

Welcome

The Fobare management team welcomes you to a diversified environment of quality, convenience and efficiency. Our mission is to provide you with superior, value-added service and management through a commitment to excellence in all that we do. Your investment in office space at Eastside Centre ensures for you a prestigious address in a business center backed by the expert management services of Fobare Commercial, L.P.

In support of your daily operations, Fobare Commercial, L.P. is pleased to provide you with this *Tenant Handbook* especially designed to provide quick, useful information about your building's general policies, parking, emergency procedures, services and amenities.

Content in no way amends the terms of our lease or the rules and regulations of this building. In any question, your lease predominates. In the event of change or update in contents, supplemental pages will be provided.

Fobare Commercial, L.P. believes you are an integral part of this quality development. We welcome you to our select circle and extend our pledge of continuing cooperation and service.

In order to make your move as smooth as possible, we have included some helpful phone numbers and information regarding Eastside Centre.

Management Office

The building management office is located at 1701 Greenville Ave., Suite 401, Richardson, TX 75081. Our office hours are Monday through Friday 8:00 am until 5:00 pm.

Rental Payments

Per your Lease Agreement payments are due on the 1st day of each month throughout your lease term. Payments should be made payable to: **AGF Spring Creek/Coit II, Ltd.** and remitted to the lock box: **P.O. Box 678125, Dallas, TX 75267-8125**. Please see attached rental payment posting memorandum for additional information.

Insurance

Your lease agreement requires that a Certificate of Insurance, naming the Landlord AGF Spring Creek/Coit II, Ltd., and the management company, Fobare Commercial as additional insureds, be **forwarded to the management office prior to moving into the leased premises.**

Drop Boxes:

UPS

(800) 742-5877

Federal Express

(800) 463-3339

Please feel free to call or stop by the management office any time. We are here to handle your problems, questions and requests in a responsive and timely manner. We value your tenancy and encourage you to call on us whenever we can be of assistance.

The Officers and Staff of

Fobare Commercial, L.P.

General Policies

Keys/Locks

Each tenant will be provided two keys to each lock set. A charge will be made for lost or additional keys. Only those persons shown as authorized with your company shall be able to obtain additional keys. All lock/key work done at Eastside Centre must be performed by management or engineering authorized personnel. Outside locksmith vendors are not permitted to work on the premises.

A person registered with Building Management on the Tenant Access List may obtain additional keys by a formal request, which must be signed by an Operating Officer of the Tenant Company. Keys are tightly controlled for your security.

The Building Manager is responsible for key control. All keys must be returned to Building Management at time of lease termination or change-out of locksets.

Parking Stickers

Each tenant will be provided parking stickers for all their employees' vehicles to easily identify cars that belong to Eastside Centre.

Lanier Parking Solutions
Jim Glowenke, Dallas Operations Manager
Mobile# (817)793-0057
Email jglowenke@lanierparking.com

Mail

The United States Postal Service delivers regular mail to designated mailboxes. Outgoing stamped or metered mail should be placed in the designated mailboxes. Incoming mail should be addressed:

Tenant Name
740 E. Campbell Rd.,
Suite _____,
Richardson, TX 75081

U. S. Postal Service: Huffines Stations Richardson Post Office 1206 Apollo Rd.,
Richardson, TX 75081-9998 Area Supervisor, (972) 918-0692.

Soliciting

Soliciting is against the law in Richardson. If someone is soliciting your office suite, please notify the Management Office.

Deliveries

All deliveries of supplies, furniture or office equipment must be made on the west side of the building.

Notify Building Management in advance of large deliveries that may require blocking off parking areas or lanes. Such assistance should be scheduled in advance to avoid inconveniences to you and other Tenants.

See moving or Delivering Furniture or Equipment Policy, this section, for additional information.

Building Signs and Monument Signs

Building signs and monument signs are to be prepared as outlined in the lease agreement. A layout should be submitted for Landlord approval, prior to installing the signs.

Moving or Delivering Furniture or Equipment Policy

1. ***Important.*** Notify Building Management when moving bulky materials, office furniture or equipment in or out of the building.
2. All such movement must be prearranged with Building Management and is subject to Landlord's approval:
 - Time of delivery or movement
 - Method of movement
 - Routing
 - Moving Company's certificate of insurance
3. Landlord shall not be liable for injury or damages to any person or property involved as a result of Tenant deliveries or move-ins.
4. Two and four-wheel dollies, carts, or other type conveyances (with the exception of baby carriages and wheelchairs) will not be taken into passenger elevators at any time. Only packages, cartons or other items that can be carried by hand may be transported on passenger elevators. Other items must be transported on freight elevator.

5. Materials that can cause discomfort, inconvenience or damage (such as open paint cans) will not be carried on passenger elevators even though they are carried by hand.
6. All dollies and conveyances of materials, supplies or equipment will enter the building through the truck dock.

Security

Access to Offices

Anyone not having a key to your suite of offices must be listed on the **Tenant Access List** in order to gain admittance to your offices with assistance from Building Management. Building Management will examine the driver's license of anyone wishing to enter office suites.

Tenants must maintain a current access list, to be filed with Building Management. Key management personnel must be listed, with telephone numbers where they may be reached in the event of an emergency or the need to verify an employee's identification.

Office Security

Offices normally are unlocked during normal business hours when delivery people and visitors are in the building. There are several measures you can take to help prevent someone from stealing items in your office.

1. Lock all doors when you leave the office.
2. Instruct all employees to keep all valuables in locked desks when unattended.
3. Keep expensive items off desktops when unattended.
4. Do not leave articles of value - including handbags and coats in unguarded reception areas or on desks in offices, even for a few minutes.
5. Thoroughly mix your vault or safe combination when closing.
6. Do not leave your vault or safe combination in a desk.
7. Notify Security or Management when loiterers are observed in corridors or washrooms. Report peddlers and canvassers.

8. Take special care during times best suited for pilferage - 30 minutes just after opening, during lunch hours, and before closing - when there is a maximum movement of personnel and absence from work areas and offices.
9. Check wastebaskets at the end of the day to see if any equipment or other valuables may have been secreted for later removal. Collusion between employees and service personnel is a common method of theft.
10. Record serial numbers to aid police in recovering property in the event of loss or theft.

Building Rules and Regulations

The following rules and regulations shall apply, where applicable, to the premises, the building, the parking garage located adjacent to the building and appurtenances thereto:

1. Sidewalks, doorways, vestibules, halls, stairways, and other similar areas shall not be obstructed by Tenants or used by any Tenant for any purpose other than ingress and egress to and from the leased premises and for going from one to another part of the building.
2. Plumbing, fixtures and appliances shall be used only for purposes for which designed, and no sweepings, rubbish, rags, or other unsuitable material shall be thrown or placed herein. Damage resulting to any such fixtures or appliances from misuse by a Tenant or such Tenant's agents, employees or invitees, shall be paid by such Tenant, and Landlord shall not in any case be responsible thereof.
3. No signs, advertisement, or notices shall be painted or affixed on or to any windows or doors or other part of the building except of such color, size and style and in such places as shall be first approved in writing by Landlord. No nails, hooks or screws shall be driven or inserted into any part of the building except by Building Maintenance personnel, nor shall any part of the building be defaced by Tenants. No curtains or other window treatments shall be placed between the glass and the building standard window treatments.
4. Landlord shall provide all locks for doors in each Tenant's leased premises, at the cost to each Tenant, and no Tenant shall place any additional lock or locks on any door in its leased area without Landlord's prior written consent. A reasonable number of keys to the locks on the doors in each Tenant's leased premises shall be

furnished by Landlord, at the cost to each Tenant, and Tenants *shall not have any duplicate keys made.*

5. With respect to work performed by Tenants in any leased premises with approval of Landlord, all Tenants will refer all contractors, contractors' representatives and installation technicians rendering any service to them to Landlord for Landlord's supervision, approval and control before performance of any contractual services. This provision shall apply to all work performed in the building, including, but not limited to, installations of telephones, telegraph equipment, electrical devices and attachments, and any and all installations of every nature affecting floors, walls, woodwork, trim, windows, ceiling, equipment, and any other physical portion of the building.
6. Movement in or out of the building of furniture or office equipment, or materials which require use of elevators or stairways, or movement through the building entrances or lobby shall be restricted to such hours, as Landlord shall designate. All such movement shall be under the dispatch or receipt by Tenants of any bulky material, merchandise or supervision of Landlord and in the manner agreed upon between the Tenant and Landlord by arrangement before performance. Such pre-arrangement initiated by a Tenant will include determination by Landlord, and subject to Landlord's decision and control, the time, method, and routing of movement, and safety limitations and other concerns which may prohibit any article, equipment or any other item from being brought into the building. Tenants engaged or not engaged in such movement, including equipment, property and personnel of Landlord if damaged or injured as a result of acts in connection with conducting this service for a Tenant from the time of entering the property to completion of work. Landlord shall have said property or persons resulting from any act connected with such service performed for a Tenant.
7. Landlord shall have the power to prescribe weight and position of safes and other heavy equipment or items that shall in all cases - to distribute weight - stand on supporting devices approved by Landlord. All damage done to the building by installation or removal of any property of a Tenant, or done by a Tenant's property while in the building, shall be repaired at the expense of such Tenant.
8. Tenant shall notify the Building Manager when safes or other heavy equipment are to be taken in or out of the building. Moving shall be done under the supervision of the

Building Manager, after written permission from Landlord. Persons employed to move such property must be acceptable to Landlord.

9. Corridor doors, when not in use, shall be kept closed.
10. Each Tenant shall cooperate with Landlord's employees in keeping its leased premises neat and clean. Tenants shall not employ any person for the purpose of such cleaning other than the building's cleaning and maintenance personnel. Landlord shall in no way be responsible to the Tenants, their agents, employees, or invitees for any loss of property from the leased premises or public areas or for any damages to any property thereon from any cause whatsoever.
11. To ensure orderly operation of the building, no ice, mineral or other water, towels, newspapers, etc. shall be delivered to any leased area except by persons appointed or approved by Landlord in writing.
12. Should a Tenant require telegraphic, telephonic, enunciator, or other communication service, Landlord will direct the electrician regarding where and how wires are to be introduced or placed except as Landlord shall direct. Electric current shall not be used for power or heating without Landlord's prior written permission;
13. Tenants shall not make or permit any improper, objectionable or unpleasant noises or odors in the building or otherwise interfere in any way with other Tenants or persons having business with them.
14. Nothing shall be swept or thrown into the corridors, halls, elevator shafts, or stairways. No birds or animals shall be brought into or kept in, on, or about any Tenants leased premises.
15. No machinery of any kind shall be operated by any Tenant in its leased area without prior written consent of Landlord, nor shall any Tenant use or keep in building any flammable or explosive fluid or substance.

16. No portion of any Tenant's leased premises shall at any time be used or occupied as sleeping or lodging quarters.
17. Landlord reserved the right to rescind any of these rules and regulations and to make such other and further rules and regulations as in its judgement shall from time to time be needed for the safety, protection, care and cleanliness of the building, operation thereof, preservation of good order therein, and protection and comfort of Tenants and their agents, employees and invitees. Rules and regulations, when made and written notice thereof is given to a Tenant, shall be binding upon Tenant in like manner as if originally prescribed in the *Tenant Handbook*.
18. Landlord will not be responsible for lost or stolen personal property, money or jewelry from Tenant's leased premises or public or common areas regardless of whether or not such loss occurs when the area is locked against entry.

Emergency Procedures

Report all emergencies to Building Management by calling (972) 669-1289. This number is answered 24-hours.

Give the suite number, Tenant's name, person calling, and the nature of the emergency.

Eastside Centre is equipped to meet Richardson Building and fire codes. Fire extinguishers are located in the building in common areas. The Tenant may desire to provide extinguishers for such areas as kitchens and for use in a wastepaper basket fire.

Emergency Fire Instruction for Tenants

Should a fire occur, an immediate attempt to put the fire out (e.g., smothering a wastebasket fire) usually will prevent it from getting out of control.

Dial 911 and notify the Building Management Office at (972) 669-1289.

The Building Fire Safety Director immediately will alert and put into action the Fire Brigade Team. Fire Wardens will work with the Fire Brigade. If partial evacuation is

deemed necessary, the Tenant Floor Wardens on the floor affected, as well as the floors immediately above and below, shall be alerted.

Evacuation will be by two stairwells - NOT THE ELEVATORS.

Elevators shall be used by the Fire Department only. Other elevators shall be on standby at ground-floor level.

Each Floor Warden and Fire Brigade member so assigned shall ascertain by search that no one remains on a floor being evacuated.

Handicapped persons should be helped down stairwells.

If management and the Fire Department determine complete evacuation of the building is necessary, all Floor Wardens are to be notified. Direct all people to stairwells - DO NOT PANIC! Use stairwells in single file. Exit building upon reaching ground level. A typical floor plan for elevation is attached. Please learn the layout for your particular floor, and post the floor plan in a conspicuous place. Floors have diagrams of stairwells posted in each elevator lobby on each floor showing location of elevators, corridors and stairwells.

Fire Safety Plan

Eastside Centre has been designed with the safety of our Tenants as one of the foremost considerations. This is a fire-resistive building. The contents, however, are combustible and can produce large amounts of deadly smoke and toxic gases as well contribute to the spread of a fire. Because of this, it is important that all tenants be aware of the fire detection and suppression systems in the building and have a thorough understanding of *The Fire Safety Plan*, particularly the emergency procedures section of the plan.

Purpose of Fire Safety Plan

1. To designate key building personnel to be responsible for fire safety.
2. To establish procedures to be followed in the event of a fire emergency.

General Personnel

Designations and Responsibilities

I. Fire Safety Director (Building Manager) Responsible for supervision and maintenance of fire safety program.

- A. Assign and provide training for Fire Brigade personnel.
- B. Keep roster of Fire Brigade personnel updated (day and night numbers to call).
- C. Assign Fire Brigade personnel to specific areas and duties during an emergency (subject at all times to Fire Department command directions).
- D. Coordinate with Tenants to designate fire wardens on each floor.
 1. Each Tenant should designate at least one fire warden.
 2. Where a Tenant occupies an entire floor or several floors, there should be one fire warden for each 7,500 square feet of occupied space.
 3. There should be enough assistant fire wardens and searchers to ensure a prompt and orderly evacuation during and emergency.

- E. Keep list of Tenant fire wardens updated.
- F. Maintain confidential current Tenant list (for use in emergency):
 - 1. Alphabetically by company.
 - 2. By floor and suite number.
 - 3. Tenant contact (home phone) and alternate contact.
- G. Maintain updated list of all handicapped occupants who may need assistance during evacuation.
- H. Provide training for floor wardens on a regular basis.
- I. Conduct fire drills and critiques quarterly and maintain file of fire drill reports.
- J. Supervise fire prevention program to ensure:
 - 1. Regular inspection of the various areas of the building where potential for fire exists (e.g.):
 - a. Storage areas
 - b. Electrical and mechanical rooms
 - c. Janitorial closets
 - 2. Maintenance of fire and life safety systems, including
 - a. Testing all component of the system on a regular basis, including sprinkler system, alarm system, smoke detectors, flow switches, tamper switches and fire phones.
 - b. Keeping log of dates tested as well as problems encountered and corrections made.
- K. Train Deputy Fire Safety Directors (Security and Engineering personnel to take action when Fire Safety Director is not on premises).
 - 1. First alternate will be Chief, Engineering and Maintenance.
 - 2. Second alternate will be Assistant Chief, Engineering and Maintenance.
 - 3. Third alternate will be the Security Officer on duty.
- L. Maintain an up-to-date set of floor plans (building color book) and full size set of floor plans and building mechanical plans.

M. Update and amend Fire Safety and Emergency Plans as needed.

II. Building Manager and Assistant Manager

A. Work with Fire Department and Fire Safety Director.

1. Maintain Floor Plan Color Book and full size set of floor plans. (Use of direction of occupants to floor exits and for Fire Department use.).
2. Maintain full size set of mechanical drawings of building.

B. In the event of a fire:

1. Man and supervise communications system.
2. Assign Fire Brigade members to floors for direction of occupants to exits and safe areas of floors.
3. Direct search by Fire Brigade members to all restrooms, core areas, mechanical rooms, etc., to ensure all are vacated.
4. Report to Fire Department Commander when Fire Department arrives.

III. Tenant Fire Wardens

A. Floor Wardens

1. Know locations of stairwells and office exits.
2. Know locations of fire extinguishers.
3. Have a thorough knowledge of building emergency procedures.
4. Have an 8 ½ “ x 11” floor plan of floor.
5. Be responsible for fire prevention on his/her floor.
6. Know, supervise and work with other fire wardens on his/her floor.
7. Designate an Assistant Floor Warden and notify that person when away from building.
8. Attend training classes as required by the Fire Code.
9. Maintain an up to date list of team members and train them in their duties.
10. Participate in fire drills and critiques when his/her floor is involved.
11. Make sure new employees are aware of this Fire Safety Plan.

B. Assistant Floor Warden, Fire Wardens and Searchers

1. Help evacuate all Tenants in his/her area of responsibility.
2. Know locations of exits and stairwells.
3. Have a thorough knowledge of Emergency Procedures portion of Fire Safety Plan.
4. Be responsible for fire prevention in his/her area of responsibility.
5. Attend training classes as required by Fire Code.
6. Participate in fire drills and critiques when his/her area is involved.

IV. Tenants

- A. Each person working in the building should become familiar with all provisions of these emergency procedures and evacuation routes for his/her work area.

- B. A “key” person in each office area should be appointed normally the receptionist, to receive and pass on the necessary fire safety information.
- C. Any time a fire is discovered, the Richardson Fire Department must be notified at 911.
- D. All fires and other emergencies should also be reported to Security.
- E. In a fire or smoke emergency, the order of importance is:
 - 1. Call the Fire Department at 911.
 - 2. Call Security and report conditions (972) 761-0703.
 - 3. Follow Fire Wardens’ directions regarding evacuation.
- F. If any part of this Fire Safety Plan is not clear, or to obtain a copy of this plan, call the Building Manager’s office at (972) 669-1289.

Emergency Procedures (Regular Business Hours)

THE RICHARDSON FIRE DEPARTMENT WILL BE NOTIFIED IMMEDIATELY ANY TIME THE SECURITY GUARD ON DUTY RECEIVES AN INDICATION OF A FIRE EMERGENCY.

I. Fire Emergencies

- A. Priority 1 automatic alarm (smoke detector or water flow alarm).
- B. Report of smoke or fire by an individual calling Security.
- C. Report of smoke odor by an individual calling Security.
- D. Fire reported extinguished by Tenant.

II. Fire and Life Safety Procedures During a Fire Emergency

A. Building Security on Duty

1. Notify the Richardson Fire Department at 911.
2. Determine nature of alarm (smoke detector or water flow) and exact location (floor and area) by reference to indicators on alarm panel.
3. Notify Building Management Office.
4. Alert Fire Brigade (Security and Engineering personnel) of location of alarm.
5. Dispatch one security officer with elevator keys to Greenville Ave. (east entrance) to meet Fire Department and give location and nature of emergency.
6. Clear lobby of all people.
7. Allow no one to go up in building except Fire Brigade and Fire Department.
8. If the Fire Safety Director is not available by the time the Fire Department arrives, brief the officer in charge on the nature of the situation and the steps being taken. Have floor plans, mechanical plans, etc., available. The Fire Department will be in complete control upon its arrival.

B. Fire Safety Director

1. Set up Command Post in Fire Control Room.
2. Become fully aware of the procedures already taken by Building Security and the Floor Wardens.
3. Issue specific instructions regarding procedures that need to be implemented, exits to be used, the order and scope of the evacuation to be taken.
4. If necessary, utilize the Public Address System to give specific instructions to any part or all of the building.
5. Upon arrival of the Fire Department brief the officer in charge.

C. Building Engineer

1. Ensure that automatic fire and life safety systems have functioned properly or initiate this function so that:

- a. Fire alarm is sounding on the affected floor, the floor above and the floor below.
 - b. All elevators have returned to ground floor.
 - c. All stairwell doors have unlocked.
 - d. All necessary ventilation systems have shut down.
 - e. All stairwells have pressurized.
 - f. Fire pumps have started.
2. Report to Fire Control Room to be available to advise and assist fire officer in command.

D. Fire Brigade

1. Report to the Command Post (located at guard station in lobby) and follow orders or person in charge.
2. In most instances, the Fire Brigade will be utilized according to the following general guidelines:
 - a. Report to the floor below the fire to assist in evacuation and provide information to the Command Post.
 - b. After evacuation of fire floor, endeavor to control spread of the fire by closing doors.
 - c. Attempt to control the fire until arrival of the Fire Department if the fire is small and conditions do not pose a personal threat.
 - d. Leave one member on the floor below the fire to direct the Fire Department to the fire location and inform it of conditions.
 - e. On arrival of the Fire Department, the Fire Brigade shall report to the Command Post for additional instructions.

E. Tenant Floor Wardens

In the event of a fire or fire alarm, the Floor Warden shall ascertain location of the fire and direct the evacuation of the floor in accordance with directions received and the following guidelines:

1. Establish communication with Building Security to report conditions on his/her floor and to receive instructions.
2. Begin evacuation if the fire is located on his/her floor or the floor immediately above or below.
3. Institute evacuation from other floors upon instructions from the Command Post, or when conditions indicate such action.
4. Provide assistance to all handicapped occupants of his/her floor.
5. Search—with other members of his/her team—all restrooms, closets, storage rooms, etc., to ensure that all occupants have evacuated.
6. Make sure that all doors are closed but not locked.
7. Make sure that no one uses the elevators unless directed to do so by the Fire Department.

F. Tenant Emergency Procedures

1. Upon discovery of fire or smoke on your floor, notify the Richardson Fire Department at 911.
 - a. Give the name (Eastside Centre.) and address (740 E. Campbell) of your building.
 - b. Give the floor on which the smoke or fire is located.
 - c. Give your name, floor number, and the telephone number of the instrument you are using.
 - d. Stay calm and do not hang up the telephone until the fire dispatcher has all the information he needs.
2. Call Building Security at (972) 761-0703 and Management Office at (972) 669-1289 to report a fire.
3. Attempt to control the fire if the fire is small and conditions do not pose a personal threat.
4. Evacuate the fire floor.
 - a. Follow your Floor Warden's instructions.
 - b. Assist the handicapped.

- c. Close doors as you leave, but DO NOT LOCK.
- d. Use stairwell exits only. DO NOT USE ELEVATORS!
- e. If caught in heavy smoke, take short breaths. Stay low crawl if necessary.
- f. DO NOT return to your floor without authorization.

Emergency Procedures (After Regular Business Hours)

If a fire emergency (Priority 1 alarm) is reported to the Security Officer on duty after hours, he will:

1. Notify the Richardson Fire Department at 911.
2. If fire is reported by phone, determine exact location of fire and activate fire alarm manually if it has not activated automatically.
3. Tell caller to immediately evacuate floor, using stairs, and to close doors but do not lock.
4. Use Public Address System to notify all floors of the fire and what action should be taken.
5. Follow regular hours emergency procedures as closely as manpower will allow.
6. Report fire to Building Manager and first available supervisor on emergency list.

Suggested Emergency Procedures

PROBLEM	DO	DON'T
Fire	<ol style="list-style-type: none"> 1. Call 911 2. Call Management Office, (972) 669-1289 3. Smother wastebasket fire 4. Close all interior & exterior doors - DO NOT LOCK 5. Proceed to nearest exit 	Do not use elevators.
Smoke Odor Detected	<ol style="list-style-type: none"> 1. Call 911 2. Call Management Office, (972) 669-1289 3. Close (do not lock) all doors interior & exterior 	
Smoke Visible	<ol style="list-style-type: none"> 1. Call 911 2. Call Management Office, (972) 669-1289 3. Pull corridor alarm box 4. Close (Do Not Lock) all doors interior & exterior 	
Threat to Office Premises or People	<ol style="list-style-type: none"> 1. Use Bomb Threat check sheet to get all information possible. If necessary call Police at 911 2. Call Management Office, (972) 669-1289 	
Elevator Stuck	<ol style="list-style-type: none"> 1. Speaker in elevators automatically calls Security 2. Give number of elevator cab (on panel in elevators) 3. Keep line open 	<ol style="list-style-type: none"> 1. Don't panic. The worst is a short delay until the controls are corrected. 2. Elevators are secure - won't fall. Each has three (3) emergency brake systems as backup.
Medical	<ol style="list-style-type: none"> 1. In a medical emergency call 911 2. Call Mgmt. Office & advise that Police has been called. 	

Bomb Threat Procedures

1. Receptionist receiving call:
 - Signal quietly to another employee to pick up same line; toss a paper clip, if necessary, to attract co-worker's attention. Then, indicate (possibly by holding up fingers) which line you are on.
 - Use *Bomb Threat by Telephone Check List* (for building personnel use) to get as much information as possible. See *Bomb Threat by Telephone*, this section.
2. Second employee on line:
 - Quietly get on line, cover mouthpiece of phone and take notes.
 - Signal another employee to call Police (Bomb Threat Squad, 911) and direct to main lobby (facing Greenville Ave.) entrance.
 - Alert Management
 - Alert Security
 - If only two employees are available, the second should take action as above and not monitor call. Stand by for instructions.

Basic Action

1. Management: Meet Police in front of Suite and give details from *Bomb Threat by Telephone Check List* (keep a copy).
2. Building Manager directs personnel after course of action is determined by Police and Management. Assign Security and other Building personnel to notify people in lobby not to go up into the building. (Depends on nature of situation-if threat is questionable, do not detain people, only suggest. The decision is theirs).
3. Decision as to course of action, e.g. to evacuate, search, etc., made by Police and Management.
4. Notification of Tenants: Usually Building Management Office telephone lines will quickly become jammed as rumor spreads.
 - If location of bomb is known, notify Tenants on that floor first, then on floor above and below suspected floor.
 - Fire Brigade personnel will report to Command Post in building lobby and be assigned to suspected floor, the floor above and below that floor and calmly suggest evacuation.

- Suggest to Tenants that doors not be locked so that Bomb Squad may have quick access.
5. Evacuated people should move outside building to an area 300 feet away to avoid flying glass.

Basic Search Procedure

(Management and Fire Department Bomb Squad)

1. Decide if and where to search.
2. Members of Fire Brigade to stand by for search assignment.
 - No suspect item found is to be touched. Notify Command Post and let Police Bomb Squad handle.
 - The location of device does not preclude the existence of others.

Damage Control

1. Evacuation. Depending on the size and nature of the bomb, only the floors above and below (suspected floor) may have to be evacuated.
2. Venting. Doors should be opened to vent the blast if detonation should occur.
3. Flammables. Remove as much as possible from suspected area.
4. Suspect bombs must be handled only by the Police Bomb Disposal Unit.

Bomb Threat by Telephone

Receptionist's Telephone Procedure (for Tenant use)

1. Be calm, courteous; listen - do not interrupt.
2. Signal another employee to get on the same line (another phone) "quietly" and take notes.
3. Circle below items that apply as you listen:

Time call received: _____ a.m./p.m.

Exact words of caller: _____

_____.

Identify:	Male	Female	Adult	Juvenile
Voice:	Loud	Soft	Normal	Intoxicated
	Other _____			
Diction:	Excellent	Good	Fair	Poor
Accent:	White	Black	Spanish	Other _____
Manner:	Calm	Angry	Rational	Irrational
	Disguised	Stutter	Slow	Nasal
	Broken	Sincere	Lisp	Rapid
	Giggling	Deep	Crying	Squeaky
	Excited	Stressed	Accent	Loud
	Slurred	Normal		
Background	Street	Office	Voices	Music
Noises:	Bar room	Cafeteria	Other: _____	

4. **Ask:**

Location of bomb? (exact) _____

When is bomb going to explode? _____

Where is the bomb? _____

What does it look like? _____

What kind of bomb? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why? _____

Where are you calling from? _____

What is your address? _____

What is your name? _____

Legitimate caller usually wants to avoid injuries or deaths. Request as much information as possible by expressing a desire to save lives.

Remarks:

Notify the Building Management Office, (972) 669-1289.

Time: _____ a.m./p.m.

Person receiving call: _____

Suite Number: _____

Date: _____

Time completed: _____ a.m./p.m.

Services and Amenities

Parking

Eastside Centre currently offers parking spaces for Tenants. These facilities are in proximity to the office complex.

General Information and Rules for Garage and Lot Parking

1. The garage and surface lots are operated for the convenience of Tenants in Eastside Centre.
2. Management provides visitor parking on the surface lots. Please reserve these spaces for visitors to the Building.
3. Please do not park in Handicap spaces.
4. The garage and surface parking is solely for the purpose of parking. The Landlord is not responsible for theft, loss or damage to vehicles or their contents. Parking is at the Tenant's own risk and Tenant assumes all responsibility.
5. All parking fees must be paid no later than the third of each month or parking privileges will be canceled.
6. The parking lot is managed by Lanier Parking Solutions. You can address all your parking issues to them by contacting: Jim Glowenke, Dallas Operations Manager ~ Mobile# (817)793-0057 ~ Email jglowenke@lanierparking.com

Maintenance

Should problems arise, please use our Tenant Handbook which can be accessed by going to <http://740ecampbell.info>. You may also call us at (972) 669-1289 by giving your name, suite number, company name, and the nature of your problem. Maintenance personnel will be sent to assist you as soon as possible.

Lights

Report burned-out lights to Building Management. Maintenance personnel will be sent to replace the burned-out bulbs. **Please remember to turn out unused lights to conserve energy.**

Smoking

Smoking is permitted in designated areas only. Please have your employees dispose of ashes in the ash cans provided. Please do not throw the cigarette butts on the ground. Our Tenants are proud of our building and want to keep it clean for other Tenants and their clients.

Telephone System

Contact your choice of provider to arrange for and have installed the type of telephone system you will be using. Costs for special conduit, special electrical outlets, holes in floor slab, or other special work are to be paid by Tenant. Such work must be coordinated with Tenant construction and receive prior approval by Landlord. All phone cable must be Teflon-wrapped or installed in conduit to meet fire codes.

Trash Removal

When a considerable amount of trash needs to be discarded, such as boxes from delivery of supplies, furniture or equipment, Tenant is responsible.

**POLICY FOR MOVING OR DELIVERING
FURNITURE OR EQUIPMENT**
(Tenant Information)

- A. **IMPORTANT:** Please notify Landlord when moving bulky materials, office furniture or equipment into the building.
- B. Movement in or out of the building of furniture, office equipment or other materials, or movement through building entrances and lobby, shall be restricted to hours designated by Landlord.
- C. All such movement will be prearranged with Building Management and will be restricted to the following rules:
 - 1. Hour of delivery or movement subject to Landlord approval.
 - 2. Method of movement.
 - 3. Routing of movement.
- D. Tenant is to assume all risk as to:
 - 1. Damage of articles moved.
 - 2. Injury to persons engaged or not engaged in such movement.
 - 3. Damage to property of Landlord resulting from such movement.
- E. Tenant hereby agrees to indemnify and hold Landlord harmless from and against any such damage, injury, or loss, including attorney's fee.
- F. Landlord shall not be liable for acts of any person engaged in, or damage or loss to any of said property or persons resulting from any act in connection with such service performed for Tenant.
- G. Passenger elevators are for the purpose of transporting people. Two or four-wheel dollies, carts, or any other type conveyances, with the exception of baby buggies and wheelchairs, will not be pushed, pulled, or taken into passenger elevators at any time. Only packages, cartons, or other items that can be carried by hand will be transported on passenger elevators.

Materials such as open paint cans and other items that will cause discomfort, inconvenience, or get passengers' clothing soiled, or that will scratch or soil the elevators, will not be carried on passenger elevators even though they are being carried by hand.
- H. All dollies and conveyances of materials, supplies, or equipment will enter the building through the truck dock, if applicable and then use the designated freight elevator.

MOVING POLICY FOR ALL BUILDINGS

ANY MOVERS THAT DO NOT ADHERE TO THE FOLLOWING RULES
WILL NOT BE ALLOWED TO RETURN TO THE PREMISES:

1. Clean plywood or masonite sections will be used as runners on all carpeted areas where heavy furniture or equipment is being moved with wheel or skid-type dollies. If plywood is being used, it must be 1/2" to 5/8" thick, 4' by 8' sheets in the elevator lobbies and corridors, and 32" wide sheets through doors and in Tenant space.
2. All walls, door facings, elevator cabs and other areas along the route to be followed during the move will be inspected by the Landlord and moving company personnel before and after the move.
3. Any damage to the building or fixtures caused by the move will be repaired or paid for by the moving company.
4. Only the freight or designated freight elevator will be used for movement of the items of furniture, etc., mentioned in the above paragraph.
5. Move-ins of large quantities of furniture, office equipment, or supplies will be accomplished after 5:30 p.m. on weekdays, or on weekends and holidays.
6. The moving companies or movers **must** make arrangements with the Building Manager for use of the elevators for each move. A firm arrival time will be established. Any deviation from their scheduled arrival time will result in a charge of \$10 per hour waiting time to the moving company or movers.

INSURANCE

The moving company must carry the usual form of business insurance. Such insurance shall include, but not be less than the following:

1. Workman's Compensation in statutory limit for the State of Texas, with employee's liability limit of \$2,000,000; bodily injury, personal injury and property damage liability insurance in comprehensive general liability form, and certificate evidencing same shall be furnished to Landlord before moving any items into building. In addition, the moving company must agree to protect, indemnify, and save Landlord harmless from and against all claims, demands and causes of action of every kind and character arising in favor of moving company's employees, Landlord's employees, or other third parties on account of bodily injury, personal injury, death, or damage to property in any way resulting from willful or negligent acts or omissions of moving company, its agents, employees, representatives, or subcontractors. The moving company shall be responsible for all damages and losses sustained by them to their tools and equipment utilized in the performance of all work thereunder.
2. Comprehensive general liability insurance policy shall include coverage for hazards of premises - operation, elevators, products and completed operations, and including personal injury coverage part and contractual liability coverage part designating the assumptions of liability under performance of the act of moving. Such insurance shall be in limits no less than \$1,000,000 per person's bodily injury and personal injury; \$1,000,000 per occurrence for bodily injury an personal injury; and \$1,000,000 per occurrence in aggregate for property damage. Property damage insurance shall be in broad form, including completed operations.
3. The limits set forth above are the minimum - if greater limits are carried, they will apply.
4. Each moving company moving supplies, furniture, and/or equipment into this building shall secure and present the Building Manager with a certificate reflecting these coverage's.

ACKNOWLEDGED AND ACCEPTED THIS _____ day of _____, 19 _____

By: _____
Moving Representative