



CEDAR RIDGE
PROPERTY MANAGEMENT

ATLAS ENERGY TOWER – TENANT HANDBOOK





BUILDING MANAGEMENT STAFF

WELCOME TO ATLAS ENERGY TOWER, LLC

ATLAS ENERGY TOWER, LLC located at 11700 Katy Freeway, Houston, TX 77079 and managed by Cedar Ridge Property Management. As Manager, Cedar Ridge employs an on-site management team responsible for overseeing the maintenance and administration of the property, building operations and for ensuring the safety and comfort of all Customers.

Cedar Ridge's commitment to excel in the area of property management is the underlying catalyst for the high standards maintained in office projects managed by Cedar Ridge throughout the United States. As experts in the field of property management, we are highly sophisticated in administrative, operating and technical systems with the versatility to adapt to the changing requirements of our clients' buildings and their occupants.

The Cedar Ridge Management Team consists of highly trained, experienced professionals. The property's Management Office is set up to serve the needs of our Customers and to ensure that your occupancy here is a pleasant experience. Our goal is to provide you with the very best service possible.

The staff listed below is available to answer any questions you might have regarding *Atlas Energy Tower*. Please feel free to call or to drop by our office at *11700 Katy Freeway, Suite 100* at any time.

Chloe Camille Smailes
Commercial Property Manager

Lisa Caples
Assistant Commercial Property Manager

Anthony Calautti
Engineering Manager

Kevin Poynter Commercial Properties
Leasing

The Management Office phone number **281-597-1212** may be used during normal business hours, as well as after-hours, on weekends and holidays (at which time the calls are automatically forwarded to our answering service).



OPERATIONS

MANAGEMENT OFFICE MAILING ADDRESS

Atlas Energy Tower, LLC
11700 Katy Freeway, Suite 100
Houston, TX 77079

TELEPHONE AND FAX NUMBERS

Management Office Phone (24 hours): 281.597.1212
Management Office Fax: 281.679.5607

EMAIL ADDRESSES

Chloe Camille Smailes	csmailes@cedarridgepm.com
Lisa Caples	lcaples@cedarridgepm.com
Anthony Calautti	acalautti@cedarridgepm.com
Kevin Poynter	kpoynter@pcptx.com

MANAGEMENT OFFICE HOURS

Monday - Friday 8:00 a.m. to 5:00 p.m.
Closed weekends and holidays

HOLIDAYS

Atlas Energy Tower, LLC and the Management Office are closed on the following holidays:

New Year's Day
Good Friday
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Customers will be notified in advance about special holiday Building and Management Office hours.



EMERGENCY PHONE NUMBERS

IN THE EVENT OF AN EMERGENCY DIAL 911

<u>Building Management Office</u>	<u>281.597.1212</u>
<u>Building Security</u>	<u>281.597.9356</u>
<u>Police Department (Emergency)</u>	<u>911</u>
<u>Police Department (Non-emergency)</u>	<u>713-884-3131</u>
<u>Fire Department (Emergency)</u>	<u>911</u>
<u>Ambulance or other</u>	<u>911</u>
<u>Poison Control Center</u>	<u>1-800-222-1222</u>
<u>National Weather Service</u>	<u>281-337-5074</u>



BUILDING RULES AND REGULATIONS

The following are in addition to those rules and regulations stated in the lease agreement:

1. Sidewalks, doorways, vestibules, halls, stairways, freight elevator lobbies and other similar areas shall not be used for the disposal of trash, be obstructed by Tenant or be used by Tenant for any purpose other than entering or leaving the Leased Premises and for going from one part of the Property to another. If special trash hauling is required, please contact the Property Management Office.
2. No sweepings, rubbish, rags or other unsuitable materials shall be disposed into plumbing fixtures or appliances. Tenant shall be responsible for any costs associated with kitchen and/or private restroom plumbing repairs.
3. Movement of furniture or office equipment in or out of the Building or the dispatch or receipt of any bulky material, merchandise or other material which requires the use of the elevators or the stairways or movement through the Building entrances or lobby will be restricted to such hours as Landlord shall designate reasonable. All such movement will be under the supervision of Landlord and in the manner agreed to between Tenant and Landlord by prearrangement. Such prearrangement, initiated by Tenant, is subject to Landlord's reasonable control as to the time, method, routing of the movement and limitations for safety or other concerns which may prohibit any article, equipment or other item(s) from being brought into the Building. Tenant is to assume all risks for damage to articles moved or injury to persons engaged or not engaged in such movement and for any damage to Landlord's equipment or property or injury to Landlord's personnel as a result of any act in connection with fulfilling this service for Tenant. **LANDLORD SHALL NOT BE LIABLE FOR ANY ACTS OF ANY PERSON(S) ENGAGED IN, OR ANY DAMAGE OR LOSS TO ANY OF SAID PROPERTY OF PERSON(S) RESULTING FROM, ANY ACT IN CONNECTION WITH SUCH SERVICE PERFORMED FOR TENANT UNLESS THE DAMAGE OR INJURY IS CAUSED BY GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF LANDLORD.**
4. Corridor doors, when not in use, shall be kept closed.
5. All Tenant space that is visible from public areas must be kept neat and clean, and such exposed conditions are subject to Landlord's approval.
6. Tenant shall not tamper with or attempt to adjust temperature control thermostats in the Leased Premises. Landlord shall adjust thermostats as required to maintain the Office Building standard temperature.
7. All requests for overtime HVAC service must be communicated in advance by telephone, work order input, or e-mail. **All HVAC requests must be submitted by 3PM Monday thru Thursday for next OT air and by 2PM on Friday for weekend OT air.**



8. The perimeter doors of the Building are unlocked from 7:00 a.m. until 6:00 p.m. Monday through Friday, excluding Holidays, and from 8:00 a.m. until 12:00 p.m. on Saturdays, excluding holidays, but may be unlocked at other times. Access at all other times shall be provided by the card key access system.
9. Tenant will comply with all security procedures at all times during business hours, after hours and on weekends.
10. No additional lock(s) will be placed on any door within the Leased Premises without Landlord's written consent. All requests for duplicate keys will be made to the Property Management Office. Charges associated with re-keying locks will be billed back to Tenant.
11. **Tenant will not permit visitors, customers, patients, guests or employees to loiter in corridors.** Any persons associated with the above mentioned shall be instructed to utilize designated waiting areas.
12. Tenant will cooperate with Landlord's employees in keeping the Leased Premises neat and clean unless Tenant is responsible for cleaning and maintenance personnel. Landlord will in no way be held responsible by Tenant, its agents, employees or invitees for any loss of property from the Leased Premises or public areas or for any damage to any property within the Leased Premises even if such loss or damage occurred when the Leased Premises were locked against entry.
13. Signs, advertisements or notices visible in or from public corridors or from outside the Property shall be subject to Landlord's prior written approval.
14. Except as expressly provided in the Lease, proposed plans for alterations within the Building must be approved in writing by Landlord, which approval shall not be unreasonably withheld, delayed or conditioned prior to commencement of the work. This provision will apply to all work performed in the Building including, but not limited to, installation of telephones, telecommunication equipment, electrical devices and attachments and all installations affecting or affixed to floors, walls, woodwork, trim, windows, ceiling, roof equipment or any other portion of the Property.
15. Landlord reserves the right to prescribe the weight and positioning of safes, files, filing systems and other heavy equipment and written approval must be obtained from the Property Management Office before work begins. All damage done to the Property by the movement of property of Tenant, or done by Tenant's property while in the Building, will be repaired at Tenant's expense.
16. Should Tenant require telegraphic, telephonic, annunciator, microwave, or other telecommunications service, Landlord will direct the electricians where and how wires, cables, or conduit are to be introduced, placed, and terminated except as Landlord shall reasonably direct. Electric current shall not be used for power for heating or any other non-standard purpose without Landlord's prior written permission.



17. No machinery of any kind other than normal office equipment shall be operated by any tenant on its leased area without prior written consent of Lessor, nor shall any tenant use, or keep in the Building, any flammable or explosive fluid or substance, except in accordance with local fire codes and procedures approved by Lessor. **Space heaters are not allowed to be used at any time.**
18. Tenant is requested to lock all office doors leading to corridors and to turn out all lights at the close of the working day.
19. Neither tenant nor any of its employees, agents, contractors, invitees or customers shall smoke in any area designated by Landlord (whether through the posting of a “no smoking” sign or otherwise) as a “no smoking” area. In no event shall Tenant or any of its employees, agents, contractors, invitees or customers smoke in the hallways or bathrooms of the Building. Landlord reserves the right to designate, from time to time, additional areas of the Building and the Property as “no smoking” areas and to designate the entire Building and the Property as a “no smoking” area.
20. No candles, volatile materials or explosive fluids shall be kept or used within the Building or otherwise interfere with other tenants or persons having business within the Building.
21. Tenant will not make or permit any improper noises within the Building or otherwise interfere with other tenants or persons having business within the building.
22. Reserved Parking in the Garage shall be enforced and violators subject to tow, without warning. In the event a Tenant discovers a parking violation within their space(s), the Tenant should park in the Visitor Parking area and notify the Management Office immediately. Enforcement will be the responsibility of the Management Office.
23. No animals shall be brought into or kept in, on or about the Property except for animals assisting handicapped persons.
24. Landlord reserves the right to rescind any of these rules and regulations and to make such other and further rules and regulations as, in its reasonable judgment, shall, from time to time, be required for the safety, protection, care and cleanliness of the Property, the operation thereof, the preservation of good order therein and the protection and comfort of the tenants and their agents, employees and invitees; provided, however such other and further rules and regulations shall not be amended, modified or otherwise altered in such a way as to impose additional material costs or expenses upon Tenant or conflict with the provisions of the Lease. Landlord shall give Tenant written notice of any additional rules and regulations and any amendments or modifications to these rules and regulations made by the Landlord from time to time.

In the event of any conflict between the rules and regulations set forth herein and the terms and provisions of the Lease, the terms and provisions of the Lease shall control. Such



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rules and regulations, when made and written notice thereof is given to Tenant, shall be binding upon it in like manner as if originally herein prescribed.



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HEATING AND AIR CONDITIONING SERVICES

Standard operating hours for the Building's heating and cooling system are from 7:00 a.m. to 6:00 p.m., Monday through Friday and 8:00 a.m. to 12:00 p.m., Saturday. If an adjustment to the office temperature is needed, please contact the Management Office at 281.597.1212 or enter a maintenance request in the Angus System. A member of the Building staff must handle all temperature adjustments. We will make every effort to provide an even temperature and as comfortable an environment as possible.

We would be glad to arrange for HVAC service beyond these hours at an additional charge specified in your lease. You will be billed for the service on your next statement. **Requests for additional service should be placed at least 24 hours in advance and in writing to the Management Office.**



ELEVATOR SERVICE

Elevator service is available during the hours of 6:00am-7:00pm Monday-Friday for tenants and visitors. After hours and weekend entry will require a building access card. Atlas Energy Tower is equipped with six (6) passenger elevators, (1) service elevator and (2) garage elevators.

Deliveries of furniture, bulky items and large quantities must be performed after hours and coordinated in advance through the Management Office.

If an elevator fails to operate properly, please contact the Management Office immediately. If you are detained inside the elevator cab due to a malfunction, REMAIN CALM. Use the phone inside the indicated panel. This will automatically ring to a monitoring service that will immediately dispatch the elevator maintenance company and alert the management staff. Every effort will be made to release you from the elevator as quickly as possible.



MAINTENANCE REQUESTS

Maintenance requests or requests for service of any kind may be made by entering the request in the Angus Work Order System or contacting the Management Office. Engineering personnel are available for service from 7:00 a.m. to 5:00 p.m., Monday through Friday. If you have an emergency maintenance situation, maintenance personnel can be reached through our answering service after regular business hours by calling 281.597.1212.

While not considered maintenance work, small alteration tasks such as adding additional electrical outlets, painting, etc., should also be coordinated through the Management Office. If a task requires an outside vendor's services, under your signed authorization, we will solicit bids and select the appropriate vendor. You will be given an estimate of charges for the work, and it must be signed before work can begin. You will be invoiced separately for these charges when the work is completed.



JANITORIAL SERVICES

Quality janitorial service is a very important aspect of the Atlas Energy Tower operation. Standard cleaning services are provided to customers Monday through Friday and include dusting, emptying of wastebaskets, vacuuming of carpets, sweeping and mopping of hard surface floors, and cleaning and restocking of public restrooms.

Janitorial services are provided after hours so as not to disturb our customers during normal working hours. Please help this process by cooperating in the following ways:

1. If something spills in your suite that requires immediate attention, please notify the Management Office. A porter will assist you as soon as possible.
2. Only items placed inside trash receptacles will be disposed.
3. Boxes will not be thrown out unless they have been broken down and labeled for recycling.
4. The Property Manager conducts frequent inspections of customer areas to monitor the quality of our janitorial service and meets regularly with the cleaning supervisors to assess performance. We ask that your designated customer contact notify the Management Office immediately with any comments or concerns regarding the cleaning services.

CARPET CLEANING

Carpet cleaning is available for an additional charge. Please call the Management Office at 281.597.1212 for information and pricing.

WINDOW CLEANING

The windows of your suite are cleaned once a year. Please call the Management Office for a schedule.

ABOVE STANDARD REQUESTS

Above standard services can be provided at an additional charge.

Customer requests for cleaning services above our standard provisions (such as carpet cleaning or dishwashing service) should be made in writing to the Management Office. A **CLEANING REQUEST FORM** is located in the Forms section of this Handbook.



MAIL PICK-UP AND DELIVERY

CUSTOMER MAILBOX LOCATIONS

For your convenience, a mail distribution area that includes customer mailboxes is located on the 1st level of the building by the garage entry. Upon move-in, each customer will be assigned a mailbox and receive two keys.

U.S. MAIL DROP BOX LOCATION

A U.S. Mail drop box is located at the Mail Distribution Area of building. Mail delivery, distribution and pick-up hours are determined by the U.S. Postal Service and typically are:

Monday through Saturday 1PM-5PM delivery and pick-up

OVERNIGHT MAIL

Federal Express mail drop box is located on the first level of the Parking Garage. Mon – Fri 7:00 PM pick-up.

UPS mail drop box is located on the first level of the Parking Garage. Mon – Fri 7:00 PM pick-up.

DELIVERIES

In order to maintain a clear and well-organized delivery area, and to ensure the most efficient delivery of larger items, please adhere to the following guidelines:

1. Absolutely no deliveries will be left on the sidewalks, in front of the building, in the building lobbies, elevator lobbies or building corridors.
2. Please notify the Management Office 24 hours in advance of any delivery requiring the use of an elevator for longer than 10 minutes.
3. Delivery vehicles should not be left unattended for longer than 10 minutes.
4. Delivery vehicles are not permitted to be parked on the premises overnight.



PEST CONTROL SERVICES

Extenuating circumstances may require unplanned treatments. For any pest issues, please call the office and we will contact our pest control service provider to schedule a service.

For more information call or contact:

Cedar Ridge Property Management

281.597.1212

A Consumer Information Sheet may be obtained from the Management Office.

Pest Control applicators are licensed by the Texas Structural Pest Control Board, 1106 Clayton Lane, Suite 100LW, Austin, Texas 78723, (512) 451-7200



MOVE IN AND DELIVERY GUIDELINES

The key to a successful, hassle-free move is frequent and effective communication and coordination between the Customer, the Customer's moving company and the Management Office. In order to achieve this goal, the following guidelines and policies have been established:

1. SCHEDULING OF MOVE
Moves must be scheduled in advance with the Management Office to take place during Move Hours.
2. MOVE HOURS
Monday - Friday 6:00 p.m. to 6:00 a.m. and or approved hours by Management Office
Saturday – Sunday All day
3. CUSTOMER INFORMATION FORM
This is emergency contact information and should be kept current at all times. This information is used for emergency situations or if access to your suite is requested.
4. AFTER-HOURS ACCESS
To arrange for your initial issue of building access cards, a **Tenant Access Card Request Form** should be completed and returned to the Management Office. Additionally, all arrangements for access card replacements, disablement of lost or stolen cards or cards of former employees, or to report defects or other problems regarding your access card, please contact the Management Office.
5. KEYS & CUSTOMER INSURANCE
Keys for your suite will be provided to a designated representative of your firm upon final acceptance of your finished space and the receipt of a certificate of insurance which meets the requirements of your lease.
6. DIRECTORY FORMS
To indicate how you wish your company name to be listed on the directory.
7. CUSTOMER PLAQUE ORDER FORM
To indicate how you wish your company name to be listed in front of the entrance to your suite. Building standards will apply.
8. NOTICE OF DELIVERIES
We request that you provide the Management Office with 24-hour notice of any additional deliveries expected after you have completed your move.
9. FURNITURE DELIVERIES
Movers are required to adhere to the following rules and guidelines. If these guidelines are not followed, the moving company will be asked to leave the premises and discontinue the move.
10. INSURANCE



Any companies using the loading area to make deliveries and/or pick up items from your place of business are required to meet all insurance requirements.

MOVING COMPANY GUIDELINES

1. The moving company must establish a firm arrival time with the Management Office and provide the name and phone number of a contact person knowledgeable about your move.
2. A "moving route" must be established prior to the move.
3. Employees of the moving company will not be permitted access to any part of the building other than the predetermined "moving route".
4. All walls, door facings, elevator cabs and other areas along the "moving route" will be inspected by the Management Office and moving company personnel before and after the move. It is the responsibility of the moving company to note any and all existing damages or defects.
5. The moving company must provide and install protective coverings on all walls, door facings, and other areas along the "moving route". Management company will install padding for the elevator cabs upon request. After completion of the move, the moving company will be held responsible for the repair of any damage caused during the move.
6. Clean Masonite sections are required as runners on all finished floor areas where heavy furniture or equipment is being moved with wheel or skid type dollies. Masonite sections should be at least 1/4" thick. 4' x 8' sheets are required in the lobby area and corridors; 32" sheets are required in suite doorways.
7. Clean plywood sections are required when moving over "sensitive" floors (i.e., stone or tile floors).
8. Repair costs for any damage to the building or its fixtures caused by the move are the responsibility of the moving company.
9. The building can accommodate moderate amounts of trash that may accumulate during your move. Please clearly label all trash and place in clear view for night pick-up. If you need minor assistance with trash removal during the day, please call 281.597.1212 and a porter will be dispatched. If you anticipate accumulation of large amounts of trash, please make special arrangements for removal with the Management Office.
10. Please make arrangements with the Management Office for use of the elevators and padding. A firm arrival time will be established.
11. Move-ins of furniture, equipment or large quantities of supplies must take have prior consent from the Management Office.
12. In buildings where available, customers and their moving companies must use the service corridor. Deliveries will not be permitted through the lobby entrances unless prior written consent has been obtained from the Management Office.
13. Employees of the moving company are to be uniformed at all times.



AFTER-HOURS BUILDING ACCESS

To ensure the safety of customers requiring access to the building after normal business hours, Atlas Energy Tower is equipped with an access door monitoring system. This system is automatically activated at a pre-determined closing time, and automatically de-activated at a subsequent opening time. The following information and guidelines will assist you in accessing the building after-hours.

BUILDING HOURS

Typically, building lobby doors are open from 6:00 a.m. to 7:00 p.m. Monday through Friday; Saturday, Sunday and holidays, the building is closed.

Please adhere to the following procedures for after-hours building access:

ENTRY STATION OPERATION

1. Atlas Energy Tower is equipped with proximity cards and readers located at the south and north doors. To activate, hold the card in front of the reader. At this time, the system will release the door lock for 4 to 5 seconds.
2. Before the 4 to 5 second delay has expired, simply open the door and enter (repeat Step 1. Again if the door is not opened before the delay expires).
3. The door will automatically re-lock once closed.

Note: Do not prop an entry station door open after-hours. A door prop will generate an alarm at the Central Monitoring Station at which time they may dispatch a police officer to the building to investigate the cause of the alarm. Most buildings have non-audible alarms.



AFTER HOURS VISITORS

To make arrangements for a visitor before or after building hours, you must do the following:

Please contact the Management Office at 281.597.1212 at least 24 hours in advance. Calls must be made by an authorized person on your staff.

EMERGENCY PHONES

All elevators are equipped with Telephones for use in **Emergency Situations only**.

EMERGENCY TELEPHONE OPERATION

1. Push the button located on the face of the phone unit. The phone will automatically dial the monitoring company.
2. Wait for the operator to answer your call.
3. Direct your voice toward the phone, speak clearly and identify yourself.
4. State your location and the nature of the emergency.



EMPLOYEE ACCESS FORM

ENERGY TOWER ACCESS CARD REQUEST FORM

Must be approved by Manager or Authorized Personnel

PLEASE PRINT OR TYPE TO ENSURE ACCURATE INFORMATION IS RECORDED

Date: _____ Name of Applicant: _____ (Please Print)

Company: _____ Suite: _____ Work Phone: _____

- New Access Card
- Delete Card # _____
- Lost Card # _____
- Change Card Information (specify reason below) _____
- Re-Issue Card # _____
- Replace Broken Card # _____
- Card not working properly # _____

Access Type: Garage/Building Garage Only Building only (parking not provided)
 Badge Access Hours: 24 Hours / 7 Days a week 6:00 AM – 7:00 PM, Monday – Friday
 Type of Parking Space: Reserved Unreserved

Vehicle #1
 Year _____ Make _____ Model _____
 Color _____ License Plate _____ *EZ Tag Number _____
 * No tolls will be charged with the use of an EZ Tag to access the parking garage.

Vehicle #2
 Year _____ Make _____ Model _____
 Color _____ License Plate _____ *EZ Tag Number _____
 * No tolls will be charged with the use of an EZ Tag to access the parking garage.

Conditions for card Issuance:

1. All access cards may only be distributed through the **Building Management Office. Building Management will require this form to be completed in its entirety, including an authorized signature, prior to the Issuance of an access card.**
2. Any form turned in without all of the vehicle information provided will be activated as building access only.
3. To transfer a card to another employee, an Access Card Form must be completed and delivered to Building Management.
4. If an access card is lost, stolen or damaged, the Tenant will be billed \$15.00 for a replacement access card.
5. Building Management reserves the right to close any portion of the parking facility for repairs, maintenance, inclement weather or other related issues.
6. Tenant employees are required to observe and adhere to all parking signs and notices in the parking facility, i.e. speed limits, reserved parking, on-way signs, etc. Parking violators are subject to towing and/or revocation of parking access if repeat offenses occur. In the event of revocation, a fee will be charged for re-activation.
7. Every parker is required to park and lock his/her own car. All responsibility for loss or damage to cars and contents, property or person is assumed by the parker.

I acknowledge that I have read and will abide by the above Access Card and Parking Rules and Regulations.

APPLICANT SIGNATURE: _____ MANAGER SIGNATURE: _____

OFFICE USE ONLY	
Date Received _____	Card deleted: Embedded # _____ Employee # _____
	Card Activated: Embedded # _____ Employee # _____
	Card Charges completed by: _____
Date delivered to tenant _____	Bill tenant account _____ Paid by employee check # _____



PARKING

Parking for Atlas Energy Tower reserved spaces should be coordinated directly with the management office. There are visitor spaces available for your visitors on several levels in the garage.

Management Office – 281.597.1212

In accordance with your lease and for the protection of all customers and guests, please adhere to the following parking rules and regulations:

1. Please phone the Management Office if you observe damage or any hazards in the parking areas.
2. Remember to always lock your vehicle and protect any valuables. Property Management and Atlas Energy Tower, LLC are not responsible for any damages to or theft from your vehicle.
3. Please observe all directional signs, stop signs and speed limits throughout the parking area.
4. Do not park illegally or in fire lanes. Cars parked in these areas are subject to citation, towing or car boot.
5. Overnight parking is not permitted.
6. Trailers and tandem vehicles are not permitted in the parking areas.
7. Handicapped spaces are reserved for disabled persons only.
8. Oversized spaces are reserved for tenant employees whose vehicle do not clear the upper level garage ramp.
9. Contractor spaces are reserved for contractors working on a project in the building only.
10. **Reserved parking spaces are for assigned vehicles only. Violators may be towed or booted, at vehicle owner's expense.**
11. **Visitor parking is for visitors only. Violators may be towed or booted, at vehicle owner's expense.**



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SMOKING POLICY

Smoking or Vaping is NOT permitted in the interior of the building or exterior grounds. Provisions have been made for a smoking area on the 4th floor of the garage.



EMERGENCY PROCEDURES

The following information is provided to aid in the safety of our customers and to reduce the potential for injury.

Atlas Energy Tower is equipped with a Fire Alarm System. Periodic Fire Drills will be conducted to acquaint occupants with the sound of the fire alarm tones and the evacuation routes. Fire Drills will NEVER be conducted without prior notice, therefore, ALL other fire alarms should be taken seriously and appropriate procedures followed.

Atlas Energy Tower has two (2) stairwells that should be used for evacuation purposes in case of emergencies. Please locate the stairwell exit nearest to you. Illuminated EXIT signs are mounted at each stairwell door entrance.

FIRES

If you see smoke, fire, or smell something burning:

1. **Call 911 if you can do so safely.** Give the name and address of the property and the location of the fire. Remember that all 911 calls are recorded.
2. Call the Building Manager if you can do so safely.
3. Isolate the fire by closing doors only if you can do so safely.
4. Proceed to the stairwell to prepare to evacuate the building.
5. Never use the elevators during a fire emergency.
6. Assist any physically impaired individuals.
7. Do not return to the building until the Fire Department and your Building Manager has given the "All Clear."



IMPORTANT THINGS TO KNOW

1. When the Fire Department arrives, they are in charge.
2. **BE QUIET** after exiting the building so that the firemen can communicate properly
3. The roof is **not** an approved exit.
4. Use the elevators only when assisted by Fire Department personnel.
5. 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 stay as low as possible.
6. Touch all doors with your hand before opening. If it's hot, do not open. Seek another exit.
7. Opening or breaking windows fuels a fire with more oxygen. **Do not open or break any windows during a fire.**
8. While in stairwells, proceed past stairwell doors with caution as other people may be entering the stairwell.

FIRE PREVENTION TIPS

1. Turn off all electrical appliances in kitchen areas, and all computers, copying machines, and other business machines at the close of each business day.
2. Do not overload electrical circuits.
3. Check all electrical cords for fraying to prevent a spark that might ignite a flammable item.
4. City of Houston Fire Code prohibits the storage of cardboard boxes, packing materials, or other flammable items in common areas or stairwells. Aside from the possibility that they might catch on fire, these items could also block your exit route in the event of a fire.
5. City of Houston Fire Code prohibits the use of Portable Electric Heaters within the Building and any heaters found will be removed.
6. City of Houston Fire Code prohibits the use of extension cords to power electrical equipment.
7. City of Houston Fire Code prohibits the burning of candles anywhere within the Building.



POWER FAILURE

Atlas Energy Tower has been designed to minimize the risk of a general power failure resulting from causes within the Building. Should a power failure occur, it typically will affect either an isolated area of the Building or a large geographic area of which this Building is a part.

All suites and 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.

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

1. Contact the Property Management Office at 281.597.1212
2. If you are instructed to evacuate the Building, lock all areas of your premises.
3. Do not congregate in the lobby areas.
4. If you are trapped in an elevator during a power failure, **do not panic**. Wait for assistance. Your elevator will cease operation, but will not fall. Do not attempt to force the doors open or escape through the roof hatch. Use the elevator telephone to contact the monitoring service.
5. Building Management will notify you as soon as possible when power will be restored.



HURRICANES

Property Management will keep a close watch on the progress of any hurricane threat and its developing conditions. In the event of an emergency, we will take special precautions to protect the building and ensure safety. The following measures can be helpful to protect important items in your leasehold area:

1. Move important or valuable documents, files, and furnishings to an interior office to protect them in the event of window breakage in outer offices.
2. Close blinds on all windows where possible. This will lessen the impact of breaking glass. Please do not tape windows.
3. Power down and unplug all computer equipment (including computerized telephone systems) to avoid loss of information when power is disrupted. Raise valuable equipment off the floor or relocate if possible.
4. Close all doors.
5. Remove pictures and loose articles from outer offices.
6. Turn off and unplug all office equipment, including copy and fax machines, coffeepots, etc.
7. Turn off all lights
8. After a final inspection, close and lock all external corridor doors.
9. **Provide Management Office with current emergency contact information. *(This information should be provided immediately and always kept current.)***



BOMB THREATS

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?

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

Immediately notify the Houston Police Department and Building Management Office at 28.597.1212 (24 hours) and relay all information received. Building Management will evaluate the seriousness of the threat based on all available information.

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 Police Bomb Squad personnel to take charge.

If no bomb is discovered and the Police indicate that no further hazard exists, personnel may re-enter the Building or offices at their own discretion and risk.



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?



CEDAR RIDGE
PROPERTY MANAGEMENT

Other Voice

Characteristics _____

Time Caller hung up _____

Remarks _____

Name, office location, telephone no. of recipient

Telephone number on which the call was received



DIRECTORY & TENANT GRAPHICS FORM

EXACT WORDING TO BE DISPLAYED ON THE BUILDING DIRECTORY (Please provide digital logo):

EXACT WORDING ON SUITE PLAQUE:

Approved By: _____ Date: _____



FIRE WARDEN INFORMATION

Tenant/Company: _____

Building: _____ Suite: _____

Fire Warden 1: _____

Fire Warden 2: _____

Fire Warden 3: _____

Fire Warden 4: _____

NOTE: At least two (2) Fire Wardens should be assigned for each suite.

Date: _____



REQUEST FOR ADDITIONAL OR SPECIAL CLEANING

As authorized agent for _____ (Tenant), I request the following additional and/or special janitorial services:

Describe Service: _____

Date of Service: _____

Best Time for Service:

Tenant: _____ Building: _____ Suite # _____

I understand there may be an additional charge for this service.

Tenant Signature: _____

Date: _____



PROPERTY MOVING AUTHORIZATION

TENANT _____ BUILDING: _____ SUITE # _____

ITEMS TO BE MOVED _____

DATE TO BE MOVED _____ TIME _____

TENANT AUTHORIZATION _____ DATE _____

If this property will be removed AFTER HOURS, please call the Management Office at **281.597.1212** for availability of a padded elevator. After hours service elevator use is by reservation only.



MOVING INFORMATION FORM

The Management Office requests that you engage a reputable moving company. Please provide us with your sales representative's name and company address and Certificate of Insurance evidencing a minimum of \$1,000,000 General Liability and Auto Liability with Statutory Workmen's Compensation Insurance. A sample certificate may be obtained from the Management Office. It may be helpful to provide the moving company with a copy of these guidelines. Please note the following when scheduling your move.

We require that someone from your company oversee the movers at all times and that proper protection devices be used to prevent damage to the building walls, floors, elevators, etc.

Moving in and out of the building is permitted after 6:00 p.m., Monday through Friday or anytime on Saturday and Sunday. All moves must be scheduled with the Management Office.

All moves as mentioned above will be coordinated with and approved by the Management Office at (281) 597.1212

The janitorial crew is not equipped to handle the volume of trash created during a move. Therefore, please make arrangements to break down your own moving boxes and have your moving company return to the building to remove them from the premises. Most boxes are reusable and most moving companies are happy to get them back.

TENANT NAME: _____

CONTACT & PHONE NUMBER: _____

BUILDING: _____ SUITE _____

MOVE-IN DATE: _____

MOVE-OUT DATE: _____

ANTICIPATED MOVE-IN/OUT TIME: _____

MOVING COMPANY: _____

CONTACT & PHONE NUMBER: _____



PHYSICALLY IMPAIRED EMPLOYEE INFORMATION

TENANT:

_____ BUILDING: _____

FLOOR: _____ NAME:

ROOM: _____ PHONE: _____

DISABILITY: _____

DATE: _____



24 HOUR ACCESS

BUSINESS NAME: _____

BUILDING: _____ SUITE: _____

OWNER/LEASE SIGNEE: _____ DATE _____

Please allow the following employees access to our office in the event of being accidentally locked out, forgotten keys, etc. (Proper ID will be required to verify identity.)

_____	_____
_____	_____
_____	_____
_____	_____

Authorized Signature

Date



AMENITIES

Restaurant

Peppercinis Deli, located in the Main Lobby, offers breakfast and lunch meal service featuring a variety of food and beverage options. The deli also provides event catering and food delivery service and offers both indoor dining and outdoor seating.

Putting Green

Energy Tower features a custom-designed 8-hole golf putting course located in the private greenspace outside the Deli restaurant. The putting green is available for the exclusive use of Atlas Energy Tower tenants. Putters, golf balls, and scorecards are available at no charge. Please see the lobby security officer for more information.

Fitness Center

A fully-equipped fitness center is located Level 1 and is available exclusively for tenants. The fitness center features a variety of cardio equipment, weight machines and free weights, and features a dry sauna, a full-service locker room with showers and restroom facilities. The Fitness Center hours of operation are Monday - Friday, 5:30 AM to 8:30 PM, and Saturday, 8:00 AM to 1:00 PM. Massage Specialist available upon appointment. Please contact the management office for more information.

Conference Center

A large conference center is located on Level 1 and is available exclusively for the tenants. The conference center offers a multi-table configuration with seating for up to 230 people. The center also features audio/visual and computer connections for each user, as well as digital projection systems and broadband wi-fi connectivity. Please contact the management office at (281) 597-1212 to schedule the use of this facility.

Garage Parking

The Energy Tower parking garage is a five-story 400,000 square foot concrete structure designed to accommodate approximately 1,400 cars. The garage is connected to the building by an enclosed walkway. Monthly contract and reserved parking is available for tenants, and visitor parking is provided at no charge. In addition, the building main entrance features a circular drive with additional spaces for short-term parking.

Onsite Car Wash Services

Onsite car wash services provided by EZ Car Wash every Thursday with easy app sign up services. Please contact building management for more information.

On-site Management and 24/7 Security

The Cedar Ridge Management Office is located in Suite 100 and is open Monday through Friday, from 8:00 AM to 5:00 PM. Atlas Energy Tower provides 24/7 on-site security with a lobby security console and active patrolling, and features a state-of-the-art video surveillance system. Atlas Energy Tower also provided Traffic Control Officers from 4:30-6:30 to facilitate traffic flow exit on Kirkwood.



ACKNOWLEDGEMENT

Please acknowledge receipt of this Customer Handbook for Atlas Energy Tower by signing and printing your name below.

Thank you.

Signature

Printed Name

Building / Suite # / Tenant Name