Program under the direction of the Houston Fire Marshal and the City of Houston Fire Code. (Utilize your City of Houston High Rise Evacuation procedures).
 - Familiarizing employees with the location of all pre-designated interior muster points (near EXIT stairwells), exits, fire extinguishers and building stairwells by posting and distributing floor plans.
 - For evacuations not initiated by the Fire Department or Property Management, inform employees as to who is responsible for the order to evacuate.
 - Inform Property Management of all disabled individuals who might require assistance during an evacuation.
 - Maintain a roster of all individuals working in your office.
 - Training employees in the emergency response procedures if a fire is discovered in the tenant space.
 - Practicing emergency procedures to ensure familiarity with individual responsibilities. A building evacuation drill and fire extinguisher training sessions are conducted semi-annually during regular business hours by the Property Management Office in conjunction with the Houston Fire Department.

In the Event of a Fire or Smoke in or near a Tenant Space:

In the event of a fire or smoke in a tenant space, the Fire Warden is in charge until the Fire Department or the Property Manager arrives. The Fire Warden and the other designated employees should initiate the following emergency procedures:

1. Find and activate the nearest manual fire pull station on the wall near the exits on the floor (May be outside the tenant's space). This will activate the main fire alarm panel.
2. Call 911. Be sure to use the address, 920 Memorial City Way, when speaking with the 911 operator.
3. Call the Property Management Office immediately to report the fire's exact location, its type and severity, if possible.
4. Close all doors leading to the fire (but DO NOT lock them).
5. Do not attempt to fight a fire that appears to be out of control or threatens your safety. If the fire is small enough or is in a wastebasket, extinguish in place, if possible. If machinery is on fire, shut off its power supply.

If evacuation from the office becomes necessary prior to the arrival of the Fire Department or Property Manager, the Fire Warden will:

1. Give the order to evacuate to the designated Company-assigned muster point and ensure occupants stand close to walls to allow any emergency responders unimpeded access.
2. Give instructions to the Back-Up Wardens to assist in ensuring all persons (Including coordinated movement of physically impaired persons) from his/her office have evacuated to the muster point.
3. Notify the Property Management Office that they have evacuated their tenant space.
4. Relinquish authority when the Property Manager or local emergency responders arrive.

In the Event of an Announced Floor Evacuation

1. The Security Ambassador will notify building occupants via the public announcement ("PA") system to evacuate to another floor at least three (3) floors below the suspected smoke/fire area until occupants are given further instructions.
2. In the event the PA is not operational, the Fire Warden must decide if evacuation is required. Floor evacuation is only necessary:

- On the floor where the fire or smoke is present;
- For the floor directly above the fire or smoke floor;
- For the floor directly below the fire or smoke floor;
- When ordered to leave by the Property Manager or by local emergency responders.

3. DO NOT use the elevators unless otherwise instructed. Use stairwells only and walk single-file down the RIGHT SIDE of the stairwell.

In the Event of a Whole Building Evacuation

1. The Houston Fire Department will either notify all persons via the PA system or cause the Security Ambassador to do so.
2. Fire Wardens should assist in evacuating employees in an orderly manner from their space/floor to your designated exterior muster point and remain there until further instructed by local emergency responders or Building Property Management Team as approved by the local emergency responders.
3. Once outside, Fire Wardens should provide local emergency responders with any information that may be useful in tracking the fire location and any persons missing.

In the Event of Inability to Escape the Fire Area (Shelter-in-Place):

If evacuation of an area is not possible because fire or thick smoke blocks all escape routes, the following procedures should be followed:

1. Move as far away from the fire as possible. Close all doors as you go (but do not lock). Every closed door between you and the fire provides a barrier against smoke.
2. If a phone is accessible, call 911.
3. Stuff clothing or other material around ventilation ducts and cracks in the doors to prevent smoke-filled air from penetrating the area.
4. DO NOT BREAK WINDOWS. Under certain conditions, an open window may draw smoke into the area. If windows have been broken, there will be no way to stop the smoke from entering the room.

Tenant Fire Warden Duties

Before:

- Participates in semi-annual fire drills and maintains required training from the City.
- Demonstrates complete evacuation to your designated exterior rendezvous/muster points as part of the tenant emergency procedures training with tenant's employees.
- Maintains their company's fire response plan and fire protection supplies (*flashlights, batteries, arm bands, whistles*).
- Maintains a current employee list.
- Coordinates with Back-Up Wardens for evacuation for employees with physical impairments.

During:

- Ascertains the location of the fire and pull the nearest fire pull station if this has not already been done.
- Calls 911
- Gives the order to evacuate, if necessary.
- Notifies the Property Management Office of a fire emergency.
- Gives instructions to the Back-Up Wardens.
- Continues fire evacuation procedures during actual fire.
- Provides local emergency responders with any information that may be useful in tracking the fire location and any persons missing

After:

- Evaluates the procedures for fire evacuation and makes recommendations for revisions and improvements to the procedures.

Tenant Back-Up Fire Wardens

Before:

- Participates in semi-annual fire drills and maintains required training from the City.
- Coordinates with Fire Wardens for evacuation for employees with physical impairments.

During:

- Follows instructions from Tenant Fire Wardens (Acts as main Tenant Fire Warden when assigned person is out of the office).
- Searches tenant space to verify all individuals have left their space.
- Takes a head count after an evacuation to verify that all their occupants on the floor have been evacuated.

Fire Safety Tips

- Make sure appliances such as coffee makers are turned off at night.
- Do not use portable electric heaters. They are prohibited in all areas of the building per the Houston Fire Code.
- Smoking is not allowed in the building or within 25 feet of any entrance to the building. Only designated smoking areas outside the building must be used.
- If electrical equipment or a fluorescent light is not working properly, or if it gives off an unusual odor, disconnect the equipment or turn off the light and call the Property Management Office.
- Protect extension cords from damage by not pulling them across doorways or any place where they will be stepped on. Do not plug more than one extension cord into another and do not plug

more than one extension cord into one outlet. Be sure to check amperage load of the cord as specified by the manufacturer and do not exceed it.

- Leave plenty of space for air to circulate around copy machines, word processors, microwave ovens, and other equipment that normally gives off heat.
- Material must not be stacked closer than 20 inches from the ceiling in order to prevent blockage of sprinkler heads.
- Report all "Exit" signs that are not properly illuminated to Property Management.
- Flammable/Combustible debris, fluids or chemicals should be properly stored per Code requirements, i.e., cleaning fluids, etc.
- Freight elevator lobbies on all floors should be kept clear at all times to provide access for emergency equipment. Tenant-owned items and deliveries should not be left near freight lobby areas.
- Know the location of the fire exits/stairwells on your floor and fire extinguishers in your suite.
- Keep several flashlights with fresh batteries in an easily accessible location for emergency use.
- Do not open doors that feel hot.
- Do not prop fire stair doors open or permit doors to remain open. This permits the fire and smoke to spread more easily.
- Close all doors behind you.
- Do not fight a fire by yourself.
- Do not panic - remain calm - wait for help, if necessary.
- Evacuate according to evacuation procedures, which include following instructions from Fire Wardens, Building Management and the local emergency responders.
- Walk quickly when directed, but do not run.
- Do not use the elevators for emergency evacuation. USE STAIRS unless directed otherwise.
- If you are exposed to heat or smoke, stay low near the floor.
- Do not go back for your personal property or for other reasons. Notify your Fire Warden if you believe there are still persons remaining in your tenant space.
- Do not return to your suite or the building until you are instructed to do so by local emergency responders or the Property Management Team.

• ACTIVE SHOOTER

For Active Shooter Instructions, please download the pamphlet from Homeland Security and make available to all employees.

<https://www.dhs.gov/sites/default/files/publications/active-shooter-pamphlet-2017-508.pdf>

Note: Building security guards are not armed and are instructed to meet police officers responding to reports.

Tenants are responsible to coordinate their employee training programs and this service is offered Free by the Houston Police Department. [See attached for additional information from HPD.](#)

Stephen Daniel
Senior Community Liaison
Public Affairs
Houston Police Department
713-308-3246

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MEDICAL EMERGENCY PROCEDURES

1. Call 911. Be prepared to provide the building address: 9811 Katy Frwy and floor and suite number.
2. Call the Property Management Office. Upon notification, the Management Office will alert the Security Ambassador.

The Security Ambassador will:

1. Instruct an employee to meet the ambulance at the building entrance.
2. Bring the necessary elevator to the lobby level.
3. Meet the emergency crew and direct them to the appropriate area.
4. Gather information from a tenant representative to complete an internal report.

Unless you have the appropriate medical training, do not attempt any medical response.

Reassure the victim that help is on the way, and wait for the arrival of qualified medical personnel.

SEVERE WEATHER PROCEDURES

Generally, there are three types of unusual weather conditions which may occur and for which extraordinary precaution should be taken; Severe thunderstorm activity, Tornado, and Hurricane. The Property Management Team will begin monitoring the weather events when local weather services have predicted severe weather in the area.

SEVERE THUNDERSTORM ACTIVITY/FLOODING THREAT PROCEDURES

Local weather service will issue advisories predicting areas of probable severe thunderstorm activity and the estimated duration of such activity.

1. Tenants should monitor weather conditions and possible flooding warning and make internal decisions as to closing their offices or releasing employees.
2. Notify the Property Management Office if you decide to close your office for the day.

TORNADO PROCEDURES (WARNINGS)

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The weather service will announce the approximate time of detection and direction of movement. Wind will be 75 mph or greater. Public warning will come over the radio, TV, internet websites or five-minute steady blasts of sirens by the municipal defense warning system.

If time allows, Property Manager will:

1. Instruct the Security Ambassador to announce a warning via the PA system to building occupants that a tornado is approaching and should find shelter-in-place away from windows and open spaces (like lobbies or large offices and conference rooms).
2. Instruct the Engineer to secure loose objects indoors and prevent persons from gathering in the lobby areas.

Should an official tornado warning be announced by the National Weather Service, the following safety guidelines are recommended:

1. Move away from the exterior of the building (away from windows and glass) to an interior hallway, rest room or exit stairwell.
2. As you move, try to close the doors of rooms, which have windows. Also, be sure the door to your suite is closed tightly, but not locked.
3. Go toward the center of the building and protect yourself sitting crouched and putting your head closely to your lap or by kneeling to protect your head.
4. Stairwells are safe. If crowded, move down to a lower level for shelter. **DO NOT USE THE ELEVATORS.**
5. DO NOT go to the first or second floor lobbies or outside the building.
6. Monitor your radio, television or internet connection to follow the path of the tornado if possible.
7. KEEP CALM. If you are trapped in an outside office, seek protection under a desk.
8. Once the weather has subsided, report any damage or storm related leaks to the Property Management Office.

HURRICANE PROCEDURES

The actions necessary to prepare for hurricanes are much more complex. The National Hurricane Center issues tropical storm hurricane advisories. As these phenomena develop, the information bulletins are issued to inform the public that an unusual weather activity is being monitored.

1. Seven (7) days before the tropical storm or hurricane is expected to influence land areas, the Center will issue advisories on a scheduled basis at 11:00 p.m., 5:00 a.m., and 5:00 p.m.
2. Approximately forty-eight (48) hours prior to the estimated time the tropical storm or hurricane is expected to reach the coastline, the Center will establish watch conditions.
3. Subsequent advisories will be issued at three (3) hour intervals, 11:00 p.m., 2:00 a.m., 5:00 a.m., 8:00 a.m., 11:00 a.m., 2:00 p.m., 5:00 p.m., and 8:00 p.m.
4. When the hurricane comes within radar surveillance, approximately 175 miles from the United States coastline, advisories will be issued every two (2) hours.

HURRICANE CATEGORIZATION

Be aware of National Hurricane Center advisories and bulletins and local official advisories. As weather conditions develop, you should be aware of terms being used:

- **Tropical Wave or Disturbance:** A cluster of clouds and/or thunderstorms without an organized circulation, moving through the tropics. Stronger systems start as Tropical Waves.
- **Tropical depression:** An organized system of clouds and thunderstorms with a defined circulation and top winds of less than 39 mph.
- **Tropical storm:** An organized system of strong thunderstorms with defined circulation and top winds of 39 - 74 mph, which can quickly develop into hurricanes.
- **Tropical Storm Watch:** Tropical Storm conditions are possible in the specified area of the Watch, usually within 36 hours.
- **Hurricane:** An intense tropical weather system with a well-defined circulation and a sustained wind speed of 74 mph or higher.
- **Hurricane watch:** A hurricane watch covers a specified area and duration and means that hurricane conditions are a real possibility. When a hurricane watch is issued, listen for further advisories, take steps to notify your employees, secure your office, and be prepared to evacuate if necessary. Hurricane conditions are possible in the specified area of the Watch, usually within 36

hours. *During a Hurricane Watch, prepare to take immediate action to protect your property in case a Hurricane Warning is issued.*

- **Hurricane Warning:** When conditions are expected within 24 hours, a hurricane warning will be announced by the National Hurricane Center. All precautionary measures should be completed and you may be required to evacuate the building.

Hurricane Categorization

- There are several “phases” in preparing for a hurricane and Property Management will keep tenants up-to-date on planned closures via emails and/or the Tenant Hotline. Closures are typically determined based on local authority closures and recommendations.
- Tenants should prepare their own action plans as to how they will notify employees before and after a hurricane event. Phone contact lists should be kept and up-to-date. Text messaging is always more reliable in high cell traffic events than voice or email communication.
- Landlord will determine building closures and will provide as much advanced notice as possible to tenants. Tenants have discretion as to closing offices prior to Landlord closures. Upon closure all tenants must evacuate the property. *The building cannot be used as a shelter for employees or family members.*
- Do not attempt to return to your office until notified by your employer or Property Management via the Tenant Hotline. Re-opening is based on the condition of the building and local authorities’ recommendations.

Under most hurricane circumstances, you will have plenty of time to exit the building before the storm arrives.

Utility Loss

During emergencies or situations, which can cause loss of electrical power and interruption of water supply pressure from the City, the following conditions can be expected:

1. All HVAC systems will be out of service including chillers, air-handling units, and exhaust fans (not including stairwells).
2. All elevators except those operating off emergency power from the generator will be out of service.
3. All tenant power and lighting except emergency lighting will be out with the exception of service provided by emergency generators.

All services will remain in operation as long as possible. Property Engineers will likely remain on site throughout the duration of the storm but electrical and water services are temporarily discontinued if utility companies cannot deliver services. Conditions on the building site warrant shut down of equipment or systems to prevent damage.

HURRICANE PREPARATION TIPS

- Do not tape the windows.
- Close all office doors inside your suite.
- Any window coverings (drapes or mini-blinds) should be in the open position.
- Be prepared to protect offices that have exterior glass that could be broken by flying debris. Loose papers should be filed or stored away from the windows. Any small items in an office should be stored.
- Doors between outer offices and inner corridors should be closed.
- Unplug all computers, telecommunications equipment, microwaves, etc. so as to protect them from possible power surges.

- It is advisable to cover computers with plastic and taped or tied down to help prevent possible water damage.

Secure or remove any valuables, lock file cabinets and desks, turn off the lights in your office and lock the entrance doors to your suite.

POWER FAILURES

1. The building is designed to minimize the risk of a general power failure resulting from causes within the building. In the event of an electrical failure, the following guidelines should be observed:
2. Contact the Property Management Office.
3. Open draperies and raise blinds to let in outside light. If there is adequate lighting from windows, continue performing assignments as well as possible.
4. If needed, you may be instructed to evacuate your space. Listen to instructions via the PA system as to when and how to evacuate the building.
5. You may lock your doors.
6. If you are trapped in an elevator during a power failure, wait for assistance. Do not force open the doors. **DO NOT PANIC.** Utilize the elevator phones to notify the building management that you are in a stopped elevator. The identifying number of your elevator will be near the panel and the person accepting your call will also know which elevator you are calling from.

The Property Management Office will attempt to advise you regarding the length and cause of the power failure as soon as possible.

ELEVATOR STOPPAGE

In the event of an elevator malfunction, use the following procedures:

1. Press the Call Button. This call will be answered by the elevator company monitoring service. (Use your cell phone as a back-up.)
2. Identify yourself.
3. Give your company name.
4. Supply the elevator number listed on the elevator control panel.
5. Give any available or pertinent information to the answering service; Number of occupants, status of occupants, location of elevator, what the elevator did prior to stopping.
6. Remain calm and stay in contact with the answering service as requested or needed.
7. Local responders (typically the on-call elevator contractor) will be contacted and will arrive shortly to start the elevator back up or assist in removing persons from the elevator depending on its location.

WORKPLACE VIOLENCE PROCEDURES

All threats of violence shall be considered valid unless there is sufficient reason to doubt the truthfulness of the threat. If the threat is considered valid, immediate steps will be taken to prevent injury to employees and visitors and then to the destruction of property. Threats may include bombs, hostage, robberies, verbal demands, etc.

There are two somewhat logical explanations for an individual to contact a company with a threat:

1. The caller may have definite knowledge of a threatening situation that has been, or will be, placed and wants to minimize injuries or property damage. The person may be the one who has placed the device or someone who knows of its placement.
2. The person wants to create a disruption of the normal activities at a particular facility but has no real intention of causing any harm.

Threat Types

1. Written threat - This type of threat is received by written transmission and could include letter, telegram, fax, e-mail, etc.
2. Bomb threat - This type of threat may include the caller advising the company that a device has been or will be placed in the facility.
3. Face-to-Face threat – This is considered “workplace violence” and typically involves a tenant, visitor, co-worker or friend/family of co-workers coming on to the company property.

Regardless of the manner in which a threat is received it should never be ignored. All threats must be responded to and evaluated to assess their legitimacy in order to ensure the safety of personnel and property.

WRITTEN THREAT PROCEDURES

If an employee receives a written threat, he/she should immediately provide the following information to the Property Management Office:

1. The time it was discovered.
2. Where it was discovered.
3. Whether any non-employees were in the area prior to receipt; if so, a description of the person.
4. Any information requested by the Local Emergency Personnel and Property Security Ambassador.

BOMB THREAT PROCEDURES

Bomb threats should be taken seriously even though most threats are hoaxes.

Reception Interception of Bomb Threat Phone Call:

In most cases, the company receptionist will receive the bomb threat. It is critical that, regardless of who receives the threatening call, the receiver remains calm and tries to obtain as much information as possible. Recommended procedures are:

- Notify Property Management IMMEDIATELY.
- Complete the “Bomb Threat Checklist” (see form following) as you are talking to the caller (keep form accessible and nearby at all times). Get as much information as possible before hanging up. (If the caller makes demands or attempts to negotiate, forward the caller to management, if possible. While caller is placed on hold, inform management person of caller’s information concerning the bomb threat.)
- Give your Checklist to the Property Manager and/or local emergency responder.
- The Property Manager will contact local emergency responders.

• FACE-TO-FACE THREAT PROCEDURES

If an employee encounters a verbally abusive situation, he/she should:

1. Stand back from the person giving the threat and allow them to say what is on their mind.

2. Respond to them calmly that you will try and address the situation.
3. Motion or state to other employees to “please contact the person that can help resolve this situation”.
4. Continue to speak calmly and ask the person making the threat to calm down and speak rationally and tell them it can be worked out.
5. Employees should never be left alone with the person making the threat.
6. If a burglary is taking place along with the face-to-face threat, give the person whatever they ask for.
7. When able, call 911 and/or the Property Management Office depending on the degree of the threat.

ACTIVE SHOOTER PROCEDURES

If an employee becomes aware of an active shooter on the property/in the building, he/she should immediately evacuate the area:

- First choice evacuation area is outside the building and contact 911.
- Second choice evacuation is to a secure shelter-in-place – preferably to a room that can be locked from the inside.
- Remain in secure locations until the police remove them.
- Remain out of sight, barricade doors and turn out lights if possible.
- Remain silent as possible but try to contact 911 and Property Management.

NOTE: *Tenants should develop internal procedures for shelter-in-place evacuations. Property management and associated personnel can facilitate evacuation, but they are sometimes unable to evaluate the validity or degree of the threat and determine whether building evacuation is warranted. DO NOT use elevators to evacuate. The Tenant should assist disabled persons from their offices during evacuation and notify local emergency responders for assistance with disabled persons.*

RECOVERY PROCEDURES

- Following an event that may have caused property damage to the building, the Engineer and other Property Management Team members will inspect all tenant spaces as soon as possible following the event and prior to some tenants’ re-entry into the building. This is done as a safety measure to tenants.
- Any unsafe areas will be addressed by the Property Management Team and repairs MAY be made prior to the tenants’ return in order to mitigate any further damages.
- Verbal reports, as able, will be made to those tenants that incurred any property damage to their spaces so you can contact your property insurer as soon as possible.
- Depending on the degree of damage, photos will be taken as determined by Property Management.
- It is advised that upon the tenants’ return, to take photos of all damage and make written inventory of items damaged. These should be sent to your insurer and available to Property Management if requested.
- Please advise your insurer as to the extent of damage and they will advise as to whether your adjuster may need to visit your space. Property Management will assist adjusters as able in entering the tenants’ spaces and evaluating damages to tenant items and landlord items.
- Landlord’s insurer may also require access to tenant spaces to assess damages.

MEDIA INTERACTIONS

When a major event occurs that is likely to draw media and public attention to the property, the Property Management Team must be prepared to provide accurate information to the media in a timely manner. The Property Management Team will also be prepared to assist the media in every way possible, but not to the extent that such assistance infringe on a Tenant's rights or hinders the Team's ability to handle the crisis at hand.

The Property Manager will have primary responsibility for dealing with the media initially. He/she will advise the Corporate Office as to the arrival of the media and all issues will be handled by the Corporate office representatives going forward.

Tenants should refer ALL inquiries to the Property Manager. If the media inquiries pertain specifically to a Tenant and their operations, and then the tenant should follow their internal policies and procedures. The Tenant should notify the Property Management immediately on how they will respond to the media inquiries. Please instruct all your employees to not answer any media questions until all facts are determined and have them refer any media personnel to the Property Manager.

List Rules and Regulations from Leases

IT / TELECOMMUNICATIONS

A strict riser management program is in place in order to help protect our tenants' telecom equipment/cabling located in the buildings' locked telecom and mechanical rooms and ensure all 3rd party access to these sensitive areas is authorized prior to entry.

Therefore, please instruct your telecom vendor/provider to contact the Property Management Office at least 48 hours (not including weekends) in advance to obtain building entry approval. Please also notify the Property Management Office of your IT/Telecom services order immediately after placing the order so we can ensure your service provider's access to the building.

Please see your building's "Preferred Telecom Provider" list below of the telecom service companies who currently have physical equipment in the building and a Right of Entry Agreement on file with the building owner.

Following access approval by the Property Management Office Manager, all telecom vendors/providers must register with the Security console to obtain access to the telecom rooms. This measure is taken to maintain ongoing security of all building