



**RPO PROPERTY  
MANAGEMENT, LLC**



# Carlyle Tower

## TENANT HANDBOOK

**Managed by RPO Property Management, LLC**  
2929 Arch Street, 28<sup>th</sup> Floor, Philadelphia, PA 19104  
(C) 717.343.6048  
[akirby@rpoperations.com](mailto:akirby@rpoperations.com)

**WELCOME TO 2461 Eisenhower Avenue!**

Welcome to 2461 Eisenhower Avenue! RPO Property Management, LLC employs a management team responsible for overseeing the operation, appearance and maintenance of your building and ensuring the safety and comfort of all Tenants.

Our commitment to excel in the area of property management is the underlying catalyst for the high standards maintained in our various office projects. As property management specialists, we have developed highly sophisticated administrative, operating and technical systems with the versatility to adapt to the changing needs of our clients. Standard operating procedures guide all our employees in their responsibilities assuring continuity across the portfolio of projects we manage.

The Property Management team consists of highly trained, experienced professionals devoted to serving the needs of our clients and ensuring that your occupancy at Carlyle Tower is an enjoyable and prosperous experience. Our goal is simple: To provide you with the very best service possible.

We have designed this comprehensive Tenant Manual to serve as a valuable resource during your tenancy with RPO Property Management. Inside you will find important information to help guide you through the various aspects of tenant life including maintenance of the premises, use of the amenities, local community information as well as the proper procedures to follow in the event of an emergency. Please note that while the information conveyed within pertains to the general operation of your facility, this manual in no way amends the terms of your lease. Please consult your Property Manager should you need further information or have questions regarding your specific lease. In the event of a change or update to the contents of this manual, supplemental pages will be provided to you for replacement.

As a member of our select circle of prestigious businesses we welcome you and extend to you our pledge of providing excellent service and professional property management.

Sincerely,

RPO Property Management, LLC

## **TABLE OF CONTENTS**

### **PROP. MANAGEMENT & CONTACT INFORMATION**

Management & Operations Staff.....	4
Local Authorities & Municipalities .....	4
Property Manager .....	5
Building Engineer.....	5
Leasing.....	5
Building Hours.....	5
Building Holidays .....	6

### **BUILDING POLICIES & SERVICES**

Access – Building & Tenant Suites.....	7
Alarm System & Cabling .....	7
Antenna & TV Broadcasting.....	7
Bicycles & Pets.....	8
Building Engines: Work Orders .....	8
Building Interior & Exterior.....	8
Communications & Installations .....	9
Common Areas .....	9
Conference Center.....	9
Construction or Service Work.....	9
Cooking.....	9
Courier Service .....	9
Custodial Services .....	10
Deliveries.....	10
Directory Listings.....	11
Electrical & Lighting.....	11
Elevators .....	11
Energy Management .....	12
Fire Drills.....	12
Floor Load .....	13
Handicapped Access.....	13
Heating, Ventilating, & Air Conditioning.....	13
HVAC After Hours (OT HVAC).....	13
Hotel Directory.....	13
Keys/Locks.....	13
Loss Insurance.....	14
Mail Delivery & Pick-Up.....	14
Moving Procedures.....	14
Office Security.....	14
Parking.....	15
Public Transportation.....	16
Recycling.....	16

Restrooms .....	16
Seasonal Decorations.....	17
Service Entrance .....	17
Signage.....	17
Smoking.....	17
Solicitation .....	18
Tenant Contact Information.....	18
Tenant Events .....	18
Use & Occupancy .....	18

### **MOVING**

General Requirements.....	19
Use of Elevator.....	20
Removal of Furniture & Equipment.....	20
Clean-Up.....	21
Property Damage.....	21
Certificates of Insurance.....	21
Insurance Requirements .....	21

### **INSTRUCTIONS TO MOVERS**

Pre-Inspection of Premises .....	22
Supervision, Labor, Materials & Equipment.....	22
Crating, Padding & Packing Material .....	22
Permits, Franchises, Licenses & Authority.....	22

### **MOVE-IN/MOVE-OUT PROCEDURES**

Tenant Relocation Checklist.....	23
----------------------------------	----

### **LIFE SAFETY & EMERGENCY INFORMATION**

Aides to Physically Challenged.....	24
Alarm Detection Devices .....	24
Business Contingency Planning.....	24
Civil Disputes.....	25
Emergency Notification .....	25
Fire Extinguishers .....	25
Fire Life Safety System .....	25
Fire Life Safety System – Tenant Owned.....	26
Smoke Detectors .....	26
Speaker & Strobe Devices .....	26
Tenant Wardens & Deputy Tenant Wardens .....	26
Vehicle Theft/Damage.....	27
Work Place Violence.....	27

---

## **TABLE OF CONTENTS (cont.)**

**EMERGENCY & EVACUATION PROCEDURES**

Bomb Threats..... 28  
Telephone Bomb Threats..... 28  
Mail/Letter Bombs..... 29  
Bomb Threat Checklist (Telephone)..... 30  
Elevator Malfunction..... 31  
Evacuation Plans..... 31  
Filing a Report ..... 32  
Fire Drills ..... 32  
Fire Safety Procedures ..... 33  
Medical Emergency (Or Illness) ..... 35  
Influenza & Other Communicable Threats..... 35  
Natural Disasters ..... 36  
Shelter In Place..... 38  
Power Failure..... 39  
Suspicious or Unauthorized Activity ..... 39

**EXHIBITS**

**Exhibit A: Building Access Card Request Form**

**Exhibit B: 2461 Eisenhower Acquisitions, LLC Vendor Insurance Requirements**

**Exhibit C: Tenant Information Sheet**

## **PROPERTY MANAGEMENT & CONTACT INFORMATION**

### **Salvatore Dragone, Director of Property Management**

Office: 215.399.4606  
Cell: 215.900-8484  
Email: [SDragone@rubensteinpartners.com](mailto:SDragone@rubensteinpartners.com)

### **Alex Kirby, Property Manager**

Cell: 717.343.6048  
Email: [akirby@rpoperations.com](mailto:akirby@rpoperations.com)

### **Ryan Mayolo, Property Administrator**

Cell: 703.209.9665  
Email: [rmayolo@rpoperations.com](mailto:rmayolo@rpoperations.com)

### **Pete Vanderhoof, Chief Engineer**

Cell: 410.596.4982  
Email: [pvanderhoof@fluidics.com](mailto:pvanderhoof@fluidics.com)

### **Mailing Address and Office Hours for Property Management:**

RPO Property Management, LLC  
2929 Arch St, 28<sup>th</sup> Floor  
Philadelphia, PA 19104

Monday through Friday 7:00am to 6:00pm  
*The office is closed on weekends and holidays*

### **Local Authority & Municipality Contact Information**

Emergency (Fire/Police/Ambulance)	911
Poison Control	(800) 222-1222
National Response Center	(800) 424-8802
(24-Hour Bioterrorism Hotline)	(240) 777-4200
Non-Emergency Police	(301) 237-8000
Fire, Non Emergency	(703) 746-4444
City of Alexandria	(703) 746-4311
City of Alexandria Information	<a href="http://www.alexandria.gov">www.alexandria.gov</a>

## **PROPERTY MANAGER**

The Property Manager is responsible for the overall management of the building. You may refer all inquiries about your lease, rental payments, and suite alterations to the Property Manager.

## **BUILDING ENGINEER**

The Building Engineer is responsible for the overall operation of the mechanical and electrical systems within the Building. The Building Engineer is also responsible for the monitoring of all Tenant Service Requests. The engineering staff will undertake general building repairs, and coordinate maintenance related to the following:

- Emergencies
- Fire Alarm/Sprinkler Testing (Any work or testing performed by tenants' contractors to any fire or sprinkler-related system must be coordinated through the management office in writing at least 24 hours in advance.)
- Floods/Leaks
- Heating/Air Conditioning (After hours air service requests must be relayed to the Property Management Office at least 48 hours in advance.) Any costs associated with overtime HVAC should be outlined in your lease.
- Janitorial
- Lighting
- Locks & Keys
- Security
- Sign/Directory Changes

We strive to have all work orders completed within 24 hours of their origination but will respond to emergency situations immediately. **Emergency situations include, but are not limited to, leaks, fires or power outages.**

RPO Property Management's team of Engineers and Vendors remain committed to providing you with the highest level of service. Please do not hesitate to contact us with any questions or comments about your tenancy at Carlyle Tower.

## **LEASING**

*Leasing information can be obtained by calling Robert C. Dickman, Avison Young at 301.417.1091.*

## **BUILDING HOURS (HVAC PROVIDED)**

Monday through Friday	7:00am to 6:00pm
Saturdays	9:00am to 1:00pm (by request)
Sundays & Holidays	Closed

## **AFTER-HOURS ACCESS:**

All after-hours access is available through the lobby doors on the ground floor. Tenants wishing to

access the building after hours are required to use their building access fob.

### **BUILDING HOLIDAYS**

The building is closed on the holidays listed below. There is no HVAC on building holidays unless requested, in advance, by the tenant.

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

## **BUILDING POLICIES & SERVICES**

### **ACCESS - BUILDING AND TENANT SUITES**

Access fobs are provided to each Tenant at no charge upon initial occupancy based on the number of employees and ratio of allotted parking spaces as stated in the lease. Prior to your move-in date, please complete the attached **“Building Access Card Request Form” (Exhibit A)** and submit to Property Management in order to receive the fobs for your company. Additional or replacement fobs will be provided at a cost of **\$13.00** per fob (pricing subject to change without notice). Request for additional fobs or changes to existing fobs can be submitted through Building Engines. To make immediate or emergency changes, please call the Property Manager or Building Engineer.

Lost or stolen fobs should be reported immediately to the management office to help maintain a secure environment for all occupants. It is the tenant’s responsibility to notify management of the deletion or deactivation of fobs for former employees and to provide up-to-date information for the re-assignment of fobs to new employees. Simply reissuing the fob of a previous employee to a new employee is not an acceptable security procedure, as accurate records need to be maintained on file in the management office as well as within building access system.

There may be special instances where vendors or contractors need to perform work in your suite during non-business hours. In such instances, please provide written notification to the management office to include the name of the company and individual performing the work along with the date(s) and time(s) they will require building access. A brief description of the work to be done should also be included. If a tenant’s employee or service provider is locked out of their office at any time, they must contact their supervisor or designated tenant contact to unlock the door. Management’s policy prohibits members of the Management Team from unlocking tenant office doors.

### **ALARM SYSTEM & CABLING**

You must notify the management office regarding the installation of a Tenant Owned Alarm System. Once approved and installed, alarm system activation and deactivation codes must be submitted to the property management office to facilitate management entry when necessary. Additionally, any magnetic locking systems placed on entrance or exit doors must be tied into the building fire life safety system to ensure proper deactivation during a building alarm.

Contractors must contact Property Management prior to the day on which the work is scheduled to take place. Contacting the management office will ensure that house cabling lines are properly assigned, and all code requirements are met by the installing contractor. If access to the telephone closet is necessary, arrangements must be made no less than 24 hours in advance. If no advance notification is provided, the contractor may be delayed in performing the requested work.

### **ANTENNA & TV BROADCASTING**

The Tenant shall not install any radio or television antenna, loudspeakers or other devices on the roof or exterior walls of the Building. Tenant shall not interfere with radio or television broadcasting or reception from or in the Building or elsewhere.

## **BICYCLES AND PETS**

Bicycles, pets, and other motorized vehicles are prohibited inside the building. Exceptions are made for seeing-eye dogs and conveyances required by physically challenged persons.

## **BUILDING ENGINES: WORK ORDERS**

RPO Property Management utilizes the property management software, Building Engines, to log and track all maintenance service work order requests. Work orders entered via the Building Engines portal are dispatched directly to all property management staff members at once via email to ensure tenants receive the fastest possible response.

The Building Engines website is: <http://2461eisenhowertower.buildingengines.com>

We recommend saving the above address as a Bookmark or Favorite in your computers web browser to allow for quick access when you need it. To set-up your Building Engines Tenant Account, please contact your Property Manager and provide the following information:

- Administrator's Name(s)
- Company Name
- Suite Number
- Contact Phone Number(s) and Email Address(es)

Designated tenant contacts are provided with the Building Engines link noted above along with a unique username and password to access the site.

The engineering staff will make every effort to accommodate any Tenant Service Request. If your needs exceed the expertise of our staff, we will arrange for an approved vendor to perform the requested work. Some services may incur additional costs. Costs for these services will require written approval prior to scheduling and will be invoiced to the Tenant following completion.

## **BUILDING INTERIOR & EXTERIOR**

Awnings or other projections attached to the outside walls or windows of the building are not permitted by the tenant. No curtains, blinds, shades, or screens (other than those furnished by Landlord as part of Landlord's work) shall be attached to, hung on, or used in connection with, any window or door of the space demised to any tenant.

Signs, advertisements, objects, notices, or other lettering shall not be exhibited, inscribed, painted, or affixed on any part of the outside or inside of the space demised to any tenant, or of the Building; including lobby and other common areas, except as permitted in accordance with the Lease. Interior signs on doors and directory tablets, if any, shall be inscribed, painted, or affixed for each tenant by Landlord at tenant's expense, and shall be of a size, color, and style approved by Landlord. No show cases or other articles shall be placed in front of or affixed to any part of the exterior of the Building, nor placed in the halls, corridors, vestibules, or other public parts of the Building.

Sidewalks, entrances, passages, courts, elevators, vestibules, stairways, corridors or halls of the

Building shall not be obstructed or encumbered by any tenant or used for any purpose other than ingress or egress to and from the space demised to such tenant.

### **COMMUNICATIONS & INSTALLATIONS**

When changes or additions to your communications network are necessary, your selected telephone installation contractor must contact property management prior to the day on which the work is to begin. Contacting the management office will ensure that house cabling lines are properly assigned, and all code requirements are met by the installing contractor. If access to the telephone closet is required, arrangements should be made no less than 24 hours in advance. If no advance notification is provided, the contractor may be delayed in completing the requested work.

### **COMMON AREAS**

Please do not block any common areas (halls, courts, elevators, elevator lobbies) or use them for any purposes other than traveling to and from your offices. This includes the storage of freight, rubbish, merchandise, mailboxes, and displays in the common areas used by people outside your firm. The use of the common area facilities for special events can be granted by property management following written request from the tenant. The Landlord reserves the right, at the tenant's expense, to remove any obstructions from the common area without notice or obligation to the Tenant.

### **CONFERENCE CENTER & TRAINING ROOM**

Carlyle Tower offers a professional meeting facility for use by our tenants. The Conference Room and training room are located on the ground floor of the building. Reservations and availability can be obtained through Building Engines Resource Schedule.

### **CONSTRUCTION OR SERVICE WORK**

All construction, service (carpet cleaning, window cleaning, etc.) or repair work, as well as the contractors performing such work, must be approved in writing by property management. Please contact the Property Manager for further information prior to completing ANY construction work in the building.

### **COOKING**

Cooking (except in microwave ovens, or other facilities approved by Landlord) is prohibited by any Tenant in the Premises. The use of electric skillets, griddles and toaster ovens is prohibited. Such equipment should be in accordance with all applicable federal, state and city laws, codes, ordinances, rules and regulations. Tenants shall not cause or permit any unusual or objectionable odors to emanate from the space demised to such tenant

### **COURIER SERVICE**

All couriers using carts or hand trucks will be directed to enter through the loading dock entrance located behind the building. They may access the building by using the Service Elevator. To expedite your deliveries, please supply your courier service with an on-site contact name, suite number and phone number.

## **CUSTODIAL SERVICES**

Cleaning services are provided five (5) days a week, Monday through Friday. Please consult your lease for building cleaning specifications. Please **DO NOT** leave items that are not trash on top of or near wastebaskets. A day porter is on staff in the building during normal business hours, Monday through Friday, to maintain the common areas and restrooms. At tenant's cost, special cleaning services, such as carpet shampooing, can be arranged by contacting property management.

## **DELIVERIES**

A minimum of twenty-four-hours prior notification to the Property Management Office is required when moving bulky materials, office furniture or equipment in or out of the building. All moves must be completed prior to 8:00 a.m. or after 6:00 p.m., Monday through Friday. Tenants should contact the Property Management Office to coordinate moves and schedule the freight elevator in advance.

**NOTE: All deliveries must be made through the ground floor entrance of the building. Under no circumstances should any deliveries be brought through the front doors of the main lobby.**

The following are subject to management's approval:

- Time of delivery or move;
- Method of movement;
- Routing of movement;
- Delivery company and certificate of insurance;

All contractors and vendors requesting access to the property must have a current Certificate of Insurance on file in the Building Management Office and be compliant with the building insurance requirements. **“Carlyle Tower Acquisitions, LLC Vendor Insurance Requirements”** can be found in **Exhibit B**.

All deliveries to and from the building must comply with the following:

- Tenant is responsible for injury or damage to any person or property involved as a result of tenant deliveries or move-ins.
- Two and four-wheel dollies, carts, or other type of conveyances (with the exception of baby buggies and wheelchairs) must be taken into the service elevator only. **Please Note: Only packages, cartons, or other items that can be carried by hand may be transported on passenger elevators.**
- Materials that can cause inconvenience or damage (such as open paint cans or ladders) should not be carried on passenger elevators.
- Under no circumstances should any deliveries be brought through the front doors of the main lobby. Tenant shall not use trucks, including mail carts, except those equipped with rubber wheels and side guards or such other material-handling equipment as Landlord may approve. Tenant shall not bring other vehicles of any kind into the Building without approval of the Landlord.

- If the delivery is being made by a professional moving company, management must receive a valid Certificate of Insurance from the moving company confirming compliance with the “**2461 Eisenhower Acquisitions, LLC Vendor Insurance Requirements**” listed in **Exhibit B** of this manual.
- The tenant will be responsible for ensuring that the floor and elevator (including carpeting, chrome, and marble) are protected during the move with masonite.
- All carriers, armored car personnel, package delivery services, contractors and vendors are to be made aware of the proper procedures. The cooperation of all tenants is required to ensure compliance with these regulations. Please instruct all delivery services to use the service entrance and the freight elevator.

Deliveries occurring after normal business hours must be scheduled and coordinated with building management.

Routine small deliveries can be made from 8:00 a.m. until 5:00 p.m., Monday through Friday. **Deliveries requiring more than one elevator load must be made after business hours and must be coordinated through the Property Management Office.** All deliveries are to be brought into the building using the ground floor entrance.

### **DIRECTORY LISTINGS**

Building directories are located on the wall to the right of the elevators in the main lobby (1<sup>st</sup> floor) and on the wall at the end of the side entrance corridor. Changes to building directories can be requested by contacting the management office or by submitting a work order in Building Engines.

### **ELECTRICAL & LIGHTING**

Building standard lighting consists of 2x2 and 2x4 fluorescent fixtures. The replacement of all building standard bulbs and ballasts is handled by the Building Engineers at no additional cost to the tenant. Replacement of all non-building standard fixtures and modular furniture lighting are billable items. Special wiring required for copiers, computers, servers or equipment beyond the general office standard, must be reviewed and approved by the Property Manager or Director of Construction prior to installation.

### **ELEVATORS**

This facility is served by six (6) traction elevators. This vertical transportation system is engineered to provide the highest quality of service available for a building of this size. On the detection of smoke, the elevators will recall to the ground floor and release passengers. They will then remain on the ground floor until the situation is rectified and any danger has been eliminated.

The elevators throughout the facility are as follows:

<b><u>1445 &amp; 1455 Research Boulevard</u></b>	<b><u>No. of Floors</u></b>	<b><u>No. of Cars</u></b>
<b>Passenger Elevators</b>	5	4
<b>Service Elevator</b>	5	2

With proper notice a passenger elevator can be utilized as a service elevator with the installation of the necessary padding. The service elevator (middle elevator) is accessible Monday through Friday, from the lobby on the ground floor of the building. All deliveries for furniture, large packages, supplies, bulk foods, merchandise, freight and equipment must be made via the service elevator. To make arrangements for deliveries arriving before 7 a.m. or after 6 p.m., please contact the Property Manager or the Building Engineer at least 24 hours prior to your delivery. Please note that a Building Engineer must be on site during all deliveries, and that overtime rates may apply for supervision of deliveries made outside of normal building hours.

## **ENERGY MANAGEMENT**

As you may expect, energy costs are the single largest operating expense for commercial office buildings and Carlyle Tower is no exception. In an effort to minimize these costs, the building utilizes a sophisticated software program otherwise known as an Energy Management System (EMS) (or Building Automation System (BAS)) to regulate control of the Heating and Air Conditioning throughout the facility. The EMS functions as a central command station with the capability to measure a number of varying conditions, both inside and outside of the building, and then respond to these conditions automatically by making adjustments to the make-up of air being supplied so that comfortable and consistent temperatures are maintained throughout the day, regardless of weather or season, all while using the least amount of electricity. A basic function of the EMS is to allow for scheduling of the HVAC units so that they can be set back when the building is not occupied (nights and weekends). For that reason, the building may become warmer or colder outside of normal business hours. This is normal and is done in an effort to minimize utility costs for all Tenants. However, reducing utility expenses is not entirely up to property management. Tenants can contribute to further reductions in their own utility consumption by following a few easy steps:

- At the end of each day, require employees to turn off all lights, computers, office machines and coffee makers.
- Keep mini blinds closed or at a 45-degree angle in direct sunlight.
- Request temperature set points within their suites to be set a degree or two higher or lower than 'standard' during peak season (i.e. 72 vs 70 in summer)

## **FIRE DRILLS**

The City of Rockville Fire Code mandates that commercial office buildings conduct fire drills at least one time per year. Carlyle Tower conducts between one and two fire drills per year, one of which may be unannounced. When possible, Property Management will coordinate fire drills with the assigned Tenant Wardens. Tenant participation is mandatory in all fire drills including full evacuation of the building. Tenants are encouraged to use the building fire drill as an opportunity to practice any life safety or evacuation procedures specific to their organization. For further information, please refer to the '**Fire Drills**' section of the '**Life Safety and Emergency Procedures**' section of this Tenant Manual.

### **FLOOR LOAD**

Tenants shall not place a load upon any floor that exceeds 50 lbs. per square foot. Landlord, through Landlord's structural engineer whose fee shall be paid for by Tenant, shall have the right to prescribe the weight, size and position of all equipment, materials, furniture or other property brought into the Building. Heavy objects shall stand on such platforms as determined by Landlord to be necessary to properly distribute weight.

### **HANDICAPPED ACCESS**

Lobby entrances on both the ground floor and first floor are handicap accessible with designated parking spaces in close proximity. The elevators can be used to access all floors of the building.

### **HEATING, VENTILATING AND AIR CONDITIONING (HVAC)**

Carlyle Tower is equipped with a state-of-the-art HVAC system featuring package rooftop heating and air condition units that provide conditioned air to the building via central air ducts and variable air volume units located above the ceiling throughout the building. The HVAC system is controlled and monitored through a central Energy Management System (EMS). To have the temperature adjusted in your space, please place a service request through Building Engines.

### **HVAC AFTER HOURS (OT HVAC)**

Heating and air conditioning are not regularly provided outside of normal business hours. After hours HVAC service can be requested by submitting a work order through the Building Engines System at least 48 hours in advance. There is a charge associated with this service. Please contact your Property Manager for more information regarding the current overtime HVAC rates. Please note that these charges are reviewed annually and are subject to change.

### **HOTEL DIRECTORY**

<u>Hotel</u>	<u>Telephone</u>
Best Western Plus Rockville	301-424-4940
Hilton Garden Inn	240-507-1800
Homewood Suites by Hilton	240-507-1900
Courtyard by Marriott Rockville	301-670-6700

### **KEYS/LOCKS**

No additional locks or bolts of any kind shall be placed upon any of the doors or windows within the space demised to any tenant, nor shall any changes be made in the locks or the mechanism thereof. Each tenant must, upon the terminations of tenancy, return to Landlord all keys to all rooms and offices within the tenant suite, either furnished to, or otherwise procured by, such tenant, throughout occupancy. In the event of the loss of any such keys, such tenant shall pay Landlord the reasonable cost of replacement keys. Please note that all re-keying, replacing or installation of locks must be coordinated with the Property Manager or Building Engineer.

**LOSS INSURANCE**

The building ownership is not obligated to carry insurance to cover loss of the Tenant's personal belongings and furnishings. As loss insurance is a Tenant's responsibility, as specified in your lease agreement, the Property Management Office will verify that the Tenant's personal property insurance is in effect at all times.

**MAIL DELIVERY AND PICK-UP**

FedEx.....800-463-3339  
UPS.....800-742-5877

There is a UPS Drop Box located in the loading dock parking area. The last pick-ups occur at 7pm Monday-Friday. There are no pick-ups at this box on the weekends.

The closest FedEx Drop Box is located just around the corner outside 438 Hungerford Dr. The last pick-ups at this box also occur at 7pm Monday-Friday. There are no pick-ups at this box on the weekends either.

Contact information for the US Post Office location that delivers to Carlyle Tower is:

**U.S. Postal Service  
500 N. Washington St.  
Rockville, MD 20850  
800-275-8777**

In order to maintain a clear and well organized delivery area, please adhere to the following guidelines:

- Mail delivery, distribution, and pick hours are determined by the US Postal Service.
- Absolutely no deliveries are to be left on the sidewalks, in front the building, in the building lobby, in the elevator lobbies or in the building corridors.
- All mail/package deliveries are to be made via the loading dock/service corridor and freight elevator where provided. Deliveries are not permitted through the main lobby entrances or via the passenger elevators.

**MOVING PROCEDURES**

Please see page 21

**OFFICE SECURITY**

Good office security depends upon the active involvement of you and your staff, as well as building personnel. The building has many visitors during the day when offices are usually unlocked. There are several measures you can take to prevent thefts in your office:

- Keep your suite entry door locked at all times when your reception area is unattended. Do not allow visitors to pass beyond the reception area, unless the receptionist knows them and is aware of the nature of their business. If you plan to have visitors in your office during non-business hours, please make arrangements to get them access. Keep all doors locked after you leave your office or when you are working late.
- Instruct employees to keep valuables, including purses and wallets, in locked desks when unattended. Do not leave these items in a jacket hung over a chair.
- Employees should keep calculators and expensive items off of desktops when they are not at their desks.
- Articles of value, including handbags and coats, should not be left in unguarded reception areas or on desks, even for a few minutes.
- Thoroughly mix the combination when closing a vault or safe. Do not leave the vault or safe combination on or in a desk.
- All keys and access cards should be collected before an employee leaves the firm. Have locks changed if keys are missing or unaccounted for.
- Notify the management office when loiterers are observed in corridors or washrooms. Report peddlers and canvassers to the management office.
- Special care should be taken during times best suited for pilferage -- thirty minutes after opening, during lunch hours and before closing. During these times, there is maximum movement of personnel and absence from work areas and offices.
- Check wastebaskets at the end of the day to see if any equipment or other valuables may have been hidden there for late removal.
- Serial numbers on articles should be recorded to aid police in recovering property in the event of loss or theft.
- Question delivery people, messengers, office equipment maintenance personnel and anyone else requesting admittance to your space. **DO NOT BE FOOLED BY UNIFORMS - THEY OFTEN SERVE AS DISGUISES.** Always ask for identification.
- Beware of the repair/delivery person who enters your office to make an inspection or "to pick up a machine for repair". Ask questions, obtain company identification, and check with that company for verification.
- Do not enter an elevator if it is occupied by suspicious looking person(s). Simply walk away.
- When entering the building using an access fob or remote entry, DO NOT allow ANYONE else to enter with you, even if it is someone you recognize. Personnel changes occur frequently, and the trustworthy courier from yesterday, for example, may be neither a courier nor trustworthy today.
- **NOTE: RPO Property Management, LLC is not personally liable for any thefts/damages that occur in Tenant's space.**

## **PARKING**

Carlyle Tower offers ample surface parking. All surface parking is entirely two-way trafficked. As such, please be sure to always proceed with caution and travel at minimal speeds through the parking areas. We ask that all tenants and their employees observe the designated parking areas. Disabled parking spaces, loading zones and fire lanes should be kept accessible for their designated purposes. For the safety and security of all tenants and guests, cars should not remain in the parking lots over night or on

weekends. However, should the need arise, please contact your Property Manager.

**NOTE:** There are several RESERVED parking spaces located in and around the garage area of the building. Companies with reserved parking spaces shall dictate the use of these spaces. Any unauthorized vehicles parked in a RESERVED space will be subject to towing at the owner’s expense.

All vehicles on the property must have valid license plates and registration. No recreational vehicles are permitted, such as boats, trailers, motor homes, etc. Violators will be subject to towing at the owner’s expense.

### **PUBLIC TRANSPORTATION**

Carlyle Tower is in close proximity to several bus routes as well as the WMATA Metro line. Ride on Bus Route 45 and 55 can all accessed via Rockville Metro Station or Metro Bus on Routes 54 and 63 via the Shady Grove Station. Times and Schedules can be obtained by contacting MCDOT Transit services at 240-777-5800 or by visiting [www.montgomerycountymd.gov/dot-transit/](http://www.montgomerycountymd.gov/dot-transit/) or WMATA [www.wmata.com](http://www.wmata.com).

### **RECYCLING**

Carlyle Tower takes pride in providing its Tenants with a full-service, single stream recycling program for office paper, cans, bottles, telephone books, periodicals, magazines, plastic bottles and corrugated cardboard. Separate containers should be provided in all kitchenettes and copy rooms. The janitorial company will collect these items and dispose of them in the proper containers located in the lower lot of the facility.

#### Recyclable Items:

- Office Paper-All colors
- Envelopes
- Shipping Boxes
- Cardboard Boxes
- Junk Mail
- Magazines
- Newspapers
- Phone Books
- Soft & Hard Back Books
- File Folders
- Brochures
- Wrapping Paper
- Aluminum Cans
- Plastic Bottles
- Glass Bottles

#### Non-Recyclable Items:

- Food Waste
- Containers with Wax Coating
- Food Containers
- Medical Waste
- Food Utensils
- Restroom Waste
- Frozen Food Boxes
- Styrofoam

### **RESTROOMS**

Restrooms are located off the common corridors on each floor of the building. The water and wash closets and other plumbing fixtures are for the use of all tenants and guests and should be maintained in a clean and orderly fashion. The plumbing fixtures located within the facilities

shall not be used for any purpose other than that for which they were designed, and no sweepings, rubbish bags, or other substances (including, without limitation, coffee grounds) shall be thrown therein. Please help maintain the facilities by reporting any maintenance or custodial issues to Property Management as soon as possible.

### **SEASONAL DECORATIONS**

Holiday decorations set up within your demised premises shall be in conformance with the following specifications:

- Live trees are not permitted in individual tenant spaces.
- Trees or other decorations must be placed so they do not in any way block an exit door, nor obscure an exit sign.
- Only decorations of nonflammable material may be used.
- Electrical wiring shall not be used on metallic Christmas trees. Metallic trees may be illuminated by use of spotlights placed a safe distance away.
- Any electric lights used on trees must conform to electric code and be UL approved.
- All artificial trees must be flameproof to the satisfaction of the District Fire Marshal.
- Use of any candle or flame decoration is prohibited.

### **SERVICE ENTRANCE**

The service entrance is available during regular business hours, Monday through Friday, 8 a.m. to 6 p.m. The service entrance is located on the ground floor of the building. All cart deliveries, including office supplies, vending machine stock, furniture, and other large items must be delivered through the service entrance. All building finishes must be protected prior to any delivery. This includes Masonite on floors, door protection and elevator protection, as needed. Please coordinate all deliveries, including weekend and after-hours service, with the Property Manager or Building Engineer.

### **SIGNAGE**

Only building standard signage is permitted for use in the common areas of the building. Any signage visible from a public area, installed without the prior written consent of the Landlord, will be subject to removal at the Tenant's expense and without notice. All approved signs or lettering in public corridors shall be inscribed or affixed at the expense of Tenant by a person or vendor chosen by Landlord and in conformance with the Building's standard signage program. In addition, the Landlord reserves the right at Landlord's expense to change from time to time the signs or lettering and to require previously approved signs or lettering to be appropriately altered. Upon request, the Landlord can order building standard door signs. Any new signs ordered after your initial sign is installed (due to name changes, etc.), will be billed to the tenant. When ordering a door sign, please submit your request in writing to the Property Management Office with the company name and suite number exactly as you wish them to appear on the sign.

### **SMOKING**

Smoking is prohibited throughout the entire Building as well as in front of any building entrance. To accommodate smokers and comply with Montgomery County ordinances, a Designated Smoking Area has been located at the picnic tables behind the building. An ash urn has been

provided in this location for your disposal convenience. We ask that you avoid discarding cigarette butts on the property, whether it is in the landscaped areas or the parking surfaces. **Ash urns are for the disposal of cigarette butts only.**

Please be courteous to others in the building, especially those who may have allergies to cigarette smoke. Anyone observed violating the smoking policy will be subject to notice and citation from Montgomery County.

## **SOLICITATION**

Carlyle Tower enforces a strict "No Solicitation" policy throughout the Building for the convenience and protection of our Tenants. All solicitors should be reported to the management office immediately.

## **TENANT CONTACT INFORMATION**

Each tenant must complete and submit the **"Tenant Information Sheet" (Exhibit C)**. All changes must be submitted to the property management office immediately to ensure all building information is communicated effectively and efficiently to the proper individuals in the event of an emergency.

## **TENANT EVENTS**

If you are planning a tenant function (e.g., party, reception, fund-raiser), please notify the property management office in advance. The management office maintains certain policies and procedures that assist in coordinating the event, limit liability of the building, and provide for the safety of all visitors and guests. The property management office may require the following information regarding the event: date and time of event, number of guests, presence of alcohol, parking requirements, overtime HVAC requirements, service elevator use, janitorial needs, electrical requirements (for sound equipment), security requirements, vendor names and contact information and proof of insurance. No function may be held in the common area or on the grounds without prior property management approval.

## **USE AND OCCUPANCY**

- No tenant shall bring, keep, or permit to be brought or kept, any inflammable, combustible, or explosive fluid, material, chemical, or substance in or about the space demised to such tenant.
- No tenant shall operate, install or otherwise keep a space heater in their office space without prior written approval from Landlord. Space heaters are prohibited by building and Montgomery County fire marshal officials.
- Except for minor work necessary to hang customary office decorations on walls, no tenant shall mark, paint, drill into, or in any way deface, any part of the Building, or the space demised to such tenant. No boring, cutting, or stringing of wires shall be permitted.
- No tenant shall make, or permit to be made, any unseemly or disturbing noises or disturb or interfere with other tenants or occupants of the Building or neighboring buildings or premises by the use of any musical instrument, radio, television set, or other audio

device, unmusical noise, whistling, singing, or in any other way. Nothing shall be thrown out of any doors, windows, or skylights or down any passageways.

- No tenant shall use or occupy or permit any portion of the space demised to such tenant to be used or occupied as an employment bureau or for the storage, manufacture, or sale of liquor, narcotics or drugs. No tenant shall engage or pay any employees in the Building, except those actually working for such tenant in the Building, nor advertise for laborers giving an address at the Building.
- Landlord shall have the right to prohibit any advertising by any tenant which, in Landlord's opinion, tends to impair the reputation of the Building or its desirability as a building for offices, and, upon notice from Landlord, such tenant shall discontinue such advertising.
- Landlord reserves the right to control and operate the public portions of the Building and the public facilities, as well as facilities furnished for the common use of the tenants, in such manner as it deems reasonably best for the benefit of the tenants generally including without limitation, the right to exclude from the Building, between the hours of 6 p.m. and 8 a.m. on business days, all hours on Saturdays, except 9 a.m. to 1 p.m., and all day Sundays and holidays, all unauthorized persons or those without suitable identification satisfactory to Landlord. Each tenant shall be responsible for all persons for whom it authorizes for access into the Premises and shall be liable to Landlord for all acts of such persons.
- Each tenant, before closing and leaving the space demised to such tenant at any time, shall see that all entrance doors are locked. Notwithstanding the foregoing, tenants shall have access to the Building 24 hours per day, 7 days per week. Landlord shall provide access fobs at the outset of the Term. Tenant may request additional fobs to be furnished by Landlord as a billable expense to the Tenant.
- No space demised to any tenant shall be used, or permitted to be used, for lodging or sleeping or for any immoral or illegal purpose.
- Landlord reserves the right to specify where in the space demised to any tenant business machines and mechanical equipment shall be placed or maintained in order, in Landlord's reasonable judgment, to absorb and prevent vibration, noise, and annoyance to other tenants of the Building.
- No vending machines shall be permitted to be placed or installed in any part of the Building by any tenant, except those to be used exclusively by Tenant's employees and visitors and approved by Landlord. Landlord reserves the right to place or install vending machines in any of the common areas of the Building.

## **MOVING**

Please read this section carefully as it pertains to all aspects of moving to and from Carlyle Tower. These procedures apply to any move undertaken during the term of your lease. Adherence to these procedures is required by all tenants and vendors to ensure that an efficient, safe and courteous environment is maintained throughout the moving process.



### **CLEAN-UP**

The moving company and the tenant will be responsible for leaving the building and premises clean by removing all cartons and other trash generated in the move.

### **PROPERTY DAMAGE**

Any and all damage to the building, elevator areas, doors, corridors, tenant spaces, or grounds caused by the tenant, moving company or its employees or agents will be the responsibility of the tenant. The Landlord will complete any required repairs and the cost will be billed back to the responsible tenant.

### **CERTIFICATES OF INSURANCE**

Certificates of insurance must be received by the property management office prior to your move-in date. All leases require that a current Certificate of Insurance be kept on file for each tenant at all times. Additionally, any vendor or contractor employed by a tenant to perform work on the premises must be pre-qualified by property management and submit a compliant Certificate of Insurance prior to the commencement of any work. This includes, but is not limited to, movers, telephone vendors, computer cable installers, general contractors, and furniture vendors.

### **INSURANCE REQUIREMENTS**

Please refer to **Exhibit B** for all insurance requirements.

Please forward a certificate of insurance prior to the commencement of any services to:

RPO Property Management, LLC  
2929 Arch Street, 28<sup>th</sup> Floor  
Philadelphia, PA 19104  
Attn: Property Manager

Copies of certificates can also be emailed to [arobertson@rpoperations.com](mailto:arobertson@rpoperations.com). Originals should be sent via regular mail to the address of the certificate holder noted above.

## **INSTRUCTIONS TO MOVERS**

### **PRE-INSPECTION OF PREMISES**

The mover is responsible for inspecting the tenant suite prior to the move. The mover should become familiar with the existing conditions at the site in order to furnish the equipment necessary to adequately protect the Premises and ensure the safe and efficient transport of the tenant's belongings.

### **SUPERVISION, LABOR, MATERIALS AND EQUIPMENT**

The mover shall furnish all supervision, labor, materials, supplies and equipment necessary to perform all services in an orderly, timely and efficient manner. Such equipment shall include furniture dollies, hand trucks, wheelie bins and other moving equipment as required. All equipment used to transport items through the interior of the building must have rubber tires and be clean and free from loose dirt and grease.

### **CRATING, PADDING AND PACKING MATERIAL**

The mover should take every precaution by means of crating and padding to safeguard property from damage. All padding and packing materials are to be removed following completion of the move. The mover shall also furnish, install and remove protective material, wherever necessary, to protect the building from damage (i.e. floor, carpet, wall and glass) as requested by the Management Office.

### **PERMITS, FRANCHISES, LICENSES, OR OTHER LAWFUL AUTHORITY**

The mover, at his/her own expense, will obtain and maintain any and all necessary permits, franchises, licenses or other lawful authority required for effecting the movement, handling and other services to be performed. Prior to the move, the mover may be required to produce evidence of such authorities to the Management Office.

## **MOVE-IN / MOVE-OUT PROCEDURES**

### **TENANT RELOCATION CHECKLIST**

- Confirm move-in date.
- Hire a mover and provide the company with information regarding the building procedures and insurance requirements.
- Provide the management office with contact information for the moving company including the name and phone number of the individual serving as the primary point of contact.
- Provide valid Certificate of Insurance to the management office for all contractors, vendors and moving contractor, by mail or email, evidencing the moving company's insurance as required by the management office
- Schedule freight elevator for move.
- Provide completed **“Tenant Information Sheet” (Exhibit C)** to the management office.
- Coordinate pick-up of all keys and building access fobs with management.
- Provide management with a list of names of any handicapped or restricted mobility employees.
- Provide management with signage requirements and list of names (optional) for the lobby directory.
- Schedule walk-through inspection of space with building management and general contractor.
- Meet with the Property Manager to discuss outstanding matters throughout move.

## **LIFE SAFETY AND EMERGENCY INFORMATION**

The primary responsibility for safety of all building occupants and compliance with fire codes rests with each tenant. Material in this manual is supplied as general information to help you meet your requirements. It is not management's intent to direct the tenant to adopt or use all or part of the given information, nor does management or ownership assume any liability in connection with all or part of the information, which may be used or adopted by the tenant.

Please be aware of your surroundings, both inside and outside of the building. Remember to report any suspicious behavior, smells or threats. **Safety is everyone's concern.**

### **AIDES TO THE PHYSICALLY CHALLENGED**

At least two (2) fellow employees should be assigned to assist any person physically challenged in the event of an evacuation or emergency. These aides are officially assigned in advance and their names should be reported to the property management office. Upon reaching their relocation destination or safe area, an aide should notify the Deputy or Tenant Warden that they have evacuated to safety.

### **ALARM DETECTION DEVICES**

There are various alarm and detection devices located throughout the building. They include smoke detectors, heat detectors and water flow detectors. All are monitored 24 hours a day. Activated smoke detectors and water flow detectors will result in the following:

- The alarm sounding throughout the Building. Occupants on the alarmed floors are to evacuate using the stairwells and proceed to the designated gathering area outside of the building and await further information.
- The stairwell doors will unlock.
- Avoid Use of Elevators.
- Air handler units shut down in alarm areas to prevent smoke circulation. Fans will turn on to blow high volume air into the stairwells and the elevator shafts to provide a safe path of travel for exit.
- The fire department is notified and dispatched automatically.

### **BUSINESS CONTINGENCY PLANNING**

Business contingency planning is a recommended practice regardless of the size or nature of your business. Decision makers should take steps to ensure key departments or mission critical personnel are a primary consideration when planning. In addition, all businesses should define protocol for reporting suspected cases of illness internally and to the property management office if necessary.

## **CIVIL DISPUTES**

We rely on the local authorities to advise us of protective actions that shall be taken during a local disturbance in or around the premises. Should you observe individuals engaged in a civil dispute, contact the property management office and local police as soon as possible.

## **EMERGENCY NOTIFICATION**

In the event of an emergency, a message will be relayed to all emergency contact personnel through the emergency notification feature in Building Engines. A message can be sent within minutes to each of the tenant contacts on file through multiple phone numbers, email addresses, and text messaging devices. The messages will be sent simultaneous to all parties on record. To ensure the highest quality of service, property management requests all contact information be updated semi-annually or immediately following any changes to existing contact personnel.

## **FIRE EXTINGUISHERS**

Extinguishers are placed throughout the building according to local and national fire codes. Additional fire extinguishers are located within each Tenant suite. Familiarize yourself with the specific location on your floor.

All fire extinguishing equipment must be inspected annually. This includes equipment located in both the common areas and tenant suites. The property management office will provide a notification once the inspections are scheduled to occur.

## **FIRE LIFE SAFETY SYSTEM**

Carlyle Tower utilizes a highly sophisticated Fire Management Safety System in the event a fire should occur. The building has full capacity sprinklers with fire extinguishers located on each floor near the stairwells and throughout each tenant space. All fire doors in the building, including the stairwell doors, have automatic door closers. All stairwells on each level have a standpipe connected to the fire pump for Fire Department use. The stairwells have a pressurization system that is designed to maintain a smoke free fire egress at the building. Smoke detectors are located on all floors and in air duct systems that will activate alarms. Also, if there is a water flow condition, a sprinkler flow switch in the stairwell will activate the alarms.

Automatic systems include overhead sprinklers, which provide immediate response to any significant fire. An automatic alarm is set off whenever water flows through the overhead sprinklers. Manual pull stations are located in the hallways and smoke detectors placed in strategic locations can also set off alarms, notifying occupants at the first signs of a fire. The system will automatically send a signal to the local fire department for immediate dispatch.

Activation of the fire alarm will trigger an automatic shut down of the air handling equipment to prevent the spread of smoke throughout the Building. Additionally, all stairwell re-entry doors will automatically unlock in order to facilitate swift evacuation.

In the event of a fire, a broadcast message will be sent to all emergency contact personnel via email, text, or voice message providing any pertinent information or further instruction. All property management personnel are equipped with mobile devices and will remain in contact with tenants and emergency responders until such time as the danger has been eliminated and everyone has been safely evacuated.

### **FIRE LIFE SAFETY SYSTEM - TENANT OWNED**

Tenants have the option of having their own fire-life safety system installed in their space with the following caveats:

- Tenant **MUST** submit plans and specifications for system design and installation to the Property Manager and **MUST** receive Landlord's written approval prior to installation of the system.
- All Tenant-owned fire-life safety systems **MUST** be tied into the building fire-life safety system and annunciate in tandem with the building system.
- All preventive maintenance and annual testing of Tenant-owned fire-life safety systems **MUST** be scheduled in advance and coordinated with property management.

### **SMOKE DETECTORS**

Smoke detectors are located throughout the building according to code. They are located in elevator lobbies, elevator machine rooms, air system ducting on each floor and in tenant suites. Do not tamper with or disarm any smoke detectors.

### **SPEAKER & STROBE DEVICES**

Speaker and strobe devices are located on every floor throughout the building. They are located in common areas and tenant suites. They are used for fire alarm conditions and emergency notifications.

### **TENANT WARDENS AND DEPUTY TENANT WARDENS**

Tenant Wardens, working alone or with the help of assistants, known as Deputy Tenant Wardens, are responsible for coordinating the evacuation of designated areas of the building, up to and including entire tenant suites or floors. Tenant Wardens should account for their Deputies on a daily basis and assignments should be made in such a fashion as to ensure there is a trained Tenant Warden on-site at all times during normal business hours. Tenant Wardens are expected to participate in annual training facilitated by property management to ensure each Warden is familiar with operation of the systems as well as the proper emergency and evacuation procedures. Tenant Wardens are often required to perform such tasks as:

- Activate a manual pull station after ascertaining the location, severity and type of fire.
- Initiate evacuation by notifying Deputy Tenant Wardens
- Contact the property management office and/or security personnel. Inform them of the status of the fire, smoke conditions, and progress of evacuation.

- Verify that all areas have been evacuated by taking reports from each Deputy Warden and Aide.
- Reassemble and account for all people in your work area at the designated safe area.

It is recommended that firms occupying larger suites also assign one Deputy Warden per each 7,500 square foot of space. Deputy Tenant Wardens are responsible for knowing all evacuation routes and procedures for their designated areas to help maintain order and lead others to safety in the event of an evacuation. Deputy Tenant Wardens should consist of male and female employees. They have the responsibility of inspecting areas of the office, lobby space, restrooms, storage areas, file rooms and other areas isolated from the main spaces of the office. They can also be trained to assume Tenant Warden responsibilities, if necessary. During an evacuation Deputy Wardens may be asked to perform such tasks as:

- Direct traffic away from elevators and toward a safe means of egress like a stairwell.
- Feel a door for heat to determine whether or not there may be fire present or if the path is safe to travel.
- Make note of people with hearing impairments in their area and assure that they have relocated and evacuated with all other employees.
- Once the areas are cleared, report back to the Tenant Wardens to confirm the status and await any further instruction.

### **VEHICLE THEFT/DAMAGE**

RPO Property Management LLC is not responsible for theft or damage to vehicles parked on the premises. All tenants, employees and visitors of Carlyle Tower should make sure their vehicles remain locked at all times when parked at the property and that any valuables have been removed from sight. Overnight stays are permissible, if necessary, with proper notification to property management, however, are made at the sole risk of the vehicle owner.

### **WORKPLACE VIOLENCE**

Violence in the work place is a serious safety and health issue. Its most extreme form, homicide, is the third leading cause of fatal occupational injury in the United States. It can strike anywhere.

#### Increased Risk Factors

1. Works with cash
2. Works alone or in small groups
3. Delivers passengers, goods or services
4. Works during late night or early morning hours
5. Works in high crime areas

#### If you observe an incident

6. Do not attempt to confront or stop the perpetrator
7. Quickly move out of the area and signal others to follow
8. Call 911
9. Call the property management office

10. Alert supervisors and individuals working on the floor and move to a safe location

## **EMERGENCY & EVACUATION PROCEDURES**

In this section we identify some of the potentially life-threatening emergency situations that may face occupants working in a multi-tenant, commercial office building as well as some useful tips that may help keep you and your employees safe from harm.

### **BOMB THREATS**

#### **Telephone Bomb Threats**

Attract the attention of a co-worker, discreetly and quietly, while listening to the caller. Have the co-worker call 911 and request that the call be traced.

1. Keep the caller talking as long as possible.
2. Get as much information as possible from the caller about the location and type of bomb, its detonation time, and the reason for its placement. Ask about the bomb's appearance and who is placing it.
3. Ask the caller to repeat parts of the message and make notes of any clues that might help the police:
  - i. Is the caller female or male?
  - ii. Adult or juvenile?
  - iii. Is the voice educated or coarse?
  - iv. Accented or otherwise distinguishable?
  - v. Is the person angry, rational, or deliberate?
  - vi. Are there any background noises? If so, what are they?
4. Describe all the information, in detail, to the police bomb squad.
5. Call the property management office. In-house security, the Chief Engineer and any building staff will be notified. Remain available for a possible interview with law enforcement.
6. Discontinue use of mobile telephones, pagers, wireless radios and other wireless devices. Transmission energy can prematurely detonate an electric igniter or blasting cap. Use landline installed telephones.

The decision whether to inform other building occupants of the threat or to order an evacuation will be based on the recommendations of the local authorities and judgment of senior company officials and the Property Manager.

Be prepared to assist authorities in search of the device. **DO NOT TOUCH OR DISTURB ANY SUSPICIOUS OBJECT.**

#### Mail/Letter Bombs

Mail bombs can arrive as parcels, padded envelopes or other types of envelopes. They are generally designed to travel safely but to explode when opened, triggered by either a mechanical (spring loaded) or electrical means. One common type of postal bomb consists of 2 to 5 ounces of plastic explosive with a pencil-shaped metal fuse pressed in the center. Envelopes usually measure approximately 5-3/4" by 2/16" thick and weigh between 2 to 3 ounces.

If you encounter a suspicious package, **DO NOT TOUCH IT, HANDLE IT, SHAKE IT OR OPEN IT.** Immediately inform the Police Bomb Squad and notify Property Management.

#### Characteristics to be aware of:

1. Size. Is the letter unusually thick?
2. Weight. Is it heavy? An effective letter bomb will weigh over (2) ounces. Few first class letters weigh that much.
3. Balance. Is it heavier on one end?
4. Feel. Is there any springiness in the side of the letter? Does it flex, indicating it is filled with folded paper or is it stiff?
5. Appearance. Are there grease marks on the envelope or wrapping caused by sweating of an explosive? Is the envelope sealed more tightly than usual or is it taped shut? Does it bear an unusual style of writing? Any return address? Recipient address misspelled?
6. Odor. Is there a smell of almonds or marzipan?

### **BOMB THREAT CHECKLIST (TELEPHONE)**

Exact Time of Call: \_\_\_\_\_

Date of Call: \_\_\_\_\_

Exact words of Caller \_\_\_\_\_

\_\_\_\_\_

#### **Questions to Ask:**

1. When is the bomb going to explode? \_\_\_\_\_

2. Where is the bomb located? \_\_\_\_\_

3. What does it look like? \_\_\_\_\_

4. What kind of bomb is it? \_\_\_\_\_

5. What will cause it to explode? \_\_\_\_\_

6. Did you place the bomb? \_\_\_\_\_

7. Why? \_\_\_\_\_

8. Where are you calling from? \_\_\_\_\_

9. What is your address? \_\_\_\_\_

10. What is your name? \_\_\_\_\_

#### **Description of the Callers Voice**

Male  Female  Young  Middle-Aged  Old

Type of Voice Accent: \_\_\_\_\_

Voice is familiar, who did it sound like? \_\_\_\_\_

#### **Voice Characteristics**

<input type="checkbox"/> Calm	<input type="checkbox"/> Slow	<input type="checkbox"/> Crying	<input type="checkbox"/> Slurred
<input type="checkbox"/> Stutter	<input type="checkbox"/> Deep	<input type="checkbox"/> Loud	<input type="checkbox"/> Broken
<input type="checkbox"/> Giggling	<input type="checkbox"/> Accent	<input type="checkbox"/> Angry	<input type="checkbox"/> Rapid
<input type="checkbox"/> Stressed	<input type="checkbox"/> Nasal	<input type="checkbox"/> Lisp	<input type="checkbox"/> Excited

#### **Background Noises**

- |                                     |                                    |                                     |  |                                      |
|-------------------------------------|------------------------------------|-------------------------------------|--|--------------------------------------|
| <input type="checkbox"/> Airport    | <input type="checkbox"/> Animals   | <input type="checkbox"/> Baby       | <input type="checkbox"/> General Noise | <input type="checkbox"/> Guns Firing |
| <input type="checkbox"/> Gymnasium  | <input type="checkbox"/> Machinery | <input type="checkbox"/> Music      | <input type="checkbox"/> Party         | <input type="checkbox"/> Quiet       |
| <input type="checkbox"/> Restaurant | <input type="checkbox"/> Talking   | <input type="checkbox"/> Tavern/Bar | <input type="checkbox"/> Television    | <input type="checkbox"/> Traffic     |
| <input type="checkbox"/> Train      | <input type="checkbox"/> Typing    | <input type="checkbox"/> Water/Wind |  |                                      |

### **ELEVATOR MALFUNCTION**

Passenger and freight elevators are inspected and professionally maintained by a specialized maintenance firm. In the event that an elevator stops with passengers in it, remember to stay calm.

#### In the Event of an Elevator Malfunction

1. Locate the emergency button to call for help. Fully depress the emergency button. This will automatically dial security. Communicate via the emergency intercom.
2. Identify the elevator number. To enable the elevator mechanic to respond quickly, callers will be asked for the number and approximate floor location.
3. Stay in the car if the elevator stops between floors and the doors open. Do not try to climb out or jump to the floor below. Do not try to pry open the doors – it may cause other damages to the equipment and prolong the emergency.
4. Stay calm and wait for help to arrive. If the emergency lasts an extended period of time, sit on the floor and either look up or ahead so that you feel less confined.
5. Follow up on the occurrence details with the property management office and security.

Elevator equipment and performance are constantly monitored during regular business hours. Should you at any time experience any irregularities or difficulties with the elevator service, please note the elevator car number and report it immediately to the property management office.

#### If Electrical Service is Interrupted

If the normal electrical service is interrupted to the building, the elevator lights will blink and the elevators will stop temporarily. They will then automatically return to lobby level and the doors will open.

### **EVACUATION PLANS**

To ensure the safe and efficient evacuation of all tenants in the event of an emergency, we strongly recommend that each tenant develop an evacuation plan. Having an emergency evacuation plan in place is extremely valuable in saving lives. If you require additional assistance in developing an emergency response plan for your suite, please contact your Property Manager who will be more than happy to assist you.

#### Evacuation Guidelines

1. Evacuate per the general alarm or announcement. Follow the instructions from the property management team, fire department or instructions that may broadcast over a public address system.
2. Walk, do not run, to the nearest exit staircase. Close the doors as you leave the work area. Do not lock any doors
3. Take personal items such as a cell phone, medicine, purse, etc. Do not take more than you can carry in one hand. Do not bring drinks or food as you evacuate.
4. Check the stairwell exit door for smoke or heat before entering. If smoke/heat is present, use the alternate stairwell. Do not use the elevator.
5. Use the handrails in the stairwells. Stay to the right. Assist staff members with disabilities.
6. If you have been instructed to remain in the building, but to evacuate your floor, you should proceed down until you reach the lobby level, assemble as directed and wait for further instruction.
7. If you have been instructed to evacuate the building, take the stairs to the lobby level and proceed to the exit. Building personnel will be available to provide direction from the building to your designated relocation area. When exiting the building, watch for falling glass and debris.

### **FILING A REPORT**

In order to maintain an efficient and effective system for addressing concerns regarding safety and security within the building the following sequences should be followed when filing a report (i.e. intruders, solicitors, theft, need for an ambulance, disorderly person, etc.).

As soon as feasibly possible after the incident, issue or threat occurs a call should be placed to property management office. A member of the management team will be dispatched to complete a detailed report. Be prepared to provide the following information:

1. Your name
2. Your company and suite number
3. Contact phone number
4. Report the problem, be brief but accurate
5. If the call is in regard to a suspicious person or solicitor, give the officer a description of the person and the person's location
6. If the call is in regards to a suspicious odor please state the exact location and type of smell

### **Non-Emergency Procedure:**

To report or discuss a non-emergency security matter, please contact the management office.

### **FIRE DRILLS**

All tenant employees and visitors of the building are required to participate in fire drills. Fire drills may not be announced to tenants. Upon hearing the alarm, all Tenant Wardens and Deputy Tenant

Wardens are to alert their area occupants that a drill is in progress and advise them to proceed to their exit stairwells. Deputy Wardens will report to their Tenant Warden when their area is clear.

Male and female Deputy Wardens will then proceed immediately to restrooms and other isolated areas to ensure that everyone has heard, understands and responds to the alarm. When all areas are cleared, Deputies will report to their Tenant Warden. Aids to the physically challenged must be available to assist those employees to the exit stairs and also report to the Tenant Warden or Deputy Warden. Members of the emergency response team will observe the exercise, noting any deficiencies to be addressed following completion of the drill. The Fire Marshal will be in attendance and will monitor the evacuation.

## **FIRE SAFETY PROCEDURES**

### If The Fire Alarm Sounds

1. Remain calm at all times. Stop what you are doing and gather your personal belongings.
2. Close the doors but do not lock them. Take only essential belongings with you. No food, drinks or computers.
3. Follow the instructions from your Tenant Wardens. You may be asked to inspect the area or to help others that may need additional assistance.
4. Proceed down the stairs as directed. Keep to the right while descending the stairs. The firefighters will access the building via the left hand side of the stairwells.
5. **AVOID USE OF THE ELEVATORS.**
6. Feel the doors and door handles with the back of your hand before opening them. Do not open any doors that feel hot.
7. If you are a person with a disability, get assistance from a co-worker or assigned aide, then wait at the stairwell doors for an emergency responder.

### Tenant Wardens: If The Fire Alarm Sounds

1. Instruct Deputy Wardens to begin evacuation procedures immediately.
2. Grab your employee roster and emergency binder.
3. Sweep your predetermined area as you direct occupants to the stairwell.
4. Make sure that people needing assistance receive it.
5. Verify that all areas have been evacuated by taking reports from each Deputy Warden.

6. Remind occupants to remain calm and keep to the right while descending the stairs to avoid firefighters that may be ascending on the left.
7. Conduct a roll call of your office at the designated safe area.
8. Report your status to the property's emergency response team and/or to the fire department.
9. If your floor encounters heavy smoke prior to an alarm sounding, contact the Property Manager or Building Engineer and notify them of your immediate need to evacuate and the route of your evacuation.
10. Inspect your area periodically for safety. Make sure all flammable substances are stored only in approved containers.

#### If You Encounter Smoke

1. Place a wet cloth over your nose and mouth to filter smoke.
2. Take short breaths, breath lightly through your nose.
3. Stay low. Crawl on your hands and knees. This can save lives.
4. Do not break windows.

#### If You Discover A Fire

1. Activate the fire alarm pull-box closest to the location of the fire.
2. Call the Fire Department by dialing 911.
3. Give your building name – **Carlyle Tower**
4. Street address – **1445 & 1455 Research Boulevard, Rockville, Md 20850**
5. Floor where you are located
6. Details of fire emergency – the location and the severity of the fire (paper, chemical, electrical)
7. Your name and telephone number
8. Call the management office 240-506-7674 and reiterate above information. Confirm that the Fire Department (911) has been called.
9. Notify a Tenant Warden or Deputy Warden.

10. Assess the fire to determine if you can safely control it with a fire extinguisher without any chance of injury. Fire extinguishers should only be used in the case of a very small fire. If in doubt, do not waste time, pull the alarm, call 911 and evacuate immediately.
11. Evacuate when necessary, following instructions of property management or the fire department.
12. Stay calm. Only take essential belongings with you when you evacuate.
13. Feel doors before opening them. Use the back of your hand. If the door or the door handle feels hot DO NOT OPEN. If the door is not hot, open slowly and be ready to shut it quickly if necessary.
14. Close doors to rooms that have been completely evacuated, but do not lock them.
15. Proceed in an orderly manner to the nearest stairwell or building exit. AVOID USE OF ELEVATORS.
16. Keep to the right in the stairwell to allow emergency personnel to pass.
17. If caught in heavy smoke, take short breaths through a piece of clothing held to your nose and crouch low to the floor where the air is purest and move to the exit by crawling.
18. Gather at the designated meeting area outside of the building. Do not stand in the lobby, the hallways, the roadways or any other area that could possibly obstruct the access of the Fire Department or rescue workers.

### **MEDICAL EMERGENCY (OR ILLNESS)**

1. Do not move the person. If necessary, administer first aid if properly trained.
2. Call paramedics, dial 911. Tell them your floor and suite number and direct the medical team to the building.
3. Call the property management office. We will hold an elevator ready for the paramedic team. If a private physician has been called, let us know and we will direct the physician to your suite.
4. Post one person at the elevator, if possible, to lead the medical team to the person in distress.

### **INFLUENZA AND OTHER COMMUNICABLE THREATS**

Outbreaks can occur when a new influenza or other virus emerges in the human population, causing serious illness that can spread worldwide. These outbreaks could potentially pose a health risk to our building personnel, our tenants and their patrons. RPO Property Management has adopted some procedures intended to limit exposure by way of tenant education, the use of personal

protection equipment, exercising habits in good hygiene and maintaining simple yet effective sanitary practices such as:

1. Cover your mouth & nose when you sneeze and cough.
2. Avoid touching your eyes, nose or mouth.
3. Thoroughly wash hands before eating and as often as necessary with anti-bacterial soap or anti-microbial hand wipes.
4. Sanitize common equipment within your office on a periodic or as needed basis.

## **NATURAL DISASTERS**

### Severe Weather & Earthquakes

During severe weather and earthquakes the power may go off, fire alarms may sound and the fire sprinkler may discharge.

### Preparing for an Earthquake

The most important thing that any tenant can do is to be prepared. Forethought prevents panic and confusion. Please consider the following as you plan your own preparations.

- Identify hazardous conditions in areas where you may spend most of your time, such as heavy objects on shelving, top-heavy furniture, computer terminals and unsecured furniture.
- Consider safe areas in each room where you may relocate if an earthquake occurs, such as under tables, desks or against the walls.
- Make sure all corridors and exit paths are kept clear of boxes, extra furniture and/or debris.
- Develop a personal disaster plan. Since you may not be able to get home right away or even use the telephone, it is important that other family members know what to do. Designate one or two out-of-state relatives for all local family members to report to in the event of an emergency.
- Put together an office emergency kit. The kit should consist of the following items: radio, flashlight, spare batteries for both, walking shoes (with soles thick enough to resist broken glass), socks, towelettes, water, food items such as energy bars, latex gloves, heavy work gloves, dust masks, safety glasses, bandages, extra medication, and extra prescription glasses or contacts. All items should be placed in a small plastic bag and labeled.
- Each tenant is encouraged to store their own emergency supplies on site, including water, food, blankets, portable battery operated radio, etc.

### During an Earthquake (If Inside):

1. Remain calm and do not exit the building.
2. Take cover under heavy furniture, such as a desk or table. If it moves about, hold on and move with it. Standard doorframes in commercial buildings **DO NOT** provide extra safety.

3. Move away from windows and glass partitions, tall file cabinets and other objects that may fall over and onto you. Protect yourself from falling pictures, light fixtures, etc.
4. If there is no desk or table to hide beneath, sit with your back against a wall in the interior of the building and cover your head with your hands. Drop, cover and hold.

During an Earthquake (If Outside):

Move away from the building to avoid falling objects.

During an Earthquake (If in a Crowd):

1. Stay calm and urge others to stay calm.
2. Immediately seek shelter under tables, chairs, or other heavy furniture or crouch against a wall to minimize the risk of flying objects.

Immediately Following an Earthquake

1. Stay calm. Be prepared for aftershocks.
2. Do not attempt to evacuate office areas, as exits may be dangerous.
3. Do not use the elevator.
4. Carefully move toward interior offices to limit exposure to further damaged caused by aftershocks and/or broken glass.
5. Do not flush toilets.
6. Put phones back on cradles to help restore service.
7. Report all damage to the property management office.
8. Notify the property management office if your company chooses to close and leave the building.

If Help is Delayed:

1. Locate/identify any people that are injured, trapped or missing. Do not attempt to move an injured person unless there is a life-threatening situation.
2. Assess and begin to treat those who are injured. Survey the area for any life-threatening situations
3. If a fire exists, quickly evacuate the floor; assist injured persons in relocation to a central location two floors below or out of the building.

4. If possible, notify the property management office of your floors status and of any life-threatening situations.

### **SHELTER IN PLACE**

Should an external threat arise, it may be necessary for tenants to seek shelter within the confines of the building to protect themselves and their employees from the imminent danger and uncertainty that exists outside. Situations that may require building occupants to shelter in place include:

- Hurricanes
- Tornados
- Earthquakes
- Dust storms
- Flash flooding
- Contaminants in the outside air
- Active shooter

As shelter in place type threats can originate beyond property lines, even miles away, it may be difficult for building occupants to recognize the existence of a potential danger. As such, the local municipality or other authority (FBI, NSA, Homeland Security, etc.) may provide notification and instructions. Once a threat has been identified and/or a shelter in place notification has been received, RPO Property Management will immediately notify all tenants via Building Engines as well as follow-up in person, if possible. The specific precautions taken will vary based on the type of threat that exists, however, the immediate response will include a lockdown of all exterior building doors through the building access system to prevent unauthorized entry into the building. Tenants should immediately take a roll call to confirm a head count within their organization. Any employees that remain unaccounted for should be contacted via an emergency contact number (cell phone, home, etc.) to ensure they are safe and to instruct them to stay away from the building, if possible.

Additional shelter in place measures may include:

- Locking interior building and office doors, closing air vents and dampers.
- Should the threat include possible contamination to the outside air or public water supply, the building HVAC system and domestic water supply will be shut down.
- Turning off fans and other devices that could potentially circulate contaminated air.
- Seeking shelter in an interior room or office within the building containing as few windows as possible.

As the situation permits, stay tuned to local news broadcasts (TV, Internet, Radio) for any updates or further instructions that may become available. As shelter in place scenarios can potentially last for extended periods of time, it is recommended that Tenants maintain a stock of emergency supplies such as radios, flashlights, batteries, blankets, non-perishable food and water. Additional information on sheltering in place can be found at [www.ready.gov](http://www.ready.gov).

### **POWER FAILURE**

If normal power fails, emergency battery back-up will provide lighting to stairwells, stairwell exits and elevators, as well as power life safety and communication systems.

If a power failure appears to be extended, tenants will be informed via the emergency notification system in Building Engines. If necessary, special instructions will be issued by a member of the property management team, however, the following shall serve as general guidelines:

- Turn off all appliances, computers and other equipment. If equipment is turned on and a power surge occurs, the surge may damage the equipment.
- Use flashlights and light sticks only when needed because you don't know how long the outage will last.
- Elevator monitors must stay in contact with any persons that may be trapped in the elevators. Reassure them that assistance is on the way.

### **SUSPICIOUS OR UNAUTHORIZED ACTIVITY**

RPO Property Management maintains a policy that unwanted solicitors are not allowed in the building. Although solicitors may enter the building for an appointment with a specific tenant, they may also decide to take the opportunity to stop at other companies on the same floor to see if they can drum up some new business. We would like to re-emphasize this policy because it is known that some solicitors conduct their solicitation merely as a pretext to survey tenants' premises for possible theft.

The "No Solicitation" policy is intended to protect tenants from exposure to theft and to prevent unwanted business interruptions. Be aware of the presence of strangers on your floor or in your office suite. Immediately report this observation to the property management office or to security.



**EXHIBIT B - CERTIFICATE OF INSURANCE REQUIREMENTS**

**Carlyle Tower Acquisitions, LLC  
Tenant Certificate of Insurance Requirements**

The **minimum** insurance requirements are as follows:

**Commercial General Liability:**

Provided on ISO form CG 00 01 04 13 or an equivalent form including Premises - Operations, Independent Contractors, Products/Completed Operations, Broad Form Property Damage, Contractual Liability, and Personal Injury and Advertising Injury. Occurrence Form with the following limits:

<p><b><u>\$1,000,000 for the following services:</u></b> Office Equipment Service, Small or low risk repair or service jobs and other services (&lt; 30 days' duration and &lt; \$500)</p>	<p><b><u>\$2,000,000 for the following services:</u></b> Tenants, Mover, Carpets/Floor Finishing, Fire Extinguishing, Garbage Removal &amp; Disposal, Heating Ventilation &amp; Air Conditioning Service, Cleaning &amp; Janitorial, Landscaping &amp; Lawn Maintenance, Overhead &amp; Revolving Door Service, Plumbing Service, Painters, Parking Surface Maintenance &amp; Striping, Snow Removal Service</p>
<p><b><u>\$3,000,000 for the following services:</u></b> Alarm Systems Service &amp; Repair, Metal Cleaners &amp; Refinishers, Sprinkler System Service &amp; Repair, Roofing, Security &amp; Guard Service</p>	<p><b><u>\$10,000,000 for the following services:</u></b> Asbestos Abatement &amp; Hazardous Material, Electrical Maintenance, Elevator/Escalator Service &amp; Maintenance, Telecommunications &amp; TV Equipment Master Wiring &amp; Antennas, Window Washing &amp; Swing Station Equipment Services, Construction, Sensitive Equipment, Sewer Contractor</p>

Note: Above limits can be satisfied either through primary coverage or a combination of primary and umbrella coverage. Products/Completed Operations Coverage must be maintained for a period of at least three (3) years after final payment / completion of work (including coverage for the Additional Insureds as set forth herein). The General Aggregate Limit must apply on a **Per Project (or Per Location) basis**. Coverage for "Resulting Damage".

**Automobile Liability:**

Coverage to include All Owned, Hired and Non-Owned Vehicles (or "Any Auto"); if you do not have any Owned Vehicles you are still required to maintain coverage for Hired and Non-Owned Vehicles as either a stand-alone policy or endorsed onto the Commercial General Liability policy above.

Per Accident Combined Single Limit \$2,000,000

Note: This can be satisfied through primary coverage or a combination of primary and umbrella coverage.

**Commercial Umbrella Liability:**

Policy(ies) to apply on a Following Form Basis of the following:

- (1) Commercial General Liability,
- (2) Automobile Liability, and
- (3) Employers Liability Coverage.

Each Occurrence \$10,000,000  
Aggregate \$10,000,000

**Worker’s Compensation & Employers’ Liability:**

State Statutory	
Applicable Federal Statutory	
Employers Liability	\$1,000,000*

\* \$1,000,000 per accident, \$1,000,000 per employee by disease and \$1,000,000 by disease policy limit.

**Environmental/Pollution Liability (If Applicable):**

Covering losses caused by pollution incidents that arise from the operations of the contractors and/or their subcontractors of any tier. Insurance to be maintained for the duration of the work and for a period of three (3) years after completion of work / final payment.

Per Claim & in the Aggregate	\$2,000,000
------------------------------	-------------

**Crime Insurance:**

Include the Employee Theft and Theft, Disappearance and Destruction coverage parts. The Employee Theft Coverage part shall include the Property Endorsement (ISO Form CR 04 01, or its equivalent).

Per Loss	\$1,000,000**
** Including 3 <sup>rd</sup> Party Fidelity coverage and adding the Owner as Loss Payee	

**Owned, Leased, Rented or Borrowed Equipment:**

Contractor shall maintain Property Coverage for: (a) their owned, leased, rented or borrowed equipment, tools, trailers, etc.; and (b) include a Waiver of Subrogation in favor of all Additional Insureds.

**Additional Coverage:** Any other insurance commonly used by contractors for services of the type to be performed.

All insurance required herein, with the exception of the Pollution Legal Liability (if applicable), shall be written on an “occurrence” basis. Claims-Made coverage must include the following:

- The retroactive date must be on or prior to the start of work under this Contract; and
- The Contractor must purchase “tail coverage/an extended reporting period” or maintain coverage for a period of three (3) years subsequent to the completion of their work / final payment.

**Certificate Holder:**

Carlyle Tower Acquisitions, LLC  
 c/o Rubenstein Partners  
 Cira Centre  
 2929 Arch Street, 28<sup>th</sup> Floor  
 Philadelphia, PA 19104-2868  
 ATTN: Property Administrator

**All Vendor contracts must require that the following be named as Additional Insureds:**

Carlyle Tower Acquisitions, LLC [Property Owner (“Owner”)]  
Carlyle Tower Investors, LLC [Owner’s parent]  
RP III Carlyle Tower Member, LLC [Managing Member of Owner’s parent]  
RPO Property Management, LLC [Property Manager]  
Rubenstein Properties Fund III, L.P. (the “Fund”) [indirect parent of Owner]  
Rubenstein Partners, L.P. [the fund manager of the Fund]  
Rubenstein Properties REIT III, LLC [Lender secured by the Property]  
Compass Bank [Lender secured by the Property]  
Each entity controlled by, under the control of, under common control with and/or majority owned by, any of the foregoing.

**Property Location:** 1445 & 1455 Research Boulevard  
Rockville, MD 20850

**Insurance Carrier Rating:** A-VIII or better.

**Notice of Cancellation:** No cancellation (or material change or reduction of coverage in noncompliance with the minimum insurance requirements) without at least 30 days’ prior written notice to Certificate Holder.

A current copy of the COI and a copy of the additional insured endorsement (and such other evidence of insurance as the Certificate Holder may request) must be on file in the listed property management office before work can begin. The COI must identify by name those entities specifically listed above as additional insureds, and shall reference those entities identified by category (e.g., entity under common control) by adding the following language immediately after the list of named entities: “and any other entities where required by written contract.” Copies of the certificate(s) should be emailed to both Ana Robertson at [arobertson@rpoperations.com](mailto:arobertson@rpoperations.com) and RPO Property Management, LLC at [COI@RPOperations.com](mailto:COI@RPOperations.com), and the original document sent in the mail to the Certificate Holder’s address.

**EXHIBIT C – TENANT INFORMATION SHEET**

BUSINESS NAME:

SUITE/STORE NO:

PROPERTY LOCATION PHONE:..

CONTACT PERSON:

CONTACT PERSON PHONE: .

CONTACT PERSON EMAIL:

HOURS OF OPERATION:

EMERGENCY CONTACT AND PHONE: .

BILLING CONTACT & PHONE:

BILLING ADDRESS:

PERSON AUTHORIZED TO MAKE

LEASE MODIFICATIONS:

ENERGY STAR INFORMATION:

Number of employees:

Number of Computers:

VPCs:

Servers: