

**Shorenstein**

**Hamilton Square  
Electronic Tenant Handbook**

**Created on February 7, 2012**

## **Building Amenities: 24-Hour Emergency Service**

Shorenstein Realty Services provides twenty-four hour emergency telephone and on-site attendant service at Hamilton Square. Our staff is on-call to respond to your needs. The number for the Lobby/Security Desk, which is manned 24 hours per day/7 days per week, is **(202) 347-2818**. You may also call the Allied - Barton 24 x 7 Call Center at **1-800-51Guard**.



## **Building Amenities: ADA Compliance**

Hamilton Square strives to meet the requirements of the Americans with Disabilities Act (ADA). If assistance is necessary for accessibility, our 24-hour staff is available to help.



## **Building Amenities: Art**

[Please click here to learn about the artwork at Hamilton Square](#)



## **Building Amenities: Bike Racks**

Tenants may park bikes, free of charge, on bike racks in the P-2 level of the Parking Garage. Please be aware that bike parking is at the bike owner's own risk. An authorized Kastle access key is necessary to retrieve bikes after the garage closes.

### **Register Your Bike**

For a small fee you can register your bicycle with the National Bike Registry. Many stolen bikes are recovered by police but there is no way to identify the owner. With the NBR service, you can register your bicycle by serial number in their national database and apply the special label you receive to your bike. If your bike is ever stolen, it can be identified and you can prove ownership. Law Enforcement anywhere can access their database, and if your bike has been recovered you can be notified immediately.

<http://www.nationalbikeregistry.com/>



## **Building Amenities: Conference Centre**

This building has a Conference Centre on the Penthouse level which is available, with reservations, for tenant use. The Conference Centre has windows on two sides, which have shades for lighting control, and two doors which provide direct access to the roof deck. The Conference Centre has a full set of tables and chairs (60), audio / video equipment including a ceiling mounted projector, and screen, as well as wireless internet and telephone access. There are restrooms immediately outside the Conference Centre, for your convenience.

An access control key is required for access to the Penthouse. Use of the Conference Centre during regular building hours can be arranged by making reservations in Workspeed on a first come, first served basis. To arrange for after hours use of the Conference Centre, please complete the Agreement for Use of Building Facilities and reserve the event hours on the Calendar page of Workspeed. The event will then be reviewed by Property Management and, if approved, an e-mail will be sent back to you along with the executed Agreement for Use of Building Facilities. Tenants are responsible for using care in handling the furniture and equipment provided.

Suggested Furniture Layouts

[Furniture Layout 1](#)

[Furniture Layout 2](#)

[Furniture Layout 3](#)

[Click here to login to to Workspeed](#)

[Click here for Conference Center Equipment Guide](#)



## **Building Amenities: Customer Events**

We coordinate tenant appreciation events throughout the year in honor of our tenants. These events are an opportunity for us at Shorenstein Realty Services to meet our tenants in an informal atmosphere and for fellow tenants to become acquainted with each other. It is our hope that these events will foster a greater sense of community and strengthen our relationship. Please plan to attend and meet your neighbors as well as the Property Management staff.



## **Building Amenities: Downtown BID**

This building is located in the Downtown BID (Business Improvement District). The BID hosts a site on the internet which posts information regarding the services offered by the Downtown BID, new developments, events, etc. The site also includes information on local restaurants, museums, transportation and a variety of other information intended to orient you to “Life in the Downtown BID”. Contact information for the Downtown BID is as follows:

**Internet site:** [www.downtowndc.org](http://www.downtowndc.org)  
**Phone:** (202) 638-3232  
**Fax:** (202) 661-7599



## Building Amenities: Fitness Center

A Fitness Center with lockers and shower facilities is available to all tenants at Hamilton Square on the P-2 Level of the building at no charge. The hours are 6:00 a.m. to 9:00 p.m. Monday through Friday. To obtain information about using the Fitness Center, please call the Management Office at **(202) 388-0110**. A waiver of liability form signed by each user is necessary to obtain authorized access. This form is included in this Handbook in the Appendix section.

Please note that the lockers in the Fitness Center are for use only while using the Fitness Center. There are a limited number of lockers and, so that everyone will have a locker available to them when they work out - they are **meant only for temporary storage while you are working out**. They are not meant for permanent storage of your workout clothes, shoes or used towels. The only time a lock should be on one of these lockers is when you are using the Fitness Center.

Please be advised that locks left on non-reserved lockers when it is clear that the Fitness Center is not in use may be cut and the contents removed. In addition, all lockers will be cleaned on a periodic basis.



## **Building Amenities: Lobby and Security Desk**

Trained personnel staff the building's main lobby to provide courteous, helpful and professional assistance to tenants, guests, vendors and other staff members. Some of our lobby services are helping the physically challenged, coordinating deliveries, answering and directing telephone calls and implementing the building procedures associated with each Threat Level as issued by the Department of Homeland Security. The Security Guard also works to control building access by checking building I.D. badges for building tenants and consulting a daily visitor log sheet to ensure that visitors to the building are expected by the tenant they are there to see.



## **Building Amenities: Property Management Office**

To enhance our contacts with you, our tenants, our Property Management Office is located at Hamilton Square, on the main lobby level. The phone number is **(202) 388-0110**. The fax number is **(202) 388-4221**.



## **Building Amenities: Metropolitan Square**

Hamilton Square has direct access to Metropolitan Square, at the back of the main lobby, across from the back door to Borders, during the hours of 7:00 a.m. to 6:00 p.m. Businesses in Metropolitan Square which are made more readily accessible via this access include Old Ebbitt, the Grill at Old Ebbitt, a newsstand and a day-care center. It is also convenient to access businesses on G Street by walking through the Metropolitan Square indoor courtyard and using the Metropolitan Square lobby doors to G Street. One can also access 15th Street by walking through the Metropolitan Square indoor courtyard and using the Metropolitan Square lobby doors to 15th Street.



## Building Amenities: Parking

Hamilton Square provides three (3) levels of underground parking. Parking is accessible via entrances on G Street and F Street and is operated by InterPark. In order to access Hamilton Square's parking garage, you will need to travel through Metropolitan Square's parking garage which is operated by Colonial. The parking garage is available to monthly contract holders 24 hours per day, seven days per week with a Kastle key.

### Hours of Operation:

#### *G Street Entrance*

Monday – Friday: 7:00 a.m. to 8:00 p.m.

#### *Weekends & Holidays*

Closed

#### *F Street Entrance*

Monday – Saturday 7 a.m. to 11:00 p.m.

Closed Sundays

### Laz Parking Telephone List:

#### *Division General Manager*

Benson Mungai: 202-667-3030 (office)

202-438-3406 (cell)

[bmungai@lazparking.com](mailto:bmungai@lazparking.com)

### Monthly Contracts:

To arrange parking contracts please contact Raul Romo at [Rromo@lazparking.com](mailto:Rromo@lazparking.com) or [Accountchanges@lazparking.com](mailto:Accountchanges@lazparking.com). The telephone number for customer service is **(202) 667-3030**. The monthly rate as of February 1, 2009 is \$250.00. 24-hour garage access is provided for monthly parkers. Laz Parking will activate your Kastle Systems "clickers" and access keys after being provided with a list of Kastle Systems access control key numbers.

### Daily Parking:

Daily Parking for visitors is available at the Metropolitan Square garage entrances.

### Valet Parking:

Valet parking is available for monthly parkers and visitors at the Metropolitan Square garage entrances.



## **Building Amenities: Retail Tenants and Services**

### **Galileo III Restaurant**

Galileo III is a white table cloth Italian restaurant located adjacent to the 14th Street entrance of Hamilton Square. It is owned and operated by Chef Roberto Donna. <http://www.robertodonna.com/>

### **The Hamilton**

The Hamilton Restaurant, part of the Clyde's Inc., Restaurant group is due to open in December 2011. This 40,000 square foot Americana Cuisine restaurant will also include a lower level music venue, with evening shows and entertainment. <http://www.clydes.com/main/index.cfm>



## **Building Amenities: Roof Deck**

This building has a roof deck which is available for tenant use at any time. An access control key is required for access to the roof deck. The roof deck is one of the building's designated smoking areas. The roof deck is available for tenant-specific events. To arrange for private use of the roof deck, please complete the Agreement for Use of Building Facilities. Note that the private use of the roof deck may be restricted between the hours of 9:00 a.m. and 5:00 p.m., depending on the size and nature of the event.



## **Building Amenities: Security Officers**

ABM Security provides licensed personnel 24 hours per day, 7 days per week. These officers make routine inspections of the building and are available to escort tenants to their automobiles in our garage. To contact a Security Officer call **(202) 347-2818**. If you need to reach a Security Officer after-hours and are unable to reach anyone at the Lobby/Security Desk, you can call the Allied - Barton 24 x 7 Call Center at **1-800-51GUARD**.



## **Building Amenities: Smoking**

Hamilton Square is a non-smoking building. Smoking is only allowed in certain designated areas in accordance with the District of Columbia municipal code. Designated smoking areas are the roof deck, the loading dock and the courtyard. We ask that smokers please refrain from smoking at building entrances and that they also refrain from using planters as ash urns, as ash urns have been placed at all designated smoking areas.

[Click here to view the Environmental Tobacco Smoke Control Policy](#)

[Click here to view the Designated Smoking Areas](#)



## **Building Amenities: Valet Guest Parking**

Valet parking is available for your guests. Please direct your visitors to the Metropolitan Square garage entrances on G Street and F Street.

## Building Operations: Accounting

### Rental Payments

Rent is due on or before the first of the month. You will not receive invoices for monthly rental obligations.

If you send rent **via check**, make rent checks payable to SRI SIX HAMILTON SQUARE, LLC and send such checks to SRI SIX HAMILTON SQUARE, LLC, at the following address:

File 74466  
P.O. Box 60000  
San Francisco, CA 94160

Rental and other payments sent by **wire transfer** should be sent to:

Bank:	Bank of America, NA – Concord, CA
Account Name:	Shorenstein Realty Services, LP
As Agent for:	SRI Six Hamilton Square LLC
Account No.:	12355-51881
ABA No.:	121-000-358

### Accounts Payable

Miscellaneous invoices for extra services and after-hour HVAC are processed monthly by the Property Management Office. These accounts payable are due within thirty (30) days from the date of receipt. Please mail payment as noted above.



## **Building Operations: Building Holidays**

During those holidays identified in your lease, Hamilton Square operates with a limited staff and provides limited services. Those services are identified below:

- Scheduled and pre-arranged HVAC at an overtime rate.
- 24-hour building access, which is controlled by Kastle Systems.
- Parking garage access is available for monthly parkers only, controlled by InterPark, the garage operator.
- Emergency Property Management Office Services are available by calling Lobby Security Desk at **(202) 347-2818** and, of course, if the situation warrants, call "911".
- Requests for janitorial services can be arranged for an additional charge.

### **OBSERVED HOLIDAYS:**

- New Year's Day
- Martin Luther King, Jr. Birthday
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving
- Christmas Day
- Any other day deemed a National Holiday by the President of the United States.



## **Building Operations: Building Hours**

### **Heating and Air Conditioning Services:**

Monday - 8:00 a.m. - 8:00 p.m.  
Friday:  
Saturday: 9:00 a.m. - 5:00 p.m.  
Sunday: By reservation, at overtime rate

### **Building Access Hours:**

Monday - 7:00 a.m. - 6:00 p.m.  
Friday:  
Saturday: Accessible via Security key only  
Sunday: Accessible via Security key only

### **Moving Hours:**

Reservations must be made 24 hours in advance.

Monday - 6:00 p.m. – Midnight  
Friday:  
Saturday: 9:00 a.m. – 9:00 p.m.  
Sunday: 9:00 a.m. – 9:00 p.m.



## Building Operations: Leasing

The leasing company for Hamilton Square is Transwestern, Brokerage Services, and is located at 750 9th Street, NW, Suite 900 in Washington, DC. Please contact any of the individuals listed below regarding available space at Hamilton Square.

<b>Title</b>	<b>Name</b>	<b>Phone Number</b>	<b>Email</b>
Senior Vice President	Joseph Michel	202-775-7016	<a href="mailto:joe.michel@transwestern.com">joe.michel@transwestern.com</a>
Vice President	Scott Russi	202-775-7014	<a href="mailto:scott.russi@transwestern.net">scott.russi@transwestern.net</a>



## Building Operations: Property Management

The Management Office at Hamilton Square is located in Suite 100 in the Lobby of the building. This office is available to service all your tenant needs. Questions and comments regarding any of the building services should be directed to the Management Office. The Management Office phone number is **(202) 388-0110**.

The following personnel are available to address tenant needs:

<b>Title</b>	<b>Name</b>	<b>E-Mail</b>
General Manager	CeCe Brooks	<a href="mailto:cbrooks@shorenstein.com">cbrooks@shorenstein.com</a>
Senior Tenant Administrator	Erica Gaines	<a href="mailto:egaines@shorenstein.com">egaines@shorenstein.com</a>
Chief Engineer	Brian Hays	<a href="mailto:bhays@shorenstein.com">bhays@shorenstein.com</a>
Engineer	Steve Hammons	Call at (202) 347-2818

### **Shorenstein Realty Services, LP**

600 14th Street, NW  
Lobby Suite 100

**Phone:** (202) 388-0110

**Lobby/Security Desk:** (202) 347-2818



## Building Operations: Security

At Hamilton Square, we strive to maintain a safe and secure building. All employees must have a valid building-issued photo access card to enter the building.

Uniformed Security Officers patrol Hamilton Square 24 hours a day, 7 days a week. They are trained in emergency response and can contact Property Management at anytime. You may also try Allied Bartons 24 x 7 Call Center by dialing 1-800-51GUARD. Our current staff is listed below

Title	Name	Hours	Phone Number
Site Supervisor	Derron Tapp	7am-3pm	(202) 347-2818
Evening Officer	Krystal Coleman	3pm-11pm	(202) 347-2818
Overnight Officer	Danelly Carazo	11pm-7am	(202) 347-2818

**Security Officers are not authorized to enter tenant suites after hours unless the tenant making the request has confirmed such arrangements with Property Management.**

## Building Security: Access Control System

An electronic access system controls unauthorized entry from 7:00 a.m. to 6:00 p.m. weekdays and twenty-four (24) hours on weekends and Holidays. Kastle Systems monitors and maintains this system.

An access control key is necessary to enter the building during non-business hours. The initial supply of Kastle Keys will be provided to the tenant at no cost. Additional access control keys will be available by calling Kastle Systems at **(703) 284-0308** (customer service representative) or **(703) 524-7911** (main number) or Property Management at **(202) 388-0110**.

For those of you who have Kastle readers on your suite entry, Kastle Systems provides a host of services to you as part of its monthly monitoring and maintenance. These services include annual equipment inspection and preventive maintenance at no charge, archiving of reader activity for sixty (60) days and, upon request, reader activity reports. To learn more about the services Kastle Systems provides, contact the customer service representative at **(703) 284-0308**. He/she will be glad to speak with you over the phone or schedule an appointment with you to demonstrate their services.

[Click here to access an Access Control Key Request Form.](#)

Please remember to contact Kastle **immediately** if a Kastle key is lost or stolen, or when an employee leaves, to deactivate the Kastle key. You may contact Kastle one of three ways:

1. Via phone at **(703) 284-0308** (customer service representative) or **(703) 524-7911**.
2. Via e-mail at [dc-cs-team1@kastle.com](mailto:dc-cs-team1@kastle.com).
3. Via Kastle's weblink service on their website at [kastle.com](http://kastle.com). Please note that you will need to create a login and password the first time you use the weblink service.

We suggest that you request an active Kastle key report at least quarterly, to ensure that all activate Kastle keys should be active.

[Click here to access an Access Control Key Request Form.](#)



## Building Security: Access for Guests and Contractors

The following procedure, called a "Special Admit", will be helpful in ensuring that your guests and/or workmen are admitted expeditiously during non-business hours.

- Email Team 1 at [dc-cs-team1@kastle.com](mailto:dc-cs-team1@kastle.com) or you may fax a letter to Kastle Systems at **(703) 247-0257** authorizing entry for a specific person or persons, including the date and time of such entry. You may also call at **(703) 284-0308** (customer service representative) or **(703) 524-7911** (main number) with the same information. You must also provide Kastle Systems with the number on the access control key of the employee authorizing this access. Hamilton Square is identified as building 584.
- Instruct your visitor(s) to use the hands-free Kastle Security telephone at any building entrance. They should identify themselves and the person with whom they are visiting and Kastle Security will remotely unlock the door.
- Meet your visitors and guest in the lobby and escort to your suite. No visitor or guest, after hours, will be permitted to leave the lobby without an escort.

### After Hour Visitors

You can pre-arrange access for your guests to enter the building by either emailing Team 1 at [dc-cs-team1@kastle.com](mailto:dc-cs-team1@kastle.com) or by calling Kastle Systems at **(703) 284-0308** (customer service representative) or **(703) 524-7911** (main number). Be certain to identify the building, the name of your visitor, and the approximate time of arrival. The elevators are in secure mode during non-business hours. Therefore, if you provide your direct dial telephone number, our lobby Security Officer will be glad to call you to escort your guests upon their arrival. Please be sure to notify the lobby Security Officer through Workspeed.

### Contractor Access

The Property Management Office must pre-approve any contractor who requires access to building equipment. Property Management will provide contractors with access to your suite only if we have received written notification from an authorized customer contact. Remember, the Security Officer does not have access to tenant suites.



## **Building Security: Building ID Program**

### **Background**

Immediately following the terrorist activities on and after September 11, 2001, many downtown office buildings initiated a photo identification badge system. This program enables the lobby Security Officer to quickly identify building occupants and to maintain a tighter control on Security.

### **Implementation & Photographs**

Each building occupant is asked to bring his or her Security access control key to the Property Management Office, located on the lobby level, where the ID photo will be taken. A badge will be issued within one week after the photo is taken.

### **Use of the Badge**

The photo identification badges are central to the procedures followed by the Security guard. The lobby Security Officer asks each person entering the building to show his or her photo identification. If that individual does not have his/her badge with them, the officer will ask for a form of personal identification. During Code Orange and Code Red Alert status, individuals without a badge will require escort.

### **Use of the Badge (continued)**

All visitors, couriers, deliveries, etc. will be required to sign in at the front desk. The lobby Security Officer will maintain a list of all visitors, couriers, deliveries, etc. expected in the building each day via the Workspeed visitor list. The tenant will provide this list and the Security Officer will check off the visitor upon arrival.

In general, we ask that the photo ID badge is carried at all times. In addition, we request that your firm register visitors through Workspeed whenever possible.



## **Building Security: Building Security Officers**

Allied Barton provides licensed personnel 24 hours per day, 7 days per week, including Saturdays, Sundays and holidays. These officers help control access to the property. In addition to providing a Security presence in the lobby, these officers make routine inspections of the building and are available to escort customers to their automobiles in our garage. To contact the Hamilton Square Security Officers(s) call **(202) 347-2818** or Allied Barton 24 x 7 Call Center at **1-888-239-1104**.



## Building Security: General Security Tips

- Never leave your reception area unattended when your suite entry door is locked.
- Report all suspicious persons to Property Management and/or Security. Call "911" if you feel that the suspicious person is dangerous in any way.
- Do not allow persons making deliveries to wander through your offices without an escort.
- Keep valuables (cash, wallets, purses, calculators, televisions, I-Pods, digital cameras, radios) in a safe place. Avoid putting purses under your desk or in the lower desk drawer.
- Never assume you may safely leave your desk with valuables in sight.
- Require strict compliance with the use of a visitor logbook to record names of persons entering and departing the office after regular business hours.
- Strangers should not be sent to an empty office to use a telephone. Instead offer to dial the number for them or escort them to a phone and stay with them while they make their call.
- Do not allow workmen free access to your suite. Property Management will inform you when we are sending repairmen or will escort repairmen. Call the Property Management Office and/or Building Security to verify. Notice if they are in a uniform and if the uniform name correctly identifies their business.
- Above all, be alert and question strangers. Ask for a business card or ID badge. Ask with whom they have an appointment and escort them to that person's office. If you are uncomfortable approaching someone unknown, call Property Management and/or Security.
- Call for assistance before confronting someone who cannot satisfactorily demonstrate his or her identity or purpose in your offices. Be suspicious of any person who enters your suite and when confronted makes excuses that they are lost or looking for another company.
- When you secure your premises at the end of the business day, lock all doors. We recommend locking your corridor doors even if people are working late. Additionally, we recommend that you monitor and maintain security devices on all corridor doors.
- Offices are often most vulnerable to thieves during lunchtime and right before closing. At these times there is often a lot of movement, and people are frequently away from their desks.
- Put serial numbers on all business equipment to aid police in locating the equipment if stolen.
- If an employee is terminated for any reason, consider rekeying entrance locks, resetting combinations or access codes they may have been entrusted with and canceling building access cards with the building's access control provider. Be sure to return the employee's building-issued I.D. badge to the Property Management Office.
- If your firm will be closed when the rest of the building is normally open, arrange for building personnel to collect newspapers and mail.
- Keys kept on a ring should never have an identifying tag in case they are lost.
- If sidewalks or corridors are used for delivery of goods, never leave these items unattended.



## **Building Security: Prevent Office Creepers**

[Click here to download a copy of the "Prevent Office Creepers" document.](#)



## **Building Security: Property Removal**

To assist in the protection of your personal property, we have generated a Property Removal Pass for your use. This pass must accompany furniture, equipment, cartons, etc. being removed from the building. The property pass must be presented to Security at the time of removal and checked for appropriate authorization, which will assure them that the items being removed are being done so legitimately. The Property Pass should list all property to be removed. The individual signing the Property Pass must be listed on the Tenant Authorization Form as an individual who has the authority to issue Property Passes.



## Building Security: Solicitations

The building does not permit solicitations. If a solicitor comes to your suite we believe the best method to stop solicitors from going from customer to customer is to:

- Ask the solicitor for a business card;
- Have the solicitor wait a moment;
- Call the Security/Lobby Desk at **(202) 347-2818**; and
- Give your location and a description of the solicitor.

We will send a Security Officer or Property Management representative to your suite to escort the solicitor from the building.



## **Building Security: Thefts**

It is important to report any suspected theft, no matter how small. If you suspect a theft has occurred, please make the following calls immediately:

1. Shorenstein Realty Services Management Office (202) 388-0110
2. Police Department Emergency 911  
Non-Emergency 311
3. Your insurance carrier

The Metropolitan Police Department will usually prepare a police report if the stolen items exceed \$100 in value. If your credit cards or personal ID information is stolen, please contact your credit card company immediately. Thieves usually initiate charges on stolen credit cards within 15 minutes of the event!!

## Building Services: HVAC

Our goal is to ensure that your working environment is as comfortable as possible. Given the fluctuations in weather conditions, we appreciate your assistance in notifying us when an adjustment in temperature is required. By contacting us through [Workspeed](#), an engineer will be rapidly dispatched during business hours to make the appropriate adjustment.

**Normal HVAC hours are identified in your lease, and are usually:**

Monday - Friday	8:00 a.m. to 8:00 p.m.
Saturday	9:00 a.m. to 5:00 p.m.

### **For After Hours, Weekends, or Holiday HVAC:**

Initiate a request through [Workspeed](#) within the following deadlines:

Weekend Service	12:00 noon on Friday preceding the date of request.
Weekday Evening Service	1:00 p.m. the day of the service.
Holiday	12:00 noon on the last working day before the Holiday.

The building's standard overtime HVAC rate is \$55.00 per hour; however, a specific rate other than the building's standard overtime HVAC rate for this service may be stipulated in your lease. There may be an extra hour charge for a warm up/cool down period, if needed. All requests must be entered into [Workspeed](#) and must specify the exact hours and dates that services are needed.

[Click here to login to Workspeed](#)



## Building Services: Janitorial Services

### Janitorial Services

Janitorial services are provided between 6:00 p.m. and 11:00 p.m., Monday – Friday, except Holidays.

Nightly:

- Vacuum and spot clean carpeting
- Dry sweep resilient tile and wood floors
- Wet mop tile floors
- Dust clear areas of furniture surfaces
- Remove accumulated recycled items
- Empty wastebaskets
- Remove trash

Trash must be in a wastebasket or clearly marked "TRASH," or "BASURA" ("trash" in Spanish). Should you have trash during the day that is in your way, please notify us through [Workspeed](#). If we can, we will remove it for you.

[Click here to login to Workspeed](#)

### Janitorial Services (continued)

In private kitchens, we clean floors, remove trash and wipe sinks and counters. We provide building standard supplies for private restrooms. Dishes are the customer's responsibility. Special arrangements can be made at the customer's request, for an additional fee, for other janitorial services.

The District of Columbia Government requires that electronics be recycled. The cleaning staff will not remove these items from your suite. If you have a special cleaning or recycling request, please notify us through [Workspeed](#).

### Window Cleaning

The interior and exterior window surfaces are cleaned a minimum of two (2) times per year. You will receive an electronic notice prior to the scheduled date of each interior cleaning to allow sufficient time for your staff to remove personal items (i.e., books, papers, artifacts) from the window sill. This enables the window cleaners to access the window surfaces to accomplish their tasks with minimum disruptions. The window cleaners are not to handle or relocate items placed on or near windowsills.



## Building Services: Mail and Deliveries

### Mail

#### Incoming & Outgoing Mail

The U.S. Postal Service currently delivers incoming mail between 12:00 noon and 2:00 p.m. and picks up outgoing mail between 3:00 p.m. and 4:00 p.m. The main mailroom is located on the P-2 level adjacent to the loading dock entry.

#### Post Office

The Post Office for the property's zip code, 20005, is at 1200 Pennsylvania Avenue, N.W. The telephone number is **202-483-9580** or **1-800-ASK-USPS**. There is an alternate Post Office at 1400 L Street, N.W. The telephone number is **202-523-2001** or **1-800-ASK-USPS**.

#### Postal Boxes

To obtain a postal box in the building please contact the Property Management Office at **(202) 388-0110**.

#### Overnight/Daily Couriers

[Federal Express](#) 800-463-3339

[UPS](#) 800-742-5877

Overnight drop boxes are on site. They are located outside of the main mailroom on P-2.

#### Courier Services

The Lobby Attendant or Security Officer at the Lobby/Security Desk will direct couriers to your suite for deliveries and pick-ups. No couriers will be permitted to make deliveries inside the building once the building doors are locked for the day. If you are expected a courier delivery outside of normal operating hours, please make arrangements for someone in your firm to meet the courier at the building's front entrance.

**Note:** To protect your business items, the Property Management Office and the Lobby Security Officer will not accept mail or packages for pick up or for delivery. Please make arrangements to have couriers pick up items at your suite.



## **Building Services: Recycling**

Hamilton Square contracts for recycling of paper products. Accepted paper products include white paper, colored paper, NCR forms, newspapers, magazines, envelopes, and manila file folders. At initial occupancy, each office will be given enough desk-side containers so that each of your employees will have one desk-side container. Each office will also be given at least one large central recycling collection container. This initial distribution is free of charge. Any costs associated with future distributions will be billed to the tenant. Each employee should empty his/her desk-side container into the large central recycling collection container on a regular basis. The night cleaners will then transfer the contents of the large recycling collection containers into the collection containers located on the loading dock.

[Click here to download DC Recycling Requirements](#)



## Building Services: Service Requests

Your service requests are not considered “complaints”. These notifications are an integral part of our maintenance program.

### [Workspeed](#)

We have implemented an innovative, web-based, service call center known as **Workspeed**. A login and password will allow you to access the website 24 hours a day and 7 days a week. Registering work requests couldn't be easier!

1. Each request receives a work ticket reference number, so you can track the status of all your requests.
2. The front page reflects general building activities and links to reports and amenities.
3. Service requests are logged in a database so that you can retrieve the information for billing or other analyses.
4. Workspeed reports are available to the management and engineering staff to assist in identifying trends and patterns of repairs.
5. Workspeed requests are transmitted directly to the service provider, i.e., engineer, porter, Security Officer, or property manager.
6. Register your visitors in advance or “on the spot”. Your guests will be greeted and directed to your suite with minimum delay.

[Click here to login to Workspeed.](#)

[Workspeed](#) allows the Hamilton Square team to expand the traditional customer services by responding more quickly and efficiently than ever before. It also allows us to maintain a record of that service call which can be accessed at any time by management or by you, the tenant. This tool has become a key component in our ability to provide you with quality customer service, excellent communications, and faster repair & maintenance service. A member of the Property Management Team will show you how to use Workspeed.

### **How to Place a Request for Service or Maintenance during working hours - Weekdays from 8:30 a.m. to 5:30 p.m.:**

- Login to <https://shorenstein2.workspeed.com>
- Call the Property Management Office at **(202) 388-0110**.
- Call the Lobby/Security Desk at **(202) 347-2818**.

### **For after-hours emergencies:**

- Call the Lobby/Security Desk at **(202) 347-2818**.
- If the situation warrants, call “911”.

### **Routine Maintenance Service Calls Include:**

- Replacing light bulbs or tubes
- Emptying trash
- Replenishing restroom supplies
- Adjusting temperature
- Installing nonstandard lighting provided by the customer
- Opening mechanical, telephone rooms for your service companies
- Troubleshooting and repairing building system problems you have observed, such as: leaking water, cracked windows, unusual smells or sounds, etc.
- Providing additional keys
- Repairing ceiling tiles

# Emergency Communications: Emergency Communications

## COMMUNICATION DURING AN EMERGENCY

In an emergency, Property Management will make every attempt to provide information to you as quickly as possible. Methods of communication available include Workspeed announcements, postings on the Electronic Tenant Handbook site, e-mails, phone calls, announcements via the Public Address (P.A.) system, dispatch of “runners” through the building to provide information and posting of information on a 1-800 number. Each method is explained below, in more detail:

### Workspeed Announcements

Announcements sent from Workspeed are sent to work e-mail addresses. Those of you who have blackberry devices should therefore receive Workspeed announcements at your desktop and on your blackberry. In an emergency, please be sure to check your desktop and blackberry regularly for Workspeed announcements.

### Electronic Tenant Handbook

The Electronic Tenant Handbook site can send e-mail announcements to both work and personal e-mail addresses. If you have a personal e-mail address that you are comfortable sharing, please provide that to Property Management so that we may include that address, as well as your work e-mail address, in the Instant Alert e-mail addresses stored in the Electronic Tenant Handbook. Please note that e-mails from the Electronic Tenant Handbook are sent such that the recipient only sees his/her e-mail address.

[Click here to obtain Sources of Emergency Information](#)

### Phone Calls

Property Management will call our primary tenant contacts in an emergency. It is very important to remember to advise Property Management when emergency contact information (such as home phone, cell phone, etc.) changes. It is also important to provide Property Management with an alternate contact in the event that the primary contact is not reachable, as well as with an alternate contact we should use when the primary contact is out of town or on vacation.

Please note that should an emergency occur during normal working hours, Property Management will first issue e-mails via Workspeed and/or the Electronic Tenant Handbook, as these methods of communication distribute information more quickly than phone calls.

### Public Address (P.A.) System

Property Management may use the P.A. system as a means of broadcasting information to the entire building population at one time or to broadcast information to selected floors. We would typically only use this form of communication for situations which require immediate action from building occupants, but may need to use the system if we discover that phones and/or the internet are not functional.

[Click here to obtain Sources of Emergency Information](#)

### Runners

Should an incident occur during business hours, Property Management may dispatch building and/or security employees to each floor of the building to advise our primary contacts of an emergency situation. Property Management will rely more heavily on phone and e-mail than on runners. Runners will typically only be used if all other lines of communication have failed.

### Shorenstein National Tenant Emergency Number (1-800-589-2554)

Shorenstein has a 1-800 number which Property Management may use to provide updates in an emergency. As this number serves all Shorenstein properties nationwide, it is possible that you may either need to listen to a very long outgoing update message, especially if the emergency situation has hit several geographic areas in which Shorenstein owns properties, or that the outgoing announcement for this property may get recorded over (i.e. if the emergency has affected several geographical regions).

[Click here to obtain Sources of Emergency Information](#)

## Your Role in Staying Informed

In an emergency, Property Management may not have access to each of these lines of communication. We will, therefore, need each tenant to be active in gathering information as well, by doing the following:

1. **Tune to local news** for updates as this will be one of the information sources on which Property Management will rely. For other sources of information, please see the **Sources of Emergency Information** document located on the Electronic Tenant Handbook site.
2. **Keep e-mail open** and check regularly so that any updates sent by Property Management are seen in as timely a manner as possible. If you have provided Property Management with a personal and a work e-mail address, please check each frequently. As noted above, Workspeed will only dispatch to work e-mail addresses, while the Electronic Tenant Handbook will dispatch to both work and personal.
3. **Log on to the Electronic Tenant Handbook** for updated posting of information.
4. Dial the Shorenstein National Tenant Information number, which is **1-800-589-2554**. Please note that this number currently services all Shorenstein properties nationwide and it is possible that information for your property may inadvertently be recorded over, should the emergency affect more than one geographic location.

[Click here to obtain Sources of Emergency Information](#)

## Your Role in Staying Informed (continued)

We cannot guarantee which line of communication will be most reliable in an emergency event, so ask each of you to be diligent about checking the various communication methods available. Your cooperation in seeking information will be integral to the implementation of your internal emergency preparedness and business continuity plans. And, as a reminder, **please do not wait to hear from Property Management prior to implementation of your internal emergency response plans.** We will do our best to share information with you in as timely a manner as possible; however, we encourage and ask each of you to take whatever measures you feel are necessary to ensure the safety of your office and employees, without waiting for specific direction or guidance from Property Management.

[Click here to obtain Sources of Emergency Information](#)

## Emergency Procedures: Bomb Threat

It has been proven that a majority of bomb threats are false alarms, meant only to disrupt or disturb the normal work of a person or company. However, at no time should any call be regarded as just another false alarm. The following suggestions can be useful.

### When a call is received, there are several things to consider:

- Try to be calm. Do not interrupt the caller.
- If possible, notify supervisor/security by prearranged signal while the caller is still on the line.
- Pretend difficulty with hearing to keep caller talking.
- Obtain as much information as possible
- Tell the caller the building is occupied and it might cause the injury or death of innocent people.
- Listen for background noises that might help determine the caller's location.
- At the conclusion of the call, immediately go to another phone and notify the Police by dialing "911". Notify Property Management at **(202) 347-2818** with all the information that you were able to gather. Keep good notes.
- Do not use the phone where the call was received in case authorities can activate a call return feature to determine where the call was originated.
- The decision to evacuate the building will be made by each individual department head or supervisor, and may be superseded by the Fire Department.

[Click here to download a Bomb Threat Report Form](#)

### When a call is received, there are several things to consider (continued):

- Employees should be asked to look around their workspace as they prepare to evacuate and report any unusual objects to emergency personnel. You will want to look for ordinary objects in unusual places (i.e. a lunch bag in the hallway or stairway). If such an object is found, **DO NOT DISTURB IT!** Report the location of the object to the Fire Department or other authorities in charge and continue to evacuate your area.
- If evacuation is necessary, instructions will be verbal via Fire Wardens and the Fire Department. Evacuation routes may be modified depending on the specific incident.
- Identify and give priority to the movement or evacuation of children; nervous, emotional, or ill individuals; and/or the impaired. Always keep a current list of personnel who occupy the building.
- Keep all written records and notes with you for analysis by the Police Department.

## Handling of Suspected Bombs

A bomb could be any size or shape, or hidden from view. However, a bomb may often be disguised as a normal object in an abnormal location (such as a lunch bag in a stairwell or a milk carton in a common corridor).

[Click here to download a Bomb Threat Report Form](#)

### Handling of Suspected Bomb (continued)

- **DO NOT TOUCH OR MOVE THE SUSPECTED BOMB.**
- Do not use radio equipment to transmit messages.
- Do not change lighting conditions.
- Do not smoke.
- Do not accept the contents of any container to be bonafide, simply because it was delivered by routine means.
- Do not accept container marking and/or appearance as sole evidence of the contents' identity and legitimacy.
- Do not shake, shock or jar a suspected bomb.
- Do not cover a suspected bomb.
- Do not carry a suspected bomb.
- Do not assume that a suspected bomb is of a specific high explosive or reactionary type.
- Do not open any suspicious container or object.
- Do not cut a string, cord, or wire on a suspicious container or object.
- Do not cut or remove the wrapper on a suspicious container.
- Do not unscrew the cover on a suspicious container or object.
- Do not raise or remove the cover of a suspicious container or bottle.
- Do not move the latch or hook on the cover of a suspicious container.
- Do not change the position of a suspicious container.
- Do not place the suspicious container or object in water.

[Click here to download a Bomb Threat Report Form](#)





## Emergency Procedures: Emergency Contacts

Listed below are some important phone numbers in case of an emergency. In any emergency situation please contact the Property Management Office 202-388-0110 immediately **after** contacting the appropriate emergency service.

**In any emergency situation your first action should always be to call "911"!**

Police Department First District Station - 415 4th St. NW	(202) 727-4655
Fire Department Engine Company #16 - 1018 13th St. NW	(202) 673-3216
George Washington University Hospital - 901 23rd St. NW	(202) 715-4000
Poison Control 3201 New Mexico Avenue, NW	(202) 625-3333
Property Management Office	(202) 388-0110
After Hours Emergency	(202) 347-2818
Building Security	(202) 347-2818

[Click here to download a list of contact information for a variety of emergency sources](#)

### Important notes

If you call "911" for a medical emergency, please be sure to notify Property Management with your name, callback number, and location so that Security can guide the paramedics to the correct place.

In an alarm situation, unless you have something to report, please do not call the Management Office! Property Management needs to attend to the situation, whether it is a false alarm or a true emergency, and telephone lines must be kept clear in the event of an emergency.

[Click here to download a list of contact information for a variety of emergency sources](#)



## Emergency Procedures: Emergency Preparedness

This manual has been prepared in cooperation with the District of Columbia Fire Department in an attempt to provide an outline of responsibilities and action to take in the event of an emergency. However, you will be responsible for the implementation of your own emergency plan. It is important that all key management personnel and employees are aware of the procedures in this manual.

As part of an overall safety and emergency preparedness program, we strongly recommend that all of our customers participate in life safety evacuation drills conducted by Property Management and the District of Columbia Fire Department once per year. It is important to appoint Fire Wardens to be responsible for planning and communicating emergency procedures to each employee, and to oversee and evaluate everyone's response to an emergency. During an actual emergency, the Fire Wardens serve as liaisons between Fire Department personnel and employees, and provide invaluable assistance should an evacuation be necessary.

In cooperation with the local authorities, Property Management encourages the implementation of training and education programs on individual corporate policies and procedures for employees.

We recommend that each suite assign at least two Fire Wardens and Assistants each. Individuals chosen should be those who are available on a daily basis. Individuals selected as Wardens should be fully trained on procedures for emergencies.

[Click here to download the Life Safety Plan](#)

**Please Note:** Appendixes for the Life Safety Plan are located in the [Forms section](#) of this handbook



## **Emergency Procedures: Emergency Training**

As part of its commitment to safety and security, Shorenstein has prepared an on-line evacuation training site, which has been customized for Hamilton Square. This training site is available 24 hours per day, 7 days per week by logging onto [hamiltonsquare.bssnet.com](http://hamiltonsquare.bssnet.com). The training on this site will explain the life safety systems in the building as well as provide a visual of evacuation routes. We strongly encourage you to have all new employees view this site as part of their employee orientation. We also ask you to remind your employees about the site on a regular basis, so that they have the opportunity to revisit the life safety systems and evacuation routes.



## Emergency Procedures: Evacuation

### Purpose

The purpose of this plan is to provide for the safe and orderly evacuation of personnel and visitors in the event of an emergency situation. This plan contains procedures on how to report an emergency, what to do and who will assist you. The procedures outlined in this plan are to be followed unless otherwise directed by police or fire department officials. In order to establish a safe and orderly plan of evacuation, employees should become familiar with the building emergency equipment and this emergency plan.

### Statement of Policy

This plan has been developed with the knowledge that there is no such thing as a “fire-proof” building and that education, preparation and rehearsal are essential to a successful emergency evacuation plan.

### Evacuation Procedures

If an individual smells smoke or sees a fire, a pull station box must be pulled. If there is time, ensure that the Fire Department is alerted by calling “911”. Then, call the Property Management Office at **(202) 347-2818**. Evacuation procedures shall begin upon hearing a fire alarm or as otherwise instructed by emergency personnel (i.e., Fire Wardens, Property Management or Fire Department officials).

#### During an Evacuation:

1. **REMAIN CALM.**
2. Close, but **DO NOT LOCK**, each door of your office as you leave, if you have time.
3. Walk quietly in an orderly manner to the nearest emergency exit.
4. If your primary exit is blocked by smoke, use your secondary exit.
5. Request assistance in evacuating impaired persons by implementing the Buddy System ([click here for more information](#)).
6. Listen for instructions from the Fire Department and other Fire Wardens.
7. **DO NOT USE ELEVATORS** during an alarm. They will recall to the first floor with the doors locked open. The elevator will not operate during a fire alarm.
8. Feel the face of closed doors for heat before grabbing doorknobs and opening. If the door feels hot, **DO NOT OPEN**, but proceed to alternate exit route.
9. Go to the nearest accessible stairwell exit; walk quietly on one side of stairwell, holding on to handrails. **DO NOT RUN.**
10. Be prepared to merge with other people evacuating from other floors. Do not prop open stairwell doors.
11. Gather with co-workers in a predetermined assembly area once outside and away from the building. This will help facilitate head-count procedures.
12. Walk to the predetermined gathering places. **DO NOT** congregate in the fire lanes, near building entrances, or otherwise impede the arrival of emergency equipment and personnel.

#### During an Evacuation (continued)

13. Do not get in your car and drive away, as this will give a distorted head-count and interfere with arriving emergency equipment.
14. Do not return to the building until the “all clear” is given by the Fire Department. Cessation of an audible alarm is not an “all clear.” Wait for specific instructions to re-enter the building.
15. Directives issued by the Fire Department or other emergency personnel will take precedence over this plan.

### Evacuation Procedure for Physically impaired individuals

The Fire Warden should maintain an up-to-date list of all physically impaired persons on their floor. Please note that impaired persons may not appear to be so. Such individuals may include those with a heart condition or other ailment(s), which are not immediately apparent. We recommend asking each individual if they would be able to evacuate without assistance in an emergency. Those individuals should be directed to a “safe room”. This room is a window office, preferably a corner office with a telephone. The Fire Warden should compile a list, which will include the following information about impaired persons:

1. Name
2. Suite number, location and telephone extension of the safe room
3. Type of impairment

4. Type of equipment needed to evacuate, if any  
**Evacuation Procedure for Physically impaired individuals** (continued)

A “buddy” system should be implemented wherein the Fire Warden will assign two assistants to the impaired person(s). Assistant #1 will remain with the impaired individual while the assistant #2 exits the building and provides information to the Fire Department personnel. The physically impaired individual should not be left alone.

**NOTE:** Physically impaired may include any of the following:

- Permanently physically impaired (i.e., permanent back problem, wheelchair bound, etc.);
- Temporarily physically impaired (i.e., broken leg, broken arm, sprained ankle, on crutches, etc.);
- Mentally impaired;
- Pregnant women;
- Any other person who requests assistance;

Once the Fire Department arrives, their instructions should be followed immediately.

[Click here for physically impaired employee list](#)



## Emergency Procedures: Fire Alarm

A fire alarm will be activated if a smoke detector, sprinkler head or pull station is tripped. Upon the activation of a fire alarm, the following sequence of events will occur:

1. Speakers will sound and strobes will flash on the “floor of incident”. The floor above and the floor below will announce, “A fire emergency has been reported in the building”. The fire alarm system will also advise the employees on those floors to evacuate the building. Concurrently, a 24-hour monitoring center will automatically dispatch the Fire Department when the alarm is activated.
2. Occupants will quickly and quietly exit the building, via the enclosed stairways located at opposite ends of each side of the building, and remain outside until Property Management, Security or the responding authorities announce the “all clear”.
3. Building doors will automatically switch to an unlocked status if alarm occurs after normal building operating hours.
4. Fire Department will respond and investigate the source of the alarm.



## Emergency Procedures: Fire Safety

### Inspection Suggestions

[Click here for the Fire and Safety Volunteer List](#) (Note: This information is on the form titled Tenant Contact Form)

While everyone needs to know how to respond in an emergency, it is more important to take steps to prevent emergencies from occurring. We recommend a monthly Fire Safety Inspection including, but not limited to, the following items:

1. Move flammable or combustible supplies off-site.
2. If your Lease provides that chemicals or materials be stored on-site in quantities requiring MSDS sheets to be posted, they must be posted in central locations where they are visible to all. Flammable liquids should be kept in a flammable cabinet.
3. Avoid using extension cords instead of permanent wiring. If used, extension cords need the three prong connections and no multiple outlets. Use breaker strips.
4. All UL Listed authorized appliances and electrical cords should be in good repair.
5. All electrical appliances for coffee, cooking or heating should be turned off every day before leaving the office.
6. No smoking.
7. Candles or open flames are not allowed in the building at any time.
8. Potential fire hazards including, but not limited to, blocked stairwells, faulty fire protection equipment, leaks, or damaged wiring should be reported to the Management Office 202-347-2818 immediately.

### Inspection Suggestions (continued)

9. Property Management does not allow space heaters, as they are a fire hazard.
10. All emergency contact lists, physically impaired employee lists and other critical information lists should be kept current.
11. Evacuation procedures should be reviewed among Fire Wardens for appropriateness on a regular basis. Procedures should be communicated to occupants in your assigned area at least quarterly.

### Fire Safety with Christmas Trees

Christmas trees, whether artificial or natural, pose a major fire hazard if the proper precautions are not taken. Below are guidelines provided by the Fire Department.

This list does not represent all the precautions and requirements, so before displaying any Christmas tree or ornament with lighting, please request the complete set of guidelines from the District of Columbia Fire Department.

1. Property Management does not permit live (cut) Christmas trees in the building.
2. All artificial trees should be UL approved or labeled as flame-retardant/resistive by manufacturer.
3. Combustible decorations on trees must also be flame proofed.
4. Lights on Christmas trees must be UL listed. Small, low temperature bulbs are recommended. No candles or open flames are allowed on, or in the vicinity of, the tree, including portable heating devices.
5. All tree lights should be turned off nightly.

The following companies are familiar with materials used to flame-retard live Christmas trees:

Inspector R. Valentine  
D.C. Fire and Emergency Medical Services  
Medical Services Department  
441 4th Street, N.W.  
Washington, D.C. 20002  
(202) 727-1614

### Visitors

Please be aware that if visitors are present during an emergency, the Emergency Team needs to assist the visitor in evacuating the premises. If a visitor sign-in sheet is maintained at your front desk, we suggest someone be assigned to bring that information to the Fire Warden once outside after evacuation in order to help facilitate an accurate head-count.

**Above all, everyone involved needs to keep their own safety in mind, and allow the Fire Department to take control.**



## Emergency Procedures: Life Safety Systems

Hamilton Square was designed in accordance with the District of Columbia's Building and Fire Department codes at the time of construction. Smoke detectors, speakers, and strobes are located throughout the building in accordance with current building codes.

1. The central fire alarm system is activated whenever a fire alarm condition exists. The Engineering staff is trained on the system and will take the proper action for such emergencies.
2. The building has a public address system.
3. Manual fire alarm pull stations are located throughout the building, generally near exits from an area or floor.
4. Fire extinguishers are located in cabinets next to the stairwell doors and strategically throughout tenant spaces. Please arrange for training of your staff on the proper use of fire extinguishers. Individuals who have not been trained how to use a fire extinguisher should not attempt to use one. The Fire Department and properly authorized fire extinguisher companies can assist you with training. Property Management can assist you in arranging for training.
5. In the event of a power outage, an emergency generator will power the elevators and emergency lighting, and enough illumination will be provided to guide you out of the building. Emergency power to the elevators is limited to one elevator at a time being automatically turned on, brought to the lobby, and then turned off. This is a safety system designed to free passengers trapped in the elevators at the time of the power outage.
6. A telephone is present inside each elevator that directly rings to Kastle Systems. Persons trapped in an elevator can get assistance through this means of communication. In addition, a trapped occupant during business hours can push a button labeled, "EMERGENCY ALARM". An alarm bell can be heard to alert building occupants that someone is trapped inside.
7. Stairwells are pressurized with outside air to prevent smoke from entering and allowing a safe, smoke free, exit from the building.
8. Elevator shafts are also pressurized with outside air in case someone is unknowingly trapped in an elevator during a fire emergency.
9. Emergency phones that link directly to Kastle Security are located in Stairwell #1 on floors 2 and 6, and the P-3 level, Stairwell #2 on floors 2 and 6, and the P-2 level, and Stairwell #3 on the P-2 level. These phones are provided for your protection in an emergency situation.



## **Emergency Procedures: Medical Emergency**

In the event of an accident or illness of an employee or visitor on your premises:

1. DIAL "911" and ask for the Fire Department and an ambulance. Police, paramedics, and ambulance are automatically dispatched at the same time.
2. Give the operator the following information:
  - Building name – Hamilton Square
  - Building address – 600 14th Street, N.W., Washington, D.C. 20005
  - Floor or location of emergency
  - Any details available on accident or illness
3. Call Property Management at (202) 347-2818.
4. Do not move injured or ill person.
5. Do not attempt to administer medical attention.
6. Have someone (the Fire Warden(s), if possible) meet the emergency unit at the elevators and on the emergency floor.



## Emergency Procedures: Severe Weather

### Water Interruption or Flood

#### Water Interruption

A temporary interruption of the water supply may result in the disruption of building services. Without water it is not possible to maintain sanitary conditions or building cooling systems. Additionally, water interruption limits the Fire Department's ability to extinguish fires.

#### Flooding

In the event of a flood, we will evacuate and close the affected areas of the building. Flooding can cause great harm to electrical equipment that serves the building and disrupt the sanitary water supply. If there is a slow water leak (not considered a flood) in the restroom or a customer space, please inform the Property Management Office at **(202) 347-2818** immediately. Because of the extreme danger generated by floods and subsequent electrical problems, in the event of an actual flood:

1. Evacuate the area to a dry and safe place.
2. Call "911" (preceded by any number or code which may be required to reach an outside line) for the Fire Department.
3. Explain the location of flood and probable cause, giving the building address.
4. Call Property Management at **(202) 347-2818**.

Follow these same procedures should the sprinkler system release within the building.

### Major Natural Disasters

Disasters and emergencies affecting large areas can sometimes develop quickly. Flash floods and earthquakes, for example, can strike with little or no advance warning. Perhaps the most basic thing to remember is to **KEEP CALM**.

In the event of a disaster or emergency:

1. Keep your radio or television set tuned to hear weather reports and forecasts (issued by The National Weather Service) as well as other information and advice that may be broadcast by your local government.
2. Use your telephone only to report disaster events to the District of Columbia Police Department or District of Columbia Fire Department (depending on the nature of the emergency) and Building Management. If you tie-up phone lines simply to get information, you may prevent emergency calls from being completed.
3. Stay away from disaster area.
4. **Follow the advice and instructions of authorities in charge.**



## **Emergency Procedures: Suspicious Activity**

Listed below are links and forms regarding Suspicious Activity.

[Click here for the MPD Business Partnership Program](#)

[Click here for information about reporting Suspicious Behavior and Activity](#)

[Click here for a Suspicious Activity Report Form](#)



## Emergency Procedures: Tenant Emergency Personnel

### Fire Warden Responsibilities

Fire Wardens will be assigned to a particular area and will be responsible for the evacuation of those occupants in the event of an emergency.

In preparation for emergencies, the Fire Warden will:

1. Be familiar with all the various layouts and exits of assigned areas.
  - a. Plan for a safe, orderly evacuation.
  - b. Determine location and operation of fire alarm pull stations.
2. Know the number of people assigned to their area.
3. Have available a current listing of all physically impaired personnel who cannot evacuate the building unaided with a brief description of the impairment for the Fire Department to aid in safe evacuation.
4. Know the location of, and routes to, exit doors and assembly areas.
5. Notify Emergency Team Members & Office Manager of any changes in the emergency team and of known scheduled time off.
6. Assign two people, in advance, to assist physically impaired personnel during emergency situations (Buddy System).
7. Perform monthly Fire Safety Inspections (see next page for examples and suggestions).
8. Formulate the traffic pattern to primary and secondary exits for the area occupants.

In the event of a fire alarm or other emergency, the Fire Warden will:

1. Enact and supervise appropriate emergency procedures.
2. Execute pre-planned evacuation procedures.
3. If the location of the fire or emergency is known, report data to the Fire Department.
4. Coordinate the activities of Searchers (those who ensure that their area is evacuated).

### Assistant Fire Warden

There should be two Assistant Fire Wardens assigned to each Fire Warden. The Assistants will be trained in the same manner as the Fire Warden and must be prepared to assume the responsibilities of the Fire Warden in his/her absence.

In the event of a fire alarm or emergency, the Assistant Fire Warden will:

1. Assist the Fire Warden with coordination of evacuation or emergency procedures.
2. Ensure that physically impaired personnel have relocated to predetermined refuge areas with one person while another informs the Fire Department of the exact location of that person (The Buddy System).

### Searchers

The Searchers, who may be Assistant Fire Wardens, are responsible for searching for personnel in restrooms, kitchen areas, computer rooms, etc. and assisting the Fire Wardens in evacuating the facility. Searchers are not responsible for individuals who refuse to evacuate the building.



## Emergency Procedures: Tornadoes

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. Keep a radio tuned in to hear whether the Weather Service will announce the approximate time of detection and direction of movement.

### In The Event Of A Tornado Warning

1. **REMAIN CALM.**
2. Stay away from the interior perimeter of the building and all exterior glass.
3. Leave your exterior office and close the door.
4. Go to an enclosed stairwell and move to basement level if time permits and it is safe to do so.
5. Sit down in stairwell or core areas and protect yourself by putting head as close to your lap as possible, or kneel protecting your head.
6. If you are trapped in an outside office, seek protection under a desk or sturdy table.
7. Keep your own radio or television set tuned to a local station for updated information.

### Tornado Warning

(a tornado has been sighted):

1. Move away from building perimeter and exterior glass. Close doors to perimeter offices or areas to isolate broken glass, flying objects or other debris.
2. Move to interior corridors, lower levels, elevator lobbies and stairwells.
3. Protect yourself by putting your head close to your knees and covering your neck with your hands. Make your body as small as possible, close eyes and cover ears with forearms.
4. If unable to reach the interior of the building, seek protection under a desk, table or chair.
5. When the "all clear" is given that conditions have returned to normal, check in with your Customer Safety Warden for updates before returning to your normal work station.
6. Assist any injured co-workers with first-aid. See "[Medical Emergency](#)".
7. If you notice any structural damage, call Property Management, Engineering and/or Security Staff at **(202) 388-0110**.

[Click here to view the Life Safety Plan](#)



## Emergency Procedures: Types of Emergencies

An emergency may be defined as any immediate threat to life or limb, or danger of serious property damage. Following is a list of situations which may be considered an emergency; requiring immediate action:

### Fire-Related Emergencies:

1. [Evacuation](#)
2. [Fire & Smoke Emergency](#)
3. [Medical Emergency](#)

**Click on the emergency situation for which you would like more information. In addition, for your convenience, click here to download a printable version of the full set of Emergency Procedures.**

**Please Note:** Appendixes for the Life Safety Plan are located in the [Forms section](#) of this handbook

### Non-Fire Related Emergencies:

1. [Aircraft Disaster](#)
2. [Armed Intruder/Workplace Violence](#)
3. [Biological/Chemical Attack](#)
4. [Bloodborne Pathogens](#)
5. [Bomb Threat](#)
6. [Civil Disturbances](#)
7. [Earthquake](#)
8. [Elevator Emergency](#)
9. [Environmental Emergency](#)
10. [Explosion](#)
11. [Flood](#)
12. [Hostage Situation](#)
13. [Hurricane](#)
14. [Major Natural Disasters](#)
15. [Natural Gas Emergency](#)
16. [Power Outage](#)
17. [Radiation Release](#)
18. [State of Alert](#)
19. [Suspicious Mail or Packages](#)
20. [Telecommunications Outage](#)
21. [Tornado Emergency](#)
22. [Utility Outages](#)
23. [Water Interruption](#)

**Before reading further, please note that in a non-fire emergency, Property Management will NOT initiate a building evacuation unless directed to do so by emergency personnel or authorities. In many instances, it may be safer to stay in the building than to leave. Should a non-fire emergency occur, please consult with your floor warden, supervisor or office manager regarding your company's response plan. In the event that the non-fire related emergency is not isolated to this building, Property Management encourages you to stay tuned to local news for updates and directives from the authorities and to follow directives issued by the authorities.**

A list of Sources of Emergency Information is provided as a link. This list is not endorsed by Property Management, but, rather, was assembled to provide you with a list of sites or sources that have indicated that they will have timely information in the event of an emergency. We encourage you to rely on sources with which you may be comfortable and which you have found to be reliable and to regard the attached Sources of Emergency Information as supplemental to what you consider your primary and most reliable sources of information.

### Fire and Smoke Emergency

If you see fire or smell smoke:

1. Without delay, leave your area, closing the unlocked door behind you.
2. Pull the nearest fire alarm pull station; typically located near emergency exits so that all Fire Wardens and other occupants are alerted.
3. Do not use the elevator; use the nearest enclosed stairway to quickly and quietly evacuate out and away from the building.
4. Fire extinguishers are located throughout the building. However, it is recommended by the Building Management and the Fire Department that all occupants evacuate the building rather than attempting to extinguish the fire.
5. Do not return to the building until the "all clear" is given by the Fire Department.
6. Fire Wardens should take head count once occupants are outside of the building and give the Fire Department any information regarding impaired individuals or other pertinent information.

[Click here for the Fire and Safety volunteer list](#)

## Elevator Emergency

In the event of an elevator malfunction, it is possible that you may be detained in the elevator. While this is unlikely, it is important to be prepared for such an occurrence.

### What to Do

1. Push the gold "Emergency Alarm" button inside the elevator, located on the bottom of the panel to the right of the door.
2. Telephone communication is located in the elevator, inside the panel box to the right of the door.
  - Open the panel door
  - Push and hold the red button for 2-3 seconds
  - You will hear a dial tone for several seconds followed by dialing
  - The Kastle Security System will pick up.
  - Talk with the Kastle Security System operator.
  - Give the elevator number to the operator (located on the front panel below the floor indicator) as well as any other information the operator requests
  - If there is more than one person in the elevator, only one person should talk at a time
3. Do not try to force open the elevator doors.
4. Do not attempt to leave the elevator if it is not level with the floor.
5. Relax and stay calm until help arrives. Please allow approximately one-half hour from the time of your call for help to arrive.

### Elevator Emergency Requiring Fire Department Assistance

During an elevator emergency, it may be necessary for someone outside of the elevator to call "911". "911" should only be called if the person(s) inside is trapped, as defined by the Fire Department. The Fire Department defines the word "trapped" as a situation involving one or more of the following warranting a call to "911":

- The ability to communicate with the person(s) is lost;
- The person(s) requests that "911" be called;
- There is a medical emergency (panic included);
- There is an environmental emergency (e.g., fire, chemical, bomb threat, etc.);
- Wall has to be breached or person(s) must be removed by any means other than normal passenger exit door or under their own power;
- Building Management personnel, engineering, security, etc. deem it necessary to call "911";
- The responding elevator company or mechanic deems it necessary to call "911";
- Due to weather or other conditions (e.g., mechanic responding from home), the response time will be longer than half an hour (and none of the other conditions above apply).

### Environmental Emergency

Notify the District of Columbia Fire Department immediately, by dialing "911" (preceded by any number or code which may be required to reach an outside line), of any chemical spill in the building, and quickly evacuate the affected area. Then call the Building Management Office at **(202) 347-2818**.

Those persons with knowledge of the incident need to be available to the District of Columbia Fire Department, Building Management and/or emergency response personnel outside the building in order to answer questions. A description of what happened, where, when, and the type of product(s) spilled will be extremely valuable. If possible, try to obtain the label from the product or container.

The District of Columbia Fire Department and Building Management will make a decision regarding how to proceed once all the facts have been received. Only when the environmental hazard is removed will the affected areas of the building be allowed to be re-occupied.

### Natural Gas Emergency

Please adhere to the following if a natural gas odor is present in the building:

1. Leave the area and notify the District of Columbia Fire Department by dialing "911".
2. Contact the Department of Public Works at **(202) 398-8000** or Jack Rasson @ **(202) 939-8120** and notify them of the situation.
3. Contact the Shoreinstein Management Office at **(202) 347-2818** to have it investigated.
4. Do not stop to turn off anything; do not close or open anything; have all smoking cease immediately; and evacuate out and away from the building as quickly as possible.
5. The individual who discovered the gas leak should identify themselves to the Fire Department once outside the building.
6. Under no circumstances is anyone to return to the building for any reason until the "all clear" is given by the Fire Department.

## Hostage Situation

Report any situation involving hostages to the District of Columbia Police Department by calling "911". Helpful information to give the Police Department includes:

1. A physical description of the person(s) and their location.
2. Whether or not they are armed.
3. The number of hostages and their location.

After the Police have been notified, inform Building Management of the situation by calling **(202) 347-2818**.

Report the presence of suspicious individuals in or about the property to Building Management at **(202) 347-2818**. A physical description of the person and the location they were last seen will also be important information to communicate.



## Emergency Procedures: Utility Outages

Decide whether the loss of utility or telephone communication applies to your area or is a building-wide problem. If it is a suspected building-wide problem, immediately dispatch a Fire Warden to the nearest public telephone or cellular phone to contact the Department of Public Works **(202) 939-8000**. Then contact the Building Management Office at **(202) 347-2818**.

Building Management will endeavor to determine cause of outage and potential duration, and will contact you as soon as reasonably possible with this information.

The Fire Warden should be prepared with a cellular phone or money for use of a pay phone as well as a list of critical phone numbers, such as phone installation and maintenance service numbers, corporate headquarters numbers and emergency contact names and numbers.

If the outage is regional or covering at least a large portion of the community, enact your customized emergency plans for telephone service immediately. Identify all individuals with cellular phones and determine how these phones can be used to assist temporarily.

## Green: Introduction

### GOING GREEN

Shorenstein is committed to creating and protecting green real estate environments. To research responsibly and thoughtfully, Shorenstein has formed a sustainability committee, known internally as the **G.R.E.E.N. Committee – Green Real Estate Environments Now!** The Mission Statement for the Committee is “Promote environmental stewardship through the implementation of sustainable ecological initiatives that benefit our assets, investors, customers, employees & planet.”

### Why?

- According to the United States Green Building Council (“USGBC”), the commercial office buildings generate 18% of greenhouse gas emissions in the United States.
- Electricity is one of the largest expenses tenants incur.
- It is estimated that 50-55,000 species of life are going extinct every year due to a lack of resources left available to them resulting from humans’ use of resources.
- **Every** living system on the planet is in decline – none are stable.
- The reduction of emissions is not only crucial for the health of the planet but also for a company’s bottom line.

### What are We Doing?

- Shorenstein signed up in 2008 to take the Building Owners and Managers Association (BOMA) 7 Point Challenge, which primarily involves a reduction in greenhouse gas emissions of 30% by the year 2012. See the following link for more information on the [BOMA 7 Point Challenge](#).
- Shorenstein has signed on to be an Energy Star Partner. See what’s involved. [Click here for more information on Energy Star.](#)
- Shorenstein has mandated that every building in its portfolio put energy consumption data in the Energy Star website and work to achieve an Energy Star certificate as soon as practically feasible. [Click here to see the Energy Star score link](#) for the most recent Energy Star score for your building. Please note that buildings must achieve a minimum rating of 75 to receive an Energy Star certification.
- Shorenstein implemented green cleaning and supply purchase across its portfolio in 2007 and 2008. See what’s involved in green cleaning by [clicking here](#).
- Shorenstein continues to roll out initiatives to further promote “Green Real Estate Environments Now”. [Click on the link here to see a full list of Green Building Initiatives implemented at this building.](#)

### How Can You Help?

Shorenstein will send you a Green Tip of the Month each month to all of its tenants. A cumulative list of Green Tips will be housed on this site. To access, click on [Green Tip of the Month](#). We will also post other best practices and links to resource sites under [Green Suggestions & Resources for Tenants](#).

We hope you find this site a useful resource and that you will join us in our green practices so that together we can make a measurable difference in the world!



## Green: Green Tip of the Month

[Please click here for all green tips.](#)

### Green Tip Of The Month - August

All, the Green Tip of the Month for August is:

Did you know that you can contaminate recycling by not sorting properly – which increases the chances that the items you wanted to recycle actually become trash? Taking the time to sort recycling helps ensure that the items actually get recycled. Some simple tips for efficient recycling are: 1.) Empty liquid from containers & rinse; 2.) Remove tops from bottles, jars, etc. – tops are often made of different material & are recycled in a different manner than the container; 3.) Don't rip paper – doing so shreds the paper fibers & reduces the number of times it can be recycled; 4.) Empty the contents of bags & don't seal the bags; and, 5.) Separate straws & lids from disposable cups – straws & lids are plastic and, as such, can be recycled.

For detail on how to post the tip on the Electronic Tenant Handbook and for a sample notice to your tenants, please see Green Initiative # 5 on the G.R.E.E.N. Section of the SHWEB.



## **Green: Green Suggestions and Resources For Tenants**

[Facts – Energy Star Qualified CFL's](#)

[Energy Star](#)

[ENERGY STAR – Bring Your Green to Work](#)



## **Green: Green Building Initiatives**

[Please click here to view the Property Scorecard for Hamilton Square](#)

## **Introduction: Welcome**

Welcome to **Hamilton Square!** We have prepared this Electronic Tenant Handbook to help you during your move-in and throughout your tenancy with us. We expect that this document will answer many of your questions, but most of your service requests will be channeled through our innovative, web-based, service request platform at <https://shorenstein2.workspeed.com>

The tenant information provided in this Electronic Tenant® Handbook is meant to provide you with a better understanding of Hamilton Square and facilitate your company's operations. There is a great deal of information contained in this handbook. Take time to familiarize yourself with this handbook and it will become a valuable resource. Please note that the Management Office is available to help in any way possible. Your first call for any problem or question can always be directed to the Management Office, and we will assist you from there.

The contact information for the Management Office is:

**Telephone:**

(202) 388-0110

**Fax:**

(202) 388-4221

**E-Mail:**

Erica Gaines, Senior Tenant Administrator [egaines@shorenstein.com](mailto:egaines@shorenstein.com)

CeCe Brooks, General Manager [cbrooks@shorenstein.com](mailto:cbrooks@shorenstein.com)

**Address:**

600 14th Street, NW

Lobby Level

Washington, DC 20005

Every attempt has been made to provide current and accurate information in this handbook, but it is possible that some items will change over time. The Management Office will promptly notify you of any such changes. Please feel free to contact the Management Office with any questions you may have. We are here to serve you.

**Welcome to Hamilton Square!**



## Introduction: About Shorenstein

### **National Real Estate Investor**

[Shorenstein](#) is one of the country's oldest and most respected real estate organizations active nationally in the ownership and operation of high-quality office properties. Due to its success over many years and multiple real estate cycles, Shorenstein has established its reputation as a creative and knowledgeable investor. The company is privately owned and is headquartered in San Francisco.

### **Providing Real Property Services**

Shorenstein provides asset management, leasing, property management and construction services to the properties in its portfolio through its wholly-owned property services affiliate, Shorenstein Realty Services.

### **Seamless Integration of Capabilities**

The close coordination between the investment, asset management and operating professionals within Shorenstein is the key to Shorenstein's ability to deliver exceptional services to its tenants and exceptional value to its clients and partners. With extensive internal resources and a commitment to excellence, Shorenstein has an unsurpassed ability to address operating issues and to capitalize on investment opportunities.

### **More than Leasing - Value-Added Services**

[Shorenstein](#) operates on the principle that its tenants are not only leasing space in Shorenstein buildings, but are also seeking a broad range of occupancy services to support and enhance their core business operations. Delivery of a physical product that is maintained and operated to the highest industry standard is only the beginning. Shorenstein strives to remain abreast of its tenants' businesses in order to meet their current needs, anticipate their future requirements and be in a position to work cooperatively with them to respond to unanticipated developments.

### **Best Environments, Highest Quality Service**

The experienced asset management, leasing, property management and construction professionals who work for Shorenstein think and act as first-tier service providers. All of Shorenstein's employees understand that it is their job to ensure that all Shorenstein properties offer the highest quality business environments and occupancy services in their respective marketplaces.

### **Proven Success**

Shorenstein believes that the consistently high occupancy levels in the Shorenstein portfolio is the strongest testament to the validity of the Shorenstein operating philosophy and the best evidence of the successful implementation of that philosophy.



## Introduction: About Hamilton Square

**Hamilton Square** is a landmark building that was originally constructed in 1929 and operated as the flagship store for Garfinckel's department store until 1990. From 1997-1999, the property was redeveloped into a modern office building behind a restored historic facade. The award winning renovation was designed by Skidmore, Owings & Merrill and features state-of-the-art systems, exquisite finishes and details that were reminiscent of the building's original construction. The old-style craftsmanship is evident immediately upon entering the lobby, which features vaulted ceilings and marble, stone, and wood finishes, accented by unique wall sconces, elegant commissioned paintings and sculptures, and a marble fountain.

Hamilton Square is located on the northwest corner of 14th and F Streets in the East End submarket of Washington, D.C. The property enjoys superior accessibility, both by car and mass transit, and is conveniently located one block from the U.S. Department of Treasury and less than two blocks from the White House.



## Introduction: Operating Instructions

### Navigation

Browsing through the Electronic Tenant® Handbook is just as easy as surfing through a traditional internet site. After clicking anywhere on the main page, there is a Table of Contents that provides links to various Chapters. Upon arriving at the desired Chapter, links to specific information are provided in Sub-Sections. You can return to the Table of Contents or Chapter Overview by clicking the appropriate link on each page.

### Special Features

This Electronic Tenant® Handbook has special features, such as an [Interactive site map](#) and a [Tenant Services section](#) that contain a number of downloadable and printable administrative forms. In order to be able use these features, you must have Adobe Acrobat Reader installed on your computer. This software is free and easy to use. [To obtain the software for free, click here.](#)

### Updates

The Electronic Tenant® Handbook is updated on a regular basis. Please be sure to continuously check back for updates and new information. In order to keep you informed about Hamilton Square's operations, we have included a monthly [Building Calendar and Announcement Board](#). Here, you will find information regarding scheduled maintenance and events taking place at Hamilton Square.

If you have trouble accessing the Electronic Tenant® Handbook or need assistance, just e-mail or call the Property Management Office at 202.388.0110.

## **Policies and Procedures: Construction Regulations**

The following regulations are to be strictly adhered to and enforced by all Contractors performing work in Hamilton Square.

1. Prior to commencement of the bid process the Contractor should become familiar with the Rules and Regulations herein. The Rules and Regulations make specific reference to the procedures to be followed with respect to all construction to be performed. The Contractor is responsible for compliance with the requirements of all governmental authorities having jurisdiction, procurement of all permits (Including Certificate of Occupancy) and permission and payment of all fees and charges relating thereto except for the initial Building Permit, which shall be the responsibility of the Owner. The Owner shall be provided with a Certificate of Insurance prior to any work starting.
2. All work shall be performed in accordance with working drawings and specifications as approved by the Owner in writing. No changes to such drawings and specifications including any changes required by the City or other governmental authorities having jurisdiction are permitted without the written approval of the Owner. All Contractors, their employees, and subcontractors are subject to the provisions contained herein. In addition, prior to customer's move-in, the Contractor shall have provided the Owner with a copy of all City and other governmental Permits required to be obtained prior to occupancy of the Leases Premises.

The following regulations are to be strictly adhered to and enforced by all Contractors performing work in Hamilton Square.

3. Subject to the terms of the Contract, Rules and Regulations contained herein and such other reasonable conditions as may be imposed by the Owner from time to time, customers and their designers, engineers, suppliers, Contractors and subcontractors shall be allowed reasonable access to and not-exclusive use of the Lease Premises for the purpose of performance and inspection of work. The Contractor and its subcontractors shall cooperate with the Owner and the Customer and their Contractors who require access to and use of the Leased Premises in order to undertake any work that is required to be undertaken contemporaneously with or subsequent to completion of Contractor's Work.
4. The Contractor and his subcontractors shall fully familiarize themselves with the actual site conditions of the area where work is to be performed prior to commencement of the bidding procedure as such site conditions may from time to time vary from the conditions shown in the drawings and other information supplied to Contractor by the Owner. The Owner shall not be responsible for any costs incurred by contractor as a result of any such variances.

The following regulations are to be strictly adhered to and enforced by all Contractors performing work in Hamilton Square.

5. The Contractor and subcontractors shall employ for the performance of the work, workmen who do not conflict with labor union affiliations of workmen employed by the Landlord and its Contractors and subcontractors (Meritshop). Should the performance of Customer's Work result in any conflict with any union to which any workmen employed by the Landlord or its Contractors and subcontractors belong, then notwithstanding responsibility for cause of such conflict, the Contractor shall immediately upon notice by the Landlord have removed from the building such of their subcontractors
6. All Contractor's work shall be of the highest quality, performed by persons trained and skilled in their respective trade and with materials which are new and the best of their respective kinds, and shall be performed in accordance with applicable Building Codes and Regulations.
7. On or about completion of the work, customers' designers shall perform a final inspection of the same and shall prepare a punchlist. The Contractor shall use due diligence to complete the punchlist as soon as possible.

### **Performance of Work**

1. The Contractor shall ensure that their employees and subcontractors protect the Building against damage resulting from the performance of work and transportation of materials to Leased Premises. Transportation of all materials in or out of the Building shall be by means of rubber wheeled dollies, carts or like vehicles, so as not to cut, mark or otherwise damage the floors and carpet of the Building. Plastic wheels are not an acceptable substitute.
2. No wooden or metal pallets or skids permitted within the Building, except at designated loading docks.
3. The Contractor shall provide whatever protection is required (masonite boards taped at the seams) to adequately protect carpets and stone in and about Leased Premises, the corridors, and elevators from damage and marking.
4. The Contractor shall ensure that their employees and subcontractors adequately protect Owner's blinds during the performance of work by means of clean plastic cover sheets or such other means acceptable to the Owner. Cleaning or replacement of blinds marked or damaged during the performance of work shall be undertaken by the Owner to the extent it deems necessary all at the Contractor's expense.

#### **Performance of Work**

5. The Contractor shall keep all work areas, both within and about the Leased Premises clean and tidy at all times, removing all rubbish and debris promptly as it occurs. No scrap piles shall be left to accumulate. All rubbish or debris found outside areas designated for the same shall be removed and disposed of at Contractor's cost. Upon completion of the work, the Contractor shall promptly remove all rubbish, tools, equipment and surplus materials from and about the Leased Premises and shall leave such premises clean and in good condition to the satisfaction of the Owner. Any cleaning of the Building, repairs of damage to the Building and Leased Premises, and removal of tools, equipment and surplus materials not undertaken by the Contractor upon completion of the work shall be undertaken by the Owner at the Contractor's expense.
6. Floors shall not be loaded beyond their designed capacity. Building design live loads can be found in the base building structural drawings. Drywall shall be stocked only over stub girders at column lines in piles not to exceed 12" in height. No stockpiling of any material is permitted on cantilevered floor bays. The Contractor shall immediately comply with any directions given by the Owner with respect to stockpiling and storage of materials and equipment.
7. No floors shall be drilled or cut without the Owner's written approval. Core drilling on all floors, subject always to the Owner's discretionary approval, shall be supervised by the Owner and shall require inspection by the Structural Engineer prior to drilling.

#### **Performance of Work**

8. There shall be no alterations to or interference with any installations which have been made by the Owner or others, and no part of the Building, specifically including any load bearing members, and curtain wall shall be cut, sleeved, drilled, punctured or otherwise interfered with, without the prior written approval of the Owner.
9. All Contractor's work shall be performed only within Leased Premises. Storage of dangerous or flammable materials anywhere in the Building's is not permitted.
10. Only "Rawl Nailin Anchors" or low velocity "hilti" fasteners with a maximum penetration of 3/4" as provided by a "yellow" changer will be acceptable for anchorage to the Owner's floors.
11. Customer's interior doors and partitions shall be constructed and installed only in accordance with the design and specifications contained in Design Standards, unless approved otherwise by Owner.
12. The Contractor must install temporary filters over all return air duct inlets and over all perimeter conduction cabinets as required to facilitate proper functioning of all mechanical components. Filters must be removed and/or replaced prior to customer occupancy.

#### **Performance of Work**

13. All ceiling tiles within Leased Premises shall be deemed to be in good condition at the commencement of the work. The Contractor at his expense shall replace any ceiling tiles requiring replacement.

14. No open flames for welding, cutting or other purposes are permitted without the prior written approval of the Owner. If pressurized gas cylinders are used, the Contractor shall insure that such use is in accordance with requisite safety provision and requirements. All welding shall be accomplished by a fire extinguisher.
15. All doors, ceiling tiles, light fixtures and other reusable materials which are the property of the Owner and that are authorized by the Owner to be removed from the Leased Premises shall not be turned over to the Owner.
16. Unnecessary noise resulting from the performance of the work is not permitted. All core drilling and resetting required for construction of partition and electrical or plumbing work that interferes with neighboring customers is restricted to off-business hours prior to 8:00 am and after 6:00 p.m. Monday through Friday and shall be undertaken only in accordance with directions of the Owner.

#### **Performance of Work**

17. During the course of the work the Contractor shall be responsible, to the extent necessitated by such work, for the safety of the Building, its occupants, and their workman and shall protect the same as required by good construction practice and law. Contractor shall employ full time supervision at jobsite during the performance of any portion of the work.
18. Should customers require that certain interior doors be lockable, the keys of such doors shall be tied into the Building master key system and coordinated with the Owner. Contractor shall key locksets at all suite entry doors to building master at time of installation.
19. Contractor will be responsible for the behavior of its employees and subcontractors employees. Harassment and/or "teasing" of customers, occupants, guests and general public is specifically prohibited.

#### **Use of Building Services:**

The Contractor shall make arrangements directly with the Owner for the use of Building Services, particularly with respect to the following:

##### Hours of Work

Work is generally only permitted during business hours (i.e. 7:00 am to 5:00 p.m.), Monday through Friday excluding public holidays. All work required to be undertaken during off-business hours shall be coordinated with the Owner at least 48 hours prior to the commencement of work and shall be subject to the reasonable rules and regulations of the Owner governing such off-business hours of work. Any additional building services and/or security required as a result of off-business hours work shall be at the Contractor's costs. Any work done after 6:00 p.m., a Contractor's Access Form will need to be filled out and faxed the Management Office, 24 hours prior to work being done.



## **Policies and Procedures: Forms**

Listed below are a number of useful administrative forms available for download. Forms require Adobe Acrobat Reader 5.0 or higher. This software is free and can be obtained by visiting [www.adobe.com](http://www.adobe.com).

To download a specific form click on the link below.

[Agreement For Use of Building Facilities](#)

[Bomb Threat Checklist](#)

[Conference Centre Reservation](#)

[Directory Strip and Door Lettering Form](#)

[Fitness Center Waiver](#)

[Key and Access Control Key Requests](#)

[Key Return Form](#)

[Life Safety Plan](#)

[Loading Dock and Freight Elevator Reservation](#)

[Loading Dock Rules and Regulations](#)

[Loading Dock Delivery Driver Checklist](#)

[Move In Checklist](#)

[Move Out Checklist](#)

[Moving Company Requirements](#)

[Physically Impaired Employee List](#)

[Property Removal Pass](#)

[Suspicious Activity Form](#)

[Tenant Authorization Form](#)

[Tenant Contact Form](#)

### **Life Safety Plan Appendixes**

[Fire Extinguisher - How to Operate \(A\)](#)

[Sources for Emergency Information \(C\)](#)

[NFPA Hazard Labels \(B\)](#)

[Threat Level - Quick Checklists for Tenants \(D\)](#)



## **Policies and Procedures: Insurance**

As noted in the Insurance provision of your Lease Agreement, Shorenstein Realty Services must have a copy of your Certificate of Insurance as verification of required coverages.

The certificate should reflect the following information:

1. Building Address - 600 14th Street, N.W., Washington, D.C. 20005

2. Additional Insureds:

SRI SIX HAMILTON SQUARE LLC  
Shorenstein Company LLC  
Shorenstein Realty Services, L.P.  
Shorenstein Properties, LLC

3. No cancellation of the policy without a 30 day written notice.

4. The Lessee and its insurer waive the right of subrogation against the Lessor, its Agent(s) and the Additional Insured.

5. Lessor's insurance is primary to any insurance provided by the Additional Insured's and is non-contributory.

Before taking possession of your premises and with any change of Certificate of Insurance, please forward your certificate to:

SRI Six Hamilton Square, LLC  
c/o Shorenstein Realty Services, L.P.  
600 14th Street, N.W.  
Washington, D.C. 20005  
Attention: Erica Gaines  
Phone: (202) 388-0110  
Fax: (202) 388-4221  
E-Mail: [egaines@shorenstein.com](mailto:egaines@shorenstein.com)

### **With a copy to:**

SRI SIX HAMILTON SQUARE LLC  
c/o Shorenstein Company LLC  
555 California Street  
San Francisco, CA 94104  
Attention: Corporate Secretary  
Phone: (415) 772-7000  
Fax: (415) 772-7080

Each year, as you renew your insurance, we will need a new Certificate of Insurance sent to the addresses noted above.



## Policies and Procedures: Loading Dock Use

Please have all deliveries made through the loading dock on the south (F Street) side of the building. Trucks can gain access via the alleyway adjacent to Metropolitan Square. To avoid delays, we have found it helpful to notify vendors of loading dock procedures in advance. These include:

- All deliveries **must be scheduled** through the Property Management Office.
- Freight elevator access available with pre-scheduled request for large deliveries.
- 30-minute parking available with pre-scheduled request, as available.

[Loading Dock Rules and Regulations](#)

[Loading Dock Delivery Driver Checklist](#)



## Policies and Procedures: Moving Procedures

[Click here for a Move-In Checklist, Tenant Contact Form, Tenant Authorization Form, Directory strip and door lettering form, loading dock and freight elevator reservation form, and/or key and access card key request form.](#)

The Hamilton Square Property Management Office can also help you with:

- Special lighting needs for your suite
- Janitorial assistance during your move-in
- Follow-through with punch list items from your build-out
- Repairing property damage
- Temporary telephone use
- Heating, air conditioning and ventilation adjustments

### Moving Company Guidelines

Please submit a Certificate of Insurance from your moving company evidencing:

Worker's Compensation Insurance:  
Statutory Limits

Employer's Liability:  
\$100,000 each accident  
\$500,000 policy limit-disease  
\$100,000 disease-each employee  
**Moving Company Guidelines** (continued)

General Liability Insurance:  
Limits Primary: \$1,000,000 each occurrence-BI & PD

\$2,000,000 general aggregate per location  
\$1,000,000 agg. Prod. -comp. oper.  
\$1,000,000 personal injury & adv. Injury  
\$5,000 medical expense

Limit Excess: \$5,000,000

SRI SIX HAMILTON SQUARE, LLC, Shorenstein Realty Services, L.P., Shorenstein Company, LLC and Shorenstein Property must be named as Additional Insured's.

**Note:** The Certificate of Insurance may be e-mailed to Erica Gaines at [egaines@shorenstein.com](mailto:egaines@shorenstein.com) or faxed to the Property Management Office at **(202) 388-4221** with an original to follow via regular mail. A scheduled move may be delayed if the Certificate of Insurance is not complete or correct.

A member of the Property Management team will inspect the moving route before and after your move. Property Management will inspect the moving route before and after your move.

The Tenant's responsibilities will include the following:

- Scheduling move arrivals and departures at least 24 hours in advance.
- Scheduling move after normal business hours (**M-F: 6 p.m. - 7 a.m., Sat.-Sun.: 24 hrs.**).
- Supervising help.
- Providing access to restrooms.
- Prohibiting the use of the main lobby without special approval and preparation.
- Requiring placement of rigid boarding in the freight elevator and over the pathway to and from elevator and offices.
- Protecting wall-covering and corners with shields.
- Keeping elevators padded.
- Using established service routes and access doors.
- Making repairs to building damages and/or reimbursement for costs.
- Removing all packing materials.
- Notifying Property Management of any problems during your move relating to the building.





## **Policies and Procedures: Rules and Regulations**

### **Similar to Exhibit “C” in your Lease**

- 1.** The sidewalks, entrances, passages, courts, elevators, vestibules, stairways, corridors or halls or other parts of the building not occupied by any Lessee shall not be obstructed or encumbered by any Lessee or used for any purpose other than ingress or egress to and from the demised premises and if the demised premises are situated on the ground floor of the building the Lessee therefore shall, at said Lessee's own expense, keep the sidewalks and curb directly in front of said demised premises clean and free from ice and snow. Lessor shall have the right to control and operate the public portions of the building, and the facilities furnished for the common use of the Lessees, in such manner as Lessor deems best for the benefit of the Lessees generally. No Lessee shall permit the visit to the demised premises of persons in such numbers or under such conditions as to interfere with the use and enjoyment by other Lessees of the entrances, corridors, elevators and other public portions or facilities of the building.
- 2.** No awnings or other projections shall be attached to the outside walls of the building without the prior written consent of the Lessor. No drapes, blinds, shades, or screens shall be attached to or hung in, or used in connection with any window or door of the demised premises, without the prior written consent of the Lessor. Such awnings, projections, curtains, blinds, shades, screens or other fixtures must be of a quality, type, design and color, and attached in the manner approved by Lessor.
- 3.** No sign, advertisement, notice or other lettering shall be exhibited, inscribed, painted or affixed by any Lessee on any part of the outside or inside of the demised premises or building without the prior written consent of the Lessor. In the event of the violation of the foregoing by any Lessee, Lessor may remove same without any liability, and may charge the expense incurred by such removal to the Lessee or Lessee violating this rule. Interior signs on doors and directory tablet shall be inscribed, painted or affixed for each Lessee by the Lessor at the expense of such Lessee, and shall be of a size, color and style acceptable to the Lessor.
- 4.** No showcases or other articles shall be put in front of or affixed to any part of the exterior of the building, nor placed in the halls, corridors or vestibules without the prior written consent of the Lessor.
- 5.** The water and wash closets and other plumbing fixtures shall not be used for any purposes other than those for which they were constructed, and no sweepings, rubbish, rags, or other substances shall be thrown therein. All damages resulting from any misuse of the fixtures shall be borne by the Lessee who, or whose servants, employees, agents, visitors or licensees, shall have caused the same.
- 6.** There shall be no marking, painting, drilling into or in any way defacing any part of the building. No bring, cutting or stringing of wires shall be permitted. Lessee shall not construct, maintain, use or operate within the demised premises or elsewhere within or on the outside of the building, any electrical device, wiring or apparatus in connection with a loud speaker system or other sound system.
- 7.** No bicycles, vehicles or animals, birds or pets of any kind shall be brought into or kept in or about the premises, and no cooking shall be done or permitted by any Lessee on said premises. No Lessee shall cause or permit any unusual or objectionable odors to be produced upon or permeate from the demised premises.
- 8.** No space in the building shall be used for manufacturing, for the storage of merchandise, or for the sale of merchandise, goods or property of any kind at auction.
- 9.** No Lessee shall make, or permit to be made, any disturbing noises or disturb or interfere with occupants of this or neighboring buildings or premises of those having business with them whether by the use of any musical instrument, radio, talking machine, unmusical noise, whistling, singing, or in any other way. No Lessee shall throw anything out of the doors or windows or down the corridors or stairs.

10. No inflammable, combustible or explosive fluid, chemical or substance shall be brought or kept upon the demised premises.
11. No additional locks or bolts of any kind shall be placed upon any of the doors, or windows by any Lessee, nor shall any changes be made in existing locks or the mechanism thereof. The doors leading to the corridors or main halls shall be kept closed during business hours except as they be used for ingress and egress. Each Lessee shall, upon the termination of his tenancy, restore to Lessor all keys to stores, offices, storage, and toilet rooms either furnished to, or otherwise procured by, such Lessee, and in the event of the loss of any keys, so furnished, such Lessee shall pay to the Lessor the cost thereof.
12. All removals, or the carrying into or out of any safes, freight, furniture or bulky matter of any description must take place during the hours which the Lessor or its agent may determine from time to time. The Lessor reserves the right to inspect all freight to be brought into the building and to exclude all freight which violates any of these Rules and Regulations or the lease of which these Rules and Regulations are a part.
13. Any person employed by any Lessee to do janitor work within the demised premises must obtain Lessor's consent, which consent shall not be unreasonable withheld, and such person shall, while in the building and outside of said demised premises, comply with all instructions issued by the Property Manager of the building.
14. Lessor shall have the right to prohibit any advertising by any Lessee which, in Lessor's opinion, tends to impair the reputation of the building or its desirability as a building for offices, and upon written notice from Lessor, Lessee shall refrain from or discontinue such advertising.
15. The Lessor reserves the right to exclude from the building at all times any person who is not known or does not properly identify himself to the Property Management or watchman/security on duty. Lessor may at its option require all persons admitted to or leaving the building between the hours of 6:00 p.m. and 8:00 a.m., Monday through Saturday, Sundays and legal holidays to register. Each Lessee shall be responsible for all persons for whom he or she authorizes entry into or exit out of the building.
16. The premises shall not be used for lodging or sleeping or for any immoral or illegal purpose.
17. Each Lessee, before closing and leaving the demised premises at any time, shall see that all windows are closed and all lights turned off.
18. The requirements of the Lessee will be attended to only upon application at the office of the building. Employees of Lessor shall not perform any work or do anything outside of the regular duties, unless under special instruction from the management of the building.
19. Canvassing, soliciting and peddling in the building is prohibiting and each Lessee shall cooperate to prevent the same.
20. No water cooler, plumbing or electrical fixtures shall be installed by any Lessee without the prior written consent of Lessor.
21. There shall not be used in any space, or in the public halls of the building, either by any Lessee or by jobbers or others, in the delivery or receipt of merchandise, any hand trucks, except those equipped with rubber tires and side guards.
22. Access plates to underfloor conduits shall be left exposed. Where carpet is installed, carpet shall be cut around access plates. Where Lessee elects not to provide removable plates in their carpet for access into the underfloor duct system, it shall be the Lessee's responsibility to pay for the removal and replacement of the carpet for any access needed into the duct system at any time in the future.
23. Mats, trash or other objects shall not be placed in the public corridors.
24. The Lessor does not maintain or clean suite finishes which are non-standard, such as kitchens, bathrooms, wallpaper, special lights, etc. However, should the need for repairs arise, the Lessor will arrange for the work to be done at the Lessee's expense.
25. Drapes installed by the Lessee, which are visible from the exterior of the building, must be approved by Lessor in writing and be cleaned by the Lessee.
26. The Lessor will furnish and install light bulbs for the building standard fluorescent and incandescent fixtures only. For special fixtures the Lessee will stock his own bulbs, which will be installed by the Lessor when so requested by the Lessee.

**27.** Violations of these rules and regulations, or any amendments thereto, shall be sufficient cause for termination of this lease at the option of the Lessor.

The Lessor may, upon request by any Lessee, waive the compliance by such Lessee of any of the foregoing rules and regulations, provided that (I) no waiver shall be effective unless signed by Lessor or Lessor's authorized agent, (II) any such waiver shall not relieve such Lessee from the obligation to comply with such rule or regulation in the future unless expressly consented to by Lessor, and (III) no waiver granted to any Lessee shall relieve any other Lessee from the obligation of complying with the foregoing rules and regulations unless such other Lessee has received a similar waiver in writing from Lessor.



## **The Neighborhood: Retail**

For the most current information on businesses and events in this neighborhood, please visit the Downtown Business Improvement District's website at [downtowndc.org/shopping](http://downtowndc.org/shopping).



## The Neighborhood: Register Your Bike

### Register Your Bike

For a small fee you can register your bicycle with the National Bike Registry. Many stolen bikes are recovered by police but there is no way to identify the owner. With the NBR service, you can register your bicycle by serial number in their national database and apply the special label you receive to your bike. If your bike is ever stolen, it can be identified and you can prove ownership. Law Enforcement anywhere can access their database, and if your bike has been recovered you can be notified immediately.

<http://www.nationalbikeregistry.com/>



## **The Neighborhood: Restaurants**

For the most current information on area restaurants, please visit the Downtown Business Improvement District's website at <http://downtowndc.org/dining>



## **The Neighborhood: Hotels**

To find a great place to stay during your visit here in Washington, DC, please visit the Downtown Business Improvement District's website at <http://downtowndc.org/lodging>