



Akridge



Beneath the Surface
A Client's Manual

“The needs of our Clients are our highest priority.
This idea translates into flexible and
responsive service on a day-to-day basis.”

John E. Akridge, III Chairman

1800 Massachusetts Avenue

Beneath the Surface

Inside:

Welcome

LEED

Accounting

Security

Heating Ventilation and Air-conditioning

Elevators

Medical Emergencies

Fire Annunciation and Emergency Evacuation

Floor Marshall

Flooding

Parking

Bicycles

Conference Facility

Roof Deck Facility

Cleaning

Indoor Air Quality

Client Owned Mechanical Equipment

Contractor Services

Loading Dock

Sample Waiver of Lien Rights

Legal Holidays Observed

Amenities

WELCOME TO 1800 MASSACHUSETTS AVENUE, NW

Your priorities are our priority – which is why Akridge is ranked in the top one percent of all property management companies surveyed by Kingsley Associates for customer service.

Your Akridge team of professionals makes sure your needs are met every day:

Requests/ Emergencies	Customer Service Representative 202.638.3000 or service1800@akridge.com
----------------------------------	--

Portfolio Manager	Blair Petersen 202.207.3920 or bpetersen@akridge.com
------------------------------	---

Property Manager	Keita Darling 202.207.3880 or kdarling@akridge.com
-----------------------------	--

Project Accountant	Sumit Dulani 202.207.8644 or sdulani@akridge.com
-------------------------------	---

Chief Engineer	Butch Grisso 202.756.3668 or bgrisso@akridge.com
-----------------------	---

Engineer	Daniel Phillips service1800@akridge.com
-----------------	--

Porter	On-Duty Porter Staff service1800@akridge.com
---------------	---

Lobby Attendants	Allied Barton Security 202.745.4545 or Security1800@akridge.com
-----------------------------	---

Conference Coordinator	Jill Sturge 202.730.7738 or jill.sturge@seiu.org
-----------------------------------	--

24/7 Response. Communicating with our Clients is of utmost importance to us. Someone in the property management and building services department is always available to receive your requests and inquiries. Whether a light bulb needs replacement on Monday morning or an emergency situation arises Sunday afternoon, someone is going to take care of your needs quickly, professionally, and courteously – this is our guarantee.

Our property managers are on call 24 hours a day, seven days a week. Monday through Friday, you can contact someone in property management between the hours of 8:00 am and 6:00 pm by calling 202.638.3000. If you need assistance after hours, please call the building's security company, Datawatch at 301.654.3282 and request that they contact a member of the property management team at home. You will be assisted quickly.

Should you need to place a service request, the most expedient way is to send an e-mail to service1800@akridge.com. Your e-mail is distributed to the entire building team 24/7. Or, you may call our office during the hours of 8:00 am – 6:00 pm Monday through Friday at 202.638.3000 to speak to a customer service representative.

LEED

LEED for Existing Buildings. LEED (Leadership in Energy and Environmental Design) is a program launched by the United States Green Building Council. LEED for Existing Buildings maximizes operational efficiency while minimizing environmental impacts. It provides a recognized, performance-based benchmark for building owners and operators to measure operations, improvements and maintenance on a consistent scale. LEED for Existing Buildings is a road map for delivering economically profitable, environmentally responsible, healthy, productive places to live and work. 1800 Massachusetts Avenue acquired LEED-EB Platinum certification in November 2012.

The LEED Rating System for Existing Buildings addresses:

- whole-building cleaning and maintenance issues including chemical use
- ongoing indoor air quality
- energy efficiency
- water efficiency
- recycling programs and facilities
- exterior maintenance programs, and
- systems upgrades to meet green building energy, water, IAQ, and lighting performance standards

LEED for New Construction. 1800 Massachusetts Avenue acquired its LEED-New Construction Gold status in December of 2007.

ACCOUNTING

The accounting department is an integral part of the management team, collecting rent income, paying service bills in a timely manner, reporting to our investors, and much more.

Rent Payment Procedures Because we do not render monthly invoices, please keep in mind that your rent is due on the first day of every month. Inquiries regarding your account may be made to Sumit Dulani at sdulani@akridge.com or 202.207.8644.

All payments should be made payable and sent to the following address:

1800 Massachusetts Avenue Corporation
C/O: The John Akridge Management Company
601 Thirteenth Street, NW
Suite 300 North
Washington, D.C. 20005

Estimated Annual Rent Increases. Each year in November, our Accounting Department will forward a rent increase notice to your organization that states the annual monthly rent to become effective on January 1 of the upcoming year.

This increase will be based upon our estimate of your pro rata share of the increases in real estate taxes and operating expenses. These increases are further explained in Article 4 of the Agreement of Lease.

We understand that many organizations begin their annual budget preparations and require this information prior to November. Please contact the Project Accountant or Chief Financial Officer if you desire a “best guess” estimate of the increase prior to November.

Annual Rent Settlements. Each April, our Accounting Department forwards either an invoice or a refund to your organization which states your rent settlement for the prior year.

This settlement will be based upon your pro rata share of the actual increases in real estate taxes and operating expenses for the prior year and the final adjustment of your rent based upon any rent increases stipulated in your Lease Agreement.

It is our objective to minimize annual rent settlements. Our professional staff is very conscientious in trying to provide estimates close to actual expenses. However, our estimates sometimes are too low and may result in an invoice for additional rent. Again, we understand that your organization may be sensitive to unanticipated expenses so we encourage you to contact the Chief Financial Officer if you desire a “best guess” estimate of this settlement for your annual budget preparations.

Other Charges. You may receive invoices during the term of your lease for leasehold improvement work performed by Akridge and after-hours usage of heating and air conditioning. We request that you remit payment for these charges within thirty (30) days of receiving the invoice. Should you have any questions regarding an invoice or believe an invoice is in error, please contact either the Property Manager or Accounts Receivable promptly.

As you know, there are specifics that are outlined in your lease regarding the financial aspects of your tenancy. We invite you to review these and call either of the professionals mentioned above if you have any questions. They will be happy to help you.

SECURITY

Access Control System. Your building is equipped with an access control system monitored by Datawatch. The main entrance doors, located on Massachusetts Avenue are locked each evening at 7:00 pm and unlocked at 6:30 am Monday through Friday. Your employees may gain access to the building and to your floor during security hours with their Datawatch Security Badge (DWSB) if properly authorized. The entrance doors on Connecticut Avenue are locked 24 hours a day, 7 days a week and may be accessed using an authorized DWSB. The building’s elevators are secured 24/7. Your employees may access the elevators using an authorized Datawatch security badge or by entering their authorized Datawatch access code on the card reader key pad found in the elevator cabs.

Individual Suite Alarms. Your suite is equipped with a burglar alarm system which is generally secured twenty-four (24) hours a day. If your suite door is not completely closed or is propped, Datawatch will contact the office facility manager and notify them of the prop. Suite doors should not be propped during the day while in the secured mode.

Datawatch Security Badges. Datawatch Security Badges (DWSB) are issued to your firm prior to your move-in. It is your responsibility to assign one person as the Datawatch Security Badge Administrator for your office. Datawatch will be happy to address any questions you may have regarding administering your Datawatch Security Badges. It is very important that you keep track of those security badges that are authorized for new employees and revoke any security badges that are lost. Authorization and/or revocation of security badges are performed by your company’s Datawatch Security Badge Administrator or Datawatch. Datawatch may be contacted at 301.654.3282. You may request a security badge listing for your firm at any time. Additional security badges and suite alarm keys may be ordered from Datawatch by using the order forms provided with your initial lot of badges or by visiting Datawatch’s website, www.datawatchsystems.com.

Your building's Management Team is responsible for administering the photos required for all DWSB's and the waivers required before using the Fitness Facility. Please contact your Property Manager, Keita Darling, at 202.207.3880 or kdarling@akridge.com for further information.

Your Datawatch Security Badges will also act as your Authorized Building Identification Card. All Clients should have this card on them at all times since there is a 100% photo ID check in place in the building's main lobby.

Visitors and Special Admittance. If you are expecting visitors during regular business hours; Monday – Friday, 6:30 am – 7:00 pm, please inform them that they will be required to adhere to the building's visitor security procedures. All visitors to the building, whether using the garage or the front lobby entrance, must sign in at the Lobby Attendant's desk in the main lobby and show photo identification. While in the building, authorized visitors will be issued a Datawatch visitor badge that will grant the individual limited access to the floor they are visiting and to the restrooms on that floor. These badges will also be used for controlling the elevators to their destination floor. Visitors will be required to return their visitor badges to the Lobby Attendant's desk upon departing the building. While in the building, visitors will be required to wear their visitor badge in a visible location on their person. If your business is expecting VIP guests that will require additional security details, please give advance notification to your Property Manager and to the Lobby Attendant.

Delivery personnel will be required to sign out visitor badges as well. All delivery personnel and couriers will be restricted to the freight elevator. All deliveries are required to use the loading dock. The loading dock can be accessed via Eighteenth Street.

Clients hosting meetings or events should contact Datawatch to receive a five digit access ID number to be given to all their guests. These ID numbers will be gender specific for restroom access. Once you have received these ID numbers, please present them to the Lobby Attendant along with a roster of guests, 24 hours prior to the start of your event. If the event will be held after hours or over a weekend please inform Datawatch. Please make sure that you have a representative from your office present in the lobby to greet your guests. All weekend visitation lists must be submitted to Datawatch and the Lobby Attendant's desk by 5:00 pm on the Friday of the designated weekend. Please provide the visitor's name, the day the visitor is expected, the approximate time of arrival, permission for admittance and to what floor, and your DWSB number (for authorization).

When the visitor arrives at the building, they should use the phone outside the lobby doors to gain admittance. It will connect them to Datawatch directly. When Datawatch answers, visitors should identify themselves and tell Datawatch who they are visiting. If you have arranged for their admittance, their names will be on an "admit list" and Datawatch will allow them immediate access to the building. Once the visitors are admitted to the building they must proceed to the lobby desk and sign in with the Lobby Attendant who will then provide them with the access code provided by your office.

Unexpected visitors will be required to show photo identification and to sign in at the Lobby Attendant's desk upon arrival. Prior to being admitted, the on duty Lobby Attendant will contact the individual the visitor visiting for approval of admittance. If the individual or suitable alternate individual cannot be reached, the visitor will not be admitted into the building.

Daytime Security. The security of your suite during business hours is your responsibility. If your reception area is not going to be occupied during times the front door security is off, we strongly urge you to keep your doors locked. Secondary doors to your space should be kept locked at all times.

Additional Security. If you need additional daytime security, please contact the Management Team or Datawatch to discuss security options available to you.

HEATING, VENTILATION AND AIR CONDITIONING

The heating, ventilating and air conditioning system (HVAC) in your building is supplied by three main air handler units and two high pressure centrifugal chillers. Perimeter offices have additional units called fan coil units. These perimeter units can be individually controlled on an office-by-office basis to provide heating or cooling throughout the year. We believe the fan coil system offers our Clients the most versatility for temperature control.

The HVAC system is automatically controlled by a computerized energy management system (EMS), which is monitored and controlled by Akridge engineers. In addition to monitoring during normal hours of operation, certain integral functions are monitored by our company throughout a twenty-four hour period.

The HVAC system is serviced regularly for preventive maintenance in the evening hours. From time to time an emergency situation may require maintenance or repairs during normal working hours. We try to keep this work to a minimum and, in most instances, advise our Clients prior to commencing service.

To achieve maximum efficiency from your HVAC system, remember the following guidelines:

- Do not set papers, books, files, etc., on the fan coil unit. This blocks the discharge air and greatly restricts the unit's ability to heat or cool. It will eventually cause a breakdown.
- Do not push desks, bookcases, credenzas, etc., against the unit. This blocks the return air, which will eventually cause the unit to malfunction. Should you block a fan coil unit with furniture, your office will have to move the furniture prior to having the unit serviced.
- If your unit is blowing air without heating or cooling, please contact the Property Manager or building services team at service1800@akridge.com and we will immediately send an engineer.
- Should you observe loud noises, smoke, or water leaks from your unit, turn the unit off immediately at the wall mounted thermostat and report it to our office.
- Do not run your fan coil unit when your office window is open. The unit is not designed to compete with the open window and will not be able to heat or cool the space properly when the window is open.
- **When requesting HVAC service, please indicate whether the problem is with an interior space or a perimeter office. This saves our personnel considerable time in trouble-shooting problems.**

Normal heating, ventilation, and air conditioning (HVAC) system hours are Monday through Friday (except legal holidays) from 6:30 am until 7:00 pm. As our Client, you are entitled to heating or cooling Monday through Friday from 6:30 am to 7:00 pm and on Saturdays between the hours of 6:30 am and 1:00 pm without any additional expense. However, as an energy conservation measure, we do not run the building automatically on Saturdays. If you require HVAC service on Saturdays, please submit your request to service1800@akridge.com.

Off-Hour, Weekend, and Holiday Heating and Cooling Requests. When you require heating or cooling prior to 6:30 am or after 7:00 pm weekdays, or anytime during weekends and holidays, please send your request to service1800@akridge.com and an engineer will activate the HVAC for your suite space. All after hours HVAC requests will be billed at \$65 per hour.

ELEVATORS

Independent Use Procedures. Because we are committed to providing excellent elevator service, we have established certain procedures for "private use," or taking an elevator out of service for independent use. When you are expecting a large delivery that requires exclusive use of an elevator, please schedule it with property management. Please note, however, that we **do not** permit independent elevator usage during the following rush hours:

Monday through Friday

8:00 am - 10:00 am

11:30 am - 1:30 pm

4:30 pm - 6:00 pm

IMPORTANT: Please do not allow your delivery people to wedge anything in the elevator doors or prop the doors. This will cause a major door malfunction and the elevator may shut itself down, temporarily reducing the number of elevators servicing the building.

Elevator Malfunction Procedures. Each elevator is equipped with a hands-free telephone, which rings directly into Datawatch's Monitoring Center. In the event an elevator should malfunction while you are in the cab, **immediately** activate the phone by pushing the button below the speaker box. Give them the building location and the cab number you are in (this information is displayed on a sign on the elevator panel). The elevator company will contact your management team and an engineer and elevator company personnel will be dispatched immediately. Our engineer will stay on site and in contact with you until the elevator company arrives to assist you in evacuating the cab.

While being trapped in an elevator may be an inconvenience, you are in no danger as long as you remain in the cab. **Never try to pry the elevator doors open to get out.** It is extremely dangerous since the cab may not be properly leveled with the floor. Wait for a qualified elevator mechanic or fireman to assist you.

In an emergency fire situation, elevators should not be used. If you are traveling in an elevator when an alarm sounds, the elevators will not automatically recall unless a lobby smoke detectors goes into alarm. In that case all elevators will recall at the same time. If you are traveling with an individual in a wheel chair, please make sure to exit the elevator on the first floor.

Please do not put your hands and feet in the elevator as the doors are closing.

MEDICAL EMERGENCIES

Do not move an ill or injured person. If necessary and you have been trained, administer first aid and CPR.

Dial 911. Tell them you are calling from 1800 Massachusetts Avenue, NW and provide your floor and suite number and a concise, accurate description of the emergency.

Call building management at 202.638.3000. As quickly as possible, we will dispatch building personnel who have been trained in CPR and the use of an AED device (Automated External Defibrillator). The building is equipped with an AED device at the main lobby reception desk, the fitness facility, and on each Client floor. The building will also hold an elevator ready to expedite the response of the EMS team to your floor.

If a private physician has been called, let us know and we will escort the doctor to your office.

Post one person at the elevator to lead the medical team to the person in distress.

FIRE ANNUNCIATION SYSTEM AND EMERGENCY EVACUATION

For the commercial office building located at 1800 Massachusetts Avenue, NW. Required by Article F-105.3, D.C. Fire Prevention Code (DC Supplement)

Be familiar with exits and fire apparatuses in your building.

If you encounter a fire or other potential emergency, **pull the fire pull station nearest to the potential emergency.** This will set off fire bells that can be heard through the building, alerting other occupants to evacuate. **Fire alarm pull stations are located next to each stairwell.**

If you pull a fire pull station, it is critical that you **call the fire department at 911 after evacuating** and give them specific information as Datawatch cannot receive or relay all emergency information. Please advise all your personnel **that once one of these devices is activated, the bells will ring and evacuation should commence. It is not necessary to pull additional pull stations.** Indications of multiple floor pull stations activated on the annunciator panel will only confuse and slow down the fire department unless it is a multiple floor problem.

Always use stairs in an emergency. Prior to an emergency situation, walk down the stairwell so you know where you will exit on the first floor. **Remember:** In the event of an emergency **do NOT use the elevators** – use the **stairs.**

Upon exiting onto the first floor, proceed at least 500 feet away from the building so others can safely evacuate, and the fire department can work quickly. This will also avoid injury from window breakage.

Assign two individuals from your staff per floor to monitor the evacuation. These individuals should be responsible for ensuring everyone evacuates, identifying any disabled individuals and securing your premises. These designated people are required to immediately notify both the Lobby Attendant and emergency fire personnel if any individual(s) is purposefully sheltering in place, giving their name(s) and exact location.

Akridge personnel will assist in directing and giving specific instruction to your employees in the event of an actual emergency. The directions given by the fire department and management personnel should be followed at all times. **Building Clients should make every reasonable attempt to get out of the building in the event of an emergency.**

Should the exit route from your space become blocked by smoke or fire, stay calm.

- **Call 911 and give them your floor and approximate location - tell them you are trapped.**
- **Go to the nearest available room and close the door if your suite is equipped with a door.**
- **If you are on an owner occupied floor, seek shelter in any room with a door or the elevator lobby that has doors on all four sides.**
- **If there is a window in the room, go to it and signal so fire personnel can see you.**
- **The fire department will quickly locate you and assist you in evacuating.**

Fire extinguishers are installed in each common corridor. (There may be additional extinguishers installed in your space by your firm.) The extinguishers installed in common areas are all-purpose. You may have more specific types in your space. Know what you have and how to use it. Smoke detectors serve the entire floor and are located in the return air ducts. Heat detectors are installed in elevator machine rooms and elevator pits.

Remember: Never use a water-type extinguisher on electrical fires.

Electrical Power Outage. Loss of electrical power in a building can cause inconvenience, but there is no need to panic. All Akridge buildings are equipped with emergency lighting systems that illuminate stairways, exit signs and designated lights in elevator lobbies and your suite. If an electrical outage occurs in your building, an automatic transfer will activate a generator and supply power for all emergency lighting. If necessary, please use stairs to exit.

Bomb Threats. Although most bomb threats are pranks, every bomb threat must be dealt with as if it were real. If you receive a threat, **while on the phone, signal to an available person in your office to call 911 immediately and then the property management department at 202.638.3000 and relay the**

information. The receiver of the bomb threat should keep the caller on the phone as long as possible and be completing the Bomb Threat Form included herein.

In all cases, we will commence **building evacuation**. Everyone will be expected and required to evacuate the building. It is the policy of Akridge to require that the building be completely inspected by a bomb crew consisting of police personnel and, if necessary, trained dogs. It is imperative that all occupants evacuate in order that the dogs can be set free to go through the building. **IMPORTANT: Until the building has been completely inspected by a bomb crew, NO ONE will be allowed to re-enter the building. Anyone refusing to leave or attempting to re-enter the building shall do so at his/her risk.**

FLOOR MARSHALL

All floors are recommended to assign at least two (2) Floor Marshalls who will be responsible for insuring that all occupants evacuate their respective floor during an emergency. Each owner occupied floor in the building has been assigned a designated **Floor Marshall** by the building ownership, SEIU. This person will serve as a point of contact to provide information in the event of an emergency and to assist during building evacuations. Please follow their instructions. It is each Client's responsibility to keep the Floor Marshall aware of persons needing assistance during an emergency or of persons who may be sheltering in place.

FLOODING

In the event of a water line break or other flooding that may cause damage to Client property or affect the normal operation of the building, designated Client managers will be contacted by property management personnel, even after business hours.

Our first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding. Once the flooding has been contained, clean-up operations will begin immediately. Akridge will not close the building unless authorities have designated it unsafe or uninhabitable. Our aim is to have our clients back in business as soon as possible.

Clients who have sustained water damage need to contact their insurance company to report it. Akridge staff will be happy to explain the circumstances to your carrier.

If a fire, flood or other emergency situation may cause the closing of the building, check our website www.akridge.com or call 202.638.3000 for updates. We will not close the building unless it presents a health or safety danger.

PARKING

Parking contracts may be arranged directly between your office and Central Parking Systems.

Daily Parking. All daily parkers have the option of valet service and should drive to the G-1 level to have their vehicles parked.

Monthly Parking (Non-Reserved). A monthly contract entitles you to park in the garage, on a daily basis, 24 hours a day. Monthly parkers may be able to choose daily from 82 non-handicapped, single self-park spaces from level G-2 through level G-3 on a first come, first served basis. Self-park parkers do not have to leave their key with the attendants. With a monthly parking contract, Central Parking Systems will issue an electronic transponder (called a PUCK) to be installed on your windshield. It will allow ingress and egress to the parking garage 24 hours a day, 7 days a week.

Monthly Parking (Reserved). A monthly reserved contract entitles you to park in an assigned space every day, 24 hours a day. A standard sign will be installed to designate that space is reserved for you. Reserved monthly

parkers do not have to leave their key with the garage attendant. With a monthly parking contract, Central Parking Systems will issue you an electronic transponder (called a PUCK) to be installed on your windshield. It will allow you ingress and egress to the parking garage 24 hours a day, 7 days a week.

Though the garage is operated independently from the office space, we are happy to assist with any issues. If you should experience a problem please contact us so we may assist you in receiving prompt and courteous service from the garage at all times. If you have any difficulty gaining entrance or exiting the garage, during weekends or after hours, please call Central Parking Systems at 202.965.2083 or call Datawatch at 301.654.3282. They will notify garage and property management personnel so that we may promptly serve you.

Because the garage is in use 24 hours a day, 7 days a week for authorized monthly parkers, please remind your personnel and visitors not to block the garage entrance. Any vehicle blocking the garage entrance will be ticketed and towed at the vehicle owner's expense.

BICYCLES

Bicycle racks are located on each level of the garage for your convenience. Please walk your bicycle down the garage ramp to the level of your choice. For regular bike riders, your Datawatch Badge may be programmed for garage access. Occasional riders may enter the garage entrance during regular operating hours. Please do not secure bicycles to any objects other than the bike racks provided in the garage. Bicycles tied to items other than bicycle racks provided, will be subject to removal.

CONFERENCE FACILITY

1800 Massachusetts Avenue, NW, has a state of the art Conference Center facility capable of accommodating small to mid-size meetings in seven conference spaces, a video teleconferencing facility, and a rooftop terrace. Space may be contracted and reserved in advance by contacting Jill Sturge at 202.730.7738 or at jill.sturge@seiu.org. A minimum of 72 hours advance notice is required for reservations. Scheduling priority will go to SEIU, building Clients of 1800 Massachusetts Avenue, and their sponsored users on a first come, first served basis. Outside organizations will be scheduled on a space available basis. The Conference Coordinator will supply the Conference Center's standard operating procedures upon request.

All political events and political fundraisers taking place in the Conference Center must have the express prior approval of the building ownership. Please contact the Conference Coordinator for further information on hosting political events in our facilities.

ROOF TOP TERRACE

The building's roof top terrace is accessible to all Clients in the building. To access the roof top terrace, please take the freight elevator or either stairwell to the penthouse. Please use your DWSB to access the space. At times, the roof top terrace may be reserved for private functions and therefore closed. If you should have any questions regarding its use, please contact Jill Sturge at 202.730.7738 or at jill.sturge@seiu.org. Smoking is strictly prohibited on any roof balcony.

CLEANING

Cleaning service in your building is provided by Red Coats. These services are provided Monday through Friday (except legal holidays) in the evenings. The cleaners generally arrive between 5:00 pm - 6:00 pm and complete their duties at 10:00 pm.

All the employees of the cleaning contractor are uniformed and carry photo identification badges. The cleaners have been instructed to always clean behind locked doors for your suite security and their personal safety. If you witness an open, propped, or unlocked door by a cleaner, please notify us immediately.

To ensure a clean and comfortable workplace, the cleaning staff provides the following services:

Vacuuming. Vacuuming is done on an as-needed basis. This is relative to the purpose and frequency of area use. For example, common areas such as elevator lobbies, reception areas, halls and occupied offices shall be vacuumed nightly. Areas such as conference rooms, unoccupied offices, and infrequently used libraries will be vacuumed when necessary.

Dusting. All unobstructed surfaces are dusted on a regular basis. The cleaning staff is instructed not to move or pick up objects on desks, bookcases, credenzas, etc., so only horizontal surfaces clear of objects will be dusted. The cleaners are also instructed not to use any polishing agents on furniture. If furniture needs to be polished, arrangements may be made with your cleaner.

Trash Removal. All wastebaskets are emptied nightly. Wastebasket liners are replaced as needed. It is not recommended that cups or cans containing liquid be placed in waste cans as this can result in spills on the carpet when the trash is being removed. Empty cartons should be marked "TRASH" and left within the office. No trash is to be placed in elevator lobbies or hallways. Only trash that is considered "crushable" can be removed. Large items such as furniture or discarded equipment require special handling. If items of this size need to be removed, please call the management office and we will be happy to make arrangements for a special pick-up.

Non-Carpeted Floors. All non-carpeted floors are dry mopped or swept nightly, damp mopped as needed, and periodically stripped and waxed. When the cleaning supervisor is scheduling floor waxing in your suite, you will be given advanced notification to clear any boxes, furniture etc. out of the area.

Special Areas. There are certain tasks not covered in the cleaning contract for which your company is responsible. One such task is carpet cleaning. We recommend a regular cleaning contract for carpeting to properly maintain it. Your Property Manager can recommend several carpet care companies. Other areas requiring special attention are kitchens, private bathrooms or showers, and interior glass partitioning. Arrangements may be made through your Property Manager if you require special cleaning in these areas.

Window Washing. The perimeter windows in the building are washed on the exterior twice annually. The interior windows are washed annually. The first floor exterior windows are washed once a month. You will receive advance notification of the dates the window washers arrive. If you would like to discuss any concerns about cleaning procedures, please contact your Property Manager.

Recycling. As part of the daily housekeeping, recycling of newspapers, office paper, aluminum cans, plastic, and glass is provided. We will provide the appropriate recycling containers. All desks should be accompanied by a trash can and a paper recycling container. Recycling containers for glass, plastic, and aluminum may be found in the pantry/kitchen on your floor. The nightly janitorial staff will remove the recycling and store it in special containers provided by the recycling contractor. Building recycling is generally picked up on a weekly basis.

INDOOR AIR QUALITY

As required by law, smoking is prohibited in public areas of the building. This includes elevator lobbies, stairwells, all rest rooms, and all roof areas. In addition, the building owners have declared the entire building a smoke-free environment. We ask that all our Clients be considerate of their neighbors by abiding by this law. Smoking at the front entrance to the building is prohibited as it lends to an untidy appearance and presents additional work for the building staff. Smokers should be a minimum of 25 feet away from any entrance to the building. Ash urns are located on the Eighteenth Street side for building Clients' use.

We contract with a professional firm to provide annual air quality inspections. Comprehensive analyses are made of representative samples of the indoor air in the building – together with an assessment of the ventilation rates, filtration status and hygiene standards of the complete air distribution systems.

We have adopted this proactive monitoring program to ensure that the air quality throughout the building is maintained at the highest levels in the interest of your well-being, safety, and comfort.

As part of the indoor air quality program we ask that Clients and their guests refrain from smoking anywhere on the premises or bringing pets into the building.

CLIENT-OWNED MECHANICAL EQUIPMENT

All mechanical equipment requires preventive maintenance and will, occasionally, require miscellaneous repair. Our engineers will maintain the base building mechanical equipment, described in the HVAC section of this booklet, but some Clients may have special/additional mechanical equipment not routinely maintained by our engineers.

Special mechanical equipment is usually located in critical areas, such as computer rooms, telephone equipment rooms, or conference rooms. It is quite important that this equipment is in proper working order at all times. If you have special mechanical equipment, please contact us to recommend a contractor or discuss the possibility of putting the equipment under a separate maintenance contract with Akridge.

CONTRACTOR SERVICES

After the initial construction of your space has been completed, you may find that you need additional items or specific requirements have changed. As you discover changes, please notify us.

We have resources for a variety of contractual services. Whether you are installing an additional electrical outlet or planning major renovations, please contact your Property Manager who will be happy to assist you in contracting these services. If you prefer to contract for work yourself, please remember that all construction, electrical work, etc., must be approved by us prior to any work starting in the building.

In all instances we require that your contractor execute a Release of Lien and provide copies of licenses and insurance to Akridge (**sample Waiver of Lien included herein**). Depending on the scope of the work, we may require permits and drawings for our files that show the changes made. Please remember that all contractors used at 1800 Massachusetts Avenue must be union affiliated. If you have any questions regarding this process, please contact the Property Manager.

LOADING DOCK PROCEDURES

With the exception of hand held items, all deliveries must be made through the loading dock serving 1800 Massachusetts Avenue, NW. We do not allow deliveries through the main lobby to prevent damage to the lobby floor and doors, and to avoid inconvenience to other Clients in the building.

Allied-Barton Protective Services oversees the building security and the deliveries to the building at the loading dock, which is located adjacent to the buildings garage entrance on Eighteenth Street. The dock will accommodate nearly all delivery trucks up to semis with 53' trailers. The dock is narrow, has room for only one truck at a time, and serves as the pickup location for the building's trash so it is very busy! We ask all Clients to cooperate with the policies and procedures below, so that you may receive supplies and services promptly. Please ask your vendors to cooperate with the Allied-Barton security guards and the building procedures.

Routine deliveries may occur between 7:00 am and 6:00 pm on weekdays. A routine delivery is one made by a clearly marked delivery truck that consumes 15 – 30 minutes of time on the dock. Routine deliveries are allowed on a first-come first-served basis. Examples of routine deliveries include delivery of office supplies, caterers, bottled water, or kitchen supplies. This also will include US Post Office deliveries and pickups, services from FedEx, UPS, DHL, and other major delivery services that require the use of a hand cart or hand truck.

Your vendor will be checked in by the security guard at the main lobby desk and will receive a Contractor's Datawatch card to enter the building. Routine delivery personnel must use the freight elevator only which will remain padded 24 hours per day seven days a week.

A scheduled delivery is one that consumes more than 30 minutes, but less than two hours. Scheduled deliveries should be cleared by calling the on-site management office 48 hours in advance. Management will advise the building security staff of the time of delivery, and the building staff will take every step possible to have the dock available at the time requested.

Your vendor will be checked in by the security guard at the main lobby desk and will receive a Contractor's Datawatch card to enter the building.

Moves or lengthy deliveries (requiring more than two hours) need to be scheduled after 6:00 pm on weekdays, or on Saturday or Sunday. Please contact the management office at least 72 hours in advance to coordinate your after hours delivery. Your mover or delivery company will be required to produce a Certificate of Insurance naming 1800 Massachusetts Avenue Corporation and John Akridge Management Company (JAMCo) as additional insured's.

Moving of safes, loaded files, or other heavy objects must be coordinated with the Management office in advance, to coordinate elevator usage, as well as the loading dock.

Please remind your movers that they must provide masonite protection for floors and carpets. We may require that a building engineer be in attendance for large moves, at the Client's expense.

General

- Occasionally, we will be unable to accommodate your delivery at the time you request. We will work to find another time that works for you and your vendor.
- Please remind your vendor that vehicle motors must be TURNED OFF while in the loading dock.
- The loading dock is not available for parking contractor's or repairperson's vehicles. Please ask your repair people to use the garage.
- Remind your delivery people that the elevator walls are glass and to use hand trucks and rubber wheeled dollies, and to take care with the freight elevator and advise them that we will expect payment for damage caused to our loading dock, elevators, or carpets.
- Your delivery people should take all boxes, packaging, and pallets away with them. Everyone benefits from clean loading dock.
- Delivery vehicles with a sliding side door that are unable to utilize the loading dock will be able to access the freight elevator through the I.L. entrance in the garage.

LEGAL HOLIDAYS OBSERVED

Your building will be closed on the following legal holidays. The security access system will be activated, regular heating, ventilating and air conditioning will not be on, and cleaning services will not be performed. In the event you need some of these services, please refer to previous sections for activation.

Akridge will send notification prior to the observed holiday reminding you that the building will be closed or of any changes to our normal holiday observance.

All federally observed holidays including:

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

AMENITIES

Security Officers. Security officers are present in the lobby 24 hours a day, 7 days a week. During the hours of 7:00 am to 8:00 am there will be one security officer. During the hours of 8:00 am and 5:00 pm there will be three security officers assisting you as you enter the building. From 5:00 pm to 7:00 pm, two officers will be on duty. These individuals coordinate deliveries and the use of the freight elevator. Your security officers also perform a variety of daily activities that directly assist Clients and enable Akridge to operate your building more efficiently. Some of these activities include:

- Serving as liaison between property management and building activities by reporting unusual or unscheduled events
- Keeping a daily log of non-routine occurrences (i.e. observed vandalism to elevators, unusual pedestrian traffic patterns)
- Monitoring all deliveries, securing elevators and back doors, or assisting with front door entry when necessary
- Regularly checking security phones in the elevators and at the front door to ensure proper working order
- Deterring vagrants and solicitors from entering the building
- Assisting property management during fire alarms and emergency evacuations
- Ensuring elevator security is working properly
- Unlocking and locking the building, respectively, in the morning and evening

Please note that the security officers are NOT armed security officers. Their presence in the lobby may deter thefts and vandals in the building, but in the event of a problem they will notify the police.

Fitness Facility. For the enjoyment of your staff, we maintain a fitness facility on the lower level for the exclusive use of the Clients at 1800 Massachusetts Avenue. This facility provides men's and women's showers, locker rooms, towels, and exercise equipment.

Prior to facility use, we ask that corporate waivers be signed by your company as well as individual waivers signed by each of your employees who intend to use the facility. Once waivers are signed, your DWSB will be authorized for access to the facility. Simply call your Property Manager for waivers and we will be happy to assist you in preparing your office for use of the facility.

Vending Machines. Conveniently located on the lower level of the building are two vending machines. These machines are for the use of all building Clients.

SAMPLE WAIVER OF LIEN RIGHTS

PROJECT:

Contractor or Supplier:

The undersigned does hereby forever release and discharge the Owners, the Building and the land upon which the Building is located, from any and all causes of action, suits, debts, liens, damages, claims and demands whatsoever in law or equity which the undersigned and/or its assigns ever had, now have, or ever will have against the Owners, the Building, and/or the land upon which the Building is located, by reason of delivery of materials and/or the performances of work relating to any construction in or of the Building.

IN WITNESS WHEREOF, the undersigned has executed this Waiver on the ____ day of _____, 20__.

WITNESS OR ATTEST: _____
(Name of Subcontractor and/or Supplier)

By: _____ By: _____

Title: _____

Subscribed and sworn to me this _____ day of _____, 20__.

Notary Public: _____

My Commission Expires: _____

BOMB THREAT CHECKLIST

Instructions: Listen! Do not interrupt the caller! Keep the caller talking. Get as much information as possible.

Name of Operator and Firm:			
Time		Date	
Caller's Identity:			
Male	Female	Approximate Age:	
Voice Characteristics:			
Loud	Deep	Pleasant	Raspy
Intoxicated	Soft	High Pitched	Other
Speech:			
Fast	Slow	Distinct	Distorted
Stutter	Slurred	Nasal	Other
Language:			
Excellent	Good	Fair	Poor
Foul	Other		
Accent:			
Local	Foreign	Region	Race
Other			
Nationality:			
Manner:			
Calm	Rational	Coherent	Deliberate
Righteous	Angry	Laughing	Emotional
Irrational	Incoherent	Other	