



CARROLL SQUARE

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

Carroll Square
975 F Street, NW
Beneath the Surface

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WELCOME TO Carroll Square 975 F Street, NW

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

Requests/Emergencies	Customer Service Representative 202.638.3000 or service975@akridge.com
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Portfolio Manager	Mary Lynch 202.207.8658 or mlynch@akridge.com
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Property Manager	April Mandell 202.624.8643 or amandell@akridge.com
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Project Accountant	Sumit Dulani 202.624.8644 or sdulani@akridge.com
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Lead Engineer	Courtney Lambert 202.347.7978 or clambert@akridge.com
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Engineer	Hilario Guzman 202.207.4176
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Porters	Juan Mejia Freddys Ramirez
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Security Desk	Admiral Security Guard 202.347.7978 (desk) or 202.437.0281 (cell)
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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 6:00 pm by calling 202.638.3000 or by entering a service request entering a ticket in the online service request system. If you need assistance after hours, call the building’s access/security company, Kastle, at 301.654.3282 and request that they contact your Property Manager and you will be assisted quickly. Also, you can contact 24/7 onsite security at 202.347.7978 (desk) or 202.437.0281 (cell).

At any time, should you need to place a service request; the most expedient way is to send an email to enter a work ticket in 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 6:00 pm, Monday through Friday at 202.638.3000 to speak to a Customer Service Representative.

ACCOUNTING

The accounting department is an integral part of the management team: collecting rent income and 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 the Project Accountant or 202.638.3000.

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

975 Carroll Square, LLC
C/O: The John Akridge Management Company
601 Thirteenth Street, NW
Suite 300N
Washington, DC 20005

If you would prefer to electronically process this payment, please contact the accounts receivable person and she will be happy to assist you in providing specific instructions.

Estimated Annual Rent Increases. Each November, after completing our operating plan for the upcoming year, our Accounting Department will forward information to your organization regarding your annual rent to become effective on January 1 of the upcoming year. As we prepare the annual operating plan, we consider the Washington Metropolitan market place and the building’s position within it, the general building conditions, as well as the overall satisfaction of our Clients. We make every effort to keep expenses as low as possible while maintaining quality building services.

Depending upon the terms of your Lease, your rent will be based upon our estimate of your pro rata share of the increases in real estate taxes, operating expenses and/or a predetermined percentage

increase amount. For additional information regarding these calculations, please contact the Project Accountant.

We understand that many organizations begin their annual budget preparations and require this information prior to November. If so, you can contact the Project Accountant, and he/she will be happy to assist you.

Annual Rent Settlements. Each April, our Accounting Department forwards information, also known as a settlement, regarding expenses from the previous calendar year and its impact on your rental amount. We put forth every effort to maintain expenses within the year's budget to avoid any further charges to you. Fortunately, in some cases with these efforts, expenses may be less than expected and you may receive a refund.

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.

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 Project Accountant if you desire a "best guess" estimate of this settlement for your annual budget preparations.

Other Charges. From time to time you may receive invoices for additional services such as after hours heating and air conditioning. Assistance in processing these invoices for payment within thirty days is greatly appreciated.

If you have any questions regarding an invoice or believe there is an error on an invoice, please contact any member of our accounting team at 202.638.3000, or your Property Manager. 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 one of these professionals if you have any questions. They will be happy to assist you.

SECURITY

Access Control System. Carroll Square 975 F Street is equipped with an access control system monitored by Kastle Systems. The main entrance doors, located on F Street, are locked at 6:00 pm Monday through Friday and 24/7 on weekends and holidays. Your employees may gain access to the building during security hours with their Kastle access key cards.

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.

Kastle Access Keys. Kastle 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 Kastle Systems or your Property Manager. Contact Kastle Systems at 703.528.8800 and speak to the Card Administrator responsible for your building, or ask your Property Manager. 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 Kastle Systems by using the order forms provided or by visiting Kastle's website, www.kastle.com

Visitors and Special Admits. If you are expecting a visitor during non-business or security hours, you must make prior arrangements with building management to admit your visitor into the building via the service request portal.

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 Kastle Systems directly. When Kastle answers, visitors should identify themselves and tell Kastle who they are visiting. If you have arranged for their admittance, their names will be on an "admit list" and Kastle will allow them immediate access to the building or Kastle will contact the on-duty security guard who may permit access. Once the visitor is in the building, a lobby attendant will escort them to the Client space.

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.

Additional Security. As a measure of additional security, we provide a lobby attendant 24 hours a day, 7 days a week. The lobby attendant is there to assist you, and is mainly responsible for checking the building periodically and observing and reporting any suspicious people or activities; monitoring security cameras; and is even available to walk you to the garage. To further our security efforts, lobby attendants are discouraged from accepting packages, unlocking your suite door, and allowing visitors into the offices (this should be done through Kastle Systems.)

Kastle 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 Kastle 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 8:00 a.m. until 8:00 p.m. As our Client, you are entitled to heating or cooling Monday through Friday from 8:00 a.m. to 8:00 p.m., and on weekend hours that are stated in your lease, 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 8:00 a.m., after 8:00 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 the following rush hours:

Monday through Friday

8:00 am - 9:30 am

11:30 am - 1:30 pm

4:30 pm - 6:00 pm

To reserve an elevator for private use, please send a request through the online service request portal or call the main office at 202.638.3000 for scheduling.

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.

Elevator Malfunction Procedures. Each elevator is equipped with a voice communicator, which communicates directly with Kastle 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 Kastle Systems. Give the Kastle operator the building location and the cab number you are in (this information is displayed on a sign on the elevator panel). Kastle will contact the appropriate building and elevator personnel and we will dispatch an engineer and elevator personnel immediately. An Akridge engineer will stay 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 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

With the exception of hand held items, all deliveries must be made through the loading dock located in the alley adjacent to Ninth Street. 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.

The dock will accommodate small to mid-size delivery trucks, but not 18-wheelers. We ask all Clients to cooperate with the policies and procedures below, so that you may receive supplies and services promptly.

- **Routine deliveries** may occur between 6:00 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.

Your vendor will be checked in and asked to leave picture identification. Your vendor will receive a Contractor's pass to enter the building.

- **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 24 hours in advance.
- **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 after hours delivery. Your mover or delivery company will be required to produce a Certificate of Insurance naming 975 Carroll Square, LLC and The John Akridge Management Company (JAMCo) as additional insured.

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. We may require that a building engineer or porter be in attendance for large moves, at Client 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 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 use the garage or street parking meters.

Remind your delivery people to use hand trucks and rubber wheeled dollies, and to take care with the elevators. 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 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. All sprinkler systems are heat activated as well.

Smoke and heat detectors should never be tampered with—they save lives.

Fire Annunciation. 975 F Street is equipped with a state-of-the-art fire alarm system that will only evacuate sections of the building as necessary. One floor above the point of alarm, one floor below and the floor that is in alarm will be the only floors that will sound an alarm. Should the Fire Department need to evacuate more than the effected floors, they will instruct the building staff upon arrival. If the fire bells and announcement 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, location, and apparatus 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 Kastle Systems and monitored twenty-four hours a day. The moment an annunciation is activated, Kastle 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.

In addition to these detection/annunciation systems, we have incorporated a public address feature into the building's fire alarm system. In the event of an emergency, this system affords us the capability to announce exit instructions and other information through the speakers on each floor.

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, Kastle 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.

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	

PARKING

The garage operator is Atlantic Service Group, Inc. If you have questions regarding parking you may contact Yohannes Kifle, Executive Director of Atlantic Service Group, Inc, Parking Division, at (202) 466-5050 x115, or your Property Manager or Building Manager.

CLEANING

Cleaning service in your building is provided by P&R Enterprises. If you have questions regarding your cleaning services you may contact your Property Manager or Building Manager. Nelson Argueta, with P&R Enterprises, and our cleaning coordinator, Lucy Gray, 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 the roof deck or other terraces, the pocket park, 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. Copies of the report results are available upon request through the Property Manager or Building Manager.

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 refer to previous sections for activation.

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

Observed legal holidays:

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

AMENITIES

The following describes some of the building and neighborhood amenities available to you. Should you have other corporate or personal needs, please do not hesitate to call your building manager. We will be happy to investigate the most convenient way for you to fulfill your needs.

To compliment these services, there is a security officer stationed at the front desk twenty-four (24) hours a day on weekdays, weekends and holidays.

These security personnel are provided to ensure uninvited individuals do not loiter in the building. They also assist guests by directing them to your suites. Security personnel are also available to escort our Clients to the parking garage during the evening hours if so desired.

Fitness Center. For the enjoyment of your staff, we provide an exercise facility on the main/ plaza level for the exclusive use of our Clients at 975 F Street, NW. This facility provides men's and women's showers and locker rooms, 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 Kastle card will be authorized for access to the facility. Simply contact your Property Manager for waivers and we will be happy to assist you in preparing your office for use of the facility. For your comfort, HVAC operating hours for the fitness center will be 7:00 am – 8:00 pm, Monday through Friday.

Rooftop Terrace. The rooftop deck provides a beautiful view for Clients during lunchtime break or private Client functions. The roof top terrace can be accessed by using the freight elevator or by walking up the steps near the elevators. To reserve the terrace for office functions, please contact your Property Manager for details.