

# **WORLD TRADE CENTER NORTH**

**2401 Elliott Avenue, Seattle, WA 98121**



## **TENANT HANDBOOK**

**Wright Runstad & Company**

**2401 Elliott Ave, Suite 101**

**Seattle, WA 98121**



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## **BUILDING OPERATIONS**

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

The property management office is located in Suite 101 in the World Trade Center North and is open from 8:00 AM to 5:00 PM, Monday through Friday. Please feel free to call, email, or visit with any questions regarding the building operations of World Trade Center North.

Wright Runstad & Company  
2401 Elliott Avenue, Suite 101  
Seattle, Washington 98121  
Phone: 206.770.0180  
Fax: 206.770.0181  
Email: wtcmanagement@wrightrunstad.com

### **Property Management Staff**

Jeff Myrter, General Manager and Director of Property Management  
Margaret Webb, Assistant Property Manager  
Jeff Kasowski, Chief Engineer and Director of Engineering  
Daren Greene, Assistant Chief Engineer  
Dani Drivstuen, Property Administrator  
Nima Lama, Property Accountant  
Brandon Schoenberger, Building Engineer  
Cyrus Leisy, Junior Engineer

### **Leasing Office**

For all your leasing needs, please call the property management office.

### **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 & Miscellaneous Billings**

All tenants should submit monthly rent and additional rent payments to the following address:

TCAM Core Property Fund Operating LLC  
WTC North  
Dept 21567  
Pasadena, CA 91185-1567

If you have question on where to direct your payments or about an invoice received, please contact the property management for further clarification.

**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.

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## **AMMENITIES**

### **Security Desk Concierge Services**

The building security desk is located in the lobby of World Trade Center North. 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. To contact the security desk, call 206.255.0740.

### **Public Phones**

There are no public pay phones in the World Trade Center North.

### **Commuter Information Center**

Informational brochures and transportation timetables are located on the first floor on the west side of the lobby near the south stairwell.

## TRANSPORTATION

### Parking

Tenant monthly parking is available in the Bell Street Pier Parking Garage. The parking facility is managed and operated by Republic Parking Northwest, Inc. If you have any questions regarding parking issues, you may contact Republic's main office at (206) 783-4144. Tenants may use the parking garage 24 hours a day, seven days a week. Parking spaces are available on a non-reserved basis.

Republic Parking is responsible for providing the parking access cards equal to the number of parking spaces allotted in your lease agreement. The initial set of access cards is provided with a \$25 deposit for each parking access card. Replacements for lost parking cards can be obtained for a small fee. For your protection, each tenant using the garage will be asked to complete an information sheet that includes a description of his or her vehicle, license plate number, etc.

Republic Parking Northwest and Wright Runstad & Company are not responsible for vehicle theft or damage. Please lock your vehicle at all times, and do not leave it in the garage overnight.

### Public Transportation

There are several options available to tenants for public transportation.

**Buses:** Transportation to and from the World Trade Center North building is available on the Metro bus system. The bus stop closest to the building is located at Alaskan Way and Bell Street. Trip routes and schedules are available online at [www.metrokc.gov](http://www.metrokc.gov) or in the building on the first floor, just south of the elevator lobby.

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

### Bicycles

Bicycles can be secured to the bicycle racks located loading dock or in the Bell Street Pier Parking Garage. Wright Runstad & Company is not responsible for the security of your bicycle. 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 9:30am to 2:30pm who may be able to service your request, depending on the scope of the work. If the item is outside of the day porter's scope of work, the tenant will be charged for such work at rate of \$30.00 per hour plus wsst at a minimum charge of ½ hour.

Regular janitorial cleaning services are scheduled after business hours Sunday through Thursday from 5:30 PM to 2:00 AM. If you have any special requests for the night cleaning crew (i.e., vacuuming, dusting, carpet cleaning), please contact the property management office.

Nightly services include:

1. Empty waste baskets and change liners if needed
2. Vacuum traffic lanes, including under receptionist desks
3. Dust desk tops – (Janitorial Staff does not move papers or items to dust.)
4. Dust-mop all wood and resilient floors
5. Spot-clean door and relite glass
6. Spot clean carpets and report any large stains or required maintenance
7. Wash and wipe off fingerprints on desks, light switches, door jambs and conference tables
8. Clean all lunchroom/eating areas:
  - a. Wash and wipe tables and counter tops
  - b. Sweep and damp mop floors
  - c. Clean sinks
9. Report breakage, burned-out lights, stained carpet spots
10. Assure that all doors are closed/locked (left as they were found) after an area has been cleaned.
11. Trash removal includes desk side recycling and cardboard/large item removal. All items for disposal must be in the marked container or marked "Trash." The Janitorial Staff will not remove items set out without proper signage. Advise the property management office of all special disposal requests.

Weekly services include:

1. Dust credenzas.
2. Dust coffee and side tables.
3. Dust bookshelves - push books back.
4. Dust file cabinets - high and low.
5. Sweep/dust chair pads.
6. Dust window sills and partition tops.
7. Dust elevator doors.
8. Vacuum complete - under desks, between desks and file cabinets, under chairs

(1/5 of the run is performed each night).

9. Wash and wipe off all telephones.

10. Wash and polish all drinking fountains.

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, glass, batteries, Styrofoam, and compost waste. Property management provides desk side recycling boxes for all employees in the building. Tenants may setup additional containers for recycling and composting. Please contact the Property Management Office for proper signage.

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.

### **Additional Services**

All janitorial, spring water, ice, towels, or any other services must be approved by the Property Management office.

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## **HVAC**

Heating, ventilation, and air conditioning (HVAC) systems in the building operate Monday through Friday 7 AM to 6 PM and Saturday 8 AM to 1PM. 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 \$30.00 per hour.

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 assistance and/or repair, please have your tenant representative:

1. Call the management office at (206) 770-0180 or send an email to [WTCMGMT@WrightRunstad.com](mailto:WTCMGMT@WrightRunstad.com). Emailing your maintenance and repair requests assists us in processing your requests more efficiently.
2. Provide his/her name, company name and suite number.
3. Describe the problem as accurately as he/she can.

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 the landlord's cost for materials plus a rate of \$40.00 per hour plus wsst during business hours and \$60.00 per hour plus wsst for any work completed during the Engineer's overtime at a minimum charge of ½ hour.

Routine maintenance calls include:

- Replacing light bulbs or ballasts
- Hanging pictures and bulletin boards
- Ceiling tile replacement
- Exterior window shade repair
- Lock installation/removal
- Door repairs (squeaking, sticking, etc)
- Power loss to electrical outlet or equipment
- Safety concern
- Leaking faucet or restroom fixture

**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 World Trade Center North; 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 contact the property management office.

If you wish to display a sign or notice in any public area of the building, prior written approval from the property management office is required. All tenant signage must be ordered through the property management office. The building provides initial signage upon tenant move-in. Initial signage includes tenant name and suite number on main lobby directory. Additional signage and/or changes to existing signage are at a cost to the tenant.

**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.

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## **Postal Services**

The mailboxes are located on the first floor, in the north hallway. Tenants are responsible for picking up their mail between the hours of 11 AM and 1 PM. Outgoing mail is picked up Monday thru Friday at 2pm from the postal box located in the property management office and delivered to the nearest USPS box.

Your company's mailing address should read:

Firm Name (or individual name)  
World Trade Center North  
2401 Elliott Ave, Suite \_\_\_\_\_  
Seattle, Washington 98121

## **Elevators**

***Passenger Elevators:*** There are two elevators that service the World Trade Center North building. Access to the building elevators is restricted twenty-four hours a day unless previously scheduled with the property management office. If you would like special hours to accommodate your suite, please contact the property management office to arrange service. Access card required outside of building hours.

***Garage Elevators:*** There are two elevators that service the garage levels P1 to P3 below the World Trade Center North building. The standard elevator operating hours are 6am to 6pm, Monday to Friday. The garage elevators are monitored by the Port of Seattle.

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 the first floor across from the passenger elevators. It is accessible from the loading dock entrance and from the building lobby. The freight elevator must be used for all deliveries. Hand trucks and delivery carts are not permitted in the passenger elevators. Please contact the property management office for scheduling any after-hours deliveries that require freight elevator access.

The freight elevator has a weight limit of 4000 lbs. The property management office must be informed in advance when heavy items/materials are to be transported.

Freight elevator dimensions are 6'9.5" wide by 5'2" deep by 9'34" high.

Items that will not fit within the dimensions of the loading dock doors will need to be dismantled and brought up through the stairwells.

### **Storage**

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**

### **Tenant Space**

Tenant space should only be used as office space. No lodging, sleeping or any immoral or illegal acts are allowed. Tenant must have written consent from the Property Management Office if the space will be used for anything other than the purpose of office space.

### **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.

Please ask employees who do smoke to respect the cleanliness of the property and utilize trash containers provided for disposal of cigarette waste.

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. 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 the property management office, 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.

### **Electrical Fixtures**

All electrical ceiling fixtures hung in the building must be fluorescent and must be approved by Property Management Office.

### **Windows and Door Coverings**

No awnings or other projections shall be attached to outside walls of the building. Only standard window coverings are allowed to be attached or hung on any window or door. No interior or exterior window shall be coated with a protective sunscreen unless tenant receives written consent from the Property Management Office

### **Doors**

All doors to public corridors must be kept closed except when entering and exiting.

### **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.

### **Plumbing Fixtures**

Please remember to conserve water whenever possible to prevent any damage or waste and ensure that you turn off all water faucets and apparatus before leaving the building. Instruct employees and guests on the proper usage of all plumbing fixtures Including: no sweeping rubbish, rags, or any other substance down the drains. Tenant will be held responsible for any damage resulting from the misuse of a fixture.

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### **Energy Conservation**

Please remember to conserve energy whenever possible. Turn off your equipment at the end of the day, engage energy saving features on all of your computer devices (check with your IT department for any specific procedures), and turn off task lighting when not in use. Wright Runstad & Company recommends purchasing equipment with an EPA energy star rating.

### **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.

### **Outdoor Event Guidelines**

If planning an outdoor event, please notify the property management office at least two days prior to the event. This will prevent conflicts with other plaza users and allow property management to prepare for any special needs before or after the event.

BBQs are permitted, with the following restrictions required by property management and the Fire Department:

- Propane BBQs only, no charcoal is allowed.
- BBQs must be removed after the event and may not be stored on the property.

- Property management will designate the location for BBQs to prevent smoke and/or fumes from entering the building or air intake vents. In inclement weather, BBQs may not be placed under building overhangs due to proximity to doors and air intake vents.
- The area under BBQs must be protected from grease and splatter.
- Tenants are responsible for set-up and tear-down of BBQs and outdoor furniture, as well as clean up after the event. The plaza must be restored to its original condition after the event.

### **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.

### **Vending Machines**

Vending machines or machines of any description may not be installed, maintained, or operated without written consent from the Property Management Office.

### **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. Protective covering must be placed on elevator flooring and elevator pads should be used.
- 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.

**Weapons**

World Trade Center North is a weapon free environment. No weapons of any kind (concealed or not) are permitted in the building..

**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 & SECURITY**

### **Access – During and After Business Hours**

Normal operating hours for the building are:

Monday thru Friday	7:00 AM to 6:00 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 or through the parking garage elevators. Tenants proceed to their floor via the passenger elevators. After-hours and weekend requires a building access card to access the front door, stairwells and elevators to your suite.

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 consent to property management authorizing the visitor access to the tenant's suite in advance.

### **Roof Access**

Access to the roof is not permitted without written consent from the Property Management Office.

### **Keys and Access Cards**

The property management office will provide entry door keys to your premises prior to your move in. Additional keys may be ordered through the property management office at a current cost of \$3.00 per key plus wsst. 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.

Upon request from the tenant representative, access cards will be provided by property management to each incoming new employee. Lost or broken access cards must be reported to the property management office and will be replaced at a cost of \$25.00 each. A broken access card consists of any damage to the card that prevents the card from being read by the card reader. This includes bent, cracked or cards that have been

incorrectly hole-punched. For security purposes, access cards are not to be traded or swapped by employees. The charge for lost access cards that are found by employees after replacement will not be refunded. Access cards belonging to departing employees should be returned to property management for reprogramming.

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
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

For security purposes, the building will observe additional holidays and close the building based on tenant operations.

### **Security**

The security desk, located in the main lobby of World Trade Center North, is staffed by security officers from 6 AM to 11 PM Monday through Friday. Security officers monitor the fire and life safety systems throughout the building and conduct regular patrols of the premises. Mobile patrols of the premises are conducted when a security guard is not staffed onsite.

To contact the security desk please call 206.255.0740.

### **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 206.255.0740 or stop by the security desk. Please notify security at least fifteen minutes in advance to provide enough time to meet the employee at their desk.

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**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 or persons 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 on Elliott Avenue, just south of the building's main entrance. Loading dock hours are 8 AM to 5 PM weekdays. Scheduling of loading dock access on the weekend is done through the property management office.

The loading dock bay height limit is 13' 2". 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. Delivery parking in the loading dock is limited to thirty (30) minutes unless prior approval is obtained from the property management office.

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 & REMODELING**

### **Vendor Access to the Property**

The property management office must be notified 24-hours in advance of all vendors working in the building who will require access to building electrical or communication rooms. Access will not be provided for vendors without prior scheduling through the property management office. If a vendor requires access to a tenant space (for example: to pull cable through the ceiling for the floor above), all work must be scheduled outside of tenant operating hours in advance so that the work does not disrupt the tenants normal business operations.

### **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 World Trade Center North 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**

World Trade Center North 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.

Contact the property management office for a quick reference emergency brochure to be kept at each employee's desk.

Tenant floor wardens are needed on each floor to assist building occupants during an emergency. Tenant floor wardens will be trained to handle specific duties during any emergency situation, and will 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. Each tenant should assign as least two individuals to act as their official floor wardens.

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 206.770.0180.

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

### **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 –2401 Elliott Ave, Seattle WA 98121  
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, pick up the emergency phone 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

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 (World Trade Center North, 2401 Elliott Ave)

Street intersection (Bell & Alaskan Way)

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.

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### **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 to exit the building and follow instructions from the floor wardens.

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. Call building security at 206.255.0740.

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 building security at 206.255.0740.

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 206.770.0180.

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 206.770.0180.

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.

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