



APTA Centennial Center 3030 Potomac Avenue

Beneath the Surface

A Client's Manual

UPDATED MARCH 2026



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Please note that the information contained herein is subject to change



Welcome to APTA Centennial Center

Your priorities are our priority – that's why Akridge has been ranked number one in the nation by Building Owners and Managers Association / Kingsley Associates for property management and investor services.

Your Akridge team of professionals make sure your needs are met every day.

Requests/Emergencies **Customer Service Representative**
202.638.3000 or submit a service request by visiting
<http://aptacentennialcenter.com/>

Front Desk Concierge **Desk: 703.647.9333** or 3030concierge@akridge.com
(7am-4pm Monday – **Mobile: 240.273.0525**
Friday)

Night Attendant **Desk: 703.647.9333** or 3030frontdesk@akridge.com
(4pm-7am Monday – **Mobile: 571.484.3396**
Friday, **Desk Mobile: 657-610-8116**
and 24/7 on Saturdays,
Sundays, and Holidays)

Portfolio Manager **Kirsten Baldacci**
Cell: 202.400.1388 or kbaldacci@akridge.com

Project Accountant **Josh Batschelet**
Office: 202.624.2648 or jbatschelet@akridge.com



Senior Chief Engineer

Rene Munoz

Cell: 202.557.5921 or rmunoz@akridge.com

Senior Chief Engineer/

Arnold Cook

Asst. Engineering Director

Office: 202.207.3955 or acook@akridge.com

Cell: 202.345.3415

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 to speak to a customer service representative. Should you need to place a service request; the most expedient way is through the Building Engines portal.

Visit <http://aptacentennialcenter.com/> and select new service request. Your request is distributed to the entire building team 24/7. If you need assistance after hours, you can call Kastle Systems at **703.524.7911** or the building's security company, **Allied Universal Security** at **202.393.1668** and request that they contact a property manager at home and you will be assisted as soon as possible.

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 Olga Serrano at oserrano@akridge.com or 410-279-0701.

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

APTA Centennial Properties, LLC

601 13th Street, NW Suite 300

Washington, DC 20005-3870



Payments by ACH:

Account Name – APTA Centennial Properties, LLC

Account Number – 96633283

ABA – 043318092

Bank - First National Bank

Address - 4140 E. State Street

Hermitage, PA 16148

Please contact Olga and she will be happy to assist you in providing specific instructions or additional details.

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 Project Accountant, Josh Batschelet at 202.624.8636 or jbatschelet@akridge.com.

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, Josh Batschelet. He 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 Josh Batschelet 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 Building Manager, Sandra Sagoe at 202.940.8268 or ssagoe@akridge.com.

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. Your building is equipped with an access control system monitored by Kastle Systems. The main entrance doors, located on Potomac Avenue, are locked 24/7 hours Monday through Friday, on weekends and on holidays. Your employees may gain access to the building during secure hours with their Kastle keys. All other entrances are secured 24 hours, seven days a week and a Kastle key is required for entrances at all times.

After hours, once inside the elevator, you must use your Kastle key in order to proceed to your floor. Press your cardkey to the card reader. Do this until the reader beeps and turns green, then press the elevator button to your floor until it lights and the elevator will take you to your floor. When traveling down to the lobby, it is not necessary to use the cardkey. However, the car will not stop at any floor except the main lobby.

Access to the Rooftop. The roof is located on the 7th floor and can be accessed using passenger elevators during normal business hours.

Kastle Cards. Kastle keys are issued to you prior to your move-in. It is very important that you keep track of those cards that are authorized for new employees and revoke any cards that are lost. Authorization and/or revocation of keys are performed by Kastle Systems. Contact Kastle Systems at 703.247.0411 and speak to the Card Administrator responsible for APTA Centennial Center. You may request a card listing for your firm at any time. Additional cards and suite alarm keys may be ordered from Kastle Systems by using the order forms provided or by visiting Kastle’s website, www.kastle.com. You can also email Kastle Team at Kastle-DC-Team1@kastle.com for access, questions, or training on the myKastle website.

Visitors and Special Admits. If you are expecting a visitor during business hours, you must make prior arrangements with Kastle to admit your visitor into the building. To arrange admittance, input the visitor into Kastle Front Office for the Concierge to admit. Weekend visitors must be escorted by an active employee.



Daytime Security. Security of your suite is important to us and we ask for your cooperation in maintaining its integrity. Be mindful of the differences 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 is off, we recommend you keep your doors locked. Secondary doors to your space should be kept locked at all times.

Visitor Management Access. In an effort to keep our Clients and visitors as safe as possible, the elevators are secure to all office floors after business hours. This means that all building Clients and their employees must have their security key fob/card with them in order to access their respective floors.

To minimize the impact to our Clients and their visitors, the following plan has been put in place:

- + All visitors to the building proceed to the front desk to check-in with the front desk attendant.
- + The front desk attendant logs in the visitor into the myKastle visitor log system, and notifies the point of contact. When authorized, the front desk attendant will provide elevator access to the visitor's respective floor.
- + For all scheduled meetings where you will be expecting outside visitors, we ask that you authorize your visitors via the myKastle website.
- + We encourage you to inform your visitors of this process so they will be prepared to check-in at the front desk and make the proper arrangements should they need to arrive earlier.

Front Desk Coverage. 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 not permitted to unlock your suite door, or allow visitors into the offices. This should be done through the myKastle Visitor Management System.

Kastle Systems has additional suite security systems available for a cost if your firm requires additional security. There are several devices available to enhance daytime safety such as doorbells, door chimes and electric lock releases. If you need additional security to your suite, please contact property management 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.

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 6:00 p.m. As our Client, you are entitled to heating or cooling Monday through Friday from 8:00 a.m. to 6:00 p.m., and on weekend hours (by request only) 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. If you elect additional off hour usage, you will receive a monthly invoice for any additional HVAC hours consumed. Please contact your Property Manager for the current rate per hour.

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

- + Do not set papers, books, files, etc., on diffusers. 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., up against diffusers. This blocks the return air, which will eventually cause the unit to malfunction.
- + Should you ever observe loud noises, smoke or unit water leaks, please report it to our office.
- + When requesting air service, please indicate whether the problem is with interior space or in common areas. This saves our personnel considerable time in trouble-shooting problems.

Off Hour, Weekend and Holiday Heating and Cooling Requests. When you require heating or cooling prior to 8:00 am or after 6:00 pm weekdays, or on weekends, please input a service request into the work order system.

Telecommunications

The following are the current service providers that are available for your telecommunication needs at APTA Centennial Center. Should you have any questions regarding these services, please contact the Property Manager.

Comcast

202-635-5627

www.xfinity.com

Deliveries

The loading dock delivery hours for bulk items are before 8:00am or after 6:00pm during the weekdays. You may also schedule a delivery on the weekend for a fee. For additional information regarding the loading dock, please call your Property Manager or the Front Desk.



Elevators

Elevator Malfunction Procedures. Each elevator is equipped with an emergency call button which rings directly into Kastle Systems' Monitoring Center. In the event an elevator should malfunction while you are in the cab, press the emergency call button **IMMEDIATELY**. 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 us and we will dispatch an engineer and elevator company personnel immediately. The building team will stay with you until the elevator company arrives to assist you in evacuating the cab. Pressing the emergency button within the cab will alert Kastle Systems as well that the elevator is malfunctioning, and you will be able to establish two-way communication with the building team until help has arrived.

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 the fire department 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 occurs one cab at a time. Please be patient.

Fire Annunciation System and Emergency Evacuation

For the commercial office building located at APTA Centennial Center

- 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 alerts the fire department and will set off fire bells that can be heard through the building, alerting other occupants to evacuate.
- It is critical that if you pull a fire pull station, you also call the fire department at 911 after evacuating. Give them the most specific information you can because Kastle cannot receive or relay emergency information. 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 enunciator panel will only confuse and slow down the fire department unless it is a multiple floor problem.
- Always use stairs in an emergency. Walk down them one time 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. All stairwells and exit doors are equipped with automatic unlocking and pressurization.
- **Upon exiting onto the first floor, please move out of the building and at least 500 feet from the building** so others can safely evacuate, and the fire department can work quickly, and to avoid injury from window breakage.



- Assign two individuals from your staff to monitor the evacuation. These individuals should be responsible for ensuring everyone evacuates by identifying any handicapped individuals and for securing your premises. 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.
- **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 fire department will quickly locate you and assist you in evacuating. The building is equipped with breakaway glass to further assist emergency personnel in any necessary rescue procedures.
- Fire extinguishers are installed on each garage level. (There may be additional extinguishers installed in your space by your firm.) Know what you have and how to use it. Smoke detectors are installed in common corridors, as well as within your suite. Heat detectors are installed in mechanical and electrical equipment rooms. All sprinkler systems are heat activated as well.

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 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.

Parking

There are three levels of underground parking at APTA Centennial Center. Parking is available to all tenants as defined in their lease.

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 the self-park option and park their own car, however, due to the configuration of the garage some monthly parkers will be valet-parked. Use your parking pass to enter and exit after-hours.

Monthly Parking (Reserved). A monthly reserved contract entitles you to park in an assigned space every day, 24 hours a day. A sign will be installed designating a space reserved for you. Monthly reserved status also entitles you to the self-park option. Use your parking pass to enter and exit after-hours.

Please report any problems you experience with the garage to 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 the front desk. They will notify property management personnel so that we may promptly serve you.



Cleaning

Cleaning service in your building is provided by Red Coats Monday through Friday (except legal holidays) in the evenings. The cleaners generally start at 6:00 pm and complete their duties by 11:00 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. Please remember to ensure that your door security access switch is turned on prior to leaving at night. The cleaners do not have keys to your switch.

Vacuuuming. Vacuuming is done on an as-needed basis relative to the purpose and frequency of area use.

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. If furniture needs to be polished, arrangements can 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" or "BASURA" and left within the office. Please do not place in the elevator lobbies. 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 property 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 advance notification to clear any boxes, furniture, etc. out of the area.

Window Washing. The perimeter windows in the building are washed inside once a year and outside twice each year. You will receive advance notification of the dates the window washers arrive.

Recycling. As part of the daily housekeeping, recycling of newspapers, aluminum and white paper is provided. Please note that it is each individual's responsibility to deposit his/her individual recycling containers to the main container placed in your office (generally in copy rooms and kitchens). The nightly janitorial staff will then remove the recycling and store it in special containers provided by the recycling contractor. Recycling is generally picked up on a weekly basis.

Special Areas. There are certain tasks not covered in the cleaning contract that your company is responsible for. These include carpet cleaning, kitchens, private bathrooms or showers, and interior glass partitioning. Arrangements can be made through your property manager if you require special cleaning in these areas.



Smoking

APTA Centennial Center is a FitWel certified, smoking is prohibited in all public areas of the building. This includes front entrances, roof, courtyard, elevator lobbies, stairwells and all restrooms.

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.

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, will 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 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, 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

Your building will be closed on the following legal holidays. 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
- Birthday of Martin Luther King, Jr.
- Inauguration Day
- Washington's Birthday
- Memorial Day
- Juneteenth National Independence Day
- Independence Day
- Labor Day
- Indigenous Peoples' Day
- Veterans 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 property manager. We will be happy to investigate the most convenient way for you to fulfill your needs.

Honor Market Located on the 1st floor, the Honor Market is stocked with ready to eat options for purchase. Complementary coffee is available for all Clients and guests.

Rooftop Terrace. The rooftop terrace provides a beautiful view for Clients during lunchtime break or private Client functions. The rooftop terrace can be accessed by using the passenger elevators. The rooftop terrace is open for all Clients and guests for breaks and meals.



The Conference Center. The Conference Center at APTA Centennial Center is comprised of one multi-purpose room and two breakout rooms providing wireless internet, HDMI compatible flat screen monitors, and video conferencing capabilities. Prior approval must be obtained for use of the Conference Center. To reserve the conference center for meetings, please contact Property Management. Food is prohibited in the conference center unless approved with a meeting or authorized event.

Athletic Facility. For the enjoyment of your staff, we provide an athletic facility on the 1st level of APTA Centennial Center for the exclusive use of our Clients at APTA Centennial Center and their employees.

This facility provides men's and women's showers and locker rooms, complete with towel service and exercise equipment. The exercise equipment is available for your use at all times.

Prior to facility use, we ask that you contact us for corporate waivers which must 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, please email your Building Manager, she will authorize your Kastle card for access to the facility.

For your comfort, HVAC operating hours for the exercise facility will be 6:00 am – 10:00 pm, Monday through Friday.

Concierge

In response to the changing needs of our Clients, we have contracted to have a concierge in your building.

When you have a request, simply email 3030concierge@akridge.com and a member of the Capitol Concierge team will be available to assist you.

Bicycle Parking

In an effort to promote bicycle commuting, there are designated bike racks on the 1st floor for daily bicycle parking next to the Fitness Center. The bicycle repair area is located on the plaza off Potomac Avenue.

Lockers equipped with electronic locks can be used by all building Clients to store their bike gear during the work day.

APTA Centennial Center owners and management will not be held responsible for loss or damage to an individual's bicycle. We ask that Clients use the bike racks, and not any other area, to secure their bicycles. Please be aware that the bike racks and lockers are intended for daily use, not long-term storage.

Neighborhood Amenities. APTA Centennial Center is located in the heart of Potomac Yard business district. Surrounded by various retail establishments, major grocery store and restaurants. Employees and guests will enjoy a myriad of entertainment and professional services.