

# Tenant Handbook

## INTRODUCTION

Welcome to Vine Street Storage. This property is professionally managed by Goodman Real Estate, Inc. The objective of the management team is to ensure a smooth and efficient operation of Vine Street Storage, while enhancing the overall value of the property.

Communication between the tenant and building management is the most crucial element in implementing the policies and procedures in the Tenant Handbook. To ensure effective communication, we at Goodman Real Estate Inc., would like you to designate a “tenant representative” as the contact between your company and the Property Management Office. Your tenant representative will be responsible for making requests or reporting problems as well as conveying important information from our office to your employees. We suggest that all communication from your company to the management office be channeled through your tenant representative.

The Tenant Handbook is provided to give you and your employees’ helpful information regarding Vine Street Storage. Most of your questions will be answered by this handbook. If you ever need additional information, please call our Building Management Office at (206) 443.3500.

## MANAGEMENT TEAM AND CONTACT PHONE NUMBERS

The following is the contact information for Goodman Real Estate.

### MANAGEMENT OFFICE

The building management office is located on site in the Market Street Storage Leasing office. The office hours are from 10:30 a.m. to 6:30 p.m. Monday through Sunday. To contact the office, please call (206) 443.3500. For emergencies during **non-business** hours please call the afterhours answering service at 206.368.4247 where they will assist you with your request and dispatch the proper personnel or on call staff member.

Work requests can be called into the management office or logged directly into our system through the Easy Work Order system at [www.easyworkorder.com](http://www.easyworkorder.com).

The management team of Vine Street Storage is comprised of the following individuals, all of whom can be reached through the management office.

#### Name

#### Responsibilities

Mistina Henning  
Assistant Property Manager

Provides on-site management of Vine Street.  
Interfaces with tenants; responsible for day to day management of building, accounting, and administration of tenant leasing contracts and leasing activity.

Chris White  
Chief Engineer

Involved in the day-to-day maintenance and operations of building systems.

## BUILDING HOURS AND ACCESS

### MANAGEMENT OFFICE OPERATING HOURS

10:30 AM TO 6:30 PM, Monday through Friday, and 10:30 AM TO 5:30 PM on Saturday and Sunday.

The Office is closed outside of these hours, and recognized holidays.

### STORAGE OPERATING HOURS

5:00 AM TO 11:00 PM, Monday through Sunday. Access to the building storage and elevators at all times requires the use of an access code.

The Management Office will be officially closed in observance of the following holidays:

New Year's Day	Labor Day
Memorial Day	Thanksgiving Day
Day after Thanksgiving	Independence Day
Christmas Day	

Should you require any routine cleaning, heating, ventilation, air conditioning or other special services on any of the above holidays or after normal building hours, please contact the management office. There will be an additional charge for services outside of the normal building hours. We will be glad to provide you with an estimate for any of the above services. For further information, please refer to Tenant Services.

## RENTAL PAYMENTS

Rental payments are due on or before the first of the month. Payments may be sent via mail, overnight service, or by wire.

### **BY MAIL**

Vine & Elliott LLC  
11 Vine Street  
Suite A  
Seattle, WA 98121

### **WIRE TRANSFERS**

Please contact Building Management Office for wire transfer information.

## TENANT INSURANCE

### Required Tenant Insurance

Per the terms and conditions of the Lease Agreement, each Tenant must keep insurance in full force and effect during the term of the lease. A current certificate of insurance must be on file in the Building Management Office at all times. A sample Certificate of Insurance can be found under the "Documents" section on the building website showing the proper Certificate Holder and Additional Insured information. Please refer to your lease for specific insurance requirements.

1. No sign, placard, picture, advertisement, name or notice shall be inscribed, displayed, printed or affixed on or to any part of the outside or inside of the Building or the Premises without the written consent of Landlord first had and obtained and Landlord shall have the right to remove any such sign, placard, picture, advertisement, name or notice without notice to and at the expense of the Tenant.

a. All approved signs or lettering on doors shall be printed, affixed, or inscribed by a person approved by Landlord and shall conform to the standard Building Graphics.

b. Tenant shall not place anything or allow anything to be placed on or near the glass of any window, door, partition or wall which in Landlord's opinion may appear unsightly from the outside of the Premises.

2. The sidewalks, halls, passages, exits, entrances, elevators and stairways, balconies and roof are not for the use of the general public and Landlord shall in all cases retain the right to control and prevent access thereto by all persons whose presence, in the judgment of the Landlord, shall be prejudicial to the safety, character, reputation and interest of the Building and its tenants, provided that nothing herein contained shall be construed to prevent such access to persons with whom Tenant normally deals in the ordinary course of Tenant's business, unless such persons are engaged in illegal activities. Tenant, Tenant's employees or invitees shall not go upon the roof of the Building.

3. Tenant shall not alter any lock or install any new or additional locks or any bolts on any door of the Premises without the written consent of Landlord.

4. The toilet rooms, urinals, washbowls and other apparatus shall not be used for any purpose other than that for which they were constructed and no foreign substance of any kind whatsoever shall be thrown therein and the expense of any breakage, stoppage or damage resulting from the violation of this rule shall be borne by the Tenant, who, or whose employees or invitees, shall have caused it.

6. Tenant shall not overload the floor of the Premises or mark, drive nails, screw, or drill into partitions, woodwork or plaster, or in any way deface the Premises or any part thereof. No boring, cutting or stringing of wires or laying of linoleum or other similar floor covering shall be permitted except with the prior written consent of Landlord and as Landlord may direct.

7. No furniture, freight, or equipment of any kind shall be brought into the Building without the consent of Landlord and all moving of the same into or out of the Building shall be done at such time and in such a manner as Landlord shall designate. Landlord shall have the right to prescribe the weight, size and position of all safes and other heavy equipment brought into Building, and also the times and manner of moving same in and out of the Building. Safes or other heavy objects shall, if considered necessary by Landlord, stand on wood strips of such thickness as is necessary to properly distribute the weight. Landlord will not be responsible for loss of or damage to any such safe or property from any cause and all damage done to the Building by moving or maintaining any such safe or other property shall be repaired at the expense of Tenant. There shall not be used in any space, or in the public halls of the Building, either by Tenant or others, any hand truck, except those equipped with rubber tires and rubber side guards.
8. Tenant shall not cause any unnecessary labor by reason of Tenant's carelessness or indifference in the preservation of good order and cleanliness.
9. Tenant shall not use, keep or permit to be used or kept, any noxious gas or substance in the Premises, or permit or suffer the Premises to be occupied or used in a manner offensive or objectionable to Landlord or other occupants of the Building by reason of noise, odors, and/or vibrations or interfere in any way with other tenants, or those having business therein, nor shall any animals or birds be brought in or kept in or about the Premises or the Building. Tenant shall not make or permit to be made, any unseemly or disturbing noise or disturb or interfere with occupants of this or neighboring Buildings or Premises, or those having business with them, whether by the use of any musical instrument, radio, phonograph, unusual noise, or in any other way. Tenant shall not throw anything out of doors, windows, or down the passageways.
10. The Premises shall not be used for manufacturing or for the storage of merchandise except as such storage may be incidental to the permitted uses of the Premises. The Premises shall not be used for lodging or sleeping or for any illegal purposes.
11. Tenant shall not use or keep in the Premises or the Building, any kerosene, gasoline or inflammable or combustible fluid or materials, or use any method of heating or air conditioning other than supplied by Landlord.
12. Landlord will direct electricians as to where and how telephone and computer wires are to be introduced. No boring or cutting for wires will be allowed without the consent of Landlord. The location of telephones, call boxes and other equipment affixed to the Premises shall be subject to the approval of the Landlord.
13. All keys to offices, rooms and toilet rooms shall be obtained from Landlord's Building Management Office and Tenant shall not, from any other source duplicate, obtain keys or have keys made. Tenant, upon termination of tenancy, shall deliver to Landlord the keys of the office, rooms and toilet rooms, which shall have been furnished, or shall pay Landlord the cost of replacing same or of changing the lock or locks opened by such lost key if Landlord deems it necessary to make such change.

14. Tenant shall not lay linoleum, tile, carpet or other similar floor covering so that the same shall be affixed to the floor of the Premises in any manner, except as approved by Landlord. The expense of repairing any damage resulting from a violation of this rule or removal of any floor covering shall be borne by the Tenant by whom, or whose contractors, employees, or invitees, the damage shall have been caused.

15. No furniture, packages, supplies, equipment or merchandise will be received in the Building or carried up or down the stairs except between such hours and through such as shall be designated by Landlord.

16. Access to the Building, or the halls, corridors, elevators, or stairways in the building, or to the Premises, may be refused unless the person seeking access is known to the person or employee of the Building in charge and has a pass or is properly identified. Landlord shall in no case be liable for damages for any error with regard to the admission to or exclusion from the Building of any person. In case of invasion, mob, riot, public excitement, or other commotion, Landlord reserves the right to prevent access to the Building during the continuance of same by closing the doors for the safety of the tenants and protection of property in the Premises and the Building. Landlord reserves the right to close and keep locked all entrance and exit doors of the building on legal holidays, and on other days between the hours of 7 p.m. and 8 a.m., and during such further hours as Landlord may deem advisable for the adequate protection of said Building and the property of its tenants.

17. Tenant shall see that the doors of the Premises are closed and securely locked before leaving the Building and must observe strict care and caution that all water faucets or water apparatus are entirely shut off before Tenant or Tenant's employees leave the Building, and that all electricity shall be likewise carefully shut off, so as to prevent waste or damage, and for any default or carelessness Tenant shall make good all injuries sustained by Tenant, other tenants, or occupants of the Building.

18. Landlord reserves the right to exclude or expel from the Building any person, who, in the judgment of Landlord, is intoxicated or under the influence of liquor or drugs, or who shall in any manner act in violation of any of the rules and regulations of the Building.

19. The requirements of Tenant will be attended to only upon application at the Building Office. Employees of Landlord shall not perform any work or do anything outside of their regular duties unless under special instruction from Landlord, and no employee will admit any person (Tenant or otherwise) to any office without specific instructions from Landlord.

20. Landlord shall have the right, exercisable without notice, and without liability to Tenant, to change the name and the street address of the Building of which the Premises are a part.

21. Tenant agrees that it shall comply with all fire and security regulations that may be issued from time to time by Landlord or governing agencies and Tenant also shall provide Landlord with the name of a designated responsible employee to represent Tenant in all matters pertaining to



such fire or security regulations.

22. Landlord reserves the right, by written notice to Tenant, to rescind, alter or waive any rule or regulation at any time prescribed for the Building when, in Landlord's judgment, it is necessary, desirable or proper for the best interest of the Building and its tenants.

23. Tenant shall not disturb, solicit or canvass any occupant of the Building and shall cooperate to prevent same.

24. Without the written consent of Landlord, Tenant shall not use the name of the building in connection with or in promoting or advertising the business of Tenant, except as Tenant's address.

25. In the event of any Tenant oriented security systems, information on such system shall be provided to building management.

26. All loose trash and wet garbage transported to the dumpster via Common Areas must be contained in sealed, leak proof plastic bags.

Please reference the “Documents” section, to access important building management forms, including:

- Tenant Contact Form
- Emergency Tenant Handbook
- Emergency Contact Numbers and Handicapped Personnel
- Key and Access Code / key Request Form
- Hazardous Chemicals and MSDS Form
- Holiday Closure Form

## SOLICITATION

The building is a Public Building during operational hours. Solicitation is not permitted. If someone is soliciting in your suite, please notify them that the Building does not allow soliciting and they must leave the building immediately. Then, please call Building Management Office at (206) 443.3500 to report the problem.

### **General Services**

Base building HVAC in season, is provided Monday through Friday from 7:00 a.m. to 6:00 p.m.

### **Energy Management**

As you may expect, energy is the single largest expense at Vine Street Storage. In an effort to reduce costs to all tenants, we have an on-going program to identify and implement energy conservation.

While the building is heated or cooled at all times based on the season, a lower or higher temperature is maintained in the evenings and on weekends.

Individual switches control the lights in each tenant suite. In order to conserve energy and reduce operating costs, please turn off all of the lights in your suite when you leave in the evenings. The night cleaning staff, when cleaning your suite, will utilize only the necessary electricity and turn all lights off when finished. Calculators, radios, computer monitors, and other electric office appliances should also be turned off each evening as well. Every tenant will benefit from these simple measures to conserve energy.

Please keep in mind that personal heaters are considered a fire hazard and their use is against building policy. Also, we require that all coffeepots be on a timer.

All major moves and deliveries must be scheduled with Building Management.

### DELIVERIES

Deliveries of furniture, heavy equipment or large deliveries must be scheduled after hours or pre arranged with the Management Office in order to help with the flow of traffic through the drive bay.

### MOVING

To facilitate your move, we request your cooperation in adhering to the following:

1. Major moves and deliveries must take place before 7:00 am or after 6:00 pm, Monday through Friday or be arranged with the Management Office.
2. An authorized tenant representative must be present when the moving company arrives. All pre-scheduled equipment and furniture deliveries must be coordinated through the management office.
3. Tenant is responsible for any damage to the premises or persons resulting from the action of vendor. Tenant must hire a fully insured, reputable moving company. For a list of qualified vendors, please contact the management office.
4. Prior to the schedule move/delivery date, the vendor must provide a Certificate of Insurance naming the following as additional insured and include a separate endorsement page:

Vine & Elliott LLC  
11 Vine Street  
Suite A  
Seattle, WA 98121

Goodman Real Estate, Inc.  
11 Vine Street  
Suite A  
Seattle, WA 98121

The Certificate of Insurance must provide the following:

1. **Workman's Compensation** in statutory limits for the state, with employer's liability of \$1,000,000; bodily injury, personal injury and property damage liability insurance in comprehensive general liability form.
2. **Comprehensive General Liability** insurance that includes coverage of operation, elevators, and products, including personal injury and contractual liability coverage and shall designate the assumptions of liability under performance of the act of moving. Such insurance shall be in limits no less than \$2,000,000 per occurrence combined single limit bodily injury or property damage. Property damage insurance shall be in broad form including completed operations.

The moving contractor shall be responsible for all damages and losses sustained to tools and equipment utilized in the performance of work thereunder.

The certificate of insurance should be forward to:

Vine Street Storage  
Attn: Business Manager  
11 Vine Street  
Suite A  
Seattle, WA 98121

**Moving companies must follow the following the rules and guidelines:**

- The Management Office must be contacted at least five (5) days prior to the anticipated move in or move out date to insure there are not other related activities taking place at the same time.
- The freight elevator must be utilized for all moves.
- Masonite is required on all floor surfaces from the entrance to the freight elevator and from the freight elevator to the tenant suite.
- Door propping is not permitted into any common area hallway. In the event the building entrance is left open someone must be posted at the door at all times to prevent anyone from entering the building.
- No items should be left unattended in the common hallways. Common area hallways shall not be used as a staging area or a storage area.
- Building management will note any damage to walls or carpet during the move and any repairs will be charged back to the moving company or tenant.

The security of building and our tenants are one of our highest priorities. Specific elements of our system are outlined below. Bear in mind, however, that the ultimate responsibility for security in your suite rests with our tenants and their employees.

### **Vendor/Contractor Access**

There may be special instances when vendors or contractors need to perform work in your suite during non-business hours. In such instances, please call the management office and notify us of the name(s) of the individual(s) and the company, the date they will be coming and the approximate time. We will ensure that security is made aware of this and provides access to the required areas.

### **Tenant Precautions**

In a public building such as Vine Street Storage, the ultimate responsibility for security must rest with each tenant and their employees. Please ensure, upon leaving the complex, that all entrances and exits to your suite are locked. During the day, entrance areas should never be left unattended. Valuables, such as purses, should be locked up or taken with an employee whenever they leave their workstation.

### **Soliciting and Loitering**

Canvassing, soliciting, peddling and loitering are not permitted within building. If you are approached by a solicitor of any kind, or if you observe an individual engaged in such activities, contact the management office immediately.

### **Theft and Insurance**

Any suspected theft, no matter how small, should be reported to the management office immediately. The Seattle Police should also be notified as soon as possible. Police need to be kept informed of any thefts in the building to establish a pattern to the thefts and to effectively complete the investigation.

The insurance policy for building does not cover the personal belongings of tenants. Personal property insurance is the responsibility of each tenant.

### **Incident Report**

To provide an accurate record of every incident, the property management security staff will complete an incident report for any accident, theft, or other incident occurring on the property. We will appreciate your cooperation in answering any questions the building staff may have.

### **Preventing Car Prowls**

Half of all Seattle car prowls occur in parking lots and garages! Car prowls are ever increasing...the most prevalent crime in Seattle. Always lock your car and close windows/sunroofs, even if you're only gone a few minutes. **DO NOT LEAVE ANYTHING IN SIGHT IN YOUR VEHICLE.** That includes: coins, packages, CD's, sunglasses, cellular phones, duffel bags, etc. Not so much as an empty paper bag should be left in sight in the vehicle.

REMOVE ITEMS – VALUABLE OR NOT. Alarms still are a deterrent. Park in a well-lit area.

REPORT.....REPORT.....REPORT all car crimes to SPD, your employer, garage and building management and security. SPD will not personally respond, but your reports to 9-1-1 help determine the following year's budget for SPD and also allow for better tracking of specific problem areas within the city.

### **Special Keying**

All keys at building are keyed to a Building Master Key system. This key system is necessary so that the building staff has access to all areas in the event of emergency. For this reason, we require that no locks are changed or additional locks/bolts be added to any door within your suite. If additional lock work for your suite is necessary, services will be provided by or coordinated through the management office.

### **Emergency Telephone Number**

In case of an emergency in your suite, such as theft, fire or other incident after normal business hours, we require that you provide the management office with the name and phone number of a designated emergency contact from your company. This procedure allows us to alert you as soon as possible in case of any unforeseen circumstances.



**Smoking Area**

The building is a smoke-free environment for its tenants and their visitors. Washington State Law prohibits smoking in corridors, stairwells and common areas or within 25 feet of all building entrances. This includes garage doors going into the storage facility. For this reason, all ash trays have been removed from the property. Smoking is allowed against the fence next to the train tracks on the West side of the building. Please do not litter.

**Bus and Taxi Service**

King County Metro provides convenient bus service to the Vine Street Storage from throughout the metropolitan area. For information on routes, fares and schedules please call their 24-hour information line at (206) 553-3000 or their website <http://transit.metrokc.gov>.

Taxicab service telephone numbers are:

Farwest Taxi	(206) 622-1717
Orange Cab	(206) 522-8800
Graytop Cab	(206) 282-8222
Yellow Cab	(206) 622-6500

**Parking**

The parking lot at the building is monitored by Property Management and is Reserved parking only. Please ask your employees and guests to park outside of the Vine Street Storage parking lot. All violators will be marked for towing. If a vehicle is towed, it will be at the owner's expense.

As a businessperson, you have a strong interest in the type of image you present to the business community. You want the level of your work to be evident to the most casual visitor. To convey your expertise you have chosen a distinctive business environment, which you feel, will enhance the reputation you have built for quality and style. How well your work location is maintained also contributes to your image of efficiency and effectiveness.

Common area restrooms and showers are provided with building standard janitorial services. These services are provided Sunday through Thursday between the hours of 6:00 p.m. and 2:30 a.m. Tenants are responsible to contract their own cleaning services.

### JANITORIAL CLEANING SPECIFICATIONS

#### II. RESTROOMS

##### *Nightly Services (Five (5) nights per week)*

1. Clean and sanitize mirrors, brightwork, and enameled surfaces.
2. Wash and disinfect sinks, urinals, and toilet bowls. As necessary they will use scouring material to remove stains. Clean undersides of urinal and toilet bowl rims.
3. Disinfect toilet seat tops and bottoms.
4. Clean and dust horizontal and vertical partition surfaces.
5. Restock toilet paper, hand soap, paper towels, and coin operated sanitary napkin dispensers.
6. Clean and polish faucets, flush valves, piping, toilet seat hinges, and other metal features.
7. Empty, clean, and damp wipe all waste receptacles.
8. Sweep, wet mops and sanitizes all floors.
9. Spot wash walls, partitions, and doors.

##### **Monthly Services**

1. Wash and spot painted walls, partitions, tile walls, and enamel surfaces from ceiling to floor.
2. Vacuum/dust all louvers and ventilating grills and dust light fixtures.
3. Clean inside of doorframes.
4. Deep clean grouted seams under urinals, around toilets and high traffic areas.

**Floor Maintenance Services**

1. Machine strip, seal and refinish restroom floors as needed, but no less than two (2) times per year.
2. Dust and remove scuffmarks covebase.

**TRASH SERVICE**

The building trash areas are located on the West side of the Building, inside the storage area. If you drop or spill items in the trash area, please clean it up. Items outside of the dumpsters attract vermin.

**RECYCLING**

Building management takes pride in providing its tenants with a recycling program. This program includes paper and cardboard products used on the premises. Do not mix recyclable materials with normal trash and other forms of waste.

Your cooperation is greatly appreciated, and your help and encouragement to your office workers is needed if our recycling program is to remain a success. If you have questions or comments about the program, please contact the management office.

The following is a list of the items that may be placed in the Recycling containers:

**DO'S**

- ALL OFFICE PAPER GRADES
- NEWSPAPER
- MAGAZINES
- CARDBOARD
- BLUEPRINTS
- PLASTIC BAGS & SHRINKWRAP
- GLASS/METALS

**DONT'S**

- PLASTICS
- CARBON
- FOOD PRODUCTS OR CONTAINERS
- STYRO FOAM
- REAM WRAPPERS

## ALTERATIONS AND REMODELING

Alterations and remodeling work can be either minor or major and may include any of the following:

- Installing electrical or phone outlets
- Installing or relocating light fixtures
- Relocating doors
- Repairing carpets
- Installing new carpet
- Adding or removing walls
- Painting or wallcovering

All alterations require the approval of the management office. Requests to make alterations should be sent, in writing, to the Property Manager prior to any work commencing. Only management staff, or building designated contractors, or an approved contractor may perform alterations. All construction contractors including general, electric, plumbing or phone contractors must register with the property management office prior to performing any work in the building. Installation of communications equipment, computer or alarm systems must also be coordinated with the management office.

Prior to the work commencing, building management must have a Certificate of Insurance from vendor performing the work. Certificate of Insurance must name the following as additional insured and include a separate endorsement page:

Goodman Real Estate and Vine & Elliott LLC

The Certificate of Insurance must provide the following:

3. **Workman's Compensation** in statutory limits for the state, with employer's liability of \$1,000,000; bodily injury, personal injury and property damage liability insurance in comprehensive general liability form.
4. **Comprehensive General Liability** insurance that includes coverage of operation, elevators, and products, including personal injury and contractual liability coverage and shall designate the assumptions of liability under performance of the act of moving. Such insurance shall be in limits no less than \$2,000,000 per occurrence combined single limit bodily injury or property damage. Property damage insurance shall be in broad form including completed operations.

The moving contractor shall be responsible for all damages and losses sustained to tools and equipment utilized in the performance of work thereunder.

The certificate of insurance should be forward to:

Vine & Elliott LLC  
Attn: Business Manager  
11 Vine Street  
Suite A  
Seattle, WA, 98107

## TENANT SERVICE REQUESTS

The Building Maintenance Staff is trained and equipped to handle a wide variety of problems, should they arise. If you experience a problem within your suite that requires maintenance assistance and/or repair, please use the following procedures:

Please note that some of the services provided by our engineering and janitorial departments may have associated charges. All requests with an associated charge must be authorized by the appropriate tenant contact prior to commencing work.

- To make a tenant request, requests can be called into the management office or logged directly into our system through the Easy Work Order website at [Easyworkorder.com](http://Easyworkorder.com). Each company has a designated person(s) with access to the Vine Street Storage work order system. Be sure to include as much detailed information as possible on your request.
- Urgent requests can be made by calling the management office at (206) 443.3500 or after normal business hours, contact the answering service at (206)368.4247 and provide the following information:

Tenant's name

Tenant suite number

The name of the individual calling

Nature of the request or problem described as accurately as possible.

- Property Management will dispatch the proper personnel to service the request.
- Response time to the request will vary, but the request can usually be categorized in the following manner:
  - Emergency (water leak, chemical spill, etc.) – immediate response
  - Coffee and food spills – immediate response
  - Comfort call (suite temperature) – no visit is required
  - Cleaning request – will be taken care of that evening by the cleaning crew with either a direct invoice to you, or a bill back from Vine Street Storage. If it is essential to be cleaned during normal business hours, a building engineer can be sent to the suite within 1-2 hours.
  - Light bulb change requests will be handled by a member of the engineering staff. All requests of this type will be handled by the first available engineer in the order in which they are received.
  - Special service (hang pictures, white boards, bulletin boards, handle deliveries, clean up broken glass, etc.) – variable time, depending upon availability of the engineer.

Charges for these special services are billed at the following rates:  
\$50.00 per hour for the Engineering Staff  
10% coordination fee on total work order/invoice amount

*Please note that the first 15 minutes are free of charge.*  
Additional Key Copies    \$2.00 per key

- If the request is for a special service, a tenant work order will be filed out explaining the nature of the work involved by an outside contractor or a member of the engineering staff. The tenant will be required to sign the work order to authorize work to be initiated prior to commencement of the project. If the work of an outside contractor is needed there will be an additional 10% coordination fee charge based on the total invoice amount.



Protection of your employees and the building is always foremost in the minds of the management. We feel that by communicating with you about your role in building and personal security, we can eliminate or reduce the risk of life threatening situations.

**Emergency Telephone Numbers**

All Emergencies.....	911
Fire Department .....	(206) 386-1400
Police Department.....	(206) 625-5011
Management Office.....	(206) 443-3500
After Hours Building Emergency Number.....	(206) 368-4247
Seattle City Light – Power Outages .....	(206) 684-3000

This handbook provides valuable information to ensure protection for your employees. It should be read carefully by key managers, designated Floor Wardens and Alternate Floor Wardens in your office. It is essential that these procedures are fully understood and followed, should the occasion arise.

In the event of an emergency, the safe and rapid evacuation of the affected area is the responsibility of the Fire and Police Department, and the individual employee.

We, as Property Managers, request your assistance in assigning a Floor Warden and an Alternate to assist in emergency situations that could impact your premises. All of your employees should be aware of their designated Floor Warden.

A Floor Warden should be someone who is reliable, respected by the other employees within your firm and capable of providing guidance in the event of a fire or other emergency. This individual should rarely travel and be familiar with the names and faces of all employees in your office. An Alternate Floor Warden will also need to be selected for every Floor Warden. The Alternate will assist the Floor Warden or act in place of the Floor Warden in their absence, if there is an actual emergency.

## **Floor Warden Responsibilities**

Your duties as Floor Warden begin long before any emergency occurs. Your planning should include the following:

1. Distribute life safety brochures and instruct employees in your area on proper evacuation procedures.
2. Select and train your floor's tenant response team in advance, to help you assure a quick and effective response to any emergency.
3. Maintain an updated organizational chart of your Assistant Wardens, Monitors, and Aides, and report any changes to the Fire Safety Director.
4. Maintain a current list of physically challenged people on your floor. (Bear in mind that during an alarm, temporary injuries such as a sprained ankle can be as significant as a permanent disability).
5. Familiarize all response team members with evacuation routes and procedures, and make sure that assistants are prepared to take over in your absence.
6. At least once a year, you will assist your floor in completing emergency fire drills. These drills are intended to uncover weaknesses in the buildings' fire preparedness. After the drill, you will be asked to assess the response effort on your floor and submit a report to the Fire Safety Director.
7. At the conclusion of a fire drill, complete a "Tenant Fire Alarm Report", and forward it to the Property Management Office.
8. Periodically check your floor for possible fire hazards, and make sure lobbies and stairs are unobstructed. (Most fires can be prevented by good housekeeping and common sense.)

## **PERSONS WITH DISABILITIES**

Persons with disabilities must be identified and considered prior to any emergency evacuation. It is necessary for Floor Wardens to notify the Property Manager of any persons with disabilities who may require special assistance during an evacuation. A list must be maintained by the Floor Warden and updated as necessary. ). We ask that each Floor Warden assign at least two people to be a disabled person's "buddy". In this way, during an emergency, someone is always able to be and stay with the disabled person.

Persons not requiring or providing assistance will evacuate first. The assisted persons can then evacuate without being bumped or pushed down, thus speeding evacuation and avoiding injury. If there is evidence of fire, persons with disabilities should be positioned near the fire exit stairs located farthest away from the fire. If fire conditions pose a personal threat, the special assistants will enter into the exit stairwell accompanying the person with disabilities and wait for special assistance from the fire department. The special assistants

may assist in evacuating the persons with disabilities if danger is imminent and the fire department has not yet arrived.

## FIRE SAFETY

Fire is perhaps the most common and most frightening safety hazard. To combat this hazard effectively requires a thorough knowledge of the building safety features, escape routes and fire and evacuation procedures.

The building must be evacuated when a fire alarm signal is sounded. An effective evacuation depends on the orderly “phasing” of floor clearance, which means that the emergency floor is evacuated first and immediately. The next floor to evacuate should be the floor above the emergency floor, followed by the floor below. The Building Engineer will be in charge of the evacuation until the Fire Chief arrives.

When a fire alarm has been sounded, all elevators within the building go on fire-fighter service and are automatically recalled to the lobby, depending on where the emergency is occurring. If heading in an up direction, the elevators will first proceed to the next floor, stop without the doors opening and then proceed to the lobby. The elevator shafts are immediately pressurized with fresh air to prevent fire and smoke from jumping to an additional floor. If an individual happens to be on an elevator when fire-fighter service goes into effect, they will feel a rush of air caused by the pressurization. Please be assured, however, that this in no way affects the operation of the elevators; they will continue to travel at the same rate of speed as during normal operations.

Each tenant office manager or supervisor must predetermine priorities for the safety of records, classified material and/or securities. Supervisors also must cooperate with Floor Wardens to ensure that all employees are well informed and instructed on evacuation procedures

### Procedure

1. The person who discovers the fire:
  - Dials 911 and reports the fire to the Seattle Fire Department
  - Calls the management office at (206) 443.3500
  - Alerts the Floor Warden
2. The Floor Wardens assume full control of their floor and activate the Emergency Preparedness and Evacuation Plan.
3. The Floor Wardens go into immediate action. Absolute silence and decorum must prevail for maximum effectiveness.
4. Special assistants immediately contact and help their assigned person. Persons with disabilities wait for help from their special assistant.

5. As each floor is evacuated, the Floor Wardens make sure all stairway doors are closed after the last person evacuates the floor.
6. Floor Wardens distribute the flow of people evenly via all available stairway exits.
  - If a stairway is filled with smoke or on fire, get out of the stairwell into any clear corridor and proceed to an alternate stairwell.
  - Each stairway designated as an evacuation stairway is identified by signs on the inside and outside of the door at eye level.
7. The orderly phasing of floor clearance continues until all occupants are evacuated to the outside safety area, which is located no less than 300 feet north of the building.
8. When the “all clear” is announced, a member of the property management staff will signal the Floor Wardens to lead the employees in an orderly fashion back to their work places. If available, elevators will be back in service. A member of the property management staff coordinates the loading of the elevator cars to prevent overcrowding. Single floor groups should enter an elevator together.
9. The intermittent Alarm Signal is silenced when the “all clear” is announced. (The alarm signal continues throughout the state of emergency).

## BOMB THREATS

Fortunately, the vast majority of bomb threats are false alarms. Unfortunately, it is difficult to differentiate false alarms from genuine threats. As little publicity as possible should be given to the incident, since the objective of the caller is usually to disrupt normal business functions by causing the building to be evacuated.

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

1. Serious personal injury can result if an explosive or fire-generating device is set off.
2. Valuable work time is lost during building evacuations.

Building Management will endeavor to control unauthorized access to this facility. The success of the preventive strategy requires full cooperation from all tenants. All suspicious individuals or situations should be reported at once to the management office at (206) 443.3500.

### Procedure

1. The person who receives the bomb threat should:
  - Get as much information from the caller as possible using the Bomb Threat Checklist as a guideline.
  - Dial 911 and report the threat to the local police or fire department.
  - Call the property management office at (206) 443.3500.

If a non-descriptive general bomb threat is received (no description of bomb, no detonation time, no location, etc.), the building will remain open. The decision to evacuate is then the responsibility of each tenant. Total evacuation may be necessary when the threat is specific in nature, the call cannot be resolved as a hoax, or a suspicious object is located. If total evacuation is necessary, the Bomb Threat Notification Procedure will be executed. For evacuation procedures, please see the Fire section.

*Two-way radios may detonate some explosive devices. Therefore, two-way radios should not be used during bomb threats.*

2. The management office contacts all Floor Wardens. The Property Manager and Floor Wardens confirm the need to notify company employees of the threat and to evacuate the building.
3. The Floor Wardens assume full control of their floors and activate the Emergency Preparedness and Evacuation Plan.
4. Floor Wardens notify employees in a calm and deliberate manner. Carefully pre-planned statements can convey the urgency of the situation without causing panic. An

appropriate statement might be, “Employees are directed to immediately cease work, gather their personal belongings and proceed to (the emergency stairwell or floor [x]). This is not a drill.”

5. Floor Wardens execute their bomb threat search plan, making sure they:
  - Search for objects that seem out of place.
  - Do not touch anything! Suspicious objects **MUST NOT** be tampered with.
  - Notify the management office immediately at (206) 443.3500 if a suspicious object is discovered. The management office will then notify the fire department, which will subsequently assume full control of the operation.
  
6. Members of the property management staff report to the affected area of the building and begin a search of the following areas:
  - Public areas
  - Stairways
  - Restrooms
  - Equipment rooms
  - Cleaning closets
  - Air handler rooms
  - Any other areas designated by the police
  
7. Floor Wardens search the common areas of their floor including the following areas:
  - Public areas
  - Stairways
  - Restrooms

8. Floor Wardens inform the management office of all new developments.

If your company decides to evacuate the building, use the stairways to evacuate. The Floor Warden must confirm with the Property Manager that your company has evacuated the building.

Time and Date Reported: \_\_\_\_\_ How Reported: \_\_\_\_\_

Exact Words of Caller: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Questions to Ask:**

1. When is the bomb going to explode? \_\_\_\_\_
2. Where is the bomb right now? \_\_\_\_\_
3. What does the bomb look like? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will cause the bomb to explode? \_\_\_\_\_
6. Did you place the bomb? \_\_\_\_\_
7. Why did you place the bomb? \_\_\_\_\_
8. When did you place the bomb? \_\_\_\_\_
9. Where are you calling from? \_\_\_\_\_
10. What is your name? \_\_\_\_\_
11. Where do you live? \_\_\_\_\_

**Description of Caller's Voice:**

Male/ Female Young \_\_\_\_\_ Middle Age \_\_\_\_\_ Old \_\_\_\_\_ Accent \_\_\_\_\_

Tone of voice: \_\_\_\_\_

Is voice familiar? \_\_\_\_\_

If so, whom did it sound like? \_\_\_\_\_

Other voice characteristics: \_\_\_\_\_

Background noise: \_\_\_\_\_

Time Caller hung up: \_\_\_\_\_

Remarks: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Name, address and telephone number of recipient: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Telephone number where call was received: \_\_\_\_\_

## NATURAL DISASTERS

### Severe Weather

The U.S. Weather Service reports the movement of severe weather that may present a threat to the metropolitan area. Tenants have the choice of evacuating or remaining in the building during a severe weather alert. If the U.S. Weather Service gives an early alert, certain steps can be taken to prepare for the severe weather if the decision is to remain in the building.

### Tenant Responsibilities

#### All Tenants

1. Maintain an inventory of emergency equipment to be used during severe weather.
  - Flashlights and fresh batteries.
  - First aid kits to treat minor injuries.
  - Portable radios—useful for keeping abreast of severe weather conditions.
2. If informed by the U.S. Weather Service that severe weather is imminent, follow the steps below (if necessary):
  - Clear desks, tables and windowsills of books, papers or other items and secure them in boxes or drawers.
  - Move easily moveable furniture away from windows.
  - Store all easily moveable office equipment to inside offices.

#### Floor Wardens

1. Move all occupants to the core areas of the building.
2. If your company decides to evacuate the building, notify the Property Manager of your intention to do so. The evacuation stairway is the only stairway to be used in a severe weather evacuation.
3. Confirm with the Property Manager that your company has totally evacuated its space and the building.
4. Notify the Property Manager of all severe leaks, fires, and structural or other damage during or after the storm.

### Earthquakes

In the event of an earthquake, do not attempt to leave the building. You are safer within the building until the initial tremors subside. If evacuation is necessary, know where the locations of possible safe refuge areas are outside and away from the building. Beware of falling glass and electrical lines.

1. It is recommended that you have the following items available in your tenant space:
  - First aid kit
  - Transistor radio and flashlight with extra batteries
  - Heavy gloves in case of broken glass
  - Rubber soled shoes
  - A 72-hour minimum supply of medication (if on medication)
  - One or two bottles of water per employee - rotate regularly



2. Have a plan for reuniting with your family. Have an out-of-state contact person for your family members to contact.

### **Earthquake Procedures - During**

1. Remain calm. Do not exit the building. Do not use the elevators. If you are in an elevator, exit as soon as possible.
2. Take cover under a desk or another sturdy object or against the wall in the core of the building. Protect your head. **DUCK, COVER and HOLD.**
3. Move away from the building exterior. Stay away from windows, bookcases, filing cabinets and any objects that may fall or shatter.
4. Do not take cover in emergency stairwells.

### **Earthquake Procedures - After**

1. Check for injured people and assist if possible. Do not move a seriously injured person unless they are in immediate danger.
2. Inspect your floor for damage. Check for fires. Check for gas and water leaks and electrical shorts. If you suspect a gas leak, **DO NOT** use matches or cigarette lighters or turn on electrical switches or appliances. If you smell gas, contact the property management staff immediately at (206) 443.3500.
3. Open doors carefully. Watch for falling objects.
4. Wear shoes for protection from debris and broken glass.
5. Stay away from windows/glassed areas.
6. Replace telephone receivers, in case the telephone system works. Use telephones for emergency calls **ONLY**.
7. Listen to the radio for emergency reports.
8. Do not spread rumors regarding the building condition, extent of damage and injuries. This may cause a panic.
9. Cooperate with the public safety officials.
10. Be prepared for aftershocks.
11. Notify the management office or security guard of any damage to the building.

For more information on earthquake preparedness, contact the American Red Cross or your local fire department.

## POWER FAILURE

In the event the building sustains a power failure, building EXIT signs will become illuminated.

### **Procedure**

1. The Chief Engineer contacts the electric company to find out the duration of the power outage.
2. Floor Wardens check the elevators on their floors to see if people are trapped inside. If there are people trapped, the Floor Wardens will ask them to remain calm and then notify the Engineer of their location.
3. If people are stuck, the Floor Warden or Alternate Floor Warden will stay in contact with these people and will not leave the elevator lobby.
4. If the power is not restored after 15 minutes, all Floor Wardens proceed to main floor lobby.
6. The Chief Engineer meets the Floor Wardens at the main floor lobby and informs them of the situation.

If total evacuation is necessary, it is conducted according to the fire procedure. (For greater detail on the fire procedure, refer to the Fire section of this manual.)

## MEDICAL EMERGENCIES

Time is extremely important in the case of a medical emergency. Building Management recommends that all tenants keep a first aid kit unlocked and fully stocked in their suite. It is the tenant's responsibility to also make sure that employees are aware of its location. The management office requests that tenants provide a list of any office personnel that are trained in CPR. This list is extremely valuable and will be used by building management to locate trained individuals to assist in an emergency.

### Procedure

1. The person who discovers the emergency should:
  - Dial 911, telling the paramedics:
    - Building address — 11 Vine Street
    - Your name
    - Your company name
    - Your floor/suite number
    - Your telephone number
  - Call the management office at (206) 443.3500
  - Contact the nearest Floor Warden to dispatch someone to the lobby to direct medical personnel.
  
2. A member of the management office team will recall an elevator to the ground floor to transport the paramedics to the floor of the medical emergency.

*It is crucial that the injured person is not moved. Try to keep the injured person comfortable without moving him/her.*