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Introduction

Welcome

Brookfield Properties is committed to providing you the highest level of Tenant Services and Support. Please let us know how we can assist you, as we would be happy to provide any information or coordinate any services that you may require.

This Tenant Handbook should answer many of the immediate questions you may have about property regulations, policies, and operating procedures. We have provided important Building personnel names and phone numbers, as well as emergency contact phone numbers.

The information contained within this Handbook is general in nature and may differ from your lease. In all cases, the lease takes precedence over the Tenant Handbook.

Brookfield Properties prides itself on quality service and responsive attention to the needs of our tenants. We encourage you to work with us in upholding our service goals and provide feedback to improve our premises and your surrounding business environment.

We hope you find this Tenant Handbook to be a useful guide.

About Brookfield

Brookfield Properties is a premier real estate operating company, providing integrated services across all property investment strategies of Brookfield Asset Management ("Brookfield") – a global alternative asset manager with over \$265 billion in AUM. The combination of Brookfield's highly regarded network of investment professionals around the globe and vast access to capital, along with Brookfield Properties' well-established position as the commercial property landlord of choice in many of the world's most dynamic markets, provides a competitive advantage in the marketplace. More importantly, it assures premier quality and optimal outcomes for our tenants, business partners and the communities in which we do business.

About Heritage Plaza

Heritage Plaza was launched October 22, 1984. The \$250 million dollar building was developed by Wortham, Van Lew & Horn which incorporated the existing Federal Land Bank Building, providing 1.2 million square feet of office space.

A plow drawn mule broke ground for the 53 story Heritage Plaza. The mule was used as a nostalgic gesture since the project would preserve the existing building formerly occupied by the Federal Land Bank; historically called the Farm Credit Banks Building. Built in 1929, the bank provided long term, low interest loans to area farmers and ranchers. The decision to preserve the former FLBB was made since the building was renovated in 1978 and was in excellent condition.

Architects for the project were M. Nasr and Partners. Their design for the building included certain baroque elements that mirrored those elements of the old Federal Land Bank. It was this unusual merging of styles from different historical perspectives that gave the new development the title of Heritage Plaza.

Heritage Plaza is the gateway to Houston's revitalized Central Business District. The Tower, with its unique Mayan design, is the most visually unique and photographed building in a city famous for world-class architecture. From its Mayan rooftop to the neighboring Heritage Park and Julia Ideson Library Building, the Tower stands as a symbol of Houston's resilience and frontier style personality.

Custom designed Fujitec elevators with leather and polished stainless steel finishes transport tenants and visitors from the Plaza or the Mall Levels to the Sky Lobby. The east side of the Sky Lobby overlooks downtown while the west side of the Sky Lobby provides a panoramic view of Sam Houston Park, as well as the Galleria. A digital directory kiosk assists the guests in locating their destination. The Sky Lobby accommodates the visitor center for EOG Resources and Heritage Plaza Management Office.

The first twelve stories of the building house a parking garage for the convenience of our tenants. The second garage, located at 1200 Bagby, is connected through a climate controlled tunnel.

Features

- Efficient floor plans
- Parking for 2,000 cars in two garages connected to the building
- Sprinklered office space controlled by remote fire command station providing firefighters control of various fire, security and HVAC points
- 24-7 manned security detail with perimeter and internal surveillance by remote control camera and intercom
- Spectacular views of downtown from all floors with an unobstructed view of the city from the west, north, and south
- Convenient access to all major thoroughfares including I-45, I-10, State Hwy 59, Allen Parkway and Memorial Drive
- Ideally centered on the prominent western edge of downtown Houston, served equally by Houston Intercontinental Airport and Hobby Airport
- Immediately adjacent to several hotels

Amenities

- Food Service – Citrus Kitchen
- Access to tunnel system via sky bridge
- Direct access to The C. Baldwin, Curio Collection by Hilton (formerly known as the Doubletree Hotel)
- On-site property management
- Adjacent to Sam Houston Park and miles of jogging trails
- Fitness facility with state-of-the-art equipment & full-time staff
- 24-hour security, escort-to-car service in Clay, Tower and VIP Garage
- Package Courier Service throughout the building

- Telecommunications Riser Management service
 - Free Wi-Fi and Cell Boosters
- Starbucks on the Plaza Level
- Visit our “Fireside” lounge with TV wall display and soft seating located outside the Federal Land Bank Building

Tenant Handbook

At Brookfield we are dedicated to bringing you the highest level of customer service and support. This online tenant handbook is a resource for information you need for your building-operations, services, policies and procedures.

We look forward to a long and productive relationship with you. Please let us know how we can help as you settle into your new office space. We would be happy to provide any information or services you might require to move easily into your office.

Building Operations

Property Management Office

As the Property Management of Heritage Plaza, we want you to know that every member of our staff is here to assist you. The Management Office is located in Heritage Plaza, Sky Lobby and business hours are 8:00 AM to 5:00 PM, Monday through Friday, excluding major holidays. Please feel free to call the Management Office at (713) 651-7808 with any questions or concerns 24 hours a day.

Address:
 BOP Heritage, LLC
 1111 Bagby Street, Sky Lobby 3
 Houston, Texas
 77002

Security personnel answer our telephone lines after business hours. They are in contact with our management, engineering and janitorial.

Property Manager	Laura Krupowicz	(713) 651-7808	laura.krupowicz@brookfieldproperties.com
Asst. Property Manager	Gemma Arizmendi	(713) 651-3422	gemma.arizmendi@brookfieldproperties.com
Property Administrator	Myrna Espitia	(713) 651-3418	myrna.espitia@brookfieldproperties.com
Property Assistant	Tracenia Gardner	(713) 651-7808	traceniagardner@brookfieldproperties.com
Property Assistant	Desiree Garcia	(713) 651-3418	desiree.garcia@brookfieldproperties.com
Chief Engineer	Michael Rodriguez	(713) 651-7808	michael.rodriguez@brookfieldproperties.com
Asst. Chief Engineer	Roger Cornelius	(713) 651-7808	roger.cornelius@brookfieldproperties.com

Leasing

Please contact a member of the leasing staff listed below with any questions regarding leased or available space at Heritage Plaza.

Clint Bawcom
Vice President, Leasing
Brookfield Property Partners
1200 Smith St., Suite 1200
Houston, TX 77002
Phone: (713) 336-2228
Fax: (713) 951-0209
clint.bawcom@brookfieldproperties.com

Accounting - Rental Payments/Miscellaneous and Parking Billings

In accordance with the lease, charges for rent are due and payable on the first day of the month without notice. You will receive separate invoices for miscellaneous charges such as repair service, overtime air conditioning, etc. Tenants will not receive monthly rent statements. You must note your suite number on your check. The Management Office cannot accept rental payments and should be remitted to:

Wire/ACH:
JP Morgan Chase Bank, N.A.
New York, NY
ABA 021000021
Account Name: BOP Heritage, LLC
Account Number: 561156196
Email: US.AR@Brookfield.com

For Regular Mail:
BOP Heritage, LLC
P.O. Box 301081
Dallas, Texas 75303-1081

For Overnight Mail/Courier:
JP Morgan Chase (TX1-0029)
Lockbox Department, Chase Center, Concourse Level-Courier
BOP Heritage, LLC
P.O. Box 301081
14800 Frye Road
Fort Worth, Texas 76155

For Parking:
BOP Heritage, LLC
SP+
P. O. Box 790402
St. Louis, MO 63179-0402

To ensure proper handling, please include remittance copies of the invoices you are paying. If you have any questions regarding rent statements/payments, please call the Management Office.

Building Holidays

Heritage Plaza will be closed on the following major holidays:

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

However, each Tenant Liaison should consult their specific lease clause. If any conflict arises as to the above Holiday schedule and your lease, your lease terms prevail. Please call the Management Office to make sure the appropriate building services are provided.

Hours of Operation

Building services including HVAC, security and building staff are provided during the following normal business hours:

Monday - Friday 7:00 a.m. - 6:00 p.m.
Saturday 8:00 a.m. - 1:00 p.m. (excluding holidays)

Services outside of these hours can be requested by submitting a request through the Angus work order system. OT HVAC may be arranged by using the dial in code assigned to your tenant contact.

Energy Use / Consumption / Sustainability

Link to: <https://www.brookfieldproperties.com/sustainability/>

Building Security / Fire Life Safety

Security Overview

Security officers are on duty at the building console and tour throughout the property and garage twenty-four hours a day, seven days a week. The building also employs electronic surveillance devices throughout certain common areas. Two-way radio communication between the Management Office, Security console and property staff provide quick response to any issue.

The building is equipped with a security system, which is monitored 24-7 and has the following features:

- Card access control for the main east plaza entrance, the VIP parking garage, main parking garage and elevators for after hours use
- There are 186 cameras located on the property monitoring the common areas, building entrances and parking garage
- 11 real time video recorders
- 48 Blue Light Emergency monitored phones in parking garages
- 20 Star Call phones in stairwells
- 29 hands-free elevator phones linked to Security Console

While security officers, closed circuit cameras and the maintenance staff can provide basic protection for the building, security is everyone's responsibility and your cooperation and vigilance is essential.

Each tenant can be effective in preventing the loss of valuable personal and company property by careful observance of these common-sense procedures:

Be particularly observant of strangers in your area and if their identity cannot be readily established, advise the Management Office immediately. Our ability to take positive action may be wholly dependent on speedy notification.

Establish and use, within the occupied premises, a secured area for packages, purses, salable and transportable property, etc., and particularly any form of a negotiable instrument or petty cash. We recommend a GSA approved fire safe.

At the end of each working day, store small personal and company items of value, such as hand-sized dictating machines, calculators, etc., in a locked desk, credenza, file cabinet or other secured location.

Personal computers and large electronics devices should be bolted to the desk. Particular care should be taken for the security of laptop computers; they are easily transported and readily marketable.

File cabinet drawers should be closed at the end of the working day and all file cabinets that are provided with locks should be secured nightly.

Be certain that all public corridor egress doors are locked at the conclusion of standard business hours on each business day and when your receptionist leaves the premises.

Enforce strict control of keys and access cards. Please notify the Management Office when any employees are terminated.

Promptly report the loss of property or any suspicious event to Security. Serial numbers of all valuable items should be recorded and retained in a file to aid police in recovering property in the event of a loss or theft.

Articles of value (handbags and coats) should not be left in open, unattended reception areas or on desks in offices at any time.

Never leave a vault or safe open while out of the office. Thoroughly spin the combination lock when closing a vault or safe. Do not leave a vault or safe combination in a desk.

Special care should be taken during certain times best suited for pilferage, i.e., the first 30 minutes after opening, lunch hours and just before closing. These are the times of maximum movement of personnel and absence from work areas and offices.

Brookfield prides itself on providing the highest level of prevention measures to ensure the safety and security of our customers, visitors and employees. We recognize the growing importance of safety and security in our buildings, and Brookfield's National Security Program is designed to heighten tenant awareness and increase understanding of our safety and security processes and procedures. Our program recognizes that prevention is the cornerstone of emergency management. Through long-term planning and the use of enhanced technology, Brookfield's National Security Team works to address the ever-changing security needs of our properties.

Brookfield's National Security Team's key responsibilities include:

- Delivering unparalleled service to our customers
- Maintaining our national programs at the highest state of readiness
- Cultivating professional relationships with local law enforcement agencies

Tenant Security Services

Tenants may require security services in addition to those typically provided on a day-to-day basis by the property's security personnel. If extra security measures are required, the tenant should submit a work order through the Angus work order system to request these services. There is a cost associated with this service and it will appear on your monthly invoice.

Access Control

We strive to provide a safe environment for tenants and their employees, guests, customers, and visitors. For this reason, access to the building is restricted. Heritage Plaza is open to tenants at all times, however management may limit public access at certain hours. Building doors are open during the times listed in the Hours of Operation section.

Outside of these times only tenant employees using Heritage Plaza security access cards/badges, or visitors, vendors, and customers who are approved by tenants, may be admitted to tenant areas. All visitors without proper after-hours authorization are referred to Property Security at all other times.

After-Hours Building Entry

Anyone needing access to the building before or after normal business hours or holidays must have a key or access card to their suite and an access card to the building/elevator. Security does not have access. To gain access to the building after-hours and on non-business days, tenants must use either the Bagby Street entrance (only if your badge is activated for this entrance), the Brazos Street entrance or Lamar

Street garage and the Clay Street garage via the tunnel (only if your badge is activated for the tunnel entrance).

Vendor/Contractor Access

There may be special instances when vendors or contractors need to perform work in your suite during business or non-business hours. In such instances, please notify the Management Office through the Angus Work Order System at least 48 hours in advance with the following information:

- The company name/sub-contractors
- Foreman or supervisor
- Date(s) the work will be performed
- Time the contractor will arrive and depart
- Description of the work being done
- All vendors must have valid drivers license

Management or security staff will not admit your contractor into your suite. Please make arrangements to meet the vendor or provide them with keys or card access.

Handicap Accessibility

Handicap accessible entrances provide easy access to and from Heritage Plaza. All temporary and/or permanent handicap parkers must register through their tenant contact and the request will then be submitted through www.spplus.com. Handicap entrances and egresses are available at the following locations:

- Street level at Brazos Street
- Street level at Bagby Street

Heritage handicapped tags will be issued to the tenant contact for the employee to display on their rear view mirror. This assures that all parkers requesting handicapped parking are approved and their needs are met on a first come first served basis.

Motorcycle Parking

All temporary and/or permanent motorcycle parkers must register through their tenant contact and the request will then be submitted through www.spplus.com. Motorcycle parking is allowed only at the Clay Garage in a designated area, no exceptions. Heritage motorcycle tags will be issued to the tenant contact for the employee to display.

Building Access

The building hours are 7:00 a.m. to 6:00 p.m. Monday through Friday and closed on weekends. If access to the building is required outside of these hours you must use the access card issued at move-in by the Management Office. This card controls access to the building as well as access to the garage. The Bagby side doors are locked at all times and our Tenants must use their access cards for entry on that side of the building.

A log-in book located at the Security Desk at the Plaza Level must be signed by contractors entering or leaving after hours, weekends and/or holidays. All contractor's

must present a valid drivers license to enter the building after hours. Signing in allows the Security Officer to have an accurate count of the number of persons in the building and their approximate location in case of an emergency. The Security Officers DO NOT have keys or card keys to suites so therefore cannot unlock doors for you. In the event of employee terminations, it is the responsibility of the tenant to cancel access cards with building management. Keys and access cards need to be carried at all times.

In case of fire or power outage, the card access system will automatically unlock all exterior doors for an emergency exit.

The system is designed to refuse access to those cards that have been deleted from the system.

When an employee is new, a card is lost, needs to be replaced, or is terminated, please complete the Building Access Entry and Parking form online at www.parking.com. It is very important that individual information be kept up to date, such as the make and model of your vehicle and license tags. All information must be submitted, approved and signed by the appropriate Tenant Parking Contact.

Access to the tenant floors from the Plaza area is via four shuttle elevators.

Property Removal/Stolen Property

To prevent unauthorized removal of material or equipment from the building, the request must be submitted via the Angus work order system. In the description section of the work order, please provide the name of the individual removing the item(s), date of removal, and item(s) being removed.

If property belonging to a tenant, employee, or visitor is stolen, notify the Management Office immediately. (After normal business hours, the call will be automatically forwarded to Security.) A security officer will respond as quickly as possible to take an in incident report and assist the Police Department.

Security and Traffic Officer Service

Heritage Plaza has a 24-hour, 7 days a week, Security Service available. You may contact Security by calling (713) 651-7808. The main desk is located on the Plaza Level of the building. The officers DO NOT have any Tenant suite keys or card keys.

Note: As an additional safety measure, any person(s) leaving the building after normal business hours may request an escort to their vehicle if it is parked in one of Heritage garages.

Solicitation

For the privacy of our tenants, solicitation and hand-billing is not allowed in Heritage Plaza. To report solicitation, please call the Management Office.

Emergency Procedures

Search
Overview

During an emergency, the safety of personnel and the protection of property often depend on the actions taken by those individuals within the emergency's arena. For this reason, Brookfield has developed and implemented the Tenant Emergency Procedure Manual. (TEPM)

The TEPM serves to standardize and clarify emergency information, preparedness, procedures and responsibilities of the building owner and tenants at all US locations. It is based upon the best suggested guidelines derived from state and local fire prevention codes and other well-established emergency information.

It is imperative that all building occupants become familiar with this plan and its procedures since its effectiveness depends on the active participation of tenants and employees at all levels. Tenants should use it to help prepare their own emergency plans that are individually tailored for maximum employee and asset protection. To this end, each Property Manager will distribute to all Tenant point of contacts a hardcopy of the building's TEPM. Tenant employees can also review this manual at the building's on line fire life safety training website through BSS Guardian. Please contact John Gomez, Fire & Life Safety Training Manager, at 713-651-7808.

However, due to the obvious difficulty associated with predicting the scope and nature of any given emergency, Tenants should not use the TEPM as the ultimate arbiter when determining how to respond to an emergency. The procedures are suggestions which should never be at odds with their primary goal: to protect life, safety and property. Additionally, no Tenant or Brookfield's employee should ever risk life or limb based upon the TEPM's perceived advice. In fact, the TEPM includes clear limitations:

IMPORTANT - never endanger your own life or the lives of others when carrying out duties in the Fire Safety Plan

Use of a fire extinguisher by any tenant employee or tenant Fire Safety Team Member is optional, and should only be attempted if safe to do so.

The TEPM can provide significant assistance to all Brookfield Tenants who are intent on preparing an effective and safe response to a developing emergency. Its procedures strive to make a sometimes dangerous world safer. As situations and procedures can vary from building to building, please contact the Property Manager's Office if you have any questions.

For a building status update, please call the Brookfield Hotline Number at (713) 336-2345 for the most up to date information.

Active Shooter

The following is the agreed-upon definition of an active shooter by U.S. government agencies including the White House, U.S. Department of Justice/FBI, U.S. Department

of Education, and Department of Homeland Security/Federal Emergency Management Agency:

Profile of an Active Shooter

An Active Shooter is "an individual(s) actively engaged in killing or attempting to kill people in a . . . populated area." In most cases of mass casualty attacks, the actors use firearm(s), but it is important to be aware that other weapons are sometimes used such as explosives and cutting instruments.

Active shooter incidents are usually unpredictable and the situations evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

- Since most active shooter situations are often over within 5 minutes before local law enforcement arrives, individuals must be prepared both mentally and physically to deal with an active shooter situation. Civilians will often have to make life and death decisions, and, therefore, should be engaged in training and discussion on decisions they may face.

How to Respond When an Active Shooter Is In Your Vicinity

The DHS recommended survival techniques you follow should be fluid based on the threat, your location and your individual circumstances. Therefore, note that the order of the techniques can be modified. RUN/HIDE/FIGHT

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

RUN Evacuate

If there is an accessible escape route, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

Hide

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed door and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet If evacuation and hiding out are not possible:
 - Remain calm
 - Dial 911, if possible, to alert police to the active shooter's location
 - If you cannot speak, leave the line open and allow the dispatcher to listen

FIGHT Take action against the active shooter

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

1.1.1 General Response Guidelines to a Report of an Active Shooter

During a report of an Active Shooter incident, and when safe to do so, each tenant will be instructed via a PA Announcement or mass notification alert to implement their company's Active Shooter policy.

PA Announcement - Whenever possible and safe to do so, an announcement will be made over the fire alarm PA system. Below is a sample script emergency notification when the active shooter is inside the building:

"An active shooter has entered the building; he was last seen on the 3rd floor of the building. Please implement your company's active shooter response plan based on your location and stand by for further notifications."

Active Shooter Inside the Building

- The building's Fire Safety/Security/EAP Director will inform the occupants of the building to implement and maintain their company's Active Shooter incident policy until the shooter can be isolated or is immediately stopped by responding law enforcement officers.

Active Shooter Outside the Building

- Lobby Area - In order to protect the occupants within the lobby area, the building's Fire Safety/Security/EAP Director will initiate a lock down of the lobby and have lobby occupants relocate to a safe area until the shooter(s) can be isolated or is immediately stopped by responding law enforcement officers.
- Rest of the Building (above and below grade areas) - The building's Fire Safety/Security/EAP Director will initiate a Shelter-in-Place Emergency Action Plan response for the remainder of the building occupants informing them of the situation via a PA announcement.
 - Once more information is provided and confirmed i.e., location of shooter(s) direction of flight, the building's Fire Safety/Security/EAP Director will provide the occupants of the building with an update of the situation.
 - To the extent that the FS/Security/EAP Director has actionable information, he/she will inform the occupants of the building of what is actually going on, where it is happening, and what part of the EAP Plan the building will be implementing and provide frequent status updates.

Elevator Recall

Unlike fire emergencies, the Fire Safety/Security/EAP Director is NOT required to recall all the passenger elevators. The Fire Safety/Security/EAP Director will act based on available information including the building's infrastructure and the reported location and movement of the threat before deciding where to position the elevators.

Fire Alarm Pull Stations

As a general guideline, tenants should NOT pull the manual fire alarms due to the fact that this may automatically unlock the stairway re-entry doors and recall the elevators to the lobby. This could potentially give wider access to an active shooter and in the case of an elevator lobby recall, deliver tenants into a potentially unsafe location.

Bomb Threats

In the event of a bomb threat this policy will provide for an orderly, safe and rapid response plan for conducting searches, providing prompt and necessary communications, rendering assistance, and if necessary evacuating and returning personnel to work.

Bomb Threat

A bomb threat is an effective means of disrupting business. Many bomb threats are false and are simply intended to disrupt operations and cause confusion. If a bomb is

intended to kill, injure, and destroy, there is typically no advance warning because this would defeat the purpose, as demonstrated in the Oklahoma City and World Trade Center bombings.

On the other hand, an individual might want to destroy an office but not injure people; this is typically when a genuine bomb threat is called in. Regardless, every threat should be treated as legitimate until proven otherwise.

A bomb threat is a phone call, letter, message, e-mail or other means of communication that states an explosive device has been placed in or near the building. Bomb threats can be classified into two categories, either low-level or high level.

Low-Level Threat

A bomb threat is considered low-level when:

- A caller lacks details
- No description of the bomb or number of bomb(s) is given
- No location is identified inside or outside the building
- No detonation time is provided
- No reason is given as to why bomb is in the building
- No device is found

When a Low-Level Threat is received, the building may remain open for business. The Property Manager may notify each tenant's primary contact to inform him or her of the threat. If the Property Manager decides that the building will remain open for business, it is up to each tenant, as in any situation, to decide independently whether to evacuate the building or remain open for business.

High Level Threat

A bomb threat is considered high-level when:

- Caller provides specific details regarding the type of bomb
- A description is given
- A floor, office area, specific location and/or the time of detonation is designated
- A reason is given for wanting to bomb the building
- A device or suspicious article is found

When a High-Level Threat is received, a partial or full evacuation should be considered if the threat is deemed credible, if a suspicious article is located, or if the local authorities mandate the evacuation. The Property Manager will notify each tenant's primary contact to inform him or her of the threat.

Telephone Bomb Threat

In the event of a bomb threat either through a telephone call or by other means, the following procedure should be followed:

Try to keep the caller talking as long as possible. Ask the person to repeat part of his message. Remain calm. Write down the message and obtain as much relevant information as possible. To assist you, a printed form has been supplied to record significant items. Below are some of the items listed on the form along with other information that would aid in the investigation.

- Time the call was received?
- When is it due to explode?
- Identification of the caller?
- Why was the bomb put there?

Try to recall every statement made by the caller and find out as much as possible about the caller. For example:

- Sex
- Age
- Voice characteristics (educated, low, high-pitched, accent)
- Speech (fast, slow, nervous, slurred throat drinks or drugs)
- Manner (calm, angry, hysterical, humorous)
- Background noises (road traffic, music, giggling, aircraft)

After a bomb threat call has been received, immediately call 911 and notify Security/Property Management Office. The building manager will coordinate the search activities and make necessary notifications.

[Click here for the Bomb Threat Checklist - Coming Soon!](#)

Letter Bombs

Letter bombs are designed to travel safely but to explode when opened, triggered by either 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 its center. Envelopes usually measure approximately 5-3/4" by 4" by 3/16" thick and weigh between 2 and 5 ounces.

Some signs to look for:

- Size - Is the letter unusually thick?
- Weight - Is it heavy? An effective letter bomb will weigh over two ounces. Few first class letters weigh as much.
- Balance - Is it heavier on one end?
- 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 taped shut? Does it bear an unusual style of writing?
- Odor - Is there a smell of almonds or marzipan?

If a parcel or letter appears suspicious DO NOT OPEN IT. Immediately call 911 and inform the Security/Property Management Office (713-651-7808).

Identifying and Handling a Suspicious Package

A suspicious letter or parcel might have some of the following indicators:

- Origin - Postmark or name of sender is unusual, unknown, or no further address is given.
- Postage - Excessive or inadequate postage.
- Balance - The letter is lopsided or unusually thick.
- Weight - The letter or package seems heavy for its size.
- Contents - Stiffness or springiness of contents; protruding wires or components; oily outer wrapping or envelope; feels like it contains powdery substance (When checking, do not bend excessively.)
- Smell - Particularly almond or other suspicious odors.
- Writing - Handwriting of sender is not familiar or indicates a foreign style not normally received by recipient. Common words or names are misspelled.
- Rub-on block lettering

Save all materials, envelopes and containers. Avoid unnecessary handling to preserve fingerprints, handwriting, printing, postmarks, etc. Preservation of evidence is essential.

Handling a Suspicious Package

- Do not excessively handle or open a suspicious package.
- Immediately segregate it in an unused room or space.
- Attempt to verify the sender and/or the legitimacy of the package (i.e. ask the recipient if he/she was expecting a package that matches the suspect package's size and shape.)
- If the letter or parcel remains suspect, prevent anyone else from handling it.
- Call 911 and follow their instructions.
- Call Property Management Office at (713) 651-7808.
- Follow instructions of Emergency Personnel.

If instructed, occupants should search only their immediate area and report the results of their search to the Fire Wardens. Occupants should unlock desks, lockers, file cabinets and turn off office machinery, but leave lights on. If necessary to evacuate, remove all personal items including purses, attaché cases, packages and lunch boxes that might cause wasted searching efforts. Leave doors open.

If a complete evacuation is ordered, all evacuation routes should be checked first.

Search Procedures

If the caller states or implies that a bomb is in a particular suite, Brookfield Security will request that the tenant assist in the search of their floor. Tenants are more familiar with their floor and they can determine whether an object belongs in the office, has been moved or is out of place.

If the caller states or implies that a bomb is in a common area of the building, then Brookfield staff and its Security Officers will conduct the search. During a search, communication is of the utmost importance and can be readily established through existing land-line-Installed telephones.

CAUTION: The use of radios or any other wireless devices during a search can be dangerous by causing the premature detonation of an electric initiator (blasting cap).

Search Team Procedure

It is advisable to have a team of two people search every room and area, if possible. When you enter a room to search it, first move to different areas of the room and stop and listen for unusual noises; become familiar with the background noise. Conduct your search using the following method:

- Search from floor to waist level
- Then search from waist to chin level
- Then search from chin to ceiling Level
- Then search in the suspended ceiling (if applicable)
- Place a sign or 'Post-it' note indicating "Searched" in a conspicuous Location

Suspicious Object Located

If a suspicious object is found:

- Isolate the object
- Do NOT move, jar, or touch the object or anything connected to it or around it
- Evacuate everyone in the area, including yourself.
- Notify the Security/Property Management Office immediately.

Chemical, Biological, Radioactive (CBR) Release

If there is a CBR release including an envelope "white powder" and potential exposure call 911 and the Security/Property Management office. Provide the building's address, your floor and phone number, and also what type of spill has occurred. Any person(s) exposed should be directed to an area where they and where other people will not become contaminated, and are to await medical attention there.

Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

- Contain the material and isolate the area to minimize the impacted area
- Contain the material to minimize the number of individuals exposed
- If outside, identify wind direction and ASAP direct unaffected persons upwind of release.
- Contain the potentially impacted individuals to ensure that they receive proper medical attention

Notification

- Notify Security/Property Management Office
- Notify local Emergency Response Authorities (Call 911)
- Notify your supervisor
- Notify persons in the area

Containment

If material is released, potentially impacted individuals should move from immediate area to adjacent control area. Minimize activities until appropriate response staff arrives. If absolutely necessary, move impacted individuals into nearest bathroom facility on floor.

Non-impacted individuals on the impacted floor should be evacuated and await further instructions from response team.

The HVAC (heating and ventilation) system for impacted and adjacent areas, as well as for bathrooms/kitchens will be immediately turned off by the property engineers.

Isolate the impacted area(s), e.g. shut door during exit. Do not allow any unprotected personnel into the impacted area.

Retain all impacted material for response team.

Should an evacuation or re-location become necessary, the initial authority and responsibility to implement that response will be the building's Emergency Action Plan Director. Once the agency having jurisdiction (police, fire etc...) arrives on the scene, they will assume control of the situation.

Elevator Entrapment

Occasionally elevator service can be interrupted when the elevator controls detect a potential malfunction. The building elevator equipment is designed to stop at the slightest hint of an unsafe condition occurring, which may impact service to passengers.

If elevator service is interrupted while you are a passenger, remain CALM. Do not attempt to force the elevator doors open or leave the cab.

Press the "EMERGENCY ALARM BUTTON" on the elevator panel which will summon assistance. Two way voice communication is available in all building elevators and security will remain in constant contact.

Once communication is established with security, the elevator mechanic will be notified to respond. Please stay away from the elevator doors and Do Not try to open the elevator doors.

Inform security of the following:

- Number of people in the elevator? _____
- Condition of people in the elevator? _____
- Number of injuries? _____
- Condition of the elevator? _____
- Names of people in the elevator? _____
- Company names? _____
- Telephone numbers? _____
- Who you would like notified? _____

Security personnel will maintain constant communication with the elevator occupants checking on physical condition and inform them that elevator staff is working on the condition.

Emergency Notification System – LiveSafe

LiveSafe is a mobile safety application and emergency communication dashboard platform. The LiveSafe Command Dashboard is a web-based system that any computer connected to the Internet can access. The command dashboard provides security operation centers with an additional line of communication and is aligned with existing Brookfield protocols.

Unlike other mass communication companies our staff and tenants will have the ability to not only receive but to also send critical emergency AND ROUTINE tips to a dashboard that YOUR BUILDINGS can monitor in house.

Below is a list of LiveSafe mobile application features that will be available to our tenants:

- One button feature to contact security or property management directly.
- One button feature to contact 911.
- One button feature to have access to critical portions of the Tenant Emergency Procedure Manual (TEPM) and tabs for each emergency scenario.
- The ability to report an emergency or tip and add a photo or video to send to the dashboard. This can also be done anonymously for privacy reasons.
- The ability to use the Safewalk feature which will allow the tenant to have a colleague or co-worker monitor their activity when they are leaving the property, headed to the garage or to the train station OR TRAVELING OUT OF TOWN.
- As long as their colleague has the LiveSafe app, Safewalk can be used in any capacity that a tenant wants a colleague to follow their path.

Fire Emergencies

In the event of a fire alarm activation:

Typically, the building's fire alarm system will sound on the floor in alarm and the floors immediately above and below the initial floor in alarm. This will set off a "sequence of operations" that will include the activation of the evacuation tone and strobes lights on

those floors, the release of the stairway re-entry doors for relocating building occupants, the recalling of the elevators to the lobby, and the shutting down of the heating ventilation and air conditioning (HVAC) on the floors in alarm.

Upon activation of a fire alarm on your floor, you are to listen to the PA announcements from the building's Emergency Action Plan Director and proceed to the nearest safe stairway exit and continue down the stairs to your floor's re-entry floor or evacuate the building to the pre-determined outside assembly area depending on your regions typical response plan.

In either scenario, whether relocating to another floor or evacuating the building to the outside assembly area, you are to report in to your floor warden(s) and await further instructions.

If you see or smell smoke, immediately call 911 and the Security/Property Management Office.

If you see flames, evacuate your area immediately and close all doors behind you. NOTE a fire may spread faster than you think, trapping you and others. A safe and orderly evacuation is the first priority. If you have not heard a fire alarm announcement in the building, activate the nearest fire alarm pull-box station located near each stairwell entrance, by pulling the lever, and then call Security.

If you are involved in a fire situation, remain CALM. Listen for information and instructions being announced over the building's public address system.

At the direction of property staff or the Floor Wardens, evacuate the floor via the Emergency Exit Stairwell proceeding as follows:

- Check doors with the back of your hand before opening them. If door or knob is hot, don't open it. If it feels cool, brace the door with your foot and open slightly to look for smoke and feel for heat. If the air appears to be cool, proceed into the stairwell.
- Walk down the stairs and proceed to your re-entry floor or if instructed to do so, exit the building. When you have reached your destination, assemble in groups with your Floor Warden for roll call.
- Personnel needing assistance should assemble in the designated stairwell with their assigned "buddies" to await evacuation by rescue teams.
- When all personnel have evacuated the floor, close the stairwell door. This prevents the loss of the pressure which is necessary to maintain clean air in the stairwells.
- If the fire is minor, and it is safe to do so (i.e., small waste paper basket) you may try to extinguish the fire using a portable fire extinguisher - this is optional!
- Evacuate the floor using designated evacuation stairs. **DO NOT USE THE ELEVATORS!**

Relocation and Evacuation in the Case of Fire Emergencies

In order to ensure the safety of building occupants, it may be necessary to relocate or evacuate some, or all, building occupants during emergencies. The schedule of relocation floors is included in the Tenant Emergency Procedure Manual and is reviewed during the semi-annual fire drill.

A relocation, partial evacuation, or full building evacuation is a structured response to an emergency and must be conducted in an orderly manner. Upon a fire alarm evacuation or notice to evacuation your floor, tenants and visitors should take the following steps:

- Assist the Floor Wardens in directing persons to the exit stairway and relocation floor.
- If possible, close all doors, which will slow the spread of fire, heat, and smoke.
- Walk quickly but do not run to the designated stairway. Keep to the right in halls and stairwells and stay in single file.
- Once you are in the stairway, do not turn back for any reason.
- Hold onto the hand rails, DO NOT TALK on your cell phones and DO NOT TEXT!
- Merge alternately when two lines meet at various floor landings. Proceed in an orderly manner.
- Before entering through a closed door, place your hand on the door. If the door is hot, do not open it. You may be entering a fire or endangering the lives of the people in your charge. If there is evidence of fire or smoke on the designated relocation floor (doors warm, alarm is sounding on relocation floor, or smoke is present), continue down the stairs to the next "safe" floor.
- Do not use elevators when there is a fire alarm on your floor. Elevators can spread smoke from floor to floor and potentially become a trap if impaired by smoke or fire damage. The Fire Department may also require the elevators to move equipment or rescue occupants.
- Do not return to your floor until the "Back to Normal" announcement has been made.
- If told to evacuate the building by Fire Department or building personnel, exit via the stairwell to the street or lobby level, out the doors, and away from the building to your pre-arranged assembly point.
- Do not exit at the concourse or parking areas unless directed to do so.

Fire Life Safety

Brookfield prides itself on providing the highest level of prevention measures to ensure the safety and security of our customers, visitors and employees. We recognize the growing importance of safety and security in our buildings, and Brookfield's National Security Program is designed to heighten tenant awareness and increase understanding of our safety and security processes and procedures. Our program recognizes that prevention is the cornerstone of emergency management. Through long-term planning and the use of enhanced technology, Brookfield's National Security Team works to address the ever-changing security needs of our properties.

Click here to learn more about life safety and security training. Log in to the site, and if your company requires a specific Registration Code, please contact the Building Office at 713-651-1515.

Brookfield's National Security Team's key responsibilities include:

- Delivering unparalleled service to our customers
- Maintaining our national programs at the highest state of readiness
- Cultivating professional relationships with local law enforcement agencies

Fire Preparedness

The Fire Provisions section of this handbook contains very important information. Each tenant should be familiar with the information provided on the following pages. Listed below are a number of links to help find specific information quickly and easily.

Brookfield is proud of its efforts to provide the highest possible level of fire and life safety protection, which include fire safety education, as well as emergency planning. It is important that each Brookfield tenant is well informed on all issues related to fire and life safety through the following measures:

- Tenants are given materials describing emergency guidelines and bomb threat checklists for distribution to all employees.
- The Tenant Fire Safety Team personnel receive training from the building's Emergency Action Plan Director and through the Tenant Emergency Procedure Manual written specifically for your building.
- Brookfield holds semi-annual fire life safety drills to insure tenants know how to react in an emergency.
- Brookfield provides additional fire life safety training for tenants through an on line life safety training website that provides training modules in fire, medical, bomb threats, power failures and access to all of the building's safety resources.
- Brookfield, in conjunction with security consultants, holds seminars for tenants as well as building staff. Seminar topics include fire life safety, bomb threat preparedness, and other non-fire emergencies related issues.

Fire Prevention

Elements of Fire

There are three elements of fire:

- Fuel (furniture, plastics, grease, etc.)
- Heat (matches, cigarettes, sparks, electric, etc.)
- Oxygen

Fire needs all three elements. If you remove one, you can eliminate or reduce the fire. For example:

1. Closing doors - reduces the amount of oxygen
2. Dousing with water - reduces heat
3. Using an ABC Type Fire Extinguisher - smothers the fire, reducing oxygen
4. Removing nearby draperies, papers, furniture - removes the source of fuel

Fire Tips and Facts

- In an emergency, use stairwells. Do not use elevators, unless instructed otherwise.
- Feel the stairwell door with the back of your hand for heat, before opening the door.
- If you encounter smoke, get down on your hands and knees. The air is cleaner and cooler nearer the floor. Crawl to the nearest stairwell exit.
- Most fatalities are a result of smoke inhalation, poisonous gases and panic. Panic, a sudden overpowering terror, is usually the result of not knowing what to do.
- Smoke detectors serve as an early-warning system. Smoke detectors save lives.
- A sprinkler system is designed to suppress a fire. Sprinkler heads are activated one at a time by a rise in the temperature.

Planning and Preparedness

- Have a list of emergency phone numbers.
- Be familiar with your floor's layout.
- Know primary and secondary exits routes and termination points both up and down.
- Know location, type and how to use manual fire alarms and fire extinguishers.
- Know primary and secondary methods of communication.
- Know safe refuge areas (re-location floors) during a fire emergency:
- If relocating within the building - usually a minimum of four (4) floors below the fire floor is adequate.
- When evacuating the building - move away from the building, and out of the way of emergency vehicles, flying glass and other obstacles. Usually a distance that is greater than the height of the building and proceed to your pre-determined outside assembly area.

Safe Stairwell Procedures

- Remain quiet and calm. Do Not Talk and Do Not Text!
- Remove high-heel shoes. Keep a pair of old sneakers next to your work station.
- Use handrails & move quickly. Walk in a single file.
- Keep to the right so Emergency personnel can ascend the stairs on the left.
- Allow others to enter into stairwell flow, but do not unnecessarily hold up traffic.

- Assist those who are slower or physically impaired.
- Walk down the stairs (unless otherwise instructed).
- All injuries should be treated at stairwell landings when required and safe to do so.
- Do not spread false information, rumors, etc.
- Do not bring drinks or food into stairwell.
- Develop awareness of safety conditions, fire violations and potential hazards, for example: fire doors improperly blocked or open, improper lighting, frayed cords, overloaded outlets, obstructed halls and corridors, trash buildups, etc.
- Participate in fire drills and review emergency procedures.
- Know your area of responsibility and your emergency actions.

Fire Prevention Tips

- Obey "NO SMOKING" law in all areas of the building.
- Do not use portable heaters in the building at anytime.
- Check for frayed or damaged electrical cords. Report them to your supervisor.
- Do not run electrical cords under carpets or chair pads.
- Do not overload electric outlets.
- Turn off or unplug appliances when not in use.
- Do not let trash overflow in wastebaskets or collection areas.
- Do not block corridors, freight elevator bays and stairwells.
- Do not prop open stairwell, corridor or other fire doors.
- Check lighting in corridors, stairwells and exit signs. Report any malfunctioning lights.
- Do not store any flammable liquids, oily rags or combustible materials in the building at anytime.
- Under NO circumstances should any items be stored in the stairwells. They are your means of exiting in an emergency.

Fire Extinguishers

Always maintain 3 feet of clearance around all fire-protection equipment. Never re-hang a fire extinguisher once it has been used. Have it recharged by a licensed service provider. Most of all, practice fire prevention and good housekeeping. Don't give fire a place to start.

Class A

Any fire involving ordinary combustible materials such as paper, wood, cloth, rubber and plastics. Extinguish with a penetrating cooling agent. Water is the best material commonly available for this.

Class B

Any fire involving flammable liquids, such as gasoline, naphtha, acetone, greases and oils; or flammable gases like methane or hydrogen. Extinguish with surface-acting agents such as dry chemicals, which break up the chemical reaction of the fire; or use inert, dense, heavier-than-air gases, which smother the fire.

Class C

Any fire involving electrical equipment, appliances and wiring. Extinguish with a nonconductive extinguishing agent to protect against electrical shock. Most extinguishers that have a Class B rating also have a Class C rating, but read the label to be sure.

Class D

Any fire involving combustible metals such as magnesium, lithium, potassium, etc. would be considered a Class D Fire

Fire Extinguisher Types

The building is equipped with multipurpose ABC dry chemical extinguishers that are suitable for class A, B and C type fires. All Class A fires must be followed up with water to ensure extinguishment of all deep-seated smoldering fires.

Class A - Air Pressure Water Tank, Hand Pump Water Tank and multipurpose ABC dry chemical.

Class B - Pressurized Dry Chemical, Carbon Dioxide, and multipurpose ABC dry chemical.

Class C - Pressurized Dry Chemical, Carbon Dioxide, and multipurpose ABC dry chemical.

The "PASS" Method for Using ABC Extinguishers

- Pull safety pin while holding upright
- Aim the hose at base of fire and stand back 10 feet and
- Squeeze the lever/trigger.
- Sweep side to side.

Fire Safety Personnel

Fire Safety Director

Trained Fire Safety Directors are on duty at all times. They are responsible for ensuring that all tenants are trained and aware of the safety procedures. In an emergency, the Fire Safety Director has the primary responsibility of manning the Fire Command Center and implementing the Fire Safety Plan. From this main location in the lobby, he/she will be able to control all mechanical, alarm, and communication systems within the building. The Fire Safety Director, under normal fire or fire alarm situations will usually only have to be initially concerned with evacuating the fire floor and the floor immediately above. As a standard operating procedure, usually the evacuation of those exposed will be to a location four (4) floors below the floor evacuated. Further evacuation, of additional floors, can be ordered as information is received at the Fire Command Center, or as ordered by the Fire Department Incident Commander.

The Fire Safety Director organizes and trains a Fire Brigade composed of Building staff and is responsible for their equipment and state of readiness. He or she is also responsible for overseeing the designation and training of a Floor Warden for each floor and sufficient Deputy Floor Wardens for each tenant to meet Fire Department

regulations. The Fire Safety Director maintains organizational charts listing members of the current tenant emergency teams.

Fire Brigade

A Fire Brigade, consisting of building personnel, will initially report to the floor below the fire to assist in evacuation and provide information to the Fire Command Center. After the evacuation of occupants from the fire floor they shall attempt to control the spread of fire by closing (but not locking) doors behind them as they move towards their means of egress. If the fire is small and conditions do not pose an immediate personal threat, (i.e., a fire in its incipient or beginning stage) the Fire Brigade will attempt to extinguish the fire using hand held extinguishers. (As directed or instructed during their annual training)

The use of hand held extinguishes for Fire Brigade personnel shall not be attempted for a fire beyond its incipient stage. The following are definitions and examples of the various stages of fire:

Tenant Emergency Personnel

Floor Wardens

A crucial step in the development of an evacuation plan is the appointment of Tenant Floor Wardens, Deputy Floor Wardens and Searchers; these individuals should have strong personalities and the ability to take charge in the event of an emergency. Strong decision action early in an emergency may save lives.

In the case of multiple-tenant floors, a Floor Warden is appointed for each tenant. Each tenant will be required to staff all safety team positions on each floor and should check stairwells and restrooms in an emergency.

Floor Warden's Responsibilities

Know all disabled persons on the floor (including those temporarily disabled, as with a bone fracture, etc.) and assign people who are capable of evacuating disabled employees down the Emergency Stairwells. Instruct all employees on the floor as to the following:

- Locations of emergency stairwells
- Locations of fire extinguishers
- Locations of fire-pull stations
- Never to use the Elevators during an alarm
- Establish a meeting place outside the building where all employees should assemble for check-in.
- Ensure that no one re-enters the building.

General Evacuation Procedure

In the event of an emergency or disruption to the Building's normal operation the first reaction should be to REMAIN CALM and call the Security/Property Management

Office to report the emergency. This will set in motion several events simultaneously including:

- The immediate dispatch of qualified assistance for fire, medical, and other agencies as dictated by the emergency.

In the event that it is necessary to evacuate part or all of the building, remain CALM and LISTEN to the instructions being given over the public address system, and by property staff. Emergency Exit Stairwells are to be used for evacuation. DO NOT USE ELEVATORS unless instructed to do so over the public address system, or by Police or Fire Department representatives. Stairwell entrances are located on the north and south side of the Building's core in close proximity to the lavatories.

When using the Emergency Exit Stairwell, keep to the right so that incoming emergency personnel can utilize the stairwell.

An up-to-date listing of all personnel who may need assistance should be kept by the Building's Emergency Action Plan Director and be documented in the Building's Emergency Action Plan on file with the Fire Department.

Plans for After an Emergency

Tenants should pre-assign a coordinator who will act as liaison between your company and officials from the Fire Department and building personnel.

The coordinator and property management will work to establish a communications network for all employees in order to pass-on important information.

The following recommendations are made to assist you in disseminating a fire prevention program to your employees:

- Never leave electrical appliances unattended
- Never use immersion-type heating devices
- Avoid electrical overloading and multiple plugs
- Do not use undersized or lightweight extension cords
- Report failure of any electrical outlets or lights to the Management Office
- Flammable liquids should be stored in a safe area away from heat sources
- Keep paper at least six to eight feet away from operating machinery
- Know the location and type of fire extinguishers in your premises
- Keep fire extinguishers in high hazard areas such as photocopy rooms and employee lounges
- Know the usable time limit of the fire extinguishers available to you
- Know relevant exit locations
- Practice good housekeeping near your desk, in storage areas, in mechanical rooms and in the area of exit doors and hallways

Life Safety Systems - Testing and Fire Drills

Fire and life safety preparedness includes regular testing of the fire alarm, fire suppression, and communications systems and regular fire drills.

Systems' Testing

The fire alarm and communications systems are tested regularly throughout the year. A full-building announcement is made prior to the beginning of the day's testing, and an announcement is made on each floor when testing is about to begin on that floor. Another full-building announcement is made when system testing is finished for the day.

Fire Drills

Fire drills are held twice a year. A notification giving the date and time of the planned fire drill is sent to tenants in advance. Tenants are requested to supply or update an existing list that shows the floor warden, assistant floor wardens, and searchers, and a current list of employees who would require assistance in case of relocation/evacuation.

During a fire drill - and in an actual fire emergency - employees should move calmly and quickly to the nearest fire stair exit and proceed to their relocation floor. Fire drills are conducted as follows:

- Fire Life Safety personnel will be dispatched to the floor(s) where the fire drill is being performed.
- The drill will commence with the activation of the fire alarm evacuation tone.
- The Tenant Fire Life Safety Members on the affected floors observe the conduct of tenants and guests, ensuring that all areas of the floor are participating.
- Floor wardens and assistant floor wardens are to assist in the evacuation of their assigned areas and close doors behind them. Searchers are checking restrooms, mail rooms, conference rooms, etc., as required.
- After the drill has been successfully completed, an "all clear" announcement is made, and tenants may resume normal duties.

Heightened Security

Brookfield recommends that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

Department of Homeland Security
<http://www.dhs.gov/>

Federal Emergency Management Agency
<http://fema.gov/>

American Red Cross
<http://www.redcross.org/>

Centers for Disease Control and Prevention Emergency Preparedness and Response
<http://www.bt.cdc.gov/>

Local media outlets will provide important information during an emergency situation.

Homeland Security

Brookfield recommends that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

Department of Homeland Security
<http://www.dhs.gov/>

Federal Emergency Management Agency
<http://fema.gov/>

American Red Cross
<http://www.redcross.org/>

Centers for Disease Control and Prevention Emergency Preparedness and Response
<http://www.bt.cdc.gov/>

Local media outlets will provide important information during an emergency situation.

Major Water Leaks

Persons discovering water leaks should immediately report them to the Property Management Office. Be certain to give your name, firm name, location, and extent of the leak. If water is coming through the ceiling, and if it is feasible, please close all open drawers in the vicinity, move papers, small furniture, or work in progress, and place wastebaskets or buckets under leak(s).

Medical Emergency

In the event of a medical emergency or accident involving personal injury in the workplace immediately call 911 and Security/Property Management. Give security/office management the floor number, location on the floor and the type of accident or medical emergency.

Patient Assessment & Crowd Control

Certified CPR/AED employees, if present, should be notified to respond to the medical emergency (via email, phone, or runner) and assume control of the situation. The certified employees have been trained to conduct patient assessment and to ensure that the following procedures are followed:

- Conduct Patient Assessment and ensure:
 - That 911 has been notified and the AED and First Responder Kit are on the scene.

- Secure the scene by:
 - Confirming the scene is safe for rescuers
 - Removing all non-essential personnel from the area
 - Clearing a path for EMS arrival

Someone should remain with the victim. Do not move the victim unless in immediate danger. Keep comfortable and warm. Security will ensure elevator is available and waiting at the street level and will meet the Emergency Medical Services (EMS) ambulance crew outside the building and direct them to the freight elevator.

Non-Fire Emergency Preparedness

In the event of an emergency or disruption to the Building's normal operation the first reaction should be to REMAIN CALM and call the Security/Property Management Office to report the emergency. This will set in motion an immediate dispatch of qualified assistance for fire and medical, and other agencies as dictated by the emergency.

Catastrophic events can occur without warning, and they may not necessarily involve a fire. For clarity purposes, these events will be classified as “non-fire” emergencies and will include such events as: explosions, biological, chemical or hazardous material incidents or releases, natural disasters. Should this happen, a complete evacuation to street level may be necessary or you may be directed to remain at your work station and shelter-in-place. The Fire Safety/EAP Director will give instructions over the Public Address system as to what part of the EAP Plan will be implemented.

Additionally, Brookfield Properties has documented and implemented a building emergency action plan which includes various emergency scenarios Policy and Procedures and protocol for the Building Emergency Action team (BEAT) to follow during emergencies and incidents such as:

Sheltering-in-place

Although you may want to get as far away as possible from an emergency situation, evacuation is not always the safest option. One of the instructions you may be given in an emergency where hazardous materials may have been released into the atmosphere is to shelter-in-place. This is a precaution aimed to keep you safe while remaining indoors. Shelter-in place means to make a shelter out of the place you are in. It is a way for you to make the building as safe as possible to protect yourself until an emergency passes and you receive an all-clear signal. Although sheltering-in-place can apply to many types of emergencies, i.e., blackouts natural disaster, civil disturbance, it is particularly important during hazardous material incidents. Local officials especially the Fire Department, are best qualified to recommend protective actions against hazardous materials exposure, and sheltering in-place is most often your safest option.

In Building Relocation

This is the controlled movement of building occupants from an endangered area to an area of safety within the same building in response to an emergency that affords a different level of protection than sheltering in place. These areas are pre-determined

and identified in the EAP plan and are usually more remote. This area or space tends to be more isolated, away from exterior walls and any open floor space.

This also may involve relocating to another floor or interior stairway.

Partial Evacuation

In some instances, a full building evacuation may not be necessary or feasible. Evacuating only some of the building occupants may be all that is required to provide a level of protection from an exposure. This movement of occupants utilizing the stairs, and possibly some elevators, will be coordinated from the Fire Command Station with instructions from the EAP Director being transmitted over the PA System. Upon exiting the building, occupants will be instructed to report to their assigned assembly area, this area will also act as a point of contact for employee accountability and information sharing.

Full Evacuation

The timing of the evacuation order should relate to the immediacy of the threat. Some emergencies pose a threat so immediate that evacuation must be ordered as soon as the situation is detected. Other situations will warrant monitoring and a heightened level of attention, so that if evacuation becomes necessary, it can be expedited.

Should this become necessary, employees will proceed out of the building to an exterior assembly area.

- Once instructions have been received to evacuate the building, follow directions from the Fire Safety/EAP Director, Floor Wardens and/or Fire Department personnel.
- Exercise caution when going down stairs, hold handrails, and do not run, or push others.
- High heel shoes should be removed and carried.

Office Safety Tips

- Valuables such as women's purses should never be left unattended, even in areas where visitors seldom go and, especially in the reception area. Never leave a purse on the floor or underneath the desk or on top of a file cabinet - put them out of sight.
- If you go shopping on your lunch hour, do not leave the packages exposed. Place the packages in a cabinet or drawer.
- All visitors, including messengers and delivery personnel, should be watched while on your premises. Escort them to inner office or work areas, do not simply direct them.
- Special care should be taken during the times most suited for pilferage - 30 minutes just after opening and before closing - when there is maximum movement from work areas and offices.
- Investigation of prospective employees' backgrounds may eliminate potential threats.
- Consider changing locks after the discharge of any employees who had keys, access to keys or safe combinations. If business keys are lost,

change the lock. All re-keying must be done through the Property Management Office.

- Personnel carrying keys to premises should never have any identifying tags on their key rings, since loss of a key ring would enable a dishonest finder to locate and use business keys to gain illegal entry.
- If personnel carrying keys park in garages that require leaving keys in the auto ignition, they should leave only the car keys. Duplicates can readily be made from other keys on the ring.
- Never leave the reception area unattended with the door unlocked. Extra care should be taken regarding small items such as radios, pocket calculators, pens and desk ornaments.
- Checkbooks and other valuable corporate property should be locked up.
- Avoid giving keys to outsiders for special deliveries or for early/late arrival for special purposes.
- Serial numbers of all important corporate items should be recorded to aid police in recovering property in the event of loss or theft.

Immediately report to Security or the Property Management Office any strangers loitering in the building. If any equipment or valuables are lost, report it to the police, your insurance company and the Property Management Office.

Pandemic Preparedness

What you Need to Know

An influenza (flu) pandemic is a worldwide outbreak of flu disease that occurs when a new type of influenza virus appears that people have not been exposed to before (or have not been exposed to in a long time). The pandemic virus can cause serious illness because people do not have immunity to the new virus. Pandemics are different from seasonal outbreaks of influenza that we see every year. Seasonal influenza is caused by influenza virus types to which people have already been exposed. Its impact on society is less severe than a pandemic, and influenza vaccines (flu shots and nasal-spray vaccine) are available to help prevent widespread illness from seasonal flu.

Influenza pandemics are different from many of the other major public health and health care threats facing our country and the world. A pandemic will last much longer than most flu outbreaks and may include "waves" of influenza activity that last 6-8 weeks separated by months. The number of health care workers and first responders able to work may be reduced. Public health officials will not know how severe a pandemic will be until it begins.

Importance and Benefits of Being Prepared

The effects of a pandemic can be lessened if you prepare ahead of time. Preparing for a disaster will help bring peace of mind and confidence to deal with a pandemic.

When a pandemic starts, everyone around the world could be at risk. The United States has been working closely with other countries and the World Health Organization (WHO) to strengthen systems to detect outbreaks of influenza that might cause a pandemic.

A pandemic would touch every aspect of society, so every part of society must begin to prepare. All have roles in the event of a pandemic. Federal, state, tribal, and local governments are developing, improving, and testing their plans for an influenza pandemic. Businesses, schools, universities, and other faith-based and community organizations are also preparing plans.

As you begin your individual or family planning, you may want to review your state's planning efforts and those of your local public health and emergency preparedness officials. State plans and other planning information can be found at <http://www.flu.gov/professional/checklists.html>.

The Department of Health and Human Services (HHS) and other federal agencies are providing funding, advice, and other support to your state. The federal government will provide up-to-date information and guidance to the public if an influenza pandemic unfolds.

Pandemic Flu Resources

There are many publicly available resources in place to help communities, companies, and individuals plan for a possible pandemic flu outbreak. A few of the most useful sites are linked below:

Flu.gov

This is the official U.S. Government site for information on pandemic and avian influenza. The material on this site is organized by topic for easy reference. <http://www.flu.gov/>

Centers for Disease Control and Prevention (CDC)

The CDC Web site is another primary source of information on pandemic influenza. They also have a hotline @ 1-800-CDC-INFO (1-800-232-4636) – that is available in English and Spanish, 24 hours a day, 7 days a week (TTY: 1-888-232-6348). Or, if you prefer, questions can be e-mailed to inquiry@cdc.gov.

Department of Homeland Security (DHS)

DHS is working on a "Business Planning Guide," which will be posted on the DHS home page and on Pandemicflu.gov as soon as it is completed. Also, for business-specific questions, the DHS has created an e-mailbox - DHSPandemic@dhs.gov.

BOMA Resources

The resources above will provide a lot of information, but we also encourage you to:

- Listen to local and national radio
- Watch news reports on television
- Read your newspaper and other sources of printed and Web-based information
- Look for information on your local and state government Web sites

- Consider talking to your local health care providers and public health officials.

Personal Safety Plan

As many aspects of our lives were changed by the events of September 11, 2001, we hope that this information is helpful to you and your family in preparing for emergencies.

General Tips:

- During an incident, stay where you are, unless directed by authorities to evacuate. Staying in your location is usually the most prudent course of action, unless you are in immediate danger.
- Do not assume that you should evacuate. If evacuation is appropriate, listen for the message indicating directions to proceed and signs to follow. Information will be provided to the public through the media. Your best initial action is to "shelter in place" and stay attentive to media broadcasts.
- Plan to walk or use transit.
- If you leave your vehicle, make sure it is secure and not parked on an Emergency Evacuation Route.
- If you have a car, it is best to try to keep at least 1/2 tank of gas in it at all times.
- Create a Family Emergency Plan.
- Discuss with your family how you will respond to an emergency.
- Pick a friend or relative that all family members can call if separated (consider an out-of-state point of contact as it may be easier to call out-of-state after an emergency than in your local area).
- Prepare an emergency "Go-Kit" (the kit should have 3 days' supply of food, water, medical items, first aid supplies, a flashlight, radio batteries, etc.).
- Know the Plans of Your School System.
- If you have a child in school, you need to understand fully the school's plans to protect your child in the event of an emergency.
- If you are told to evacuate, your children may have already been taken to a safe place by the time you reach their school. Find out if this will happen and where they will go.
- Consider partnering with other parents in your children's classes to develop joint emergency plans and share pickups.

Power Outages

In the event of a power outage, remain CALM and call the Property Management Office immediately. Listen for information and instructions from the Building's public address system. An emergency generator will automatically operate selected equipment, such as lights in stairwells and common areas, and the public address system.

During a power outage turn off as much equipment as possible to minimize disruption and damage once power is restored.

Evacuation in the Case of Blackout (Loss of Electricity)

If a partial or complete loss of electrical power occurs, backup generators will power certain systems, including life-safety systems and some elevators for emergency personnel use. Property management will determine the appropriate response to a loss of power. In general, the decision regarding the action to be taken in a blackout situation will depend on the estimated duration of the blackout.

The Building's Emergency Action Plan (EAP) Director will keep building occupants informed of the situation by using the voice communication system. If building management has determined that the blackout will be short-term and no evacuation is necessary, the EAP Director will announce that the blackout is temporary and will ask that building occupants remain calm and await the restoration of power. If the blackout is expected to last for an extended period, or its probable duration cannot be determined, the building manager may order evacuation of the affected areas.

If evacuation is deemed necessary, security officers will assist building occupants in evacuating the building.

To be successful and avoid panic and confusion, an evacuation in the case of blackout must be an orderly and structured process.

1. A PA Announcement will be made and the evacuation will begin at the top of the building and proceed down to the lowest floor.
2. Security officers will be dispatched to the floor to assist with the floor-by-floor evacuation of the building.
3. The Tenant Fire Safety Team Members will assist in the evacuation of their floor.
4. High-heeled shoes should be removed to make walking easier and less dangerous.
5. Personnel should remain calm and quiet, and move to the nearest fire exit. Do not attempt to use elevators.

If an individual on a floor is disabled or cannot walk down the stairs, a security officer will request that a co-worker stay behind with the disabled person until another means of evacuation becomes available. The security officer will inform Security of every person who is stranded on each floor.

When the security officer has determined that the evacuation of a floor is complete, he or she will notify Security and will then proceed to the floor below. The evacuation procedure is repeated for each floor until the affected floors are completely evacuated.

No one (other than emergency or repair personnel) will be permitted to enter the building until an "all clear" is declared and building personnel are permitted to return.

Protests/Demonstrations

Should a riot or civil disturbance start outside the building, the security officers will immediately lock all entrances. The police will be notified and management will keep you informed.

If a disturbance should occur in the main lobby, all elevators will be turned off at the lobby level and the police will be summoned.

Severe Weather

Severe Weather

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are right to produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken for safety.

In the event these conditions do exist, keep radios or televisions tuned to local news and weather reports. The following guidelines should be kept in mind:

- Move away from building perimeter and exterior glass. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic. Keep calm. If trapped in an outside office, seek protection under a desk.
- If instructed to evacuate, lock all desk drawers and take all items of value with you. Use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- Do not return to your office until advised to do so.

Tornadoes occur in many parts of the world and in all 50 states. Tornado frequency is at its peak in April, May and June. The potential threat is most dangerous in the continental plains and along the Gulf Coast of the United States.

NOTE: Most tornadoes last only four or five minutes.

Tornado Watches

Are issued by the National Weather Service for areas threatened by tornadoes and severe thunderstorms. These watches specify a time period and area where tornado probabilities are highest. During a watch, look for threatening weather and stay tuned to radio and television for more information.

Tornado Warnings

Are issued by local National Weather Service offices when a tornado has been sighted or indicated by radar. Warnings describe the area that could be affected. If a WARNING is issued, take cover immediately.

Where to Go

Stay away from windows, glass doorways and outside walls. Close doors to the exterior offices and go to interior small rooms or into inside hallways. Protect your head and crouch down making yourself as small a target as possible.

After the Storm

- Inspect your area for damage.
- Check immediately for electrical problems and gas leaks.
- Report your findings to the Property Management Office.
- Cooperate in the cleanup of debris.
- During repairs and cleanup, wear shoes and gloves.

Follow directions from Building Emergency Personnel and Public Safety Officials.

Earthquakes

An earthquake is caused by a sudden slip on a fault. Stresses in the earth's outer layer push the sides of a fault together. Eventually enough stress builds up and the rocks slip suddenly, releasing energy waves that cause the shaking we feel during an earthquake.

Earthquakes come in clusters. In any earthquake cluster, the largest one is called the main shock; anything before it is called a foreshock and anything after is called an aftershock. We must be prepared for aftershocks and the damages they can cause.

These procedures are designed to assist in preparing for an earthquake before it occurs and provide guidelines to follow during the disaster. Preparedness is the key to safety and a quick recovery.

Before The Earthquake

Mitigation

Non-structural hazards must be identified and every effort must be made to correct potentially dangerous situations. This includes securing furniture such as book cases, wall units or other items that could fall and injure someone or block an evacuation route. In some cases, this may not be feasible. For this reason, awareness of these problems is of the utmost importance.

Assess Your Work Area

- **Windows/Glass:** If your work station is near a window or glass partitions, decide where you will take cover to avoid being injured by flying glass.
- **Heavy Objects:** If your work station is near a temporary wall or partition, make sure it is securely anchored.
- **Loose Objects:** If you have materials stored on top of cabinets or shelves, determine if these items should be secured or moved.

DURING THE EARTHQUAKE

During an earthquake you will be safer inside the building than you are outside. If you do feel a tremor, you should: Duck, Cover, and Hold.

DUCK - Duck or drop down to the floor.

COVER - Take cover under a sturdy desk, table or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms. Avoid danger spots near windows, hanging objects, mirrors or tall furniture.

HOLD - If you take cover under a sturdy piece of furniture, hold on to it and be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move.

DO NO ENTER OR EXIT the building during the shaking. There is danger of falling glass and debris.

DO NOT USE THE ELEVATORS. Elevators will automatically move to the next floor in direction of travel and open.

IF YOU ARE OUTDOORS, move away from buildings, falling objects, and power lines.

AFTER THE EARTHQUAKE

BE PREPARED FOR AFTERSHOCKS. If you are outside, do not return to your office until authorized. **CHECK FOR INJURIES** and administer first aid if necessary (and if qualified). Do not move victims unless absolutely necessary.

REPLACE TELEPHONE HANDSETS that have been shaken off, but do not use the telephones except to report fires or medical emergencies.

DO NOT USE ELEVATORS. When exiting, make sure that the exit is safe to use.

Earthquake Evacuation

- Determine in advance all stairwells and alternate exits from your work location and the routes you will follow to reach that exit in the event an evacuation is necessary. Also establish your alternate routes to be used in the event your first route is blocked or unsafe to use.
- Do not evacuate unless told to do so or danger is imminent.
- Follow instructions given by emergency personnel.
- Walk, **DO NOT RUN**, and keep noise to a minimum.

DO NOT USE ELEVATORS

- **DO NOT** push or crowd. Use handrails in stairwells and move to the inside (most continuous handrail).
- Move to your designated evacuation area unless otherwise instructed. Check doors for heat before opening.
- Assist non-ambulatory, visually impaired and hearing-impaired persons if they are present.

- If you have relocated away from the building, DO NOT return until you are notified that it is safe to return.

What If You Are in an Elevator

- Many elevators are designed to go to the nearest floor in the direction of travel and open.
- However, some elevators will stop in any moderate earthquake. Building maintenance personnel will contact each elevator car as quickly as possible and advise you how rescue will occur.
- Upon being rescued, take directions from the Floor Warden of that floor.
- If you have a medical problem or other emergency, call the phone numbers listed in the elevator car. If immediate help is needed, call 911.

When Should You Go Home?

- It is in your best interest in the event of an earthquake or community wide disaster during normal working hours that all employees should remain at work.

Hurricanes

Before a tropical storm or hurricane enters the Gulf of Mexico there are some guidelines on how to protect yourselves, your premises and contents.

Always keep the contact information for your firm's Floor Wardens and emergency contacts up to date with the property management office. This will ensure timely contacts from property management, giving you important emergency information.

Should your firm require on-site personnel during the storm, advise them to maintain an inventory of emergency equipment to be used to include but not be limited to the following:

- Flashlights and fresh batteries
- First-aid kits to treat minor injuries caused by flying glass
- Transistor radios for keeping abreast of weather and highway conditions
- Ice Chests
- Water Coolers
- Thermal Bottles
- Non-perishable Food
- A Can Opener
- At Least One Change of Clothing

Please note that Brookfield reserves the right to close the building for your safety, absent a governmental directive. In either instance, it is very important that all building occupants take the following steps prior to leaving:

- All mini-blinds should be opened and raised.

- Desks, table tops and all windowsills should be cleared of books, loose papers, and other items. These items should be placed in secured locked drawers or file cabinets.
- All artwork and furniture should be moved away from windows. Personal items should be stored in a safe area or removed from the building.
- Waterproof tarpaulin or heavy plastic can be useful for covering desks, computers, and filing cabinets.
- Bookcases in offices with exterior windows should be turned (if possible) to face the wall.
- Computers and related equipment should be backed up, powered-down and unplugged.
- All lights should be turned off.
- All electronic equipment should be removed from offices with windows and secured in an area near the core of the building (if possible).
- All office doors should be shut and locked when possible.

Brookfield will maintain limited staffing at the property throughout this event. We are fully prepared to take appropriate actions, which includes but is not limited to the following:

- The building roof and grounds will be cleared of debris.
- Storm drains will be cleaned and locked down.
- Emergency generators serving emergency lighting and fire/life safety systems will be serviced and fuel tanks filled.
- Emergency supplies and equipment to include, plywood (for installation in the event of window or door damage), sandbags, portable radios, two-way radios, tarps, plastic, and miscellaneous tools are stocked in ample quantities.
- We are committed to communicating and working closely with you as we prepare for the possibility that we will be affected by this hurricane. Please free to call the management office at with any questions or suggestions you might have.

Please note we will utilize the LiveSafe emergency alert system to advise tenant contacts and other designated emergency contacts of important developments should the need arise.

Suspicious/Unattended Packages

Identifying a Suspicious/Unattended Package

A suspicious letter or parcel might have some of the following indicators:

- Origin - Postmark or name of sender is unusual, unknown, or no further address is given.
- Postage - Excessive or inadequate postage.
- Balance - The letter is lopsided or unusually thick.
- Weight - The letter or package seems heavy for its size.
- Contents - Stiffness or springiness of contents; protruding wires or components; oily outer wrapping or envelope; feels like it contains powdery substance (When checking, do not bend excessively.)

- Smell - Particularly almond or other suspicious odors.
- Writing - Handwriting of sender is not familiar or indicates a foreign style not normally received by recipient. Common words or names are misspelled.
- Rub-on block lettering.

Handling a Suspicious/Unattended Package

- Notify Security/Property Office.
- Do not excessively handle or open a suspicious package.
- Immediately segregate it in an unused room or space.
- Attempt to verify the sender and/or the legitimacy of the package (i.e. ask the recipient if he/she was expecting a package that matches the suspect package's size and shape.)
- If the letter or parcel remains suspect, call the police.

Unsafe Conditions or Suspicious Activity/Individual

If an unsafe condition - a slippery floor, debris left in a common area, broken glass, etc. - is noticed, please notify a security officer or the Property Management Office immediately. Brookfield staff inspects the property regularly; however, problems you might see sooner are addressed immediately.

If you see suspicious or offensive persons in the building, please call Security/Property Management office. If possible, make note of appearance, clothing, etc. in order to assist building security in identifying them.

Report any situation involving a threatening person to the Police Department by calling 911 and then notify Security, IMMEDIATELY. Provide as much information as possible including a physical description of the person(s) and their location, whether or not they are armed, and in a hostage situation, the number of hostages and their location.

Workplace Violence

Violence in the workplace can be caused by a variety of reasons that may not even relate to the work environment. Sometimes it is carried over from domestic problems. Sometimes a terminated employee becomes disgruntled. Usually, there is no advance warning.

What to Do:

Immediately notify Security/Property Management and call 911 and inform us of the type of situation (e.g., provide physical description of persons involved, names, location). The police will take control of the situation upon their arrival.

Property Management and or the Director of Security will meet the police in the lobby of the building.

Remain Calm and remember the Department of Homeland Security Active Shooter survival tactics:

RUN/HIDE/FIGHT

1. Run - Evacuate the area.
2. Hide - In a safe room that can be locked and barricade the door.
3. Fight - As a last resort confront the shooter any way possible, throw objects, make noise, move around, create an element of surprise for the attacker.

Tenant Services

Service Request / Angus Work Order System

Brookfield's goal is to provide outstanding tenant service at all times. This means:

- Courteous, timely, efficient, high-quality responses to tenant requests
- A follow-up review to confirm that the tenant is satisfied with the response
- When there is a charge for the tenant service, the tenant will receive a clear and accurate invoice

Each lease contains specific information about services to be provided, including complimentary and chargeable services. If a tenant is unfamiliar with charges for services being requested, the cost of the service will be explained.

Tenant services may be provided by Brookfield Properties staff or by outside contractors hired by Brookfield. Authorized tenant representatives can submit requests for routine maintenance using the online Service Request System.

With just a few easy steps you can submit a request for building service. Simply click on the link to the Service Request button on the Tenant Resources page, login with your personalized username and password, enter the necessary information, click submit and you are done!

[Click here to login to the Service Request System.](#)

The following information contains detailed instructions for using the Service Request System.

- Enter your personalized user name and password issued by the Management Office
- Complete the Service Request by entering as much information as you can. Fields that are marked with a red asterisk are mandatory. Fields such as Property, Reported By, Reported by Phone, and Reported by E-mail will auto-fill based on your personalized login. The information contained in these fields cannot be changed.
- Select the type (service category) of the request.

Viewing Service Requests

1. Click on View Service Request
2. Select filters or accept the default parameters
3. Click Go!

The system will display all your service requests. The most recent request will be on top. Scroll to find the request your company has created. Click on the request date for detailed information about the request.

Request Status	Explanation
Open (new)	The request has been created but the Management Office has not processed it
In Progress	The request has been accepted by the Management Office. The work requested had been completed. The request may be kept in this status due to follow-up activities
Work Completed	The work requested had been completed. The request may be kept in this status due to follow-up activities
Closed	The work requested and follow up activities have been completed
Cancelled	The work order was cancelled by tenant or Management Office

Visitor Registration

<https://www.ng1.angusanywhere.com/Tenant/Default.aspx?CompanyName=Trizec&WbsiteName=Brookfield>

Building Signage and Directory

Each tenant is listed on the electronic building directory. Please submit to the Management Office a list of specific names you wish listed in the directory. A door plaque and/or elevator signage will be provided at Tenants' expense. Please allow 6-8 weeks for delivery.

Directory listings are in the following format:

Company Listings Name Suite or Floor #

Individual Listings Name Suite or Floor #

Plaza, Sky Lobby and multi-tenant elevator lobby directory signage can be ordered through the Property Management Office prior to your initial move-in. All signage must

be approved.

Please refrain from taping temporary or non-building standard signs to the building walls, suite doors, building or elevator lobby doors, or elevator walls.

Updates to the directory listing and tenant signage are the responsibility of the tenant.

Cleaning Services

Cleaning service is provided five times per week. During each cleaning, carpets are vacuumed, unobstructed surfaces dusted, and trash is emptied. For trash that is not in a wastebasket, please inform the cleaning personnel by leaving a large note on the items that read BASURA or TRASH. Please DO NOT leave items that are not trash on top or near wastebaskets because these items might be misconstrued as garbage. If you have special cleaning needs please submit a request through the Angus work order system.

If a small cleaning problem should arise during working hours, please submit a work order through the Angus work order system and assign to Cleaning/Janitorial.

For questions or comments regarding the cleaning services or pricing for any extra services, please notify the Management Office.

Deliveries

Deliveries to Heritage Plaza are made through the Heritage Plaza Courier Service (Breakpoint) located on the Plaza Level of the building next to the loading dock. All incoming packages are brought to the Courier Room, scanned and uploaded to a tracking system. Letters and/or small packages are delivered to the Tenant's suite within 30 minutes and bulk shipments within an hour. All delivery personnel are required to enter at the loading dock.

Breakpoint also provides outbound services. Notify Breakpoint at 713.651.3450 outbound package(s) are ready for pickup. Please see schedule of services below. Please direct your questions to Breakpoint at 713-651-3450 or www.breakpoint.co (please note this is a .co not .com).

Certificate of Insurance

All Tenant vendors must have a Certificate of Insurance on file including but not limited to coffee, beverage, catering, food takeout delivery, office supplies, etc. A Certificate of Insurance must be received by the Building Management Office 72 hours in advance of delivery. Please note, it is the Tenant's responsibility to acquire the Certificate of Insurance and forward to the Building Management Office. Contact the Building Management Office for a sample Certificate of Insurance per vendor type and list of approved vendors.

Loading Dock / Freight Elevator / Deliveries / Package Pickup

Monday – Friday

6:30am – 11:00am Building Deliveries – UPS, FedEx, USPS, Coffee, Beverage, Catering, Food Takeout Delivery, Office supplies, etc.

11:00am – 1:00pm Catering Deliveries Only

1:00pm – 5:00pm Building Deliveries – UPS, FedEx, USPS, Coffee, Beverage, Catering, Food Takeout Delivery, Office supplies, etc. Small moves from 3:00pm – 5:00pm pending Building Management approval (i.e., 2 desks, 1 file cabinet, 2 chairs)

3:00pm – 3:30pm First Scheduled Package Pickup – Ground boxes (small and large), air express letters and packages. Notify Breakpoint at 713.651.3450 when your outbound package(s) are ready for pickup.

5:00pm – 5:30pm Janitorial Crew Only

5:30pm – 8:30pm Small Moves – Reserved through Management Office of first come, first served basis. \$40 per hour for dock officer with a 3 hour minimum charge.

6:00pm – 6:30pm Final Scheduled Package Pickup – Ground boxes (small only), air express letters and packages. Notify Breakpoint at 713.651.3450 when your outbound package is ready for pickup. Boxes larger than 16" x 13" x 3" will be picked up the following day.

8:30pm – 10:00pm Janitorial Crew Only

10:00pm – 6:00am Large Moves – Reserved through Management Office on first come, first served basis. \$40 per hour for dock officer and \$40 per hour for freight operator with a 4 hour minimum charge for each service.

Saturday – Sunday

6:00am – 6:00am Large Moves – Reserved through Management Office on first come, first served basis. \$40 per hour for dock officer and \$40 per hour for freight elevator operator (total = \$80/hr.) with a minimum 4 hour charge.

Deliveries Summary

The loading dock is open from 6:30am to 5:00pm for everyday Tenant deliveries such as UPS, FedEx, coffee, beverage, food takeout delivery and office supplies, etc. The dock and freight is reserved for caterers only between the hours of 11:00am and 1:00pm. Whereas the loading dock is closed, the freight elevator is operational from 5:30pm to 10:00pm. Refer above.

Vendors and Tenants are allowed to use carts or dollies to transport boxes/items/large packages on the loading dock and in the freight elevator during and after business hours. Vendors and Tenants are not allowed to use carts or dollies to transport boxes/items/large packages on the Plaza Level or in the passenger elevator during and after business hours. Vendors and Tenants are to complete their path of travel via the freight elevator to the loading dock.

Small after-hours food deliveries require a Tenant representative to meet the food vendor at the Plaza Level to either pick up the food or meet the vendor at the Plaza Level and escort the Vendor to the Tenant's suite.

The loading dock is available by appointment only for after-hours (after 5:30pm) and weekend use via the Angus work order system. The charge for this service will be included on your next Tenant statement. Reserving the dock must be scheduled 24 hours in advance for regular deliveries and 5 days in advance for moves. Cancellations are accepted 24 hours in advance of this service, you will be billed for this service if cancelled less than 24 hours in advance.

Large deliveries, move-ins, move-outs and construction MUST be scheduled after-hours and MUST be coordinated through the Building Management Office to avoid conflicts. Passenger elevators are not to be used for moving or deliveries.

- Scheduling is done on a first come, first served basis and the freight elevator/loading dock is exclusively for the requestor (Tenant) who made the reservation
- Pallet Jacks are not allowed on the property including the loading dock or freight elevator.
- Dumpsters are to be scheduled Monday through Friday between the hours of 10:00pm to 5:00am and must be removed the day of the scheduled usage. Dumpsters are to be scheduled Saturday – Sunday between the hours of 5:00am Saturday through 5:00am the following Monday. Dumpsters must be removed by 5:00am Monday.

Procedure for After-Hours Moves, Large Deliveries and Construction:

Please note, any after-hours use of the dock and freight elevator must have an overtime dock officer/overtime freight operator (minimum hours are listed below).

- Monday through Friday – 5:30pm to 8:30pm: Minimum 3 hours (no charge for freight operator, charge for dock officer only)
- Monday through Friday – 10:00pm to 6:00am: Minimum 4 hours (must have dock officer and freight operator)
- Saturday and Sunday – 24 Hours: Minimum 4 hours (must have dock officer and freight operator)
- The cost of each dock officer/freight operator is approximately \$40.00 per hour, per person
- If a loading dock officer and or a freight operator was scheduled on your behalf, cancellation must be done twenty four hours in advance to avoid a four hour each (minimum) charge

Procedure for Reserving the Loading Dock/Freight Elevator:

The requestor (Tenant) will make the reservation for the loading dock/freight elevator through the Angus work order system including:

- Date: For dock and/or freight
- Duration: Start time and end time
- Location: Floor(s) where work is to take place

- Purpose: Trash hauling, furniture move (approximately how many pieces), bring in/take out equipment on a build out, etc.
- Vendor: Name, contact and phone number
- Vendor: How vendor will access Tenant's space

Elevators

There are twenty-eight (28) passenger elevators in the building. Three (3) elevators from the Parking Garage to the Sky Lobby, four (4) shuttle elevators from ground (Plaza) Level to Sky Lobby, two (2) in FLBB from Plaza to Level 4, one (1) handicapped accessible on the Sky Bridge from Sky Bridge to Plaza Level, six (6) elevators for Levels 14-26, six (6) elevators for Levels 27-39 and six (6) elevators for Levels 40-51 and one (1) Freight Elevator. Moving is not allowed on any passenger elevator, only the freight elevator. The elevator number is located inside each cab. The telephone automatically calls the Security Desk 24 hours a day, 7 days a week. Heritage Plaza has an onsite elevator technician Monday through Friday during business hours.

Elevator Malfunction

Remember to remain calm if you are in the elevator and it stops. Pressing the emergency button within the cab will alert the Security Desk that the elevator is malfunctioning. The cab number will be identified along with the specific floor on which the elevator is stuck. The Security Officer will establish and continue two-way communication with the elevator occupants until help arrives.

In the event of a power outage, elevators will continue to operate in a limited fashion using our emergency power generator at the Tower. Should an outage occur, elevator lights will remain on, but the car itself will temporarily cease moving. Each elevator will automatically return to the Sky Lobby, their doors will open, and they will remain inoperable until the power has been restored.

ELEVATORS MUST NOT BE USED FOR EVACUATION IN THE EVENT OF A FIRE ON YOUR FLOOR OR THE FLOOR DIRECTLY ABOVE OR BELOW. USE THE STAIRWELLS.

Riser Management

Heritage Plaza has partnered with Montgomery Technologies to manage the building telecommunications infrastructure, spaces and pathways. This service provides our Tenants with a program that ensures the security and integrity of the building communications system. When a telecom provider or vendor needs access to the riser for any data, telephone service or IT room demarc, Tenant is to schedule through Montgomery Technologies. Tenant is to contact Lunet Kelly at 1-844-824-0100 and 415-872-0810 or email lkelly@montgomerytech.net.

Engineering Services

Tenants may need special engineering services, including locks, replacement of non-standard ceiling tiles, installation of additional thermostats, etc. The tenant is billed at

established rates for engineering services. Please enter all requests for services via the Angus work order system.

Engineering requests are processed and billed as follows:

- A member of the engineering department staff investigates the situation
- If possible, the problem is resolved immediately
- If materials must be purchased or completing the repair requires further planning or other assistance, the engineer consults the Property Manager. They then plan the work and prepare a time-and-materials estimate for tenant approval

Prior to work commencing, the tenant will be required to approve the estimate of work in the Angus work order system, for which the tenant is responsible.

HVAC

HVAC Services

If the temperature in your office needs adjustment, please initiate a request through the Angus work order system. Your request will be referred immediately to engineering personnel.

After Hours HVAC

The standard hours of HVAC (heating, venting and air conditioning) operation in the building are from 7:00 a.m. to 6:00 p.m. Monday through Friday and 8:00 a.m. to 1:00 p.m. on Saturday except for holidays which must be programmed. Overtime HVAC is charged at the rate stipulated in the lease; if the rate is not shown in the lease, the tenant is charged at the building standard rate, plus administrative fee (if applicable). Upon move-in, each Tenant is assigned a unit number and password to program OT HVAC. Call the number below and enter the following information for immediate after-hours HVAC needs.

Call: 713-652-5845

Floor _____

Unit No. _____

Password _____

Enter the number of hours of after-hours HVAC that you need (1 to 6 hours are available). Call the phone number above and select "7" when prompted if you want to cancel or shut off the air conditioning.

Tenants who have "re-occurring" after-hours air conditioning can enter a work request in the Angus work order system. Choose the "HVAC-After Hours" and it will be programmed by one of the engineers.

Keys and Locks

Upon moving into the building tenants must request keys or access cards for their entrance doors. Additional keys/cards and locks can be purchased by entering a work order through the Angus work order system. All locks and keys must be building standard. All locks, keys and lock changes must be installed by our building locksmith.

A fee is charged for this service and is billed on your monthly statement for extra services. All key and lock requests should be submitted using the Angus work order system. There is a \$25.00 charge for access cards.

All keys and access cards remain the property of the landlord. No additional locks will be allowed on any door without written permission of landlord.

Lost and Found

The Management Office maintains a lost and found for items that have been brought to us. If you have lost an item in the building or parking garage please call 713-651-7808 or come to the Management Office. If an item found in the building or parking garage please bring it to the front desk in the Management Office on the Sky Lobby floor or you may call 713-651-7808 for instructions.

Mail Service

The mailroom is located on the Plaza Level and is operated by the U.S. Postal Service. Upon move-in, Tenants are assigned a postal box and issued a set of keys through the Management Office. However; the Management Office does not have access to the U.S. Postal Service boxes.

Outgoing mail can be deposited in the collection boxes located in the mailroom on the Plaza Level.

Parking

There are two parking garages that service the property. Parking for a number of tenants is provided in the Tower garage, accessed from Lamar Avenue, on floors 2 - 12 providing 808 parking spaces. This garage has gate access and roll down gates. The Lamar parking entrance closes at 7:00 pm Monday through Friday and all day Saturday and Sunday. Each exit has an intercom system connected to Central Parking which is monitored 24/7. The Clay Street Garage also provides 1,151 parking spaces for building tenants and a tunnel that connects to the Heritage Plaza Mall Level. Heritage Plaza visitor parking is located at the Clay Garage, 1200 Bagby, surface lot only. There are no visitor parking spaces in the Tower garage.

All parking spaces marked "Reserved" are 24 hours a day, 7 days a week, for the person leasing that space. Please call the management office at 713-651-7808 for all routine matters including the issuance of monthly passes and tickets.

sp+ operates the parking facilities. If you have questions related to parking, please call Charlotte Howard at 713-651-7808. For parking specifics and pricing please refer to your lease.

If your company has individual parkers seeking a parking contract that is not billed through your company, go to www.spplus.com and register with your credit card. Please see the attached map for location of the garage and visitor parking information.

Pedestrian traffic on the garage entrance ramp is prohibited for the safety of all concerned.

Posted speed limit within the garage is 5 MPH.

Recycling

Brookfield is committed to both preserving our environment and reducing operating costs.

Heritage Plaza participates in a single stream recycling program. Blue liners are used as indication of designated Tenant recycling containers that accept paper, aluminum, cardboard and clean plastic. Recycled materials from the building are hauled to a designated "MERF" to sort and separate the materials. Heritage Plaza currently averages close to 50% of all building waste to be diverted from landfills.

In addition, Heritage Plaza participates in the following efforts to increase our landfill diversion rates and reduce our carbon footprint:

- E-Waste - Host a bi-annual electronic waste drive.
- Construction & Debris - Maintains our policy to use waste haulers that will divert construction and debris from landfills as a first option.
- Toner - Our Management Office recycles all toners.
- Light Bulbs - All light bulbs are recycled through a third party vendor.
- Batteries - Our Management office will accept batteries from Tenants and recycle on an as needed basis.
- Consultant - Heritage Plaza has a consultant to assist Tenants in improving their diversion rates, help increase sustainability efforts and develop creative new methods to recycle material.

The following products cannot be recycled and should be discarded into the regular trash receptacles: glass, paper towels, carbon paper, waxed paper, blueprints, food plates and Styrofoam. Please contact the Management Office for information on recycling and ordering trash receptacles.

Repairs

If a need for repairs is noticed throughout the building, please notify the Management Office by calling or by submitting a Service Request. Our staff welcomes your information and assistance in maintaining Heritage Plaza as a first-class office environment.

If electrical, plumbing or other above standard repairs are requested within your premises, please log on to the Tenant Service Request System. The work will be completed by property maintenance personnel or outside contractors who are familiar with the building.

For more information about Service Requests please call the Management Office.

Tenant Parties, Receptions and Open Houses

If a tenant has plans for a party, reception, open house, etc., please contact the Management Office at least seven days in advance via the Angus work order system.

Provide date, time, freight elevator access, catering and location of event. This will allow us to make security, cleaning staff and the HVAC departments aware of your gathering and to offer our help so that you and your guests have an enjoyable time. Some of the services provided have costs associated with them and it will appear on your monthly invoice.

If your plans include serving alcoholic beverages, you must have a uniformed police officer, with a required three hour minimum fee. Please contact Building Management office for scheduling.

Tenant Security Services

Tenants may require security services in addition to those typically provided on a day-to-day basis by the property's security personnel. If extra security measures are required, the tenant should call the Property Manager to discuss these needs and the best way to fulfill them.

TENANT AMENITIES

Conference Rooms

Heritage Plaza offers two conference rooms free of charge for all Tenants to use. The Plaza Conference Room located on the Plaza Level is the largest and seats classroom style only up to 132 people. The fee is \$500.00 if you would like the Plaza Conference Room reconfigured. Note: Police officer required when alcohol is present. Management Office will provide contact information. With each reservation tenant may place one of the following immediately outside the Plaza Conference Room glass doors: (A) Foam board mounted sign on an easel. (B) Self-standing upright banner. The Mall Conference Room is located on the Mall level and seats up to 14 people with a large conference table, chairs, 40" Plasma Monitor and Polycom. All food vendors require insurance, refer to "Certificate of Insurance" in this Tenant Manual.

Reservations must be made through your Tenant Contact via the Angus Work Order System for your event and are booked on a first come, first served basis.

Conference room reservation and cancellation policy:

The Plaza Conference Room and Mall Level Conference Room will only be scheduled 60 days in advance and the rooms will only be available for two (2) consecutive days. There will be a charge of \$500.00 for tenants who fail to honor their reservation or fail to cancel within 48 hours of their scheduled reservation.

All conference room reservations must be made by the Tenant through the Angus system. If you do not have an account to access the Angus system, please contact your tenant coordinator.

Tenants are welcome to use our conference rooms during business hours, 7:00AM to 6:00PM, Monday through Friday.

All cancellation notices must be sent to Tracenia Gardner
(traceniagardner@brookfieldproperties.com)

Fitness Center

The Heritage Plaza Fitness Center is located on the Mall Level. It is an 8,500 sq. ft. state-of-the-art facility with premier fitness equipment, locker room amenities and a full staff of fitness professionals. The fitness center is open to all Heritage Plaza Tenants. Optum Health is the management company for H-Fitness. Prior to using the Fitness Center, a Membership Information Packet must be completed. Your building access card will be activated for the card reader upon completion of the necessary paperwork. There will be a \$25 fee for a card upon registration if you do not have a building access card. The hours of operation are Monday through Thursday 5:30am. to 8:00pm and Friday 5:30am to 7:00pm. For more information please call 713.651.0075

Food Service

Citrus Kitchen provides breakfast, salads, soups, hot entrees, burgers and sandwiches. Ice cream and specialty coffees are also available. Citrus Kitchen provides catering services for Tenant luncheons and events. is located on the Mall Level down the escalators from the main Plaza building lobby. The hours are 7:00am – 4:00pm.

Heritage Coffee

Heritage Coffee is a “We Proudly Serve” Starbucks and is located on the Plaza Level. Hours of operation Mon.-Thurs. 6:00am – 5:00pm, Friday 6:00am – 4:00pm. To join the rewards program or order online please visit www.heritagecoffeeweb.com.

In-House Movers/Special Services

Services includes, hanging of framed art/certificates/photos and dry erase boards. Small in-house move like a desk and credenza. Rate is \$69.00 per hour/per man and a two-hour minimum is required.

Car Butler

Car Butler offers on-site professional auto detailing Monday through Friday. A representative is available every Tuesday and Friday from 7:00am - 9:30am at the Sky Lobby Concierge Desk. For more information please visit <https://carbutler.com> or by calling 713-223-0224.

Deliveries to Heritage Plaza are made through Heritage Plaza Courier Service (Breakpoint) located on the Plaza Level of the building next to the loading dock on Dallas Street. All packages are brought to the mailroom, scanned and uploaded in to the tracking system. This includes all floral and food deliveries. Letters and/or small packages are delivered within 30 minutes and bulk shipments within an hour. All deliveries must go through the courier room and badged in by a courier. Delivery personnel are required to enter the building at the loading dock located on Dallas Street. The Courier Service also provides outbound services. Notify the mailroom at 713-651-3450 when your outbound is ready for pickup. Operating hours are 6:30 am to

7:00 pm Monday through Friday. Please direct your questions to Heritage Plaza Couriers at 713-651-3450. The courier service website is: www.breakpoint.co.

Courier Service (Breakpoint) does not have any affiliation with the U.S Postal Service or access to the U.S. Postal Service boxes located in the building.

Policies and Procedures

Contractors

Any Tenant planning for construction in their space must notify the Building Management Office and have their plans and drawings approved and coordinated through the Building Management Office. This includes any jobs (i.e. plumbing, electrical or mechanical). Building approved contractors must be used.

Construction, Remodels or Modifications to Your Suite

Tenants must have the Landlord's approval for any construction, remodeling and/or modifications to your suite (per your lease). After drawings have been approved, Tenants can contact the Building Management Office for the approved vendor list. These vendors should already have a current Certificate of Insurance on file. Please do not hire any vendor before checking via email with the Building Management Office. Please note some services provided may incur a management fee and is outlined in your lease agreement.

The following regulations establish the minimum criteria for all construction activities on the property. The regulations are subject to change and Contractors will be notified of changes that affect their work. Brookfield Property Partners requires strict compliance with these regulations.

Access

a. Security Badges

All construction personnel shall wear company shirts or uniforms at all times while they are present on the property.

b. Security Clearance Forms may be obtained from Property Management and shall be submitted to Property Management for the following:

- General Construction: Form may be submitted for approval prior to
- commencement of each project.
- Adjacent Space: Form shall be submitted for approval 24 hrs. prior to any work that will require access to adjacent lease spaces.
- Building Systems: Form shall be submitted for approval 24 hrs. in advance of any work which shall require the impairment or alteration of any building system.
- Freight Elevator: Form shall be submitted for approval 24 hours in advance of any extensive use requirements for the freight elevators (i.e. stocking material, removing trash).

Personnel

1. Construction personnel shall use the freight elevators at all times.
2. Alcohol and drugs are not permitted on the property or within the building.
3. Construction Personnel found to be in the possession of or under the influence of drugs or alcohol are subject to immediate removal from the property and banned from further work on the property.
4. All electronic devices are prohibited at worksite.
5. Contractor personnel are not permitted to use vending machines inside the tenant spaces, or table and chairs in common areas provided for the use of the building tenants.
6. Only Mall level restrooms are available for contractors.

Subcontractors

Only Heritage Plaza approved general contractors and subcontractors such as Mechanical, Electrical, Plumbing, Sprinkler and Fire Alarm subcontractors may perform work on the project. A copy of approved subcontractors list is available from the Property Manager.

Housekeeping

- a. All common areas shall be kept clean at all times. These areas include but are not limited to common corridors, restrooms, stairwells, lobbies, elevators, loading dock, and the grounds.
- b. Construction debris and trash shall be removed from the jobsite as soon as
- c. practicable. Property Management reserves the right to require trash removal on demand.
- d. Construction debris and trash shall not be stored in Mechanical rooms, Electrical closets, Service Elevator lobbies, adjacent spaces or any other location outside of the jobsite.
- e. All trash removal shall be scheduled for weekends.
- f. Contractor shall provide walk off mats at each exit from the jobsite. Mats shall be maintained or replaced as necessary to prevent construction dust from being tracked throughout the buildings.
- g. Mechanical and Electrical rooms shall be broom cleaned daily. Panel covers shall be replaced on all active electrical panels daily. No construction materials or supplies are to be stored in the mechanical or electrical rooms.
- h. The Contractor is to install a construction pre- filter on all air handling units serving the jobsite before starting job and remove once the job is complete. The filters needs to be monitored weekly during construction.

Sprinkler System

- a. Contractor shall notify Property Management 24 hours in advance of any work affecting the sprinkler system.

- b. Contractor shall check in at the Security Console prior to commencement of the sprinkler work.
- c. Chief Engineer/Assistant Chief Engineer shall accompany Contractor and tag impaired devices.
- d. Sprinkler system drain down and refill are the responsibility of the Contractor.
- e. When notified by the Contractor, Chief Engineer/Assistant Chief Engineer shall remove impaired device tags after the work is complete and the system is operational.
- f. The Contractor shall remain on site at all times when the sprinkler system is impaired and shall not leave until the system is refilled and all alarm or trouble conditions related to the work are cleared.
- g. Sprinkler Standpipes or risers may not be drained or remain empty between the hours of 7:30 a.m. and 6:00 p.m.
- h. Sprinkler feed mains, cross-mains and branch lines shall be drained after 7:30 a.m. on regular business days only and must be refilled by 5:00 p.m. each day. Exceptions require approval of Property Management. The Contractor may incur additional cost for Property Management personnel when these steps are not followed.

Fire Alarm System

- a. Contractor shall not conduct any activities that will activate the building fire alarm system prior to the implementation of precautionary measures to prevent false alarms.
- b. Contractor shall be charged \$250.00 per occurrence in the event of false fire alarms caused by smoke detectors that have not been taken out of service prior to the work in accordance with the following procedures:
 - a. Contractor shall notify Property Management/Security in advance of any activities that will require impairment of any smoke detectors.
 - b. The Contractor will take smoke detectors out of service.
 - c. Contractor personnel must be present at all times on each floor or specific work area where the smoke detectors are disabled.
 - d. Contractor shall notify Management Security when the work is finished and shall not leave the project until all smoke detectors are back in service.

Building Systems

Restrooms, toilets, maid's closet, wash bowls and other apparatus shall not be used for any purpose other than that for which they were designed. Any expenses for repair of damage to the above shall be borne by the Contractor.

Thermostats

Existing thermostats shall be protected during demolition and construction to prevent malfunction of the HVAC operating systems. BAS System control wires to the BAS shall be identified and protected during demolition or construction to prevent wires from damage or being cut. Contractor is responsible if cut or damaged.

The Work

- a. Work shall not begin prior to authorization by Property Management.
- b. Noisy Work: Noisy work shall be performed between 6:00 p.m. and 7:00 a.m. or on weekends regardless of the location in the building. Noisy work includes but is not limited to drilling, grinding, shooting stud track or ceiling hanger wires, and the use of power saws.
- c. Welding or Soldering: All welding/soldering shall be performed between 6:00 p.m. and 7:00 a.m. and procedures for venting fumes shall be approved by Property Management twenty-four (24) hours prior to commencement of the work. Also a Hot Work Permit is required for all welding work. Contractor is to have an adequate fire extinguisher available at all times. Contractor will be issued a Hot Work Permit at Security Desk. The Hot Work Permit will be signed by and reviewed by Chief Engineer/Assistant Chief Engineer.
- d. Noxious fumes: All work that will produce noxious fumes shall be performed after 6:00 p.m. and shall be finished with ample time to clear the air of the fumes prior to 7:00 a.m. Procedures for venting fumes shall be approved by the Property Manager twenty four- (24) hours prior to commencement of the work. MSDS sheets should be available on site.
- e. Property Management reserves the right to stop any work that is disruptive to the tenants in the building.
- f. Contractor shall work in harmony with other Contractors and Subcontractors performing work in the building on behalf of Property Management or other tenants.
- g. Contractor shall maintain an active and current safety training and record keeping program and require his Subcontractors to do likewise.
- h. Contractor shall notify Property Management twenty-four (24) hours in advance of ceiling cover so that Property Management will have the opportunity to inspect the work.
- i. Signs or logos will not be permitted without prior approval of Property Management.
- j. Demolished materials are property of Property Manager unless noted otherwise.
- k. Stair doors are not to be propped open at any time.
- l. All floor penetrations require x-ray before coring through cement. Approval is to be obtained through the Management Office.

Material

- a. Materials shall be hoisted via the freight elevators. Passenger elevators shall not be used for material transportation. Pallet jacks are not permitted on freight or passenger elevators.
- b. No materials shall be hoisted outside the freight elevator cabs without prior
- c. notification and approval of Property Management. All costs associated with material hoisting shall be borne by the Contractor.
- d. Materials shall not be stored in the freight elevator lobbies, mechanical rooms or any other common space within the building. Materials shall not be stored in adjacent vacant space without prior consent of Property Management.

- e. Dollies, carts and other moving or loading apparatus shall have rubber tires. The expense of any damage caused to floors/wall, etc., by moving materials shall be borne by the Contractor causing the damage. It is advised that all public areas be sufficiently protected in advance by the Contractor to avoid such damage.
- f. Freight elevators are available on a first come, first serve basis. The Contractor is advised to contact Property Management 24 hrs. in advance of any hoisting operations that will require extensive use of the freight elevators to determine the availability of the elevators.
- g. Property Management reserves the right to inspect all toolboxes, storage bins, trash bins, or other conveyances prior to removal from the property.
- h. The Contractor shall comply with all Federal, State, and Local regulations
- i. pertaining to the use of hazardous materials or potentially hazardous materials. No hazardous materials may be used on the property without prior written approval of Property Management.
- j. All doors, hardware, door frames, light fixtures, HVAC units, air boots, slot
- k. diffuses, millwork and appliances to be removed from demolished leases are the property of the building and may be required to be relocated elsewhere in the building. Please contact the Property Management office for direction.

Insurance

- a. Contractors and their Subcontractors shall provide insurance coverage in accordance with the requirements of the Landlord.
- b. The Contractor shall submit a Certificate of Insurance evidencing the required coverage prior to the commencement of the work.

Hazardous Materials Spill and Releases

- a. If the materials can not be identified, assume they are hazardous. If a hazardous material is released or spilled, there are a few basic responses that must be followed. The following minimum response procedures should be followed regardless of the nature of the incident.
- b. Notify Property Management of the incident immediately. State the location of the accident, the type of material released and any actions taken.
- c. Evacuate everyone in the vicinity immediately. This includes tenants, contractors, and building personnel. If the release of a dangerous vapor or gas occurs, a larger area of evacuation may be necessary.
- d. Once you know the area is cleared, you may take safe and reasonable steps to identify the released materials. If you can identify the materials, small spills of liquids may be limited with sandbags or adsorbents. Isolated fumes or gases may be limited by closing doors or shutting down air handler units in the area.
- e. If the material has not been identified, the Property Manager or Chief Engineer will attempt to use Material Safety Data Sheets to classify the material according to its hazardous properties. If the spill or release is deemed to be a threat to a wide spread area of the property and its occupants, call 911 and ask for the Fire Department HAZMAT Response Unit.

- f. Before occupying the completed space, submit the final certificate of occupancy and any other approvals to the Property Manager. We also require an air balancing report signed by a professional engineer and an "as built" set of drawings in AutoCAD format on disk and one (1) hard copy showing all of the work in full detail.
- g. Before occupying the completed space, submit the final certificate of occupancy and any other approvals to the Property Manager. We also require an air balancing report signed by a professional engineer and an "as built" set of drawings in AutoCAD format on disk and one (1) hard copy showing all of the work in full detail.

Energy Conservation

Below are several tips for helping conserve energy at Heritage Plaza. The single largest expense for the property is building utilities and is reflected in your operating expenses. We need everyone to be diligent in working to keep the building operating costs down.

- Turn off lights and lamps in offices that are not in use
- Turn off all electronic equipment (i.e. computers, printers, copy machines, etc.) when not in use or when you leave the office
- Use blinds to block direct rays from the sun and roll blinds closed each evening
- Avoid overloading duplex outlets
- NO space heaters or fans are allowed per City of Houston Fire Code

General Rules & Regulations

Heritage Plaza is a premier business address in Houston, and as such we have worked very hard to create the most positive environment possible for you and your employees to conduct business in an orderly, clean and desirable premise. We have endeavored to minimize our formal Rules and Regulations. However, in order to maintain the positive business environment, which initially attracted you as a tenant and minimize the interference by others to your premises, we anticipate your cooperation in observing the following Rules and Regulations prescribed by the Owner.

Please note that the term 'Tenant' as used in these Rules and Regulations includes its officers, agents, servants, employees, licensees and invitees.

After Hours Entry: Owner reserves the right after normal building hours to require that persons entering the Building identify themselves and establish their right to enter or to leave the Building.

Animals & Bicycles: Tenant shall not bring into the Building, or keep in or around the premises any insect or animal, or bicycles without the prior written consent of Owner (wheelchairs, seeing eye dogs, and baby carriages excepted). Bicycle racks are provided on the east plaza outside.

Antennas & Wires: Tenant shall not install any antenna or aerial wires, or radio or television equipment, or any other type of equipment, inside or outside of the Building,

without Owner's prior approval in writing. Tenant may operate personal radios and/or televisions inside the premises leased or occupied by it, provided noise from such equipment is not audible outside the premises.

Blind Closing: Each Tenant shall cooperate with Owner in obtaining maximum effectiveness of the cooling system by closing blinds or drapes when the sun's rays fall directly on windows of the premises leased or occupied by Tenant.

Building Image: Tenant shall not advertise the business, profession or activities of Tenant in any manner which violates the letter or spirit of any code of ethics adopted by any recognized association or organization, or use the name of the Building for any purpose other than that of the business address of Tenant, or use any picture or likeness of the Building or the Building name or logo in any letterheads, envelopes, circulars, or notices, without Owner's expressed consent in writing, which consent may be unreasonably withheld.

Entrance Obstruction: Tenant shall not block or obstruct any of the public sidewalk entries, parking areas or courtyards adjacent to the Building, passageways, doors, corridors, elevators, elevator doors, freight elevator lobbies, hallways or stairways of the Building.

Tenant shall not place, empty, or throw any rubbish, litter, trash or material of any nature into such areas, or permit such areas to be used at any time except for ingress or egress of Tenant, its licensees and invitees.

Finish Materials: All carpets, fabrics and furniture purchased for premises leased or occupied by Tenant shall conform to local and state fire codes.

Flammable Fluids: Tenant shall not bring into the premises or the Building any flammable fluids or explosives without written permission of Owner.

Glass Panel Doors: Glass panel doors that reflect or admit light into the passageways or into any place in the Building shall not be covered or obstructed by Tenant. Tenant shall not permit, erect or place drapes, furniture, fixtures, shelving, display cases or tables, lights, signs or advertising devices in front of or in proximity of interior or exterior windows, glass panels, or glass unless the same shall have first been approved by Owner.

Hand Trucks: Any hand trucks used in any space or public halls of the Building, either by Tenant or by jobbers or others, in the delivery or receipt of merchandise, shall be equipped with rubber tires and safeguards.

Large Item Disposal: Tenant shall have the responsibility of disposing of crates, boxes, etc., which will not fit into office wastepaper baskets and other unusual waste. In no event shall Tenant set such items in public hallways or other areas of the Building, except within the premises leased or occupied by Tenant, for disposal. If Tenant wishes to dispose of such items prior to 6:00 pm., it may do so by calling the Management Office to arrange for porter service. A fee may or may not be assessed,

Locks: No additional locks shall be placed on any door in the Building, which are incompatible with the master keying system. Owner may at all times keep a passkey to

all leased or occupied premises. All keys shall be returned to Owner promptly upon termination of each lease.

Material Movement: The movement of furniture, equipment, machines, merchandise or material within, into or out of the leased premises and the Building shall be restricted to time, method and routing as determined by Owner upon request from Tenant, and Tenant shall assume all liability and risk to property, the premises leased or occupied by it, and the Building in such move.

Owner's Reservation of Rights: Owner reserves the right to rescind, alter or waive any rule or regulation at any time prescribed for the Building when, in its judgment, in the interests of all Tenants, and no alteration or waiver of any rule or regulation in favor of one Tenant shall operate as an alteration or waiver in favor of any other Tenant. Owner shall not be responsible to any Tenant for the non-observance or violation by any other Tenant or any of the rules of regulations at any time prescribed for the Building.

Plumbing Systems: The plumbing facilities, lavatories and janitor closets shall not be used for any other purposes than for which they are constructed, respectively, and no rubbish, rags, sweepings, and/or any other harmful damaging or foreign substance of any kind shall be thrown in them, and the expense or any breakage, stoppage, or damage resulting from a violation of this provision shall be borne by Tenant.

Premises Infestation: If the premises become infested with vermin due to Tenant deliveries or acts or omissions of Tenant, Tenant at its sole cost and expense, shall cause such premises to be exterminated from time to time, to the satisfaction of Owner and shall employ such exterminators as shall be approved by Owner.

Quiet Enjoyment: Tenant shall not permit the operation of any musical or sound-producing instruments or devices which may be heard outside the leased premises or the Building, or which may emanate electrical waves which will impair radio or television reception from or in the Building.

Roof Access: Admittance to the roof of the Building is done only upon the written consent of Owner.

Sales or Auctions: No space in the Building shall be used for manufacturing, public sales or auctions.

Signal Communication: If Tenant desires signal communication, alarm or other utility or service connections installed or changed, such work shall be done at the expense of Tenant, with the prior written approval and under the direction of Owner.

Signs & Advertising: No sign, door plaque, advertisement or notice shall be displayed, painted or affixed by Tenant in or on any part of the outside or inside of the Building or parking facilities without prior written consent of Owner.

Smoke Free: This property is a smoke free building; smoking is prohibited in the lobby and other common areas, all elevators, rest rooms, the elevator lobby on each floor (even if such floor is occupied by only one Tenant) and the parking garage.

Soliciting & Peddling: Canvassing, soliciting, peddling, and distribution of handbills and other advertising material in the Building is prohibited. Tenant shall cooperate to prevent the same and shall promptly report such activities to the Management Office.

Weapons: Owner has the right, but not the obligation, to restrict Tenant from bringing into the Building, or keeping on the premises, any weapon including but not limited to firearms, knives, shotguns and similar items.

Insurance Protection

Tenants are required to keep on file with the Property Management Office a current Certificate of Insurance evidencing sufficient coverage to satisfy the terms of their lease. The insurer must be admitted and licensed in Texas and the Certificate must contain a provision that coverage will not be canceled or non-renewed without a thirty (30) days prior written notice to the Owner.

When tenant work is to be done by contractors in the building, the tenant authorizing such work shall be responsible for including in the contract for such work the following insurance and indemnity requirements to the extent that they are applicable. Insurance certificates must be received prior to construction/service.

All certificates shall name the Landlord as the certificate holder as follows:

BOP Heritage LLC
1111 Bagby Street, Sky Lobby
Houston, TX 77002

And as an additional insured party as follows:

Brookfield Properties Investor Corporation, Metropolitan Life Insurance company, BOP Heritage LLC, Brookfield Properties Management LLC, Brookfield Properties Management LLC, Brookfield Properties Corporation, and their respective affiliates, shareholders, partners (including partners of partners), subsidiaries and related entities, and any successors and assigns of such entities.

Certificates of Insurance

Please review your lease to determine the exact requirements for insurance. Evidence of compliance with this portion of the Lease, in the form of Certificates of Insurance, should be submitted prior to move-in.

It is required that a current certificate of insurance be on file for the term of your lease. Most insurance renews annually, therefore each year the certificate needs to be updated. Additionally, any vendor or contractor employed by a tenant and performing labor at the property must submit a certificate of insurance prior to the commencement of work. Usually the vendor or contractor will be required to have insurance coverage limits equal to the Brookfield Properties minimum limits, but large, significant work projects may require higher insurance coverage limits to be provided (example: major construction). Please contact the Property Management Office with any questions and/or concerns. This includes movers, telephone vendors, computer cable installers, cleaners, furniture assemblers, etc.

Insurance Requirements for Tenants

(Click [here](#) for a printable version of the Insurance Requirements for Tenants - Coming Soon!)

The certificate must name the following as the certificate holder:

BOP Heritage LLC
c/o Brookfield
Three World Financial Center
200 Vesey Street
New York, NY 10281

The certificate must name the following as Additional Insured with respect to general liability coverage:

Brookfield Properties Investor Corporation, Metropolitan Life Insurance company, BOP Heritage LLC, Brookfield Properties Management LLC, Brookfield Properties Management LLC, Brookfield Properties Corporation, and their respective affiliates, shareholders, partners (including partners of partners), subsidiaries and related entities, and any successors and assigns of such entities.

If you are going to issue the additional insured on an attachment, please make sure that you note this on the certificate of insurance in the description/other area. You also need to include the insured, Policy #, Issue Date of Certificate of Insurance, project #, and project name (if applicable) on the certificate of insurance attachment.

Please mail the certificate of insurance to the Management Office at:

BOP Heritage LLC
1111 Bagby Street, Sky Lobby 3
Houston, TX 77002

Please refer to your lease document for the required limits of coverage:

Worker's Compensation

- Statutory Worker's Compensation

Employers Liability

- Each Accident:
- Disease-Policy Limit:
- Disease-EA Employee:

General Commercial Liability (Occurrence Policy)

- General Aggregate:
- Each Occurrence:

- Products/Completed Operations:

Automobile (Any Auto)

- Combined Single Limit:
- Bodily Injury (per person):
- Bodily Injury (per accident):
- Property Damage:

Property Insurance

All risk or special form covering not less than 100% of the full replacement cost of tenant improvements, alterations and personal property.

AM Best Rating

- AM Best Rating must be a minimum of A-VIII

Additional Insured - Must be listed exactly as outlined below:

Brookfield Properties Investor Corporation, Metropolitan Life Insurance company, BOP Heritage LLC, Brookfield Properties Management LLC, Brookfield Properties Management LLC, Brookfield Properties Corporation, and their respective affiliates, shareholders, partners (including partners of partners), subsidiaries and related entities, and any successors and assigns of such entities. Total Per Occurrence/Accident Limits for Commercial General Liability, Auto Liability, and Employer's Liability Insurance may be comprised of any combination of primary and/or umbrella liability policies to total the minimum insurance limits required by Brookfield Properties.

The limits specified above are minimums. Any greater limits carried by a tenant are certainly acceptable.

Insurance Requirements for Vendors

(Click [here](#) for a printable version of the Insurance Requirements for Vendors - Coming Soon!)

The certificate must name the following as the certificate holder:

BOP Heritage LLC
1111 Bagby Street, Sky Lobby 3
Houston, TX 77002

The certificate must name the following as Additional Insured with respect to general liability coverage:

Brookfield Properties Investor Corporation, Metropolitan Life Insurance company, BOP Heritage LLC, Brookfield Properties Management LLC, Brookfield Properties Management LLC, Brookfield Properties Corporation, and their respective affiliates,

shareholders, partners (including partners of partners), subsidiaries and related entities, and any successors and assigns of such entities.

If you are going to issue the additional insured on an attachment, please make sure that you note this on the certificate of insurance in the description/other area. You also need to include the insured, Policy #, Issue Date of Certificate of Insurance, project #, and project name (if applicable) on the certificate of insurance attachment.

Please fax certificates of insurance to the Property Management Office at (713) 651-9517, or mail the originals to:

BOP Heritage LLC
1111 Bagby Street, Sky Lobby 3
Houston, TX 77002

Certificates should state the following limits of coverage:

Worker's Compensation

- Statutory Worker's Compensation

Employers Liability

- Each Accident:
- Disease-Policy Limit:
- Disease-EA Employee:

General Commercial Liability (Occurrence Policy)

- General Aggregate:
- Each Occurrence:
- Products/Completed Operations:

Automobile (Any Auto)

- Combined Single Limit:
- Bodily Injury (per person):
- Bodily Injury (per accident):
- Property Damage:

AM Best Rating

- AM Best Rating must be a minimum of A-VIII

Moving Procedures

Tenants are requested to contact the Management Office as far in advance of the move date as possible, but no less than two (2) weeks prior to any move in to or out of the Building, to coordinate the move and reserve the freight elevator. All move-ins/outs must take place after 5:30 pm, Monday through Friday, or on weekends and are scheduled on a first come, first served basis. Additional Charges for loading dock

personnel, elevator operators, and security guards to accomplish the move will be charged to you at prevailing rates.

As a brief checklist, please provide the following to the Management Office prior to your move in date:

- Certificate of Insurance
- Tenant business telephone and fax numbers. At least two (2) after-hours emergency contacts (home telephone numbers)
- Directory designation (both corporate name and personnel)
- Four (4) Fire Warden designates and alternates per full floor occupancy
- Tenant contact/emergency sheet

You should receive from the Management Office the following information:

- Emergency Information booklets for employees
- Current list of building service charges

Arrangements should also be made with the Management Office for:

- Access control cards
- Evacuation training for Floor Wardens and employees
- Keys for offices

A list of Building approved movers is available in the Management Office

The following rules pertain to moving furniture, equipment and supplies in and out:

- The loading dock is the only building entrance permitted to be used for moves
- Movers must carry insurance in accordance with the specifications in the Insurance Requirements section and provide a Certificate prior to the move
- Clean masonite sections must be used as runners on all finished floor areas where furniture or equipment is being moved with wheel or skid-type dollies. The masonite must be at least one-fourth inch thick, 4' x 8' wide sheets in elevator lobbies and corridors, and 32" wide sheets through doors in Tenant Space. All sections of masonite must be taped to prohibit sliding
- The mover must provide and install protective coverings on all walls, door facings, elevator cabs and other areas along the route to be a protective barrier. These areas are inspected for damage after the move
- Restoring any damage to the building or fixtures in connection with the move is the financial responsibility of the Tenant
- The freight elevator is the only elevator used for the movement of furniture, equipment and supplies unless prior written approval to use additional elevators is obtained from the Management Office
- Movers must make arrangements with the Management Office for use of the elevators for each move. A firm arrival time should be established for each day of a move

- Management Supervision is required during the move. Tenant will only be charged for those hours that extend the normal shift of staff and porter
- Movers are required to remove all boxes, trash, etc., when leaving the Building. Any materials left behind will be disposed of by building staff and charges for this disposal are billed to you with your next monthly rent.
- Our building has a strict "No Smoking" Policy. Moving crews are not permitted to smoke in any area of the building

The Fire Department prohibits the blocking of any fire corridor, exit door, elevator lobby or of hallways. Moving vehicles should not be parked in marked "Fire Lanes".

Smoking Policy

Heritage Plaza maintains a no smoking policy throughout the building including all common areas, the lobby, restrooms, stairwells, elevators and parking garages. Please do not smoke at building entrances. The smoking designated area is located near the loading dock on Dallas. Refer to signage posted at Brazos and Bagby building entrances.