

METROPOLITAN PARK WEST

TENANT HANDBOOK



**1100 Olive Way
SEATTLE, WASHINGTON, 98101**

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BUILDING OPERATIONS

PROPERTY MANAGEMENT OFFICE

Wright Runstad & Company's property management staff is pleased to have you as a tenant in Metropolitan Park West. We are committed to providing you with professional, responsive, and efficient service.

The property management office is located in Suite 300 and is open from 8:00 AM to 5:00 PM, Monday through Friday. The office telephone is answered 24 hours a day, 7 days a week. Outside of office hours, the phone is automatically forwarded to our voice mail, or you can choose to be forwarded to our live answering service. Please feel free to call, email, or visit with any questions regarding the building operations of Metropolitan Park West.

Wright Runstad & Company
Metropolitan Park West
1100 Olive Way, Suite 300
Seattle, Washington, 98101
Phone: 206.515.4750
Fax: 206.467.1596
Email: mpmgt@wrihtrunstad.com

PROPERTY MANAGEMENT STAFF

Lita Johnson, Property Manager
Linda Hulet, Assistant Property Manager
Rob Marks, Chief Engineer
Denise Hendrickson, Tenant Services Coordinator
Nelly Kakulya, Property Accountant
Jeff Hendrickson, Senior Engineer
Kevin Waltrip, Building Engineer
Mike Cole, Junior Engineer
Rick Stone, Utility Technician
Mark Pinkney, Utility Technician

LEASING OFFICE

For all your leasing needs, please call Cleita Harvey or Lisa Stewart with Urbis Partners at 206.315.0625, or contact them by email at charvey@urbispartners.com or lstewart@urbispartners.com.

TENANT CONTACTS

Communication is the most crucial element in implementing the policies and procedures in the Tenant Handbook. To ensure effective communication, the Wright Runstad & Company property management staff asks you to designate a “tenant representative” as the contact person between your company and the property management staff. Your representative will be responsible for making requests or reporting problems, as well as conveying important information received from property management. All communication from your company to the property management office should be channeled through your tenant representative.

RENT

In accordance with your lease agreement, rent is due on or before the first of each month. Please remit payment prior to the first of the month to the following address:

Met Park West IV, LLC
2865 Paysphere Circle
Chicago, IL 60674

For information regarding your account or instructions for sending rent via wire services, please contact the property management office.

INSURANCE

All tenants are required to furnish Wright Runstad & Company with a copy of their company’s Certificate of Insurance prior to occupancy and annually thereafter, prior to each policy expiration date. Please refer to your lease for specific insurance requirements. For efficiency, ask your insurance carrier to automatically copy Wright Runstad & Company on all renewals or updates.

AMENITIES

ON-SITE SHOPS/SERVICES

Met Park West offers the following services to its tenants:

- Pacific Continental Bank – Lobby

Another great amenity at Metropolitan Park is the Met Park Shuttle. Complimentary shuttle service to and from Met Park, Stewart & 2nd (Stop for Pike Place Market only on Friday), and 6th & Olive (Stop for Westlake) is provided Wednesday and Friday from 11:00 A.M. to 2:00 P.M. The shuttle transports hundreds of Met Park tenants every week to the downtown core. The shuttle pickup is located just outside the East building on Minor Street.

The route is shown below:



BUILDING CONFERENCE ROOM

The Building Conference Room is located on the 17th Floor, Suite 1750, and is available to all tenants. Scheduling is on a first-come, first-served basis. We encourage tenants to reserve far enough in advance to insure availability. A key card is required to access the room and is checked out through the property management office.

Please call to cancel the Building Conference Room reservation as soon as you know it will not be used. The room is heavily booked.

The room seats up to 12 people, depending on the room configuration. Below is a list of amenities offered in the Building Conference Room.

- Egan Team Board
- Wi-Fi and cable internet access
- VCR
- DVD Player
- Tuner
- Preprogrammed light settings
- Projector
- Polycom conference phone with conference call capabilities

Connection cables and WEP key for Wi-Fi can be checked out at the property management office.

Transporting equipment to and from the conference room is the responsibility of the tenant using the room. Tenant's equipment must be removed promptly after the meeting to allow for the next scheduled meeting. It is the tenant's responsibility to clean up any dishes, foods or other garbage from the conference rooms when finished. Catered items must be picked up promptly by the provider or taken to your office for pick-up.

SECURITY DESK CONCIERGE SERVICES

The building security desk is located in the lobby. The security officer, who is available during normal business hours, can provide information about and assist with all building services, procedures, personnel, and policies.

The security officer can also assist you in obtaining services that are not provided by the building directly, but are available within the surrounding community. Should you need the service of our Security Department, please call the Building Management Office at (206) 515-4750.

TRANSPORTATION

PARKING

The parking garage, available for tenant and visitor parking, is located beneath the building with access from Minor Avenue. The garage is managed by Republic Parking Northwest, Inc. For further information on obtaining monthly parking, please contact the Building Management Office. You will find the “Parking Cardkey Request” form on page 41.

The garage is open 24/7 and operated by an automated parking control system which takes all major debit and credit cards but does NOT accept cash. Monthly parkers with parking access cards can enter/exit the garage at any time. The number of monthly parking spaces allotted to each tenant is pursuant to the terms of the tenant’s lease. A designated visitor parking area is available on level P1 and is strictly monitored by garage management. Handicapped parking is located near the elevators in the Parking Garage. Tenants may purchase validation tickets from garage management to accommodate their client parking needs.

For special events, the garage will remain open for 1-2 hours after the event has ended.

Republic Parking Northwest and Wright Runstad & Company are not responsible for vehicle theft or damage. Please lock your vehicle at all times.

PUBLIC TRANSPORTATION

There are several options available to tenants for public transportation.

Buses: Transportation to and from the Met Park West building is available on the Metro bus system. The bus stop closest to the building is located at Olive Way and Terry Avenue. Trip routes and schedules are available online at www.metrokc.gov.

Taxis: Taxis can be requested by contacting the security desk or by calling Farwest Taxi at 206-622-1717 or Yellow Cab at 425-455-4999 (Bellevue) or 206-622-6500 (Seattle).

BICYCLE STORAGE

Bicycle storage is located near the entrance to P1 off of Minor Ave, and at the corners of Howell and Olive Way. Please remember to lock your bike and take all valuables with you. Bicycles should not be left for extended periods of time. If your bike needs to remain overnight in the bicycle storage area, please let property management or building security know. Bicycles are not permitted inside the building or elevators.

BUILDING SERVICES

JANITORIAL

If you have questions regarding your suite's janitorial service, or for janitorial services required during business hours, please contact the property management office. There is a Day Porter on site from 7:30 am to 4:30 pm who may be able to service your request, depending on the scope of the work.

Regular janitorial cleaning services are scheduled after business hours Sunday through Thursday, excluding holidays. If you have any special requests for the night cleaning crew (i.e., vacuuming, dusting, carpet cleaning), please contact the property management office.

We are eager to hear from you with regard to the service you are receiving. While we are constantly monitoring our janitorial service, we also rely on you for information. If you are unhappy with any aspect of your service, or have a suggestion to improve it, please call the property management office to discuss your ideas and concerns.

TRASH REMOVAL

The janitorial staff is instructed to empty and dispose of everything found in trash containers, without regard for their content. Please make certain that what you dispose of is actually waste.

When discarding cardboard boxes, please break them down and put them in an obvious spot with the word “trash” displayed on the item(s). This goes for other items you need to dispose of that may be too large for the trash receptacle.

Please do not put items intended for trash in the hallway by the freight elevator until after 5:00 pm as a courtesy to other tenants and their guests.

RECYCLING

Wright Runstad & Company has instituted a building wide recycling program for paper, cardboard, aluminum, plastic, and glass. Property management provides the receptacles you will need to start recycling: small desk-side boxes for paper and cardboard, larger boxes for plastic, glass, and aluminum.

These items are collected by the janitorial service providers, put in special bins located in the loading dock area, and removed weekly by a waste disposal contractor. Please be careful to not mix recyclable materials with normal trash and other forms of waste. For more information about recycling, particularly removal of unusual items like office equipment and electronics, please contact the property management office.

COMPOSTING

Wright Runstad & Company has instituted a building wide composting program for food scraps and other compostable items. Property management provides the receptacles you will need to start composting: depending on the size of your staff you will receive either a small trash size container or a larger 28 Qt container to place in your break room. You will also be provided with special green liners for your bin that are to be used for compostable items only, and educational information on how and what to compost in the workplace.

These items are collected by the janitorial service providers on a Tuesday, Thursday, Sunday schedule, put in special bins located in the loading dock area, and removed weekly by a compost vendor.

HVAC

Heating, ventilation, and air conditioning (HVAC) systems in the building operate Monday through Friday from 7 A.M. to 6 P.M. However, the HVAC system is controlled suite-by-suite, so the hours can be adjusted to accommodate individual operating times, but may result in after-hours HVAC costs to you. The current charge for HVAC in this building is \$20.00 per hour per floor, based on the amount of zones.

If at any time during working hours you experience problems with the temperature within your suite, contact the property management office for assistance. Remember to turn off all lights in areas that are not in use. This conserves energy and helps the HVAC equipment operate more efficiently. Please consider closing blinds/drapes when in direct sunlight or on exceptionally hot days to conserve energy as well.

ROUTINE MAINTENANCE CALLS

If you experience a problem within your suite that requires maintenance or repair, please follow the following steps:

- Go to <http://buildfolio.wrighttrunstad.com/wrtames4>
- Click on “Metropolitan Park” in the dropdown
- On the Service Request form, you will notice that the fields with asterisks are required in order to submit a request. Don’t worry if you do not know all of the information, just fill out as much as you can so that we can address your request as quickly as possible. Click the “Submit Service Request” button at the bottom of the form, and you’re done!

The property management staff will address your work order as soon as possible by sending someone to assist you or by making whatever other arrangements are necessary to complete the task. If the item in need of repair or maintenance is not the landlord’s responsibility, the tenant will be charged for such work at landlord’s cost plus appropriate mark-up.

Note: for any emergency situation, please call us immediately at 206.515.4750.

PEST CONTROL

The common areas of the building are on a regular maintenance inspection schedule and are treated only as necessary. Please call the property management office to arrange for pest control services within your suite, if necessary. Expenses incurred for this service may be invoiced to the tenant.

COMMON BUILDING AREAS

Wright Runstad & Company takes pride in maintaining the highest possible standards for maintenance at Metropolitan Park West; however, we cannot do the job without everyone's help. Often it is the tenant who first discovers a restroom problem, an elevator malfunction, a burned-out light, or a janitorial issue. Please notify the property management office if you notice any of these concerns throughout the common building areas.

BUILDING DIRECTORY/SIGNAGE

The building directory in the lobby displays your company name and suite number. If you require additional listings or wish to make changes to your current listing, please make the request in writing and deliver to the Building Management Office. Signage changes are made at the tenant's expense. For all signage requests, please complete the "Tenant Signage Request" form on page 38 of this handbook and fax a copy to the Building Management Office at (206) 467-1596. Changes to your initial order may be requested using the same form.

Signage of any kind, in any location, is not permitted without the prior consent of the Landlord. Landlord shall have the right, at the expense of tenant, to remove any signage placed without Landlord's consent.

Signs, placards, pictures, advertisements or notices visible from the exterior of the tenant's Premises shall not be allowed unless prior approval from the Building Management Office is obtained. Notices of any kind may not be posted in corridors or other common areas of the buildings.

LOST AND FOUND

Please report any lost or missing items to either the lobby security desk or the property management office. Items found are kept on the premises for 30 days after which they are donated to charity.

If you find a suspicious package, DO NOT MOVE OR TOUCH IT. Inform security and the property management office and immediately leave the area.

POSTAL SERVICES

The mailroom is located on the P1 Level. Tenants are responsible for picking up their mail between the hours of 9:30 A.M. and 10:30 A.M., Monday through Saturday. Outgoing mail is picked up Monday through Friday on the P1 Level next to the mail room. Outgoing mail will be picked up at 3:45 p.m. and 5:00 p.m.

Federal Express and United Parcel Service (UPS) overnight mail drop boxes are located on P1 next to the mail room. These services are available Monday thru Friday and will be picked up at 5:00 P.M. For more information regarding their services, please call them directly at the following phone numbers:

Federal Express	1-800-463-3339
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United Parcel Services	1-800-742-5877
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ELEVATORS

Passenger Elevators: There are five (5) main passenger elevators that service floors 1-17 of Met Park West, and one shuttle elevator from floors 17-18. Standard elevator operating hours are Monday thru Friday from 6:00 A.M. to 6:30 P.M., however, some floors may be locked off to public access but are accessible by cardkey. To use your access card in the elevators; press the desired floor button then hold your cardkey in front of the lighted cardkey reader. If you would like special hours to accommodate your suite, please contact the property management office to arrange service.

If you find yourself trapped in a stalled elevator please use the emergency phone located in the elevator which will put you in immediate contact with the elevator service provider's Emergency Hotline. They will then be able to dispatch a technician to the site to assist you. If while waiting in an elevator lobby, you become aware

of a stalled elevator, please contact the property management office and report the approximate floor location and elevator cab number.

After Hours Elevator Access: At the request of your tenant representative, property management will provide access cards for the elevators to be used by your employees to access your floor after hours and on weekends. If you are having trouble with any of the elevator access cards, please contact the property management office to get the card reset.

Freight Elevators: The freight elevator is located on P2 of the Parking Garage and operates from 6:00 AM to 6:30 PM. It is accessible from the loading dock entrance and level P2 in the parking garage. The freight elevator must be used for all deliveries. Hand trucks and delivery carts are not permitted in the garage and passenger elevators. Please contact the property management office for scheduling any deliveries after 6 PM that require freight elevator access.

The freight elevator has a weight limit of 3,500 lbs. The property management office must be informed in advance when heavy items/materials are to be transported.

Freight elevator dimensions are 6'8" wide by 4'10" deep by 7'6" high.

Garage Elevators: There is one garage elevators servicing the Met Park West parking garage. The garage elevators are open during business hours, and operational with a card key outside of business hours.

STORAGE

Storage areas in the building are available for lease. If you are interested in storage space, please contact the property management office at 206.515.4750.

For the safety of all building occupants, gasoline or other flammable or combustible materials may not be stored within your premises or any storage areas unless special arrangements have been made with the property management office and the proper protective storage units are utilized.

Please refrain from storing items within your premises which block exit doors or exit pathways. Storage (including pallets, machinery, product, and disabled vehicles) is prohibited in the garage, at the loading dock, or

along the exterior of the building. If you have a special situation, please contact the property management office.

BUILDING POLICIES

SMOKING

Wright Runstad & Company strives to provide a smoke-free environment for its tenants and visitors. The property management staff strictly enforces Washington State Initiative 901 which prohibits smoking in all interior spaces and an area of “twenty-five feet of minimum distance from entrances, exits, windows that open and ventilation intakes that serve an enclosed area where smoking is prohibited” (Chapter 70.160 RCW, Section 6). NO SMOKING signs are posted throughout the building and surrounding areas. Any persons found in violation of this policy will be asked by security to move.

If you have any questions regarding this policy please contact the property management office.

SOLICITORS AND LOITERING

For the safety of our tenants and the building, property management prohibits soliciting on the premises. As it is difficult to identify solicitors when they enter the building, please encourage your staff to be aware of solicitors and report any they encounter to the property management office. Be sure to provide a description of the solicitor and their current or last known location in the building. Employees should be encouraged to question all strangers within their space and confirm with property management if someone claims to represent the property management office.

Canvassing, peddling, soliciting, posting, and distributing any written materials in the building are prohibited. We appreciate your cooperation in preventing these activities.

SIGNS AND NOTICES

Each tenant will be included in the building directory located in the main lobby and the floor directories located on each floor in the elevator lobbies. If you require additional listings or wish to alter your current listing, please contact the property management office.

Signage at the entrance to the tenant's space and within the suite are the responsibility of the tenant. These signs along with any advertisements, graphics, or notices visible in or from public corridors, lobby areas, or the exterior of the building are subject to prior written approval from property management. If you have any questions regarding this policy, please contact the property management office.

USE OF BUILDING NAME

Without the written consent of property management, tenants may not use the name of the building in connection with or in promoting or advertising their business, except to provide as their address.

WINDOW SILLS AND LEDGES

To avoid potential damage and assist in the ease of cleaning, please do not attach anything to or place anything on window sills or ledges.

SUSTAINABLE TENANT PRACTICES

Wright Runstad & Company strives to practice and promote sustainable operations. Below is a checklist of various ways to be sustainable in your office:

Energy

- Turn off overhead lighting when offices are unoccupied
- Install EE Lamps in proprietary fixtures
- Minimize direct sunlight by closing blinds
- Allow window induction units to breathe freely

- Keep space heater out of the buildings
- Seasonally modify your internal “comfort zone”
- Position workstations to receive natural light
- Program computers/copiers for low-powers “sleep mode”
- Turn off computers/equipment when not in use
- Purchase ENERGY STAR office equipment

Administrative Operations

- Replace fax machines with fax modem technology
- Institute paperless record-keeping system
- Default photocopiers/printers to double-sided printing
- Reduce handouts at meetings; use projected presentation for agendas
- Create a “reuse” area for lightly used office supplies
- Minimize newspaper and magazine subscriptions
- Remove your name from catalog or “junk mail” lists
- Have a waste stream audit performed (at night)

Catering & Business Travel

- Eliminate paper plates and plastic forks, spoons and knives
- Stop purchasing bottled water
- Purchase coffee maker with reusable mugs
- Ask caterers to hold the condiment and sugar packets
- Use bike courier for local deliveries
- Establish a hybrid car policy for business travel
- Plan air travel on large aircraft with few connections

PETS

No pets are allowed in the building or on the premises except for those that are used for service animals. An official designation vest or identification tag must be worn at all times for the animal to be allowed in the building. The animal’s owner will be liable for any damage or injury caused to the building, grounds, or people.

TENANT FUNCTION GUIDELINES

If planning a tenant function (i.e., party, reception, or fund-raiser) please notify property management at least two days in advance. Property management maintains certain policies and procedures to assist with event coordination, limit liability for the building, and ensure the safety of all visitors and guests. Property management may require the following information:

- Date and time of event
- Number of guests
- Presence of alcohol
- Parking requirements
- Over-time HVAC requirements
- Use of service elevator
- Electrical requirements (for sound systems, etc.)
- Janitorial needs
- Certificates of Insurance for vendors

No function may be held without prior approval from property management.

TENANT USE OF SMALL APPLIANCES IN WORK AREAS

Use of personal heaters, coffee pots, hotplates, fans, refrigerators, microwaves and other small appliances are prohibited for use in individual offices or cubicles. These present both a fire and a safety issue and are against building policy.

MOVING INSTRUCTIONS

All tenant moves – into, out of, or within the building – must be coordinated with the property management office. Please notify the property management office of your proposed move date at least five (5) days in advance. Tenants should also contact the property management office so that freight elevators can be scheduled, access cards can be issued, and security notified.

All moves should take place after normal business hours to simplify access and minimize any inconvenience to other tenants. The property management office will make every attempt to accommodate your schedule if an after-hours move is not possible.

To facilitate orderly moves, property management requires the following:

- Clean, ¼” thick Masonite sections must be used as runners on all finished floor areas where heavy furniture or equipment is being moved with wheel or sled type dollies. If 32” sheets of Masonite are used, they must be taped together to prevent sliding.
- All walls, door facings, elevator cabs, and other areas along the delivery route will be inspected by the moving contractor, accompanied by property management staff, before and after the move. The moving contractor will provide and install protective coverings, as deemed necessary by property management, along the route of the move. Property management reserves the right to be present at all moves.
- Any damage to the building or fixtures caused by the move will be repaired by property management and paid for by the moving contractor and/or tenant.
- Only the freight elevator will be used for moves unless prior approval is granted by the property management office to use designated passenger and/or garage elevators.
- The moving contractor will remove any trash or refuse generated by the move from the building on the same day of the move.

The moving contractor must provide the following proof of insurance coverage at least five (5) days prior to the move:

- **Workmen’s Compensation** in statutory limits for the state, with employer’s liability of (*insert amount*), and bodily injury, personal injury and property damage liability insurance in comprehensive general liability form. The certificate of evidence must be furnished to property management before any items can be moved onto the premises.
- **Comprehensive General Liability** insurance that includes coverage of operation, elevators, and products, including personal injury and contractual liability coverage and shall designate the assumptions of liability under performance of the act of moving. Such insurance shall be in limits no less than \$2,000,000 per occurrence combined single limit bodily injury or property damage. Property damage insurance shall be in broad form including completed operations.
- **In addition**, the moving contractor must agree to protect, indemnify, and hold the landlord harmless from and against all claims, demands and causes of action of every kind and character, arising in favor of moving contractor’s employees, tenant/owner and its employees, or other third parties due to bodily

injury, personal injury, death, or damage to property in any way resulting from willful or negligent acts or omissions on the part of the moving contractor, its agents, employees, representatives, or subcontractors. The moving contractor shall be responsible for all damages and losses sustained to tools and equipment utilized in the performance of all work.

HAND TRUCKS AND CARTS

Limited use of hand trucks with pneumatic wheels is permitted in the main lobby, with prior approval. Use of hard wheeled dollies, carts, or related equipment is not permitted in the main lobby due to potential damage to the floors.

Hand trucks, dollies, and large parcels are not permitted on passenger elevators. Tenants and delivery personnel must use the freight elevator for transporting all large parcels. Delivery attempts through the main entry doors will be redirected to the loading dock.

HEAVY EQUIPMENT PLACEMENT

Due to structural limitations throughout the building, the placement of any heavy equipment must be approved by property management prior to installation. Property management reserves the right to prescribe the weight and position of safes and other heavy equipment in the building. Any damage occurring as a result of unauthorized installation of such items will be repaired at the tenant's expense.

SPECIAL EQUIPMENT

Heavy machinery of any kind may not be used in the building without prior written consent from the property management office. Unless approved by property management, gas, kerosene, and other flammable liquids may not be stored or used in the building. Solvents for printers and oil-based paints must be stored in an approved fire rated cabinet and any required jurisdictional permits must be on file in the property management office. Noxious gas and other substances may not be used or kept on the premises.

NOISE AND ODORS

Excessive noise, odors, or other activities that may interfere with tenants and persons conducting business within the building are discouraged.

FUTURE POLICIES

Property management reserves the right to revise these policies and to work in coordination with tenants to make future policies, as required, for the operation and maintenance of the building, and the safety, protection, and comfort of the tenants, their employees, and visitors.

BUILDING ACCESS AND SECURITY

ACCESS – DURING AND AFTER BUSINESS HOURS

Normal operating hours for the building are:

Monday thru Friday	6:00 AM to 6:30 PM
Saturday	Closed
Sunday & Holidays	Closed

Access to the building during normal business hours is through the front doors that open onto the first floor lobby. Tenants proceed to their floor via the passenger elevators. Generally stairwells are locked from the stairway side for your protection 24 hours a day, 7 days a week. However, some stairwell doors that open into common areas may be unlocked during regular business hours. If you enter the north or the south stairwell above the first floor, you may need to walk to the first (1st) floor to exit the stairwell. After-hours and weekend access will only be available through the front doors with a building access card and passenger elevators will only operate with an access card. The stairwells will not be accessible outside of normal business hours.

For security purposes, each tenant is required to provide a written set of procedures for authorizing admittance of employees without an access card and an updated list of employees working in the building.

After-hour visitors, contractors, and vendors will not be allowed access to a tenant's premises unless the tenant provides written documentation, to property management authorizing the visitor access to the tenant's suite.

KEYS AND ACCESS CARDS

The property management office will provide up to 10 entry door keys to your premises prior to your move in. Additional keys may be ordered through the property management office at a cost of \$3.00 per key. For optimum security control, duplicate keys can not be made unless requested and purchased through the property management office.

Requests for general lock work/repairs should be made to the property management office. Approval from property management is required for installation of additional locks or deadbolts in your space.

After hours access cardkeys may be requested by utilizing the "Cardkey Request" form included on page 39 of this handbook. Please have the form signed by your authorized tenant contact. The form may be faxed to the Building Management Office at (206) 467-1596. In most cases the cardkey will be ready the next afternoon, if the form is received prior to noon. There is a \$10.00 charge for all new cardkeys and a \$15.00 charge for replacement of cardkeys that are lost, stolen, or broken.

Upon termination of your tenancy, all keys and access cards must be returned to the property management office.

ACCESS CARD MALFUNCTIONS

If a valid access card fails to operate a door or elevator, notify property management as soon as possible

HOLIDAYS

The building observes and is closed for the following holidays:

- New Years Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Independence Day

- Labor Day
- Thanksgiving and the day after Thanksgiving
- Christmas Eve (half-day – office will close at 12:30 pm)
- Christmas Day

SECURITY

The building provides security 24 hours a day, 7 days a week. The security desk, located in the main lobby, is staffed by security officers at all times. Security officers monitor the fire and life safety systems throughout the building and conduct regular patrols of the premises.

If you wish to contact the security desk please call the property management office.

SECURITY ESCORT

The security staff will escort tenants to any location within a two block radius of the building. To request an escort, please call the property management office at 206.515.4750 or stop by the security desk. For further escort service you can call an MID Safety Ambassador from the City of Seattle to come and provide a complimentary escort to your vehicle or bus stop. Escorts are available M-F 7:30am-9:00pm and Sat/Sun 8:30am-6:30pm. You can reach an Ambassador by calling 206.441.3303 and someone will meet you within 15 minutes.

SECURITY – DURING BUSINESS HOURS

Although we do our best to maintain a secure working environment, we cannot guarantee complete safety. We ask that tenants take these preventative measures to keep their areas more secure:

- Keep all entrance doors other than the main entrance to your suite locked at all times.
- Reception areas should not be left open without someone monitoring the area. If that is not possible at all times, a door chime or other such alarm should be considered or all doors should be locked if your suite is unattended.

- Instruct employees to keep valuables in secured areas (locked desks, file cabinets, or closets) when leaving them unattended.
- Always keep safes, strongboxes, or similar devices locked, particularly when unattended. Do not leave combinations where they can be easily found.
- Record serial numbers of all valuable office equipment. If anything is stolen, a record of serial numbers can aid in the recovery of the items.
- Check wastebaskets at the end of the day to ensure that no items of value have been left there.
- Always check the identification of repair persons and confirm the repairs have actually been requested.
- Report all suspicious activity, persons or items to property management and security. Make note of suspect's description and their last known direction of travel.

SECURITY – AFTER BUSINESS HOURS

After normal business hours, please make certain that all entry doors to your suite are locked.

Do not allow anyone to follow you into the building after business hours. Anyone authorized to enter the building after normal business hours will do so with a programmed access card. If you encounter someone having difficulty gaining entry into the building, do not let them in. Instead, please notify security that they need assistance.

Property management recommends that you keep all personal valuables locked up during non-business hours. Although the security staff patrols the building throughout the night, we cannot guarantee the safety of unsecured valuables.

LOADING DOCK

LOADING DOCK HOURS AND ACCESS

The loading dock area and/or delivery entrance is located the Corner of Minor Avenue and Howell Street.

The Loading Dock has a 15 minute load/unload time during business hour on weekdays. Scheduling of loading dock access on the weekend and outside of business hours (before 7:00 AM and after 6:00 PM) is done through the property management office.

The loading dock is reserved for loading and unloading of trucks and vans. No personal vehicles are permitted to park in this area. Vehicles blocking access to the garbage compactor or parked in unauthorized areas will be subject to towing.

All deliveries should be delivered to the customer immediately – do not leave deliveries in the loading dock area. Do not leave pallets or other packing products on the premises. The building is not responsible for any items left at the loading dock.

Persons with small carried parcels which do not require the use of a hand truck should use the passenger elevators, not the freight elevator.

USE OF HAND TRUCKS AND CARTS

All hand trucks, delivery carts or other material handling equipment must be equipped with rubber tires/wheels and side guards and are restricted to the freight elevator only. Hand trucks, delivery carts, and large hand carried parcels of any kind, are not permitted in the passenger elevators.

Use of hard-wheeled dollies, carts, pallet jack, hand trucks, or similar equipment is not permitted in the main lobby and any such delivery attempts through the main entry will be directed to the loading dock. Because of potential damage to the main lobby flooring, very limited use of hand trucks with pneumatic wheels may be used in the main lobby to transport smaller items too heavy or awkward to carry.

Masonite must be placed on floors as necessary to accommodate heavy deliveries and/or furniture moves.

PROPERTY REMOVAL

Tenants wishing to move bulky materials, office furniture or equipment out of the building, must first notify property management and complete a Property Removal form. Security will be informed of the name of the individual or vendor removing the property, proof of insurance if applicable, and time of removal. Security will prevent the removal of property without prior notification.

ALTERATIONS AND REMODELING

TENANT ALTERATION PROJECTS

Proposed plans for alterations affecting any physical portion of your suite require prior written consent from property management. This includes all installations affecting floors, walls, woodwork, windows, ceilings, data, and electrical. Requests to make alterations should be sent in writing to property management by your tenant representative. **Alterations must be performed by Wright Runstad & Company staff or an approved contractor.** Property management can provide you with a list of approved contractors for the building.

All contractors and technicians rendering installation or service work of any kind must check in and out with the property management office any time they are performing work in the building. Installation of communications equipment, computer or alarm systems must also be coordinated with the property management office. All contractors and technicians will be informed of building policies and standards for performing work in Metropolitan Park West and provided necessary access to service areas, telephone closets, etc.

COMMUNICATIONS INSTALLATIONS

When changes or additions to your communications network are necessary, your selected telephone installation contractor must contact the property management office prior to the day on which the work is due to start to ensure that house cabling lines are properly assigned and code requirements are met.

ATTACHMENTS TO BUILDING WALLS, DOORS, CEILINGS OR LIGHT FIXTURES

In order to avoid accidents, damage or disruption of building utility services, nails, screws, or other attachments to the walls must be installed by property management staff. Only tack boards and bulletin boards will be used for posting notices. Nothing may be attached to or hung from the light fixtures, ceilings, or doors. Push pins, staples, or tape are not permitted on walls, doors, or ceilings. Please reserve use of these items to tack boards and bulletin boards.

INSTALLATION OF BURGLAR AND INFORMATIONAL SERVICES

If a tenant requires a burglar alarm, or telegraphic, telephonic or similar services installed, property management must be notified prior to installation, so correct procedures and instructions are followed.

FLOOR LOADS

Tenants shall not place any loads anywhere in the building which exceed the load per square foot the floor was designed to carry and which is allowed by law. Property management has the right to prescribe the weight, size and position of all equipment, materials, furniture or other property brought into the building. If considered necessary by property management, heavy objects will stand on platforms to properly distribute the weight; such platforms will be provided at tenant's expense. Business machines and mechanical equipment belonging to tenants which cause noise or vibration that may be transmitted to the structure of the building or to any space within the building, to such a degree as to be objectionable to property management or to any tenants in the building, must be placed and maintained, at the tenant's expense, on vibration eliminators or other devices sufficient to eliminate noise or vibration. Property management will not be responsible for loss of, or damage to, any such equipment or other property from any cause, and all damage done to the building by maintaining or moving such equipment or other property shall be repaired at the expense of the tenant. The persons employed to move such equipment in or out of the building must be acceptable to property management.

UNAPPROVED EQUIPMENT

Tenant shall not install, operate or maintain any electrical equipment which does not bear the U/L (Underwriters Laboratories) seal of approval, or which would overload the electrical system beyond its capacity for proper, efficient and safe operation as determined by property management. Tenant shall not furnish any cooling or

heating to the premises, including, without limitation, the use of any electronic or gas heating devices, fans or space heaters, without property management's prior written consent.

FLOOR COVERING

The installation methods for linoleum, tile, carpet, or other similar floor coverings must be approved by property management. The expense of repairing any damage resulting from a violation of this rule or removal of any floor covering will be at the tenant's expense.

EMERGENCY PROCEDURES

Metropolitan Park West was designed to minimize the chance of a life-threatening emergency and to reduce damage in the event one does occur. Safety systems are monitored 24 hours a day, seven days a week.

These emergency procedures provide general guidance in the event of a medical emergency, power failure, elevator entrapment, earthquake, fire, or bomb threat. When combined with common sense, these procedures will reduce the threat of injury to people and reduce potential property damage.

All tenants are urged to take as much time as necessary to become acquainted with these emergency procedures. Knowing what to do in an emergency situation can reduce hazards and minimize panic.

In general, if an emergency does arise, immediately dial **9-1-1**. This will notify the proper authorities for assistance. Then notify the property management office by dialing 206.515.4750.

When the police, fire or medical personnel arrive on the scene, they will take complete charge. Please offer them prompt and accurate assistance.

TENANT FLOOR WARDENS

Tenant floor wardens are needed on each floor to assist building occupants during an emergency. Floor wardens help insure an orderly and complete evacuation of affected floors during an emergency and play a key role in ensuring the safety of all building occupants.

Please assign two (2) individuals within your office to act as official floor wardens for your company and return the “Floor Wardens” form on page 37 of this handbook. If your company occupies more than one floor, please assign two floor wardens per floor and indicate for which floor, each warden is responsible. During fire drills and in the event of a real fire situation, the floor wardens will direct individuals to the building stairwell exits. Training seminars and emergency preparedness training is scheduled yearly for those individuals assigned as floor wardens.

Washington State Law, R.C.W. 4.24.400, provides immunity from liability for persons acting as floor wardens in emergency situations. The law reads:

“No building warden, who acts in good faith, with or without compensation, shall be personally liable for civil damages arising from his or her negligent acts or omissions during the course of assigned duties in assisting others to evacuate industrial, commercial, governmental or multi-unit residential buildings or in attempting to control or alleviate a hazard to the building or its occupants caused by fire, earthquake or other threat to life or limb. The term "building warden" means an individual who is assigned to take charge of the occupants on a floor or in an area of a building during an emergency in accordance with a predetermined fire safety or evacuation plan; and/or an individual selected by a municipal fire chief or the chief of the Washington state patrol, through the director of fire protection, after an emergency is in progress to assist in evacuating the occupants of such a building or providing for their safety. This section shall not apply to any acts or omissions constituting gross negligence or willful or wanton misconduct.”

MEDICAL EMERGENCIES

Time is extremely important in the case of a medical emergency. Wright Runstad & Company recommends that all tenants keep a first aid kit unlocked, fully stocked, and easily accessible in their suite. It is the tenant’s responsibility to make sure that all employees are aware of its location. The property management office requests that tenants provide a list of any office personnel trained in CPR. This list is extremely valuable and will be used by property management to locate trained individuals to assist in an emergency.

The person who discovers a medical emergency should dial **9-1-1**, telling the paramedics:

Type of injury or illness

Building address – 1100 Olive Way, Seattle, WA 98101

Your name

Company name

Floor and suite number

Telephone number

Then notify the property management office.

The property management staff will meet the emergency personnel in the building lobby and direct them to the medical emergency. The tenant should post one person by the elevators, to direct the emergency personnel to the person in distress, once they arrive in the suite.

Note: It is crucial that the injured person is not moved. Try to keep the injured person comfortable without moving him/her.

POWER FAILURES

When a power failure occurs, the building's safety equipment automatically operates on the emergency generator. There will be lighting in some common areas, hallways, and at each stairwell exit. The stairwells will have lighting. All elevators will have lighting and will automatically return to the lobby one at a time in a prearranged sequence.

Do not evacuate the building unless instructed to do so. Should a power failure require evacuation or relocation as directed by property management or the fire department, please do the following:

- Listen for instructions regarding relocation over the public address system which operates on the emergency generator.
- Turn off and unplug all machines to avoid overload when the power is restored.
- Open doors and mini blinds to allow natural light to filter through the office.
- Relocate via the stairwells, at the direction of your floor warden or property management staff.

ELEVATORS

If you find yourself trapped in an elevator, press the red automatic dial button in the elevator and calmly wait for an operator to answer. Tell the operator which floor the display reads and the letter of the elevator cab (*located on the lower right hand panel roughly 12 inches from the floor*).

The operator will immediately dispatch a technician and on-site property management staff.

At no time are you in any danger while an elevator is out of service. Every elevator is equipped with mechanical safety brakes, designed to operate in all emergency situations, even a power failure.

Never attempt to force your way out of the elevator. Please remain calm and wait for authorized elevator technicians to safely remove you from the elevator.

FIRE

Should a fire occur, follow these instructions:

- Immediately dial **9-1-1** and give them the following information:

You are reporting a fire (you will be immediately transferred to the fire dispatcher)

Building name and street address

Street intersection

Floor and/or suite number

Location of fire

Size and type of fire (is it a paper fire in a trash can or a huge fire in the computer room?)

Do not hang up until told to do so by the fire dispatcher

- Call the property management office and inform them of the type of fire and location and that **9-1-1** has been called.

Try to assist anyone in danger and confine the fire by closing doors. Alert your floor warden, who has been trained in emergency response. Use a fire extinguisher only if it is a small fire and you know what you are doing.

IF YOU HEAR THE FIRE ALARM

If you hear the fire alarm, stay calm and listen for instructions over the emergency communications system.

Close doors but do not lock them. Proceed down the stairs four floors and re-enter on that floor. Keep to the right of the stairs. Follow instructions from your floor warden.

Do not use the elevators. If you are in an elevator when the alarm sounds, do not push the emergency button. The elevator will automatically return to the main lobby.

Feel doors before opening them. Do not open any that are hot.

If smoke is present, stay low. Remain close to walls to provide direction toward the exit.

If you are disabled, await help from your assigned aide, or wait near the stairwell doors.

If you are trapped, keep the door shut and seal the crack under it with cloth. Call the fire department **(9-1-1)** and report your location.

In any significant fire, overhead sprinklers provide an immediate, localized response and sends a signal to the building's Emergency Control Center and to the fire department. Smoke detectors and manual pull stations also send a signal. Air handling equipment is automatically shut down to prevent the spread of smoke. Elevators are returned to the lobby to await the arrival of fire fighters and stairwell doors unlock to facilitate relocation.

Due to the fire-resistant qualities of modern office high rises, relocation is usually necessary only from the fire floor, the floor above, and the floor below the fire floor.

EARTHQUAKE

DUCK, COVER AND HOLD

Keep calm, don't run or panic, stay indoors. Seek shelter under a desk, table, doorways, or in the elevator lobby or stairwells. Cover your neck and head if possible. The core of the building is safer than the perimeter. Stay away from windows, glass walls and glass doors.

Do not use the elevators. If you are in an elevator, the car will automatically proceed to the nearest floor. Exit and take cover in the elevator lobby.

Do not attempt to leave the building or area you are in until you are advised by the floor warden or property management that it is safe to do so.

Prepare for “aftershocks” which often follow an earthquake. Be careful when moving about. Collapses can occur without warning. Be aware of possible dangers such as exposed electrical wiring and broken glass.

Be prepared to provide first aid if necessary.

After an earthquake, use phones only in an emergency. Evacuate only if directed by your floor warden or property management.

If you are outdoors during an earthquake, move away from buildings to avoid falling glass. Stay in a sheltered area until you are advised to do otherwise. Do not attempt to enter any building until you are advised to do so by local authorities.

WORKPLACE VIOLENCE

If you are threatened or you witness a threat, move away from the aggressor. Remain calm and non-threatening. Exit the area if possible or move to a room with a locking door and secure it.

Attempt to notify others in the area of the threat.

Call **9-1-1** or instruct someone else to do so.

If a weapon is involved:

- Cooperate fully with all demands
- Do not try to overpower the person
- Do not make any sudden moves
- Listen to the person and show empathy

CIVIL DISTURBANCE

If a civil disturbance occurs outside the building do not exit the building.

Call **9-1-1** to report the disturbance; then call property management at 206.515.4750.

Note any details about the individuals or circumstances that may be helpful to local authorities.

HAZARDOUS MATERIALS/SUSPICIOUS SUBSTANCE

If you discover a hazardous material spill, first call **9-1-1** and then call property management at 206.515.4750.

Alert people nearby to leave the immediate area.

Close doors and restrict access to the affected area. Try to isolate the substance by covering it with a trash can or papers.

Do not touch the substance.

Remain in place and wait for further instructions from authorities or property management.

SUSPICIOUS MAIL

If you receive a suspicious letter or package, **do not open the item**. Isolate the package and the immediate area.

Call **9-1-1** and then call property management at 206.515.4750.

Wash your hands thoroughly with soap and water.

How to identify suspicious mail:

- No return address or the sender is unknown
- Markings such as “personal” or “confidential”
- Hand-written, poorly typed or misspelled address

- Excessive packing materials such as tape or string
- Odor, stains or discoloration
- Excessive postage; heavy or irregular shape

BOMB THREAT

Be calm, be courteous, listen, and do not interrupt. Keep the caller on the line and talking as long as possible.

Attract the attention of a co-worker to call **9-1-1** to request the call be traced.

Get as much information as possible from the caller about the bomb's location, type and time of detonation. Ask about the bomb's appearance and who is placing it. Listen for background noises or distinguishing voice characteristics that might aid police. Note the time the call was received and what time it terminated. Try to write down the exact words of the caller.

Once the caller hangs up, if a co-worker was not available to call the authorities, call **9-1-1** immediately. Then call property management and notify your employer/supervisor.

Do not touch any suspicious object. If a suspicious object is found, notify the police and property management staff immediately and clear the area. If directed by authorities or property management to evacuate, following the evacuation procedures explained below.

BUILDING EVACUATION

If a full building evacuation is ordered by authorities or property management, proceed to the nearest exit stairwell. Take only necessary personal belongings (coat and purse).

Do not use elevators unless instructed to do so.

Keep to the right in hallways and stairwells.

Listen for announcements over the P.A. system.

Exit the building and wait in your designated reassembly area for further instructions.