

# TENANT HANDBOOK

PARKWAY CENTER PROPERTIES, LLLP 1850 Parkway Pl, Suite 135 Marietta, GA 30067



## Welcome to Parkway

We have designed this comprehensive Parkway Occupant Handbook to provide you with as much information as possible concerning the property. Should you have any questions or need additional information, please contact the Management Office at (678) 298-5450. Outlined below is a brief description of the Occupant Handbook as well as information regarding the management of Parkway.

The Parkway Occupant Handbook is usually most utilized by the person who is responsible for managing your office and is likely to be a key decision maker regarding your office space needs. Please review each section and the table of contents.

The Parkway Occupant Handbook is organized in two sections.

Section 1, General Information, describes the management and operational procedures for the building.

Section II, Tenant Services, outlines the quality services available to tenants, with suggested guidelines for your office.

The Simpson Organization, a firm that provides advisory, leasing, asset management, and property management services to high net worth individuals, families and institutional entities. TSO's portfolio consists of neighborhood and specialty centers, multi-tenant office buildings, and urban land located in primary southeastern markets.

1850 PARKWAY PLACE SE SUITE 135, MARIETTA, GEORGIA 30067 678.298.5450

The property staff at Parkway is a highly motivated management team that takes full responsibility for the coordination of resources. The objective of the Parkway Management Team is the smooth, efficient and safe operation of the buildings.

We utilize proven standardized systems and approaches at Parkway and all other properties managed by The Simpson Organization. Thus, a consistently high level of management service is provided to both tenants and clients.

Please call on any of us at any time.

Sincerely,

PARKWAY CENTER PROPERTIES, LLLP

Jennifer Dawes Property Management The Simpson Organization

#### Welcome to Parkway

We have designed this comprehensive Parkway Occupant Handbook to provide you with as much information as possible concerning the Parkway Property.

The Parkway Occupant Handbook is organized into three sections.

Section I, General Information describes the Management and Operational procedures of the building.

Section II, Tenant Services, outlines the quality services available to the Tenants, with suggested guidelines for your office.

Please sign below in acknowledgment of receipt of the Parkway Occupant Handbook.

Sign	 	 	
Date			

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## INTRODUCTION

#### SECTION I

This section of the Parkway Occupant Handbook reviews specific information relating to the management and operation of the building.

In this section, you will find a listing of Building Personnel as well as guidelines concerning hours of building operations, temperature control, scheduling of deliveries, mail and express mail services, keying and access cards, moving and billing processes, and Building Security.

We appreciate your careful reading of this section to familiarize, yourself with the operations and regulations here at Parkway. If you have any questions after reviewing this section of the handbook, please call a member of The Simpson Organization Management Team in the Building Management Office at 678-298-5450.

#### THE PARKWAY MANAGEMENT TEAM

The Building Management Office is located in Suite 135 of One Parkway. It is open from 8:00 a.m. to 5:00 p.m. Monday through Friday, and is closed Saturdays, Sundays and holidays. To contact the Building Management Office, please call (678) 298-5450. During non-business hours, an answering service is available to take your message. We will respond to your inquiry at the earliest opportunity. On-site security may be contacted at (404) 732-6054 or (404) 732-6053.

The Management Team of Parkway is comprised of the following individuals, all of whom can be reached through the Building Management Office:

Title	Responsibilities
Property Manager	Provides on-site management; coordinates all Building activities.
Lead Engineer	Provides on-site infrastructure and operations management; coordinates all building infrastructure, operations activities, regulatory compliance and construction projects.
Property Administrator	Provides on-site administrative duties such as accounts payable, receivables, recordkeeping and documentation. Assist the Vice President with building projects and management functions. Receives all phone calls and visitors to the Building Management Office. Processes tenant service requests and work orders.

#### PARKWAY OPERATIONS

The Simpson Organization 1170 Peachtree Street N.E.

Address: Suite 2000

Managed By:

Telephone:

Atlanta, Georgia 30309

770.532.9911

Office Hours: 8:00am to 5:00pm Monday through Friday

Building Access Hours: 6:00am to 7:00pm without access card

\*Security Hours One Parkway Center (1850 bldg.)

7am to 3pm Monday through Friday 3pm to 7am Monday through Friday 24 hours (Roving) Saturday and Sunday

Two Parkway (1800 bldg.)

7 am to 3 pm Monday through Friday 3 pm to 7 am Monday through Friday 24 hours (Roving) Saturday and Sunday

Building HVAC Hours: 7 am to 6pm Monday thru Friday

8am to 1pm Saturday
Off Sunday

Service Loading Dock Hours: Normal Deliveries:

8am to 6pm Monday through Friday

Furniture or Unusually Large Deliveries:

6pm to 1 1pm Monday through Friday 7am to 3pm Saturday and Sunday

No oversized deliveries may be made between the hours of 8am and 6:00pm, Monday through Friday due to the shared use of the loading dock by all tenants during business hours.

All furniture and large deliveries must be coordinated with the Management Office to reserve the loading dock space. See Deliveries page of this section.

#### **BUILDING HOURS AND HOLIDAYS**

Normal hours of operation at Parkway are 7:00 a.m. to 6:00 p.m., Monday through Friday. Access to the Building at other times is monitored by the Building's security personnel and surveillance systems.

To provide you with the most effective security, all tenants entering the building outside of normal operating hours are required to identify themselves, sign-in and sign-out with the security guard at the security desk before accessing the Building. Anyone leaving the Building after normal hours will also be required to sign-out at the security desk. Security procedures are reviewed in detail in a later section of this manual.

All contractors and vendors must have after hour access and or property access forms completed prior to entering the premises.

Parkway will be officially closed on the following holidays:

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

A security guard will be on duty during each of these holidays. Should you require any cleaning, heating, ventilating, air conditioning or other special services on any of the above holidays, please contact the Building Management Office at least 48 hours in advance because the Building Staff and contractors also observe these days. We will be glad to provide you with a prior estimate for these services.

#### **BUILDING DELIVERIES**

No oversized deliveries may be made between the hours of 8am and 6:00pm, Monday through Friday.

All oversized deliveries must be made between the hours of 6pm and 11pm, Monday through Friday. All furniture and large deliveries must be coordinated with the Management Office to reserve the loading dock space.

All oversized deliveries must be made between the hours of 7am and 3:00pm, Saturday and Sunday. All furniture and large deliveries must be coordinated with the Management Office to reserve the loading dock space.

NO Parking is allowed in front of either building. These are designated "Fire Lanes".

ALL deliveries are to be made at the loading dock.

<u>ALL</u> deliveries are to be made through the service corridors to the service elevators.

All deliveries not scheduled with the Management Office AT LEAST 24 HOURS IN ADVANCE ARE SUBJECT TO REFUSAL.

# HEATING, VENTILATING, AND AIR CONDITIONING SYSTEMS

#### **General Services**

Heating and Base Building air conditioning, in season, are provided Monday through Friday from 8:00 a.m. to 6:00 p.m. and Saturday from 8:00 a.m. to 1:00 p.m. Your office temperature is maintained per your lease specifications and terms at a comfortable level and centrally controlled. Should the temperature level become uncomfortable in your suite, or in a particular office, please call the building management office or input a work order through Building Engines at (678) 298-5450.

Heating and Base Building air conditioning are not regularly provided on holidays or after normal business hours. If you need HVAC service at these times, please input a work order through Building Engines or contact the building management office at least 24 hours in advance to schedule this service and inquire about the current charge.

#### **HVAC Systems Overview**

Parkway's HVAC cooling system is powered by two Carrier centrifugal chillers and a central chilled water system. During the summer, cool air is delivered by dedicated floor air handling units and fans. The air-conditioned air is delivered through a system of variable air volume units and distributed to occupied spaces with diffusers located above the ceiling. During the winter months, the building is heated by warm water economizer operations and electric heating elements located above the ceiling at the perimeter of the Building. The heat is controlled by thermostats, which are located in various offices and occupied spaces. This heat is delivered to your offices by plenum fans also located above the ceiling.

# HEATING, VENTILATING, AND AIR CONDITIONING SYSTEMS

## **HVAC After Hours Request**

HVAC provided after normal building hours is provided upon request and submittal of an "HVAC After Hours Request Form". After hours HVAC is billable at \$45.00 an hour to the tenant requesting the service.

#### SPECIAL OR AFTER HOUR DELIVERIES

The Building maintains a loading dock located on the side of the Building. The loading dock / service entrance door is open between 7:00 a.m. and 7:00 p.m., Monday through Friday. A freight elevator is located adjacent to the loading dock down the service corridor.

As we do not allow deliveries to be made through the lobby doors, all tenant deliveries must be directed to the loading dock area.

Delivery personnel are required to use the freight elevator <u>ONLY</u>. The passenger elevators may not be used.

Please advise all carriers, armored car personnel, package delivery services, contractors and vendors. We need the cooperation of all of our tenants to enforce these regulations. Please instruct all delivery services to use the loading dock and the freight elevators.

The main lobby entrances may not be used for deliveries.

The emergency exit corridors may not be used for deliveries.

All contractor and vendors that are scheduled to enter the buildings and property must have a current Certificate of Insurance on file in the building management office and be compliant with the building insurance requirements.

Deliveries, which cannot be scheduled during regular operational hours, may be scheduled through the Building Management Office. Since security personnel must be present for these deliveries and operations, please allow at least 48 hours' notice for these special delivery and operation times.

#### SPECIAL OR AFTER HOUR DELIVERIES

No oversized deliveries, furniture, bulk materials, construction materials, mechanical / electrical equipment or any delivery that may occupy the loading platform, service elevator or corridors may be made between the hours of 8 a.m. and 6:00 p.m., Monday through Friday. All furniture and other large deliveries and operations must be coordinated with the Building Management Office to reserve the loading dock space.

No oversized deliveries may be made between the hours of 8:00am and 6:00pm, Monday through Friday. All furniture and large deliveries must be coordinated with the Management Office to reserve the loading dock space.

All oversized deliveries must be made between the hours of 6:00pm and 11:00pm, Monday through Friday. All furniture and large deliveries must be coordinated with the Management Office to reserve the loading dock space.

All oversized deliveries must be made between the hours of 7am and 3:00pm, Saturday and Sunday. All furniture and large deliveries must be coordinated with the Management Office to reserve the loading dock space.

Please notify the property management office with the scheduled delivery date and time. Security will be notified, to ensure access is granted to your suite.

**NO Parking** is allowed in front of either building. These are designated "Fire Lanes"

ALL deliveries are to be made at the loading dock.

<u>ALL</u> deliveries are to be made through the service corridors to the service elevators.

All deliveries not scheduled with the Management Office AT LEAST 48 HOURS IN ADVANCE ARE SUBJECT TO REFUSAL.

#### MAILING ADDRESS AND SERVICE

#### U.S. Mail

For best mail service, use the following address format according to the appropriate Building and suite number.

The ABC Company One Parkway Center 1850 Parkway Place Suite 000 Marietta, GA 30067 The ABC Company Two Parkway Center 1800 Parkway Place Suite 000 Marietta, GA 30067

The Mail Room is located on the 1st floor of each building. Each mailroom contains the tenants' mailboxes and the mail drop off chute. Fed ex and UPS service drop boxes are also available for the tenants' use. Supplies for these services are the tenants' responsibility.

US Postal Service makes one stop at Parkway Center at approximately 10:00 am.

Oversized boxes are available in each mail room for delivery of larger packages.

Key for mail boxes must be coordinated directly with the post Office.

You can reach the post office at 770-509-8673, ask for the Post Office Station Manager.

➤ Post Office Keys: \$28.00 fee for 2 keys The post office responsible for the Parkway center is the Mount Bethel Office.

Mount Bethel Office
 4455 Lower Roswell Road
 Marietta, Georgia 30068

The Management Office is not responsible for postal keys.

## **EXPRESS MAIL**

#### **Express Mail**

For your convenience, the following express mail services have drop boxes in the Mail Room with pick-ups as listed:

Federal Express 7:00 p.m. M - FU.S Postal Express 10:00 a.m. M - F4:45 p.m. M - F10:00 am. Saturday

#### **Couriers and Deliveries**

Some tenants of the Building have couriers who bring mail or express mail to their offices at times other than regular delivery times. We ask that these couriers abide by the Building's delivery policies and procedures. Mailbags and large package deliveries should not be brought through the lobby doors into the lobby area. The loading dock entrance and the freight elevator should be used for these deliveries.

Please notify and inform your service providers in advance.

#### <u>Keys</u>

Several days before your move-in date, five keys to your main suite door will be ready for you at the Management Office. Additional keys replacement keys are available at an additional charge of \$15.00 (prices are subject to change without notice). Requests should be made with through the Management Office at 678-298-5450. The Property Manager will provide the appropriate form for our security operations records.

All keys in the building are included in a Building Master Key System. This key system is necessary so that the building staff and emergency and law enforcement personnel have access to all areas in the event of an emergency. The building security lock system is proprietary and must remain so through a specified keying system and locksmith. Please DO NOT compromise this security system. For these reasons, we require that no locks be changed or additional locks of bolts be added to any door within your suite. If additional lock work for your office is necessary, it must be coordinated with the Property Administrator through the Management Office. This includes your own internal security monitoring, surveillance and access systems.

If replacement locks are needed because keys have not been collected from the individual, the cost for the locksmith service will be charged to the tenant.

#### Access Cards

All persons entering the building between the hours of 7pm and 7am, Monday through Friday, between 1pm and 8am on Saturdays, and all day on Sundays and holidays, are required to use a valid Parkway building access card and are required to sign the log at the security desk in the lobby. The Fitness Center will require access card entry at all times.

Prior to your move-in date, please let us know the number of access cards required. The Management Office will issue five cards without charge. Additional cards will cost \$15 per card fee for each access card (prices are subject to change without notice). Lost or stolen access cards should be reported immediately to the Management Office to maintain security for all occupants. The Management Office will provide the appropriate forms for our security operations records.

When an employee is terminated, his/her access card and suite key should be collected to prevent further access to your suite. It is the tenant's responsibility to collect the keys and access cards of all terminated employees in order to maintain the security of your suite and others.

It is the tenant's responsibility to notify building management to delete non-active access cards and to provide the required information for building management to re-assign access cards to new employees through the management office and building security system. Simply passing out a terminated employee access card to another employee is not an acceptable security procedure do to the incorrect information still residing in the building security access system.

If replacement locks are needed because keys have not been collected from the individual, the cost for the locksmith service will be charged to the tenant.

#### Non-Building Employees

Tenants of our Building may have visitors come to the Building after hours and on weekends. The guest(s) must check in with the security guard on duty to gain admittance to the Building.

If visitors are to be permitted unaccompanied access to your suite, we must receive notification in writing 24 hours in advance listing the individual's name, company affiliation, the purpose of visit and approximate time of arrival. Your visitor will be required to show picture identification and sign the Building's Log Book. You will have to provide actual access to your suite by giving the visitor a key or meeting the visitor. Security guards will not provide access to tenant suites unless written authorization is provided by the tenant and approved by the Management Office.

#### Vendor/Contractor Access

There may be special instances where vendors or contractors need to perform work in your suite during non-business hours. In such instances, please provide written notification to the Building Management Office that states the name(s) of the individual(s), the company, the date they will be coming and the approximate time. A brief description of the work to be done should also be included. We also ask that you request the individual/company to provide some form of identification when signing in with the security guard on duty.

#### Special Keying

All keys in the Building are included in a Building Master Key System. This key system is necessary so that the building staff, Law Enforcement and Emergency Response Personnel have access to all areas in the event of an emergency. For this reason, we require that no locks be changed or additional locks/bolts added to any

#### Special Keying (continued)

door within your suite. If additional lock work for your suite is necessary, this service must be coordinated through the Building Management Office.

As standard Building policy, we re-key each suite before new tenants move in. This insures the security of that space for the new tenant. If you would like additional keys to any of the locks in your suite, they can be obtained through the Building Management Office.

In response to your internal security needs, we can provide additional services which include:

- Separate keying of individual offices
- Re-keying the entire suite
- Installation of security systems throughout the space

#### MOVE IN / OUT PROCEDURES

#### **INTRODUCTION**

The actual relocation of your company's business begins with your ideas on how you would like your space to function and ends with the Property Administrator providing you with the related property safety, security and operations information and handing you the keys to your front door. In between, there is a tremendous amount of planning, estimating, and decision making that must be done, all within the time frame set forth in the lease. Many different people are involved in the process. We will assist you in every way possible to ensure a smooth and comprehensive relocation.

This section will cover the following tenant moving specification procedures:

- 1. Tenant Relocation Checklist
- 2. Use of Building Facilities/Elevators
- 3. Tenant Charges
- 4. Instructions to Tenants and their Movers
- 5. Certificate of Insurance

We request that you read this section carefully as it pertains to all aspects of your move, in or out, of Parkway. These procedures also apply to any move undertaken during the term of your lease. It is also important that your mover familiarize itself with this section thereby ensuring a timely, efficient and safe move. The Management Office requests that both tenants and movers adhere to these procedures.

Please review and utilize information in the Occupant Handbook. Please do not hesitate to contact the Management Office at (678) 298-5450 or any member of The Simpson Organization Management Team. We are ready to help you in any way we can.

# MOVE IN / OUT PROCEDURES

#### TENANT RELOCATION CHECKLIST

This checklist is to be used as a preparation guide for your move.

A	Select move-in date.
	Please refer to the "Instructions to Tenant and Movers" section for
	categories B through F.
В	Hire a mover and provide the company with information
	regarding building procedures and insurance requirements.
C	Obtain name of mover and person to contact.
D	Supply the Management Office with moving information
	by telephone at (678) 298.5450 and follow-up letter.
E	Send Certificate of Insurance to the Management Office for all
	contractors, vendors and moving contractor, by mail or
	facsimile (678) 298.5450, evidencing the moving company's
	insurance as required by the Management Office
F	Schedule loading dock and freight elevator for move.
G	Contact telecommunications and IT company(ies) to
	install telephone and data systems. Provide information
	and COI to Management Office.
Н	Provide telephone number of your new suite to the
	Management office.
I	Request keys for new suite from the Management Office.
J	Request after-hours access cards from the Management Office.
K	Provide suite signage information to the Management Office.
L	Provide the Management Office with your emergency
	contact personnel information

# MOVE IN / OUT PROCEDURES

#### TENANT RELOCATION CHECKLIST

This checklist is to be used as a preparation guide for your move.

M.	Complete Fire/Life Safety Information Form.
N.	 Provide the Management Office with the names of handicapped or
	restricted mobility employees.
O	 Provide the Management Office with signage and list of names for
	the lobby directory board.
P.	 Provide the Management Office with name of tenant representative
	responsible for approval of expenditures and setting of policy relative
	to your suite.
Q.	 The names and addresses for rent billings and other tenant charges
R.	 Schedule walk-through inspection of space with building
	management and general contractor.
S.	 Meet with the Management Office to discuss outstanding matters
	throughout move.

#### **MOVING PROCEDURES**

## Tenant Responsibilities Prior to Moving-In

Your move-in will be coordinated with the Management Office in order to facilitate a smooth, efficient relocation. Any arrangement for various trades such as telephone installation, copier installation, etc., should be set up through the Management Office. (All moves must be scheduled prior to 8:00am or after 6:00pm and/or anytime on Saturday and Sunday.)

Many of the items that need to be completed before moving in are listed below:

- 1. Notify the Management Office regarding the following:
  - a. Your needs regarding corridor identification plaques and main lobby directory strips.
  - b. The name of the tenant representative who will have responsibility for approval of expenditure and setting of policy relating to your suite.
  - c. The phone number of your new office.
  - d. The move-in date.
  - e. The name of person to contact with your firm's mover.
  - f. The date you desire to inspect your suite prior to occupancy.
  - g. The number of suite keys you desire. The first five are complimentary there is a charge for additional keys.
  - h. The names of handicapped employees.
  - i. The names and addresses for rent billings and other tenant charges.

#### **MOVING PROCEDURES**

#### Tenant Responsibilities Prior to Moving-In

- 2. Provide the Post Office with change of address information.
- Notify the telephone company to arrange for installation of new phones and equipment.

#### 4. Moving Procedures

- a. All items to be moved in must be taken into the building through the loading dock located on the side of the building.
- b. Movers must contact the Management Office prior to moving tenant materials or furniture. The mover will be required to provide identification and state the name of the tenant being moved.
- c. Movers will protect the walls and floors of any base building area used during the move. Failure to do so will halt the move.

#### 5. Clean-up

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

#### 6, Property Damage

Any and all damage to the building, elevator areas, doors, corridors, tenant spaces, or grounds which the tenant, moving company or its employees or agents cause will be the responsibility of the tenant. Required repairs will be accomplished by the Landlord with the expense billed to the responsible tenant.

The following section defines specific information that your mover should be told. A copy of this section should be given to those moving companies bidding on your move.

#### Instructions to Movers

#### 1. <u>Inspection of Premises</u>

The mover is responsible for inspecting the tenant suite prior to the move. The mover should acquaint himself with the conditions existing in the suite, so that he may furnish equipment. He should be aware of the facilities of the building and the conditions, including safety precautions, under which the work must be accomplished.

#### 2. <u>Insurance</u>

The mover shall provide a <u>Certificate of Insurance</u> to the Management Office at least ten days prior to the move. All policies shall indicate that at least one (1) day's prior written notice be delivered to the Management Office by the insurer prior to termination, cancellation or material change of such insurance. The Management Office can refuse to allow the mover access to the building if the limits provided on the Certificate of Insurance are not acceptable.

The mover must, at the mover's sole cost and expense, obtain, maintain and keep in full force and effect the following types of insurance and shall provide the Management Office with an appropriate Certificate of Insurance naming Certificate Holder: Parkway Center Properties, LLC and The Simpson Organization, Inc. 1170 Peachtree Street NE Suite 2000 Atlanta, GA 30309. Have the property listed in the "Description of Operations" field: 1800 Parkway Place, Marietta, GA 30067 and 1850 Parkway Pl, Marietta, GA 30067. Note that spelling of these parties must be exactly correct.

a. Worker's Compensation and Employer's Liability
This insurance shall contain a waiver of subrogation rights against "Fairlead
Commercial Real Estate, LLC." from any liability resulting from possible
accidents occurring to mover's employees.

#### Instructions to Movers

b. Comprehensive General Liability Insurance

This insurance will cover bodily injury and property damage including, but not limited to, the following:

- Premises and Operations
- Products/Completed Operations
- Broad Form Property Damage
- Personal Injury
- Coverage for any Special Hazard or Operation not normally encountered
- c. Automobile Liability Insurance

This insurance will cover claims for bodily injury or property damage arising out of the Ownership, maintenance, or use of any private passenger or commercial vehicle.

- d. Cargo Liability
- e. Comprehensive Dishonesty Bond
- 3. Use of Elevator

The freight elevator is to be used for moving. Passenger elevators may not be used to carry equipment or materials to or from tenant spaces.

- 4. Services to be furnished by Mover
  - a. Supervision, Labor, Materials and Equipment

The mover shall furnish all supervision, labor, materials, supplies and equipment necessary to perform all the services contemplated in an orderly, timely and efficient manner. Such equipment shall include, among other things, dollies, trucks, etc. as may be required. All material handling vehicles used in the interior of the building must have rubber-tired wheels and must be maintained free from grease and dirt.

#### <u>Instructions to Movers</u>

b. Crating, Padding and Packing Material

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

Permits, Franchises, Licenses or Other Lawful Authority
 The mover, at his own expense, will obtain and maintain any necessary

permits, franchises, licenses or other lawful authority required for effecting the movement, handling and other services to be performed. Before the move is made, the mover may be required to produce evidence of such authorities to the Management Office.

5. Removal of Furniture and Equipment

Each tenant must provide advance written notice to the Management Office whenever furniture and equipment is to be removed from the property.

#### **BILLING PROCEDURES**

#### Payments/Billing Address

Rent and tenant charges are due and payable on the <u>first day of each month.</u> Tenant charge statements are sent to each tenant at the end of each month preceding the due date. The billing address should be established prior to move in and is listed among the "Tenant Responsibilities Prior to Move In".

#### Insurance

Parkway Center's leases include a provision requiring tenants to have public liability insurance and fire and extended coverage insurance for all tenant belongings located on the tenant premises. The insurance policy of Parkway Center will not cover the personal belongings of tenants. Evidence of coverage required in leases naming "Parkway Center Properties, LLLP" as additional insured should be sent to the Management Office prior to move in.

#### **Billing Procedures**

Billing Procedures for tenant leases will be accrued and invoiced monthly with the lease invoice and supplemental tenant requested service charges. The lease charges as indicated in the lease terms and agreement will be invoiced and mailed monthly.

Billing Procedures for additional requested tenant charges will be accrued and invoiced monthly with the lease invoicing and identified in the lease invoice for the appropriate additional charges requested and incurred by the tenant.

#### Tenant Charges

Such charges may include, but are not limited to the following services.

- 1. Additional operating engineer labor charges for tenant requested services
- 2. Additional Access Card Requests
- 3. Additional Door Key Requests
- 4. Re-keying of tenant door locksets
- 5. Picture and wall board hanging
- 6. Furniture and filling storage relocations
- 7. Tenant interior painting

## **BILLING PROCEDURES**

#### **Tenant Charges**

- 9. Tenant interior repairs not stipulated in the lease teams
- 10. Tenant interior carpet cleaning
- 11. Tenant interior specialty glass cleaning
- 12. Tenant interior specialty lighting repairs
- 13. Tenant interior break room and appliance cleaning
- 14. Tenant interior plumbing repairs as determined
- 15. Fire extinguisher replacement, inspections and certifications
- 16. Additional after-hours Heating Ventilation Air Conditioning (HVAC)
- 17. Additional HVAC supplies or relocations
- 18. Additional electrical circuits
- 19. Specialty or auxiliary electrical or water metered utilities
- 20. Additional water supply, drain or filtration installations
- 21. Project and construction management services

#### **BUILDING SECURITY**

#### General Information

Security plays an extremely important role in the overall smooth operation of the building. Good security protects the building against carelessness, negligence, malicious mischief, theft, safety hazards, sabotage and fire.

Parkway maintains a security desk in the lobby of each building during non-business hours. Periodically, guards will patrol the buildings and the tenant floors. They are easily recognized by their uniforms. Our security personnel act as a deterrent to the would-be criminal, as well as enforce building regulations, maintain order and are on the alert for any unusual activities within the building.

As a theft preventive measure, each time you, one of your employees or your vendors or contractors remove any furniture, material or equipment from the building, you will be required to notify the building management office. Provide a "Property Removal Form" or notification to confirm authorization of property removal. See Forms at the end of the Handbook.

In ALL cases where you have vendors or contractors (carpet cleaning, installation or computer equipment, construction contractors, movers, furniture deliveries, etc.) coming in after hours or on the weekends, you must submit to the building management office a letter stating who (name of the company and individual, if possible) will be coming, the date, and the approximate time. Also, give a brief description of what they will be doing. Request that the individual(s) have some form of identification to present to the guard on duty. Provide and confirm that a completed property insurance requirement "Certificate of Insurance" is on file with the building management office for the vendors or contractors. Provide or complete a Parkway Center "After Hours Request Form" for operations after building hours or a "Property Access Form" for operations during building hours. See Forms at the end of the handbook.

As hard as we try, there are still occasions when we may need to escort an unwanted visitor from the building or to investigate a theft. The inconvenience caused by these situations can be minimized if the procedures above and on the following pages are observed.

## **BUILDING SECURITY**

#### **Tenant Security Responsibilities**

Remember that the best way to improve security is for each tenant to take an active role just as you would in the neighborhood where you live.

- 1. ALWAYS make sure all doors to your offices are locked and secured at the close of your business day. This is extremely important on the weekends.
- 2. Do not hesitate to and ALWAYS report any suspicious or disorderly individuals to the Management Office (678-298-5450 or 678-298-5444). Security will escort them from the building.
- 3. Solicitation is not permitted in the building, and any individual who enters your office for this purpose should be reported to the Management Office. They will be escorted from the building.
- 4. Immediately inform the Management Office of any building keys or access cards, which are lost or missing.
  - 5. Complete Property Access Forms for ALL contractors, vendors and functions and provide to the Management Office in advance of each event for security and management notification 48 hours prior to activity.
  - 6. Complete After-Hours Access Forms for ALL contractors, vendors and functions and provide to the Management Office in advance of each event for security and management notification 48 hours prior to activity.
  - 7. Do not solicit or authorize unapproved vendors access to the property without notification to and approval of the management office. (This includes ALL contractors and vendors such as car wash, detail and window glass vendors.)

## **BUILDING SECURITY**

#### **Theft**

Should you suspect that your offices have been broken into or if items are found to be missing, immediately contact the Management Office at 298-5450 or 678-298-5444.

In addition, if the incident occurs after hours, our security staff submits a written report to the Management Office immediately following investigation of the matter. The police will be notified accordingly.

#### Lost and Found

Any individual finding lost items should turn them in to the Management Office, suite 135 in One Parkway Center, or to the security desk in the lobby if it is found after normal business hours.

## **BUILDING SECURITY**

# **Emergency Telephone Numbers**

The Management Office	(678) 298-5450
Building Security After Hours:	
One Parkway Center (1850)	(404) 732-6054
Two Parkway Center (1800)	(404) 732-6053
Police Department (Emergency)	911
Fire Department (Emergency)	911
Area Hospitals:	
Kennestone Hospital	(770) 793-5000
Kennestone Hospital at Windy Hill	(770) 644-1000
Smyrna Hospital	(770) 434-0710

## **INTRODUCTION**

#### **SECTION II**

This section of the Parkway Occupant Handbook reviews specific information relating to the management and operation of the building.

In this section, you will find a listing of cleaning, HVAC, remodeling / decorating, additional services, tenant service request procedures, miscellaneous information and building and area amenities.

We appreciate your reading this section very carefully to familiarize, yourself with operations and regulations. If you have any questions after reviewing this section of the handbook, please call a member of The Simpson Organization Management Team in the Management Office at 678-298-5450 or 678-298-5444.

## **BUILDING CLEANING SERVICES**

## **Standard Services**

We provide extensive daily cleaning as part of our standard building services. To provide you with thorough and comprehensive cleaning, we have developed schedules for different services on daily, weekly and monthly rotations.

Our daily building cleaning service includes:

- Sweeping or vacuuming all floors
- Emptying and wiping all ash trays
- Dust all reachable horizontal surfaces
- Sweeping all steps, sidewalks and plazas
- Spot clean trim work
- Wash glass doors and side lights, spot clean all other interior glass
- Clean all water fountains and sinks
- Dust and clean telephones
- Clean elevator cabs
- Empty all waste containers
- Cleaning all desk tops
- Dusting all desk tops

#### Our weekly building cleaning includes:

- Spot cleaning doors and surrounding areas
- Dust the tops of file cabinets and counters
- Sweep the stairwells
- Damp mopping the floors
- Wipe all waste containers

## **BUILDING CLEANING SERVICES**

#### Every three months we:

- Clean all horizontal and vertical surfaces
- Dust all vertical surfaces of furniture
- Scrape all resilient floor areas

## **Special Services**

Your offices represent a significant corporate investment of corporate dollars. Even with the extensive cleaning program that we offer you, there are many items that must be considered to protect that investment:

Carpets: Thorough carpet care requires a professionally organized program that includes deep shampooing in combination with power pile lifting as well as ongoing spot cleaning. Carpeting is the most expensive and most used appointment per square foot of your space. Instituting an ongoing maintenance program to keep carpeting free from grit will maintain the carpet in peak condition for many years. This type of program has the added advantage of enhancing the fresh, clean look in your space and contributes to employee satisfaction and productivity.

- 1. Floors: To prolong the life and beauty of any floor requires a combination of proper maintenance techniques, including sealing, waxing and buffing, and specialized equipment. Wooden and tile floors often require special care on a regular basis to preserve their natural appeal and life span.
- 2. Upholstery: Upholstery should be vacuumed and cleaned on a regular basis with spot cleaning done as necessary. Dirt in furniture retains odors and mutes the colors of the fabric. Stains make the furniture appear unsightly. This can be critical when considering the professional, first class image of your offices and the buildings.

## **BUILDING CLEANING SERVICES**

## **Special Services**

- 4. Drapes: As with upholstery, draperies should be cleaned on a regular basis.

  This helps to maintain color and a fresh, crisp appearance as well as removing any odors that might be trapped in the fabric.
- 5. Walls: We also recommend that you have your walls washed once a year and painted every three years. This will help to keep marks on the walls to a minimum and will also add to the fresh, clean look.
- 6. Kitchen: As an added convenience it is possible to set up a program to clean kitchen areas in the space on a daily or weekly basis. This frees up the time of any employee that might have been delegated this chore and helps to increase productivity by allowing everyone to concentrate on business rather than housekeeping.
- 7. Misc.: Other areas in your space might also have special cleaning needs. Private bathrooms, interior glass walls, wood furniture, etc., all have special cleaning and care needs to keep them in top condition. Putting a program into place to provide this specialized care will maintain your investment without involving your time and energy.

Please contact the Management Office at 770-423-8100 or 404-907-3100 to discuss setting up a cleaning program specifically tailored to your business needs. You'll be surprised at how quick and easy it can be to maintain your investment in peak condition and you'll appreciate the benefits for years to come.

# HEATING, VENTILATING AND AIR CONDITIONING SYSTEMS

## **General Services**

Heating and air conditioning are provided in season Monday through Friday, 8:00 a.m. to 6:00 p.m. and Saturday, 8:00 a.m. to 1:00 p.m. To ensure that proper settings for heating and cooling tenant spaces are maintained, the tenant should not attempt to reset the thermostat. If the systems do not seem to be functioning efficiently, you should call the Management Office and enter a service request. A trained building engineer will be dispatched to correct the problem.

## **Special Services**

Heating and air conditioning are not regularly provided on Sundays, holidays, or after normal business hours. If you need heating or cooling service at these times, please contact the Management Office at least <u>48 hours</u> in advance to schedule this service and inquire about the current charge.

Special air conditioning or ventilation may be needed for your computer facilities, conference rooms or personnel-intensive staff areas. We can aid you with the design and installation of additional vents or equipment to meet special needs. Please contact the Management Office for details concerning the requirements for this service.

## Energy Management

As you may expect, energy costs are the single largest expense for Parkway Center. In an effort to reduce costs to all tenants, we developed and implemented an energy maintenance system. While the building is heated at all times, a lower temperature is maintained in the evenings and on weekends.

# HEATING, VENTILATING AND AIR CONDITIONING SYSTEMS

## Energy Management (continued)

Individual switches in each tenant suite control the lights. In order to reduce operating costs for all tenants, please turn off all of the lights in your suite when you leave in the evenings. The night cleaning staff will only use only the necessary electricity and will turn off lights when they have finished. All calculators, radios, computers and coffee machines should be turned off each evening as well. All tenants will benefit from these simple measures to conserve energy.

## TENANT SECURITY

## **Tenant Precautions**

While one of the building staff's primary goals is to maintain a safe working environment, in public buildings such as Parkway, substantial responsibility for security must rest with each tenant. All entrances and exits to your suite should be locked when you leave the building. During the day, offices, desks and entrance areas should never be left unattended. Valuables, such as purses and wallets, should be locked up or taken along when an employee leaves his or her work station. Valuables should also be kept safe from public areas and elevators.

Solicitors are not permitted within the building. If a solicitor enters your suite, or if you notice a suspicious person within the building, please call the Management Office at 678-298-5450 at once and provide as much detailed information as possible regarding the person. The individual will be escorted off the premises. We also suggest that you require identification from repairmen who come to work in your office suite.

### Theft and Insurance

Any suspected theft, no matter how small, should be reported to the Management Office immediately. A security report will be filed and the police will be notified if necessary. Note that our insurance policy does not cover the personal belongings of tenants. Tenants are required, by the terms of their lease, to provide their own insurance to cover the personal property contained within their space.

## **Incident Reports**

To provide an accurate record of every incident, the Parkway security staff is required to write an incident report for any accident, theft or other incident occurring on the property. We would appreciate your cooperation in answering any questions the security guard may have. This helps us investigate patterns to incidents, and aids our building security efforts.

## TENANT SECURITY

## Special Keying

All keys in the building are included in a building master key system. This key system is necessary so that the building staff has access to all areas in the event of an emergency. For this reason, we require that no locks be changed or additional locks/bolts added to any door within your suite. If additional lock work for your suite is necessary, this service must be coordinated through the Management Office.

As standard building policy, we re-key each suite before new tenants move in. This insures the security of that space for the new tenant. If you would like additional keys to any of the locks in your suite, they can be obtained through the Management Office.

In response to your internal security needs, we can provide additional services which include:

- Separate keying for individual offices
- Re-keying the entire suite
- Install security systems throughout the tenant space

## **Emergency Telephone Numbers**

In case of any emergency, such as theft, fire or other incident after normal business hours, we will notify a designated emergency contact from your company. You should provide the Management Office with the name and good contact number of the designated person and as many as two alternate contacts information. This procedure allows us to alert you as soon as possible in the case of any unforeseen circumstances.

## REMODELING / DECORATING

The Management Team of Parkway will coordinate the remodeling or redecorating of your suite through every phase of construction. During the initial phases, we will meet with you to find out your exact requirements. Depending on the scope of the work, we will have working drawings prepared and/or will make written specifications of work.

When the specifications are complete, we will obtain bids from our in-house construction staff or from outside contractors. A formal proposal will then be prepared for the project.

Please call the Management Office to discuss the services you require. We will be happy to provide you with an estimate of the cost before the work begins.

All remodeling of tenant spaces must be coordinated through the Management Office. Some of the most frequently requested services are:

#### Carpentry

- Assemble modular furniture and work stations
- Assemble shelving and file cabinets
- Repair chairs and desks
- Remove or install building-standard closets
- Remove or install wood/glass or metal/glass partitions
- Remove or install drapery brackets and rods
- Remove, install or relocate doors
- Remove or install building-standard base, door casing, chair rail, picture rail, and cornice molding
- Fabricate and install office and lunch room cabinetry
- Fabricate and install work stations and tables
- Fabricate and install book or storage shelving
- Fabricate display cases and plaques
- Repair doors and windows

#### Carpeting/Tile

- Repair tile floor
- Repair carpeting
- Install floor tile
- Install carpeting
- Install parquet wooden flooring

## REMODELING / DECORATING

#### Ceilings

- Remove or install suspended soft tile ceiling
- Rework existing soft tile ceiling to accommodate light fixtures or HVAC changes

#### Electrical

- Install communication system or computer cabling
- Install isolated ground or dedicated circuits
- Install 220-volt outlets
- Install electric door strike, night bell, or door chime fixtures
- Remove or install 2' x 2', or 2' x 4' fluorescent light fixtures
- Install building-standard or par-wedge light fixture lenses
- Clean and/or revamp light fixtures

#### Heating, Ventilating and Air Conditioning (HVAC)

- Relocate thermostats
- Rework existing HVAC system
- Install HVAC equipment required for special needs such as telephone or computer rooms

#### Marble and Ceramic Tile

- Repair marble or ceramic tile
- Install marble or ceramic tile
- Install marble counter or desk tops

#### Painting

- Wash walls and ceilings
- Touch-up paint walls and ceilings
- Paint walls and ceilings
- Install wall covering
- Touch-up woodwork
- Finish woodwork
- Refinish office furniture
- Patch walls

#### Plumbing

- Unclog drain lines
- Repair drinking fountains, lavatories, lunch room sinks, and water closets
- Remove or install building-standard drinking fountains, lavatories, lunch room sinks or water closets

## REMODELING / DECORATING

#### Miscellaneous

- Install building-standard thin-slat mini blinds
- Repair and/or clean standard or mini blinds
- Move furniture or equipment

## ADDITIONAL SERVICES

Parkway also offers special services to increase the convenience of our Building for our tenants. Please call the Management Office for further information regarding any services.

## Window Washing

Parkway provides each tenant space with exterior window washing twice annually, depending on weather conditions.

## **Exterminating**

Occasionally, some tenants who have lunchrooms or food storage in their suite have problems with insect pests. Parkway employs an exterminator that services the public building space. If you need an exterminator to come to your suite, please call the Management Office to schedule this service. Please be prepared to give us the exact location where the insects were discovered.

## **Directory Boards**

Parkway has a directory board located in each building lobby. For new tenants, there is no charge for the original listing; however, there is a small charge for any subsequent changes. If you wish to make additions or corrections to your listing, please submit requests in writing to the Management Office, Suite 135, One Parkway Center.

## **Tenant Plaques**

The Management Office coordinates all tenant plaque services. If you wish to request for your tenant plaque, please submit them in writing to the Management Office, Suite 135, One Parkway Center.

## TENANT SERVICE REQUEST PROCEDURES

To facilitate a quick response, tenants should be familiar with the following procedures for requesting services:

- 1. Call the Management Office at 678-298-5450 or 678-298-5444 between the hours of 8:00 a.m. and 5:00 p.m.
- 2. Be prepared to give the following information:
  - a. Tenant's name
  - b. Suite number
  - c. Contact telephone number
  - d. Name of the individual requesting service
  - e. Nature of request or problem (temperature, electrical, etc.)
- 3. A tenant work order will be completed by the Management Office explaining the nature of the work involved. If the work order requires billing from the Management Office, the tenant will be required to sign the work order when the service or repair is completed.
- 4. The appropriate building personnel will be dispatched to service your request. Response time to the request will vary, but the request can usually be categorized in the following manner
  - a. Emergency (water leak, fuse blown) immediate response
  - b. Comfort call (temperature) next available engineer
  - c. Cleaning request handled that evening by the night cleaning crew
  - d. Special service (hang pictures, moving furniture, etc.) variable response time depending on the availability for carpenters or day custodians. Calls are serviced in the order received.

## **MISCELLANEOUS**

## Structural Floor Plan

Code requirements prohibit placing loads upon floors which exceed the load per square foot limit for which the floor was designed. Parkway has a floor load of 80 pounds per square foot in office areas. Should you find it necessary to utilize equipment that exceeds this rating, you must receive prior written notice from the Management Office. We require adequate documentation from a licensed structural engineer verifying that such an installation at a specific location is safe to accompany your request. The architect and the manager of the building will review your request and accompanying documentation. When we receive confirmation from them that the installation is safe, we will send you a written approval.

## Electrical/Telephone/CRT Line Installation

Access to space occupied by other tenants is sometimes required for the installation of electrical and telephone floor outlets and CRT conduits. We will try to contact you ahead of time to request access for the electrician at a convenient time. Work of this nature is usually scheduled in the evening or on weekends so as not to disrupt tenants during business hours.

## **Directory Identification**

Parkway has a directory located in the lobby of each building. For new tenants, there is no charge for the original listing. You must notify the Management Office in writing of the proper listing for your firm.

There is a small charge for subsequent changes. Additions or corrections to your tenant listing must be submitted in writing to the Management Office, Suite 135, One Parkway Center.

## **AMENITIES**

Parkway is a 34-acre, mixed-use development featuring quality office space, hotel, retail, entertainment and food service facilities in a campus-like environment.

## **Building Amenities**

Parkway Cafe: Parkway Cafe, located on the first floor of One Parkway

Center, serves breakfast, lunch and snack items. Hours are 6:30

a.m. to 3:00 p.m.

Parkway Newsstand: Parkway Newsstand, located on the first floor of Two

Parkway Center, provides a multitude of products and services including dry cleaning services, cold drinks, card selections, novelties and snack items. Hours are 8:30 a.m.

to 4:30 p.m.

Covered Parking: For tenant convenience and efficient use of the property, Parkway

Center enjoys multi-level parking decks with a covered

passageway to the Building.

Parking garages are not built to be water-proof and typically have some water leaks at the expansion joints and at cracks in the concrete. The water does pick up some of the chemicals from concrete, which will cause a stain on the

finish of an automobile.

The owners and management of the building are not

responsible for any damage to any vehicle for any reason.

Fitness Center: A Fitness Center is available to all tenants and tenant

employees. The Fitness Center is located on the second floor,

suite 240, of the 1800 Two Parkway Center building.

Conference Center: A Conference Room is available to all tenants and tenant

employees. The Conference Room is located on the fifth floor,

suite 520, of the 1850 One Parkway Center building.

## **AMENITIES**

## Parkway Center Retail Center

Restaurants: Parkway Center tenants have a wide variety and selection of

restaurants including Applebee's, Chic-fila, and the

International Grocery and Deli.

## Other Services

Scheduling the Conference Room

Parkway Center has a Conference Room located on the 5th floor of One Parkway Center, Suite 520, just off the elevator lobby in the southwest corridor. The Conference Room seats up to 163 people. It has a telephone, wireless network access, a recessed projection screen and a digital ceiling mounted projector.

There is no charge for reserving the conference room. All reservations of the conference room are to be scheduled through the Management Office.

All reservations are accepted on a first come first served basis.

The conference room key is maintained in the Management Office. There is a \$75.00 charge for re-keying the conference room in the event the key is lost.

#### EXHIBIT "D"

#### **RULES AND REGULATIONS**

Tenant shall observe the following Rules and Regulations (as amended, modified or supplemented from time to time by Landlord as provided in this Lease):

1. "Normal business hours" shall mean the days Monday through Friday, inclusive, except legal holidays, during the hours from 8:00 a.m. to 6:00 p.m., and Saturdays, except legal holidays, from 8:00 a.m. to 1:00 p.m. Subject to the terms hereof, Tenant shall have access to the Premises twenty-four (24) hours per day/seven (7) days a week, 52 weeks. a year. At all other times every person, including Tenant. Tenant's employees, agents clients, customers, invitees and guests entering and leaving the Building may be questioned by a security guard as to that person's business therein, and may be required to sign such person's name on a form for registering such person. Landlord reserves the right to exclude from the Building between the hours of 6:00 p.m. and 8:00 a.m. and at all hours on Saturdays, Sundays, and holidays all persons who are not occupants or their accompanied guests. Tenant shall be responsible for all persons for whom it allows to enter the Building and shall be liable to Landlord for all acts of such persons. Landlord reserves the right to exclude or expel from the Building any persons who, in the opinion of Landlord, are or appear to be intoxicated or under the influence of liquor or drugs or who is in violation of any of the rules and regulations of the Building. Landlord shall in no case be liable for damages for error with regard to the admission to or exclusion from the Building of any person. During the continuance of any invasion, mob, riot, public excitement or other circumstances rendering such action advisable in the opinion of Landlord, Landlord reserves the right to prevent access to the Building by closing the doors, or otherwise, for the safety of the occupants and protection of the Building and property in the Building.

No sign, advertisement, notice or other lettering shall be exhibited, inscribed, painted or affixed by Tenant on any part of the outside of the Premises or Building or on corridor walls or within 24 inches of the surface of exterior windows. Signs on the door or doors of the Premises shall conform to Building standard signs. Signs on doors shall, at Tenant's expense, be inscribed, painted or affixed by sign makers approved by or on behalf of Landlord. In the event of the violation of the foregoing by Tenant, Landlord may remove same without any liability, and may charge the expense incurred by such removal to Tenant.

3. The sidewalks, entry passages, corridors, halls, elevators and stairways shall not be obstructed by Tenant, or used for any purpose other than for ingress and egress. Tenant shall not be allowed to move in or move out of Premises during normal business hours Monday through Friday. Tenant will cause its movers to take necessary measures required by Landlord to protect Building (windows, carpets, walls, doors and elevator cabs) from damage. The halls, passages, exits, entrances, elevators and stairways are not for the use of the general public and Landlord shall in all cases retain the right to control and prevent access thereto by all persons whose presence, in the judgment of Landlord, shall be prejudicial to the safety,

character, reputation and interests of the Building and its occupants, provided that nothing herein contained shall be construed to prevent such access to persons with whom Tenant normally deals in the ordinary course of Tenant's business unless such persons are engaged in illegal activities. The toilet rooms, toilets, urinals, wash bowls and other apparatus shall not be used for any purpose other than that for which they were constructed and no foreign substance of any kind whatsoever, including, but not limited to, coffee grounds shall be thrown therein, and the expense of any breakage, stoppage or damage resulting from the violation of' this rule shall be borne by the Tenant, if Tenant's employees, agents, clients, customers, invitees and guests, shall have caused it.

- 4. No curtains, draperies, blinds, shutters, shades, screens or other coverings, awnings, hangings or decorations shall be attached to, hung or placed in, or used in connection with, any window or door of the Premises without the prior written consent of Landlord. In any event with the prior written consent of Landlord, all such items shall be installed inboard of the Building standard window blinds and shall in no way be visible from the exterior of the Building. Tenant shall not remove the Building standard window blinds installed in the Premises. No articles shall be placed or kept on the windowsills so as to be visible from the exterior of the Building. No articles shall be placed against glass partitions or doors which might appear unsightly from outside Tenant's Premises,
- 5. No Tenant shall do or permit to be done in said Premises, or bring to keep anything therein\* which shall in any way obstruct or interfere with the rights of other occupants or in any way injure or annoy them, Tenant, Tenant's employees, agents, clients, customers, invitees and guests shall maintain order in the Building, shall not make or permit any improper noise in the Building or interfere in any way with other occupants or those having business with them. Nothing shall be thrown by Tenant. Tenant's employees, agents, clients, customers, invitees and guests out of the windows or doors, or down the passages or atrium of the Building. No rooms shall be occupied or used as sleeping or lodging apartments at any time. No part of the Building shall be used or in any way appropriated for gambling, immoral or other unlawful practices, and no intoxicating liquor or liquors shall be sold or consumed in the Premises or Building without the written consent of Landlord.
- 6. Tenant shall not, without the written consent of Landlord, put up or operate any fans, electric heaters, machinery or stove upon the Premises, or carry on any mechanical business thereon, or use or allow to be used upon the Premises, oil, burning fluids, camphene, gasoline or kerosene for heating, warming or lighting. No cooking shall be done or permitted by Tenant on the Premises except in conformity with law and then only in the utility kitchen, if any, as set forth in Tenant's layout, which is to be primarily used by Tenant's employees for heating beverages and light snacks. No article deemed extra hazardous on account of fire and no explosives shall be brought into the Premises. No offensive gases or liquids will be permitted.
- 7. No bicycles, vehicles, birds or animals (except seeing *eye* dogs) of any kind shall be brought into or kept in or about the Premises,

- 8. No painting shall be done, nor shall any alterations be made, to any part of the Premises or Building by putting up or changing any partitions, doors or windows, nor shall there be any nailing, boring or screwing into the woodwork or plastering, nor shall any connection be made to the electric wires or electric fixtures, without the consent in writing on each occasion of Landlord. No sunscreen or other films shall be applied to the interior or exterior surface of any window glass. All glass, locks and trimmings in or upon the doors and windows of the Building shall be kept whole and, when any part shall be broken, the same shall be immediately replaced or repaired and put in order under the direction and to the satisfaction of Landlord, and shall be left whole and in good repair. Tenant shall not injure, overload or deface the Building, the woodwork or the walls of the Premises.
- 9. No additional lock, latch, bolt or access device of any kind shall be placed upon any door or any changes be made in existing locks or mechanism thereof by Tenant without the consent of Landlord. Upon commencement of this Lease, Landlord shall provide, at no expense to Tenant, two entrance door keys. The cost of providing additional keys to Tenant shall be borne by Tenant. At the termination of this Lease, Tenant shall return to Landlord all keys to doors in the Building and all plastic cards for parking and entry to Building furnished to Tenant by Landlord and those keys otherwise procured by Tenant.
- 10. Tenant assumes any and all responsibility for protecting Premises from theft, robbery and pilferage, which includes keeping doors locked and other means of entry to the Premises closed. On multiple-tenancy floors, all occupants shall keep the door or doors to the Building corridors closed at all times except for ingress and egress.
- 11. Tenant shall not place a load upon any floor of the Premises, which exceeds the load per square foot which such floor was designed to carry and which is allowed by law. Tenant, Tenant's employees, agents, clients, customers, invitees and guests, shall not bring in or take out, position, construct, install or move any state, business machine or other heavy office equipment without first obtaining the consent of the Landlord. In giving such consent, Landlord shall have the right, in its sole discretion, to prescribe the weight permitted and the position thereof, and the use and design of planks, skids or platforms to distribute the weight thereof. All damage done to the Building by moving or using any such heavy equipment or other office equipment or furniture shall be repaired at the expense of Tenant. The moving of all heavy equipment or other office equipment or furniture shall not occur during normal business hours Monday through Friday and the persons employed to move the same in and out of the Building must be acceptable to Landlord. Safes and other heavy office equipment will be moved through the halls and corridors only upon steel bearing plates.
- 12. No furniture, freight, equipment, materials, supplies, packages, merchandise or other property will be received in the Building or carried up or down the elevators except between such hours and in such elevators as shall be designated by Landlord. There shall not be used in any space, or in the public areas of the Building, either by Tenant or others, any hand trucks except those equipped with rubber tires and side guards or such other material-handling equipment as Landlord may approve.

- 13. Landlord will post on the Building directory Tenant's name only at no charge. All additional names which Tenant shall desire put upon a directory shall, if approved by Landlord, be placed on the Building's computerized directory, if applicable. A charge by Landlord to Tenant will be made for each such additional listing.
- 14. No Tenant shall employ any person or persons other than the janitorial service of Landlord (who will be provided with pass-keys into the offices) for the purpose of cleaning Premises. Except with the written consent of Landlord, no person or persons other than those approved by Landlord shall be permitted to enter the Building for the purpose of cleaning same. Tenant shall not cause any unnecessary labor by reason of such Tenant's carelessness or indifference in the preservation of good order and cleanliness of the Premises. Landlord shall in any way be responsible to Tenant for any loss of property on the Premises, however, occurring, or for any damage done to the effects of Tenant by the janitor or any other employee or any other person. Tenant shall at the end of each business day leave the Premises in a reasonably tidy condition for the purpose of the performance of cleaning.
- IS. Without the prior written consent of Landlord, Tenant shall not use the name of the Building in connection with or in promoting or advertising the business of Tenant except as Tenant's address. Landlord shall have the right to prohibit any advertising by Tenant which, in the opinion of Landlord, tends to impair the reputation of the Building or its desirability as a building for offices, and upon written notice from Landlord, Tenant shall refrain from or discontinue such advertising.
- 16. Landlord and its respective agents, employees and contractors shall have the right to enter the Premises at all reasonable hours for the purpose of making any repairs, alterations, or additions which it shall deem necessary for the safety, preservation, or improvement of the Building; and Landlord, its respective agents, employees and contractors shall be allowed to lake all material into and upon said Premises that may be required to make such repairs, improvements, and additions, or any alterations for the benefit of the Tenant without in any way being deemed or held guilty of an eviction of the Tenant; and the rent reserved shall be in no way abate while said repairs, alterations; or additions are being made; and the Tenant shall not be entitled to maintain a setoff or counterclaim for damages against Landlord and its respective agents, employees and contractors by reason of loss or interruption to the business of the Tenant because of the prosecution of any such work. All such repairs, decorations, additions, and improvements shall be done during normal business hours, or, If any such work is at the request of the Tenant to be done during any other hours, the Tenant shall pay for all overtime costs.
- 17. Tenant shall observe and obey all parking and traffic regulations as imposed by Landlord, The parking facilities shall be used by vehicles that may occupy a standard parking area only. Moreover, the use of the parking facilities shall be limited to normal business parking and shall not be used for a continuous parking of any other vehicle regardless of size. No overnight parking of vehicles shall be permitted.

- 18. The requirements of Tenant will be attended to only upon application at the management office for the Building. Building employees shall not perform any work or do anything outside of their regular duties, unless under special instruction from the management office.
- 19. Canvassing, soliciting, distributing of handbills or any other written material, and peddling in the Building are prohibited and Tenant shall cooperate to prevent the same. Tenant shall not make room-to-room solicitation of business from other occupants in the Building.
- 20. Tenant shall not waste electricity, water or air-conditioning and agrees to cooperate fully with Landlord to assure the most effective operation of the Buildings heating and air-conditioning. Tenant will observe strict care and caution that all water faucets or water apparatus are entirely shut off before the Tenant, Tenant's employees, agents, clients, customers, invitees and guests leave the Premises, and that all utilities shall likewise be carefully shut off so as to prevent waste or damage, and for any default or carelessness, the Tenant shall make good all injuries sustained by other occupants of the Building. Tenant will comply with all energy conservation, safety, fire protection and evacuation procedures and regulations established by Landlord or any governmental agency.
- 21. If Tenant requires telegraphic, telephonic, burglar alarm or similar services, Tenant shall first obtain, and comply with, the instructions of Landlord in their installation. Landlord will direct electricians as to where and how telephone, telegraph and electrical wires are to be introduced or installed. No boring or cutting for wires will be allowed without the prior written consent of Landlord. The location of burglar alarms, telephones, call boxes or other office equipment affixed to the Premises shall be subject to the written approval of Landlord. Except as set forth herein, Tenant shall not install any radio or television antenna, loudspeaker or any other device on the exterior walls or the roof of the Building.
- 22. Tenant shall store all trash and garbage within the interior of the Premises. No materials shall be placed in the trash boxes or receptacles if such materials are of such nature that it may not be disposed of in the ordinary and customary manner of removing and disposing of trash and garbage in this area without violation of any law or ordinance governing such disposal. All trash, garbage and refuse disposal shall be made only through entryways and elevators provided for such purposes and at such times as Landlord may designate.
  - 23. Tenant shall provide and maintain hard surface protective mats under all desk chairs which are equipped with casters to avoid excessive wear and tear to carpeting. If Tenant fails to provide such mats, the cost of carpet repair or replacement made necessary by such excessive wear and tear shall be charged to and paid for by Tenant.
- 24. Tenant shall give prompt notice, to Landlord of any accidents to or defects in plumbing, electrical fixtures, or heating apparatus so that such accidents or defects may be attended to properly.
- 25. Tenant shall be responsible for the observance of all of the foregoing Rules and Regulations by Tenant's employees, agents, clients. customers, invitees and guests. These Rules and

Regulations are in addition to and as a supplement of, and shall not be construed to in any way otherwise modify, alter or amend, in whole or in part, the terms, covenants, agreements and conditions of the Lease Agreement.

- 26. Tenant shall abide by no-smoking restrictions in all areas within the Building designated or posted by Landlord as no-smoking areas.
- 27. Tenant shall not occupy or permit any portion of the Premises to be occupied, without Landlord's expressed prior written consent, as an office for a public stenographer or typist, or for the possession, storage, manufacture or sale of liquor, narcotics, dope, tobacco in any form, or as a barber or manicure shop, or as a public employment bureau or agency, or for a public finance (personal loan) business. Tenant shall not engage or pay any employees on the Premises, except those actually working with Tenant on said premises, nor advertise for laborers giving an address at the Building.
- 28. Landlord reserves the right to exclude from the Building at all times other than business hours all persons who do not present a pass to the Building signed by Tenant. Tenant shall be responsible for all persons for whom it issues such pass and shall be liable to Landlord for all acts of such persons. One set of Building access keys or cards and parking deck access keys or cards (if required for entry) shall be provided by Landlord to Tenant free of charge for its reasonably anticipated number of initial occupants of the Premises. All replacement access keys and/or cards shall be supplied by Landlord but at Tenant's expense.