



**AKRIDGE**  
*Invested.*

410-412 1<sup>st</sup> St. SE

## **Beneath the Surface** **A Client's Manual**

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

John E. Akridge, III Chairman

# 410-412 1<sup>st</sup> Street SE

## Beneath the Surface

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## WELCOME TO 410-412 1<sup>st</sup> St. SE!

Your priorities are our priority – Your Akridge team of professionals make sure your needs are met every day!

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<b>Requests/Emergencies</b>	<b>Customer Service Representative</b> 202.638.3000
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<b>Building Manager</b>	<b>Kathryn Brand</b> 202.207.3929 or <a href="mailto:kbrand@akridge.com">kbrand@akridge.com</a>
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<b>Project Accountant</b>	<b>Phan Tran</b> 202.207.3896 or <a href="mailto:ptran@akridge.com">ptran@akridge.com</a>
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<b>Lead Engineer</b>	<b>Jeff Rieu</b> 202.756.3669 or <a href="mailto:jrieu@akridge.com">jrieu@akridge.com</a>
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<b>Chief Engineer</b>	<b>Arnold Cook</b> 202.624.8624 or <a href="mailto:acook@akridge.com">acook@akridge.com</a>
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<b>Porter</b>	<b>Fernando Palma – Pioneer Building Services</b> 202.579.4314 or <a href="mailto:nada@pioneerbuildingservices.com">nada@pioneerbuildingservices.com</a>
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**24/7 Response.** Communicating with our Clients is what's most important 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 5:00 pm by calling 202.638.3000 or by entering a service request ticket in the online service request system. If you need immediate assistance after hours, call the building's access/security company, Datawatch, at 1.800.899.9872 and request that they contact your Property Manager and you will be assisted quickly.

At any time, should you need to place a service request; the most expedient way is to enter a work ticket in Building Engines, the online service request portal. Your request is distributed immediately to the entire

building team 24/7. Or, you may call our main office during the hours of 8:00 am and 5:00 pm, Monday through Friday at 202.638.3000 to speak to a Customer Service Representative.

An engineer is on-site at 410-412 1<sup>st</sup> St. SE Monday – Friday 6:00 am – 2:00 pm and available after-hours for an emergency.

## **BUILDING ENGINES**

Building Engines is an electronic Client work order system. A work order should be entered for any services required (hot/cold calls, cleaning, OT HVAC, parking), as a team of Akridge personnel will receive the work order and ensure a timely response. Additionally, this program has a robust mobile app that will allow you and the members of your organization to easily enter service requests directly from your mobile devices as well as from your computer desktop.

If you are not presently set up in Building Engines, please reach out to your property manager to have a username and log-in set up for you. You will then want to follow the below steps.

- **Activate your Building Engines Account:** Once you have been set up, you will receive a Welcome email from Building Engines to activate your account. Please click the “**Activate**” button and you will be brought to a page to see your username and to create a password. Moving forward, you may use these credentials to log in and submit requests via [www.akridge.com/service](http://www.akridge.com/service) . **Please note it is not supported by Internet Explorer.**
- **Download App:** Once you have successfully activated your account via the desktop, you may access Apple’s **App Store** or Android’s **Google Play Store** to download the corresponding mobile app, **The Hive**. The app will allow you to use the same username and password that you have previously set up and give you the ability to submit and track work orders on the go!
- **Tutorial:** Should you want further instruction for using the App, here is a link to a 10 minute online training video: <https://buildingengines.wistia.com/medias/vyfegzofd>. Building Engines does have a Support Team that can be reached at 1-866-301-5300 or [support@buildingengines.com](mailto:support@buildingengines.com).

It is recommended that each Client have at least two or three contacts set up to enter work orders, including billable request such as OT HVAC. Please contact your property manager to have someone added or deleted in Building Engines.

## **SECURITY**

**Access Control System.** 410-412 1<sup>st</sup> St. SE are equipped with an access control system monitored by Datawatch Systems. Both buildings are secured 24/7. Your employees may gain access to the building and elevators during security hours with their Datawatch access key cards. Full floor Clients may make changes to the hours the elevators are secured to their floor.

Once you are inside the elevator, present your key card to the reader and then press the elevator button to your desired floor until it lights. The elevator will then take you to your floor. When traveling to the main lobby, it is not necessary to use the key card.

**Datawatch Access Keys.** Datawatch access key cards are issued to you prior to your move-in. It is very important that you keep track of those key cards that are authorized for new employees and revoke any access key cards that are lost. Authorization and/or revocation of key cards are performed by Datawatch Systems. Contact Datawatch Systems at 1.800.899.9872 and speak to the Card Administrator responsible for your building, or you may reach Datawatch by email, [cardkey@datawatchsystems.com](mailto:cardkey@datawatchsystems.com). You may request a key card listing for your firm at any time. Additional key cards and suite alarm keys may be ordered directly from Datawatch Systems by using the order forms provided or by visiting Datawatch's website, [www.datawatchsystems.com](http://www.datawatchsystems.com)

**Visitors and Special Admits at 412.** If you are expecting a visitor during non-business or security hours, you must notify Datawatch by email ([programming@datawatchsystems.com](mailto:programming@datawatchsystems.com)) and "CC" the Property Management team. Property management will approve, and from there you have two options: 1. You can send a visitor list to [helpdesk@datawatchsystems.com](mailto:helpdesk@datawatchsystems.com) so Datawatch knows who to allow access to. When the visitor arrives at the building during non-business hours, they should use the special phone outside the lobby doors to gain admittance by pressing the button to ring Datawatch Systems 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. 2. You can send respond to the email to [programming@datawatchsystems.com](mailto:programming@datawatchsystems.com) and ask them to leave the front doors unlocked for a specified time frame (i.e. 6:30 PM – 8:30 PM) and/or allow free access to your floor/suite via the elevator.

**Daytime Security.** Security of your suite is important to us and we ask you for your cooperation in maintaining its integrity. Be mindful of the differences, if any, between the hours of your reception area coverage and the securing and unsecuring of the building front doors. If your reception area is not going to be occupied during times the front door security system is off, we recommend you keep your doors locked. Secondary doors to your space should be kept locked at all times.

Datawatch Systems has additional suite security systems available for a nominal cost if your firm requires additional security. If you need additional daytime security, please contact your property manager and they will be happy to discuss the security options available to you.

## **HEATING, VENTILATING AND AIR CONDITIONING**

The heating, ventilating and air conditioning system (HVAC) in your building is designed to control individual floors independent of the rest of the building.

The HVAC system is automatically controlled by a computerized energy management system, which is interfaced with a central computer that is monitored and controlled by Akridge engineers. Besides monitoring normal hours of operation, certain integral functions such as condenser water temperature, condenser water flow, night set-back thermostats and cooling tower temperatures are monitored by our company during the day and Datawatch during off hours.

These safeguards have been incorporated into our management practice to ensure the comfortable workplace expected by our Clients in a superior office building.

The HVAC system is serviced regularly for preventive maintenance. To minimize distraction to our Clients, we schedule filter changing and maintenance at night and on weekends. But 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. We appreciate your cooperation in the event we are unable to notify you.

Normal heating, ventilating, and air conditioning (HVAC) system hours are Monday through Friday (except legal holidays) from 7:00 a.m. until 6:00 p.m. As our Client, you are entitled to heating or cooling Monday through Friday from 7:00 a.m. to 6:00 p.m., and on weekend hours that are stated in your lease when requested, without any additional expense. Use of the system during the time mentioned herein will not result in an additional charge to you.

**Off Hour, Weekend and Holiday Heating and Cooling Requests.** When you require heating or cooling prior to 7:00 a.m., after 6:00 p.m. weekdays, or on Saturdays and Sundays, please contact your Property Manager by using the service request portal. If you have any additional questions concerning the HVAC system, please call us.

## **ELEVATORS**

**Independent Use Procedures.** As 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, please schedule it with property management. Please note, however, that we **do not** permit independent elevator usage during business hours.

To reserve an elevator for private use, please send a request through the online service request portal and include the date and time you wish to reserve the freight elevator. A certificate of insurance is required for any vendors making deliveries or working on-site.

**IMPORTANT** - Please do not allow your delivery people to wedge anything in the elevator doors or prop the doors because this will burn out the door motor and temporarily reduce the number of elevators servicing the building. The Client may be responsible for any damage to the premises caused by their vendor on-site.

**Elevator Malfunction Procedures.** Each elevator is equipped with a voice communicator, which communicates directly with Datawatch Systems' Monitoring Center. In the event an elevator should malfunction while you are in the cab, open the emergency telephone door located at the bottom of the panel. Push the call button, which will provide voice communication to Datawatch Systems. Give the Datawatch operator the building location and the cab number you are in (this information is displayed on a sign on the elevator panel). Datawatch will contact the appropriate building and elevator personnel and we will dispatch an engineer and elevator personnel immediately.

**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 aligned with the floor. Wait for a qualified elevator mechanic or fireman to assist you.**

In an emergency fire situation, elevators should never be used. If you are traveling in an elevator when an alarm sounds, the elevators will automatically go to the first floor and open their doors. This will occur one cab at a time. Please be patient.

## **DELIVERIES**

- **Routine deliveries** may occur between 7:30 AM and 6:00 PM on weekdays. A routine delivery is one made by a clearly marked delivery truck, which consumes 15 – 30 minutes of time on the dock. Routine deliveries are handled on a first-come first –served basis. Examples of routine deliveries include delivery of office supplies, bottled water, or kitchen supplies.
- **A scheduled delivery** is one that consumes more than 30 minutes, but less than two hours. Scheduled deliveries should be cleared by entering a request in Building Engines.

**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 call the management office at least forty-eight hours in advance to coordinate your afterhours delivery. Your mover or delivery company will be required to produce a Certificate of Insurance naming NADA Services Corporation and The John Akridge Management Company (JAMCo) as additionally insured. Please keep in mind that Certificates of Insurance expire annually and we need to ensure we have a current copy on file prior to the move.

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 read the section on “Building Insurance Requirements” for insurance requirements.

Remind your movers that they must provide Masonite protection for floors and carpets and corner guards for the walls. A building engineer is required to be on-site for large moves, at Client expense. The 2020 hourly rate for an engineer is \$100/hour.

### **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 vendors 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 park on the street.

Remind your delivery people to use hand trucks and rubber wheeled dollies, and to take care with the elevators. The Client will be responsible for any damage to the premises caused by their vendor working on-site, including damage to walls, elevator, loading dock and/or carpets.

Your delivery people should take all boxes, packaging, and pallets away with them. Everyone benefits from a clean loading dock/delivery area.

## **FIRE ANNUNCIATION SYSTEM AND EMERGENCY EVACUATION**

Please take some time to familiarize yourself with the exits and fire apparatuses in your building.

**Fire Detection.** 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 a water-type extinguisher. You may have different types in your space. Know what type of extinguisher you have and how to use it. Smoke detectors are installed in common corridors, as well as within your suite. Smoke detectors are installed in mechanical and electrical equipment rooms. Heat detectors are installed in the elevator machine room.

Smoke and heat detectors should never be tampered with—they save lives. If there is an issue with one, please place a service request.

**Fire Annunciation.** If the fire bells sound in your space, please evacuate the building immediately.

To aid the fire department in locating a fire, there is an annunciator panel installed in the first floor lobby. When any of the devices described above are activated, the floor and zone will light up on the panel.

Please advise all your personnel that once one of these devices goes off, the bells will ring and evacuation should commence. It is not necessary to pull additional pull stations unless a fire is evident in that location. Indications of multiple floor pull stations activated on the annunciator panel will only result in the fire department responding to the wrong floor unless it is a multiple floor problem.

The fire annunciation system is wired to Datawatch Systems and monitored twenty-four hours a day. The moment an annunciation is activated, Datawatch gets a signal and alerts the fire department. This system assures Akridge that during off-hours the fire department and various members of the Akridge organization are going to be notified immediately of a potentially dangerous situation.

**Reporting Procedures.** When a potential emergency is detected, time is of the essence. If you encounter a fire or potential emergency, go to the nearest pull station and pull it. This will set off fire bells that can be heard and will alert other occupants to evacuate. The fire bells cannot be turned off by pushing the pull station back. They can only be reset by the fire department or by one of our engineers.

As discussed previously, once a pull station is activated, Datawatch and Akridge will get an alarm and the fire department will be notified. All Clients should **EVACUATE immediately**. If you pull the pull station, please call the fire department at **911** after evacuating. Give them the most specific information you can.



**Evacuation.** The single most important step in a safe evacuation is **NOT TO PANIC**. Staying calm will enable you to accurately evaluate the situation, follow instructions, and safely evacuate the building.

If you hear the fire alarm sound, immediately begin to evacuate the building. It is recommended that you walk your evacuation path as soon as possible so that you will be aware of where to exit on the first floor. **Remember: in the event of an emergency, do NOT use the elevators, use the stairs.** All stairwell and exit doors will be equipped with automatic unlocking and pressurization.

We recommend assigning two individuals from your staff to monitor the evacuation. These individuals should be responsible for ensuring everyone evacuates. This includes identifying any handicapped individuals and assigning someone to assist in their evacuation.

These individuals should also help keep people calm. More accidents are caused by people panicking during an evacuation than by actual injury caused by fire and smoke. 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.

We also recommend that in the event of an emergency you secure your premises. It is not uncommon for a thief to register an alarm and then do his work while the building is in a state of confusion or empty.

Upon exiting onto the first floor, please move outside the building and to at least a distance of 500 feet from the building so that others may evacuate safely, the fire department can work quickly and to avoid injury from window breakage.

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

- Go to the nearest available office and close the door.
- Call the fire department and give them your floor and approximate location - tell them you are trapped.
- If there is a window in the office, go to it and signal so fire personnel can see you. The building is equipped with breakaway glass to further assist emergency personnel in any necessary rescue procedures. If you are not located near a window, stay down low to the floor and repeatedly call out. Strike a hard object on the wall, floor, or whatever hard surface is available to make noise and stay calm.

**Remember:**

1. Alert building occupants (pull a pull station)
2. **EVACUATE**
3. Call **911** and report the situation

**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 stairway lights, exit lights, and designated lights in elevator lobbies and your suite. If an electric 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 many bomb threats are pranks, every bomb threat must be dealt with as if it were real. **If you receive a bomb 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.**

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

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

## PARKING

There are two levels of garage parking underneath the building. The garage is managed by A&R Parking and an attendant will valet your vehicle. Please check your lease regarding how many parking spaces you are allotted and the monthly rates to reserve them. All daily parkers are subject to space availability and rate decided by A&R Parking.

## CLEANING

Cleaning service in your building is provided by Pioneer Building Services. If you have questions regarding your cleaning services you may contact your property manager and/or Client services coordinator. Rod Ruiz with Pioneer and the property manager will be periodically inspecting your space for quality control.

## SMOKING

As required by law, the building is a **non-smoking facility**. Consequently, all public areas shall be designated as non-smoking, including terraces, the garage, elevator lobbies, stairwells, all restrooms, the loading dock and all retail spaces. In other outdoor areas smoking is permitted outside of a twenty-five (25) foot perimeter of the property.

## INDOOR AIR QUALITY

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. Routine sampling is conducted annually and you will be notified in advance of scheduling.

## 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. Some of our Clients, however, may have special/additional mechanical equipment, which are not routinely maintained by our engineers.

Special mechanical equipment is usually located in critical areas, such as computer rooms or telephone equipment rooms. It is quite important that this equipment is in proper working order at all times. If you have special mechanical equipment, please call us to recommend a contractor for a separate maintenance contract.

## 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, notify us. We have resources for a variety of contractual services. Whether you are installing an additional electrical outlet or constructing major renovations, please contact your property manager to contract these services. They will be happy to assist you.

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. All contractors should follow the guidelines set forth in the Client construction handbook, All the Right Moves.

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 drawings for our files that show the changes made.

**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: \_\_\_\_\_

## **LEGAL HOLIDAYS OBSERVED**

The building will be closed on the legal holidays listed below. The security access system will be activated, though regular heating, ventilating and air conditioning will not be on and cleaning services will not be performed. In the event that you need some of these services, please submit a service request.

Please note that OT HVAC fees, as outlined in your lease, and additional cleaning fees will apply should you require these services.

### **Observed legal holidays:**

New Year's Day

Martin Luther King Day

Presidents' Day

Memorial Day

Independence Day

Labor Day

Columbus Day

Veterans Day

Thanksgiving Day

Christmas Day

Any other holiday promulgated by a Presidential Executive or Congressional Act

**Certificate of Insurance (COI)**

(Please request a sample if you are unsure of what should be included)

Akridge COI compliance is tracked and monitored by Hub International. Please email COI's to [AKRIDGECERT@hubinternational.com](mailto:AKRIDGECERT@hubinternational.com) and copy the property manager.