

1845 WALNUT STREET

Tenant Handbook



FRANKEL
ENTERPRISES

1845 Walnut Street
Suite 2345
Philadelphia, PA 19103

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WELCOME

Welcome to 1845 Walnut Street, the only office building located on Rittenhouse Square! We are pleased that you have made the decision to locate your offices here and committed to providing world class service to you over the years to come. The 1845 Walnut Street Tenant Guide has been designed to provide you and your employees with general information, procedures, and policies which will assist you in operating your business at 1845 Walnut Street.

We hope that you give extra attention to the Fire Safety and Security sections of the handbook since these subjects pertain to everyone's safety. We ask that you keep your copy of the manual in a convenient, accessible location for easy reference. In the future, as policy and staff changes occur, we will distribute updates to supplement the existing information.

Communication is the most crucial element in implementing the Policies and Procedures contained in the Tenant Handbook. To ensure effective communication between us, we would like you to designate a "Tenant Representative" (i.e., office manager or administrator) as the contact person between your company and the Property Management staff. Your Tenant Representative is the key to accurate and timely information when making requests or reporting problems. All information, correspondence and notices will be directed to the Tenant Representative and the Tenant Representative can then channel pertinent information to other members of your staff as necessary.

We suggest that all communications from your company to the Property Management office be channeled through your Tenant Representative. Upon move in please provide the property manager with the name and contact information of your designated tenant representative. The information can be emailed to the Property Manager or by calling the management office at **(215) 567-6098**.

Please feel free to let us know how we can serve you and make your time here at 1845 Walnut Street more comfortable. We welcome any questions, concerns or suggestions that you may have and encourage you to work with us in upholding our service goals. Your suggestions will assist us in continuing to improve your office and surrounding environment.

OVERVIEW

1845 Walnut Street is a 25-story office tower. The building contains ten elevators in two banks. Floors 1-16 are serviced by the low-rise bank. Floors 16-25 are serviced by the high-rise bank.

We diligently maintain 24-hour security that includes on-site security and after-hour card access.

BUILDING OPERATIONS

Property Management, Accounting and Leasing Agent

1845 Walnut Street is owned by 1845 Walnut Associates, Ltd. and managed by Frankel Enterprises Inc. The Property Management office is located on the 6th Floor in Suite 661.

Property Management office hours are 9:00am to 5:00pm Monday through Friday, excluding legal holidays. The office can be reached at **(215)567-6098**.

The property is staffed 24 hours a day including all holidays. For emergency assistance on weekends, holidays, and evenings, please contact the lobby front desk at **(215) 567-2629**.

Management Office

1845 Walnut Associates
1845 Walnut Street
Suite 661
Philadelphia, PA 19103
(215)567-6098
(215)567-5069 – Fax

Accounting Office

Frankel Enterprises inc.
1845 Walnut Street
Suite 2345
Philadelphia, PA 19103
(215) 751-0900

Leasing Office

Cushman & Wakefield of Pennsylvania, Inc.
Jack Meyers
Director - Philadelphia, PA
Brokerage Services
One Liberty Place
1650 Market Street
33rd Floor
Philadelphia, PA 19103
Telephone: 215-963-4054
Mobile: 610-220-3697
Email: jack.meyers@cushwake.com

Rent Payments

In accordance with your lease, please note that rent payments are due in advance and payable by mail or wire transfer on or before the first day of each month. Please refer to your lease for the banking information.

Courtesy monthly statements are sent that detail your monthly rent and other charges. You will receive individual invoices for other services provided.

Signs, Lettering, and Notices

If you wish to display a sign or notice in any public areas of the building, prior approval from the Property Management Office is required. All door signs must be ordered through the Property Management office.

Lost and Found

Please report any lost or missing items to the Property Management office. Items found on the premises are kept in the maintenance storage room of the property for one month.

Energy Conservation

You can help reduce operating costs and assist the building staff in conserving electrical energy by following a few simple rules. At the end of each workday, please ensure that all employees turn off all lights.

AMENITIES

Fitness Center

The tenant fitness center is located on the 6th floor. It is open twenty four hours and day, seven days a week. Access to the center must be requested through the Property Management Office. Tenants will need to sign a waiver and pay a nominal yearly fee. The waiver can be found on the 1845walnutstreet.com website under Tenant Forms. For more information on the Fitness Center, please contact **Property Manager**.

Postal Service

The Postal Service will deliver or pick-up mail from individual tenants in their suites.

The current delivery and pickup time varies.

Delivery and pickup times are determined by the Postal Service and will be changed by them as the increase in mail volume warrants.

FedEx and UPS Deliveries

FedEx and UPS deliver directly to the tenants whenever possible. If no one is available in your suite to sign for a package, the package will be returned to the local FedEx or UPS office.

Parking

Month-to-Month Parking

Parkway Corporation manages the parking garage for 1845 Walnut Street. Month-to-month parking is available. Personal checks are not accepted. Month-to-month parking is payable only through the automated payment option. If your company has a corporate account with Parkway Corporation, please see your office administrator. If you have any questions regarding the parking garage, please contact **Nishidh Nayee at 267-514-5423 or email nnayee@parkwaycorp.com or visit their website at www.parkwaycorp.com.**

Handicap Parking -The parking garage at 1845 Walnut Street has 3 dedicated handicapped parking spaces. These spaces are City controlled. Anyone who parks in them without a valid handicap sticker is subject to a fine.

No Parking Areas- For security reasons, certain areas of the 1845 Walnut Street parking garage have been designated as "No Parking" areas. All unauthorized vehicles parked in these areas are subject to being towed at the owner's expense. All "standing vehicles" (parked vehicles while attending operators) in these areas may be requested by Security and/or parking attendants to move along.

No Smoking Policy

To promote a healthy environment for all who work and visit 1845 Walnut Street, we provide a smoke-free environment and follow the City of Philadelphia ordinance prohibiting smoking in office buildings, in the workplace, and within 20 feet of any entrance.

Tenant Function Guidelines

If you are planning a tenant function (party, reception, fundraiser, etc.) please notify the Property Management office in advance. The Property Management office maintains certain policies and procedures to help coordinate the event, limit liabilities to the building, and ensure the safety of all visitors and guests. The Property Management office may ask for the following information:

- Date and time of the event.
- Number of guests.
- Presence of alcohol.
- Parking requirements.
- Overtime HVAC requirements.
- Other special services (elevator use, janitorial needs, and electrical requirements (sound equipment)).
- Security requirements.
- Certificate(s) of insurance from vendors.

BUILDING SERVICES

HVAC Systems

Heating, ventilation and air-conditioning (HVAC) services are provided 24/7, legal holidays excepted. Should the temperature in your space change abruptly or reach an uncomfortable level, please submit a request for temperature adjustment via the tenant portal on our website www.1845walnutstreet.com.

If website access is not available, please call the Property Management office at **(215)567-6098**. A Building Engineer will be dispatched to correct the problem.

The HVAC equipment requires special maintenance to assure its continued problem-free role. 1845 Walnut Associates provides an on-going preventative maintenance program designed to maximize the energy efficiency of the system. Such maintenance requires periodic visits through your space; all visits will be coordinated with the designated building contact to minimize disruption to your business.

HVAC services for non-business hours are available upon request and at an additional charge. Requests for after-hours HVAC should be submitted via www.1845walnutstreet.com by 3:00pm of the business day requiring the extra usage (or the previous day if such services are required on Saturday, Sunday, or holidays). If website access is not available, please call the Property Management office at **(215)567-6098**.

Fire Department regulations prohibit the use of electric heaters in individual offices.

Office Keys

1845 Walnut Street implements an in-house master key system. Tenants are furnished with two keys per cylinder upon occupancy. Additional keys are available at a modest charge. To request additional keys for your suite:

- Submit a request via www.1845walnutstreet.com. If website access is not available, please call the Property Management office at **(215)567-6098**.
- The request should specify the key number, location, and area identification/suite number.

Alterations to locks can be made only with approval from the Property Management office.

Building Service Requests

Professional building maintenance and repair services are performed in the building's common areas throughout the business day. Precautions are taken to minimize excessive noise or disruptions to your business operations. Maintenance services are also available to tenants for an additional charge.

We will address any problem as soon as possible. We will send someone to assist you or make whatever arrangements are necessary. Please make your service request directly to the Property Management office. The Building Engineer is required to receive instructions and assignments from the Property Management office only. This allows us to keep track of your requests and ensure they are resolved in a timely fashion.

If you are experiencing a maintenance repair problem within your suite, please follow the following procedures:

Routine Service Request Procedures

On the property website www.1845walnutstreet.com authorized users can access a service request database to easily submit service requests to the Property Management office. In addition to providing our tenant contacts with the convenience of initiating service requests from their workstation, tenants can also track the status of their work request and its completion.

The system can also be used to generate reports. Although this enhanced service is technology based, we assure our users that our property management team is directly on the other end of the system, receiving all requests and dispatching them to our contractors with accuracy and efficiency.

To obtain login information or if you have questions about the system, please contact the property management office at (215) 567-6098.

. Routine maintenance calls include such services as, but are not limited to:

- Replacing standard ceiling light bulbs.
- Emptying trash and replenishing restroom supplies.
- Replacement of non-building standard light bulbs (bulbs paid for by the tenant).
- The Property Management office should be called if entry into a telephone and/or electrical closet is needed, as these closets are kept locked for security purposes.
- Uncomfortable temperatures within the tenant's space.

Billable services include, but are not limited to:

- Light bulbs and ballasts
- Keys and lock changes
- Freight elevator service
- Employee access cards
- Furniture moves
- Special cleaning
- Vendor/out-of-scope maintenance requests

If the problem reoccurs or you are not satisfied with the service, please call the Property Manager who will record and investigate the problem. We pride ourselves on quality assurance and we want all of your employees to be truly satisfied with our service.

Emergency Service Request Procedure

For emergencies during both business and non-business hours, including weekends and holidays, call security at the main lobby desk **(215) 567-2629**.

Provide the following information:

- Tenant name.
- Tenant suite number and/or room number.
- Name of individual requesting the service.
- Nature of the request or problem (temperature, cleaning, electrical, etc.).

The Property Manager will notify the proper personnel to service the request

Cleaning Services

Professional janitorial services are performed within the building's common areas throughout the business day, as well as within your office space from 5:30pm – 1:00am Monday through Friday, legal holidays excepted. The cleaning staff responds to the changing requirements of the buildings, as well as to specific tenant service needs throughout each day.

Nightly janitorial services provided for in your lease include: emptying wastebaskets, cleaning floors (vacuuming and mopping), and cleaning bathrooms. The office area, including furniture, tops of files, and windowsills, are dusted weekly. Carpet stains and spillage on the floor (if the substance cannot be removed by conventional methods, the tenant will be responsible for having the stain removed). Cleaning specifications are included in your lease agreement.

To help ensure that janitorial services are satisfactorily completed, please note the following:

- Any item to be disposed of that is not in a recognizable trash container should be clearly marked "TRASH".
- All waste and trash must be disposed of in accordance with applicable government regulations.
- Moving companies and vendors should remove their boxes from the premises after deliveries. If you have boxes to be disposed of, please flatten them and stack them within your office space and marked "trash". You can make special arrangements for the disposal of large boxes or large quantities of boxes by contacting the Property Management office. At no time should boxes, trash or excess material and equipment of any kind be left in the hallways, lobbies or any area designated as a fire exit.
- Cleaning personnel are provided keys for each tenant's suite. 1845 Walnut Associates recommends that each tenant lock the offices at the close of business day, even if employees are working late. The tenant upon leaving the premises should turn off all lights. The cleaners are required to turn off the lights and ensure that all suite entry doors are locked upon departing.
- Be aware that the disposal of plastic products, tea bags, cooking fats or oils, food scraps or cooking residue, petroleum products or paint products of any type in sinks or toilets could cause a shutdown of the plumbing systems serving your location and other tenant spaces in the building.

Comments regarding the quality of services performed or personnel should be reported to the Property Management office. The building is not cleaned on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Cleaning of the interior and exterior window surfaces will be performed a minimum of once a year. You will be informed via email prior to the scheduled date of each interior cleaning to allow sufficient time for your staff to remove personal items from the windowsills. This will enable the window cleaners to have easy access to the

window surfaces and accomplish their tasks with minimum disruption. The window cleaners are not allowed to handle or relocate any articles that may rest on or near the sills.

Biomedical/Biohazardous Waste

Each tenant is responsible for the removal of their biomedical/biohazardous waste.

Waste disposal requires well-defined procedures to prevent exposure to pathogens. Improper disposal of biohazardous waste puts everyone at risk as well as jeopardizes the property waste permits.

In order to prevent unwanted exposure, tenants must be familiar with current waste disposal procedures for biohazardous materials as well as for chemical and radioactive materials.

Indoor storage must be in an access-restricted area and be maintained in a sanitary condition.

BUILDING ACCESS AND SECURITY

Normal operating hours for the building area are:

Monday through Friday	6:00am to 7:00pm
Saturday through Sunday	Closed

Security

In addition to the security staff located in the main lobby, 1845 Walnut Street is equipped with closed circuit cameras that constantly scan the exterior entrances to the building.

The security staff is in frequent contact with Property Management and the Building Engineers. If you have a security problem or see something suspicious, call the main lobby desk at **(215) 567-2629 immediately**. We are committed to providing visible, effective, functional security. The most effective security is obtained when Tenants and Property Management work together.

Employees with Access Cards

All employees must swipe their security access card at the podium located in the lobby between the elevator banks as they enter and leave 1845 Walnut Street.

Visitors

All visitors will be directed to the main lobby desk. The security guard on duty will assist with facilitating the procedures for all visitors.

Food/Lunch Deliveries

Food/lunch deliveries must be received at the front lobby by your employees as delivery personnel will not be permitted to proceed to tenant suites. Please have your employee come to the lobby in advance to receive the delivery. If someone is not in the lobby to meet the delivery, the security guard on duty will contact a member of your staff; however, there may be delays due to normal operating activities. For catered or large food deliveries, please refer to Loading Dock Hours and Access.

If your guests and/or contractors need admittance to the building after hours, please follow the procedures outlined below:

Employee Access Cards

Employee access cards are issued by the Property Manager by appointment only. Please call **(215)567-6098** to schedule an appointment or enter your request online at www.1845walnutstreet.com. There is no charge for a new employee access card. Replacement cards are \$20 each.

Perimeter Access

The building is equipped with an electronic access control system located at the far right door main entrance door and loading dock for after-hours entry.

This system is designed to control unauthorized perimeter entry while the system is activated, 7:00pm through 6:00am weekdays and 24 hours on Saturday and Sunday.

Access to the building when the system is activated is by card reader only.

To exit the building while the system is activated, walk to the door, the electronic reader will detect movement and unlock the door.

In the event of malfunction or power failure, the basement door is equipped with an emergency release button to the left of the door. Push the button and the door will release.

Maintenance, cleaning or security personnel are not permitted to open the main building doors or individual suites. Your authorized Tenant Representative should contact the Property Management office authorizing entry for a specific person or persons, indicating the date and time of the request. Upon their arrival, the non-tenant visitor(s) will be allowed access. Access will only be granted into the building. Access to the individual suites is the responsibility of the tenant. Please provide the Property Management office with a list of names and home phone numbers of at least two individuals who may be contacted in the event of an emergency.

Office Security

Most suite entrances are unlocked during regular business hours. Although we try to maintain a secure working environment, many people enter the premises every day. There are several preventive measures you can take to keep your area more secure. Among these are:

- Lock all doors when leaving your suite unattended.
- Instruct employees to keep valuables in secured areas (locked desk, file cabinets, or closets) when not attended.
- Always keep safes, vaults, strongboxes or similar devices locked, particularly when unattended. Do not divulge combinations to safes or vaults. Do not leave information of this sort where it can be found or easily deciphered.
- Notify Property Management if you see loiters, peddlers or canvassers on the premises. Challenge strangers with a simple question such as , "May I help you? You look lost."
- Record serial numbers of all valuable office equipment. This will aid in recovery of such items if they are missing.
- Check wastebaskets at the end of the day to ensure that no items have been left there for later removal from the premises.

Property Removal Passes

Removal permits allow you or authorized employees to remove furniture, equipment and business machines upon presentation of the pass. This protects you against theft of your business furnishings and equipment. You may also prepare a letter on your company letterhead signed by one of the designated officials on the signature card authorizing removal. This will suffice as authorization for removal. Signatures must match with the signature card file at the Security Desk or property removal will not be granted.

After Hours

After normal business hours, please make sure that all entry doors to your suite are locked. It is also good practice to keep all entrance doors other than the main entrance to your suite locked at all times.

Do not allow anyone to follow you into the building before or after hours. Anyone who is authorized to enter the building before or after normal working hours will do so without problems. If you encounter someone who is having problems gaining entrance to the building, *do not grant them access*.

1845 Walnut Associates recommends that you keep all personal valuables locked up during non-business hours.

Thefts

Any suspected theft, no matter small, should be reported to the Property Management office immediately. When the Property Management office receives notice of a loss, the Property Manager will then notify the supervisor of the cleaning personnel. The *tenant* must notify the police of losses they have experienced, as the police will only take a theft report directly from the affected party. It is imperative that the above procedures be followed immediately after a theft as a delay only decreases any chance of recovery.

Elevators

Each elevator is equipped with an intercom in case of emergency. When the button on the intercom is pressed, it automatically dials the lobby main desk. The security officer will contact the necessary party to correct the situation. Keys dropped into the elevator shaft may be retrieved by calling the Property Management office. In certain circumstances, it may be necessary to charge for this service, especially if the elevator service has to be called after hours.

Soliciting and Loitering

Canvassing, soliciting, peddling and loitering are not allowed within the premises. If you are approached by a solicitor of any kind, or if you observe an individual engaged in such activities, contact the Property Management office immediately.

MOVING

Overview

An office space move requires a tremendous amount of coordination with many different people. We will assist you in every way possible to ensure a smooth and comprehensive relocation.

It is also important that your moving contractor familiarize itself with this section thereby ensuring a timely, efficient and safe move. We request that both tenants and moving contractors adhere to these procedures.

Tenant Relocation Checklist

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

- Select move date.
- Hire a moving contractor and provide him/her with information regarding building procedures and requirements.
- Request a Certificate of Insurance from your moving company. Please contact the Property Manager for specific information on coverage
- Obtain name of moving contractor and person to contact.
- Supply the Property Management office with the moving contractor contact information.
- Schedule service elevator and loading dock space for the move.

General Moving Information

All moves must take place after 6:00pm during the week or anytime on the weekends. The approval of the Property Manager must be granted for other times.

A member of your staff must be present to direct the moving company.

Any move made during non-office hours may result in a fee for building staff and HVAC.

All moves will be made through the loading dock doors. In no instance shall a move be made through the lobby without express permission from the Property Manager.

The moving contractor will perform all services required to move the furniture contents, office machines, records, and supplies. These services will include pick-up, delivery, and placement of the equipment to the designated location on the appropriate floor in the building. Freight or furniture may not be hauled on passenger elevators without permission from the Property Manager.

Each employee of the moving contractor must be bonded and uniformly attired in the same type and color uniforms plainly lettered with the moving contractor's name.

Reasonable care must be exercised at all times to prevent personal injuries and property damages.

Inspection of the Premises

The moving contractor will be responsible for inspecting the assets to be moved and the facilities of the new location prior to the move. The moving contractor will acquaint itself with the conditions existing at the new location, so that it may furnish such equipment and labor necessary to provide for the orderly, timely, and efficient movement of the assets. The contractor will acquaint itself with all available information regarding difficulties, which may be encountered, and the conditions, including safety precautions, under which the work must be accomplished. Temporary staging of furniture and/or equipment in public areas is not permitted. Only furniture that can be put in place at the time of the move-in should be brought to the site.

Supervision, Labor, Materials, and Equipment

The moving contractor will furnish all supervision, labor, materials, supplies, and equipment necessary to perform all the service contemplated in an orderly, timely, and efficient manner. Such equipment includes, among other things, dollies, trucks, etc. as may be required. All materials and handling vehicles used in the interior of the building must have rubber-tired wheels and must be maintained free from grease, dirt or other materials that can soil and damage the flooring. These vehicles are not allowed on the escalators or in the passenger elevators. Masonite floor covering material, provided by the mover, must be laid down to protect finished floors or carpeting and corridor walls prior to moving any material and then removed at the completion of the move.

Crating, Padding, and Packing Material

The moving contractor will 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 at the end of each day. They may not be left overnight. The moving contractor must also furnish, install, and remove protective materials wherever necessary to protect the building from damage.

Floor and Wall Protection

The moving contractor must at all times protect and preserve all materials, supplies, and equipment. All reasonable requests to enclose or specially protect such property will be complied with. This means that:

1. All corners must be taped.
2. Masonite floor protection must be used on all floor surfaces.
3. Materials transported in elevators must not exceed weight restrictions.
4. Large, high-density items, such as safes, require special handling to ensure building and elevator floor loading limits are not exceeded. The Property Management office must be notified at least one week in advance before a tenant move that includes this type of equipment.

Clean-up After Move

The moving contractor must remove all Masonite, padding, and other trash after the move and ensure that no empty boxes are left behind. All areas are to be broom cleaned at the end of each workday. Caution must be

exercised so debris does not drop in the elevator shafts. The Property Management staff will remove any leftover material and a charge will be made to the tenant for the post-move cleaning.

Permits, Franchises, Licenses or Other Lawful Authority

The moving contractor, at its own expense, will obtain and maintain any necessary permits, franchises, licenses, insurance or other lawful authority required for effecting the movement, handling, and other services to be performed. Before the move is made, the moving contractor may be required to produce evidence of such authority to the Property Management office.

Service Elevator

Service Elevator Usage

- Service elevators are shared on a first come-first served basis during business hours.
- All deliveries requiring exclusive use of the service elevators, or for longer than 30 minutes, should be arranged for non-business hours and must be scheduled via special reservations outlined in the next section.
- Exclusive use of elevators is subject to availability.
- In general, freight elevators are available for exclusive use from 6:00pm-6:00am Monday through Friday, and all day Saturdays and Sundays.
- Elevator hatches are **not** permitted to be opened for any reason. Oversized furniture and equipment may require an elevator mechanic's involvement, which must be arranged through the Property Management office at least seventy-two (72) hours in advance. There will be an hourly fee charged to the tenant for the special services.

Reservations for Exclusive Use of Service Elevators

Reservations for exclusive service elevator use can be made by submitting the request, including date, times, purpose, and any other special needs, at least twenty-four (72) hours in advance. All requests should be submitted by the Tenant Representative via www.1845walnutstreet.com. If website access is not available, call the Property Management office at **(215)567-6098**. An hourly fee will be charged to the tenant for an elevator operator. If a scheduling conflict precludes exclusive elevator use, an alternate time may be necessary.

Service Elevator Dimensions

- **Office Tower:** Load limit is 4,500 pounds; 60" wide, 112" deep and 83" high (inside car dimensions).

Keys and Locks

Two sets of suite entry keys will be provided free of charge.

Additional keys may be requested at a charge of \$5.00 each.

The keys will be turned over to a designated representative of your firm on or before the day you are scheduled to move into the building.

Keys cannot be duplicated through any source other than 1845 Walnut Street Associates.

When a tenant suite is first prepared for occupancy, the locks will be keyed by the locksmith to meet your requirements for access and security as well as your daily and emergency needs.

Should a change become necessary during your occupancy term, you may do so by written request to the Property Management office. There will be a charge for any such changes.

Insurance Requirements

Please refer to the insurance language outlined in your lease.

Loading and Unloading

When moving into the building, vacating the building, or moving from suite to suite, please contact the Property Management office for assistance. Parking in the fire lane is prohibited, therefore loading and unloading is allowed only at the loading dock. When moving, your Tenant Representative will be issued a key card that will grant access to the building. If you need additional cards, they will be issued by the Property Management office upon your request. Protection of the building carpets, walls and elevators is required and must be provided by your moving contractor. If you decide to move items yourself, please call the Property Management office for assistance in coordinating use of the elevator and protection of carpets.

Loading Dock Hours and Access

Please ask your moving contractor to contact the Property Manager well in advance of the moving date to schedule use of the elevators. One elevator is available during non-business hours only with the written approval of the Property Management office. Approval is also required for moves that are scheduled to take place on the weekend.

The following delivery entrance rules are designed to ensure a smooth continuous flow of material to the tenants in the building:

- There is a 30 minute unloading limit, except for move ins and move outs.
- Hand carried deliveries are permitted through the lobby area.
- Service elevators must be utilized for deliveries requiring equipment with wheels (i.e. hand trucks, flat-bed dollies, and other types of conveyance, etc.) and must be accessed from the loading dock. Wheeled delivery equipment is prohibited in the office building's main lobby areas and passenger elevators.
- When moving bulky materials, office furniture or equipment in or out of the building, the Property Management office must be contacted for proper padding and assistance.

Alterations and Remodeling

Any alterations that you wish to make to your space require the approval of the Property Management office. Requests to make such alterations should be in writing to the Property Manager. Our staff will perform the desired alterations, or put you in contact with an approved contractor. Installation of communications equipment, computer or alarm systems must also be coordinated with the Property Management office. When you have hired an outside contractor to perform alterations to your suite, please contact the Property Management office before construction work begins. All construction contractors including general, electrical, plumbing or telephone contractors must register with the Property Management office prior to performing any work in the building.

Communications and Installations

Telephone installations, revisions or additions must be coordinated with the Property Management office. When changes or additions to your communication network are necessary, your selected telephone installation contractor must contact the Property Management office prior to the day on which the work is due to start. This procedure is necessary so that all code requirements are met.

Holiday Decorations

Holiday decorations such as door wreaths, poinsettias, etc., are not allowed on the outside of any tenant doors without written permission of the Property Manager.

Any request for such holiday decorations should be submitted to the Property Management office at least one week prior to installation.

Natural cut holiday trees are not permitted within the Demised Premises.

Artificial holiday trees should be labeled or otherwise identified or certified by the manufacturer as being "flame retardant" or "flame resistant".

Holiday trees should not obstruct corridors, exit ways, or other means of egress.

Only listed electrical lights and wiring shall be used on holiday trees and similar decorations.

Electric lights shall be prohibited on metal artificial trees.

Open flames, such as candle and lanterns, are not allowed within the Demised Premises.

LEGAL HOLIDAYS

On the following days, 1845 Walnut Street building will be closed:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Tenants may be notified from time to time of other days designated by the Landlord.

EMPLOYEE INFORMATION

Building hours are Monday through Friday, 6:00am to 7:00pm. The building is closed on Saturday and Sunday.

Parking is conveniently located at the property in the parking garage.

After 7:00pm, your building access card will be required to access the building. To access the building, you will have to use the far right main entrance door or loading dock door.

Please report lost and found items to the Property Management office.

At the end of the working day, please turn off all lights, office machines and coffee makers.

Please keep valuables, (purses, etc.) in a secured area.

EMERGENCY INFORMATION

Emergency Telephone Numbers

All Emergencies.....	911
Fire Department.....	911
Police Department.....	911
Property Management Office.....	215-567-6098
After Hours Building Emergency Number	(215)-567-2629
Management Staff.....	(215)567-6098
1845 Walnut Street, Suite 661, Philadelphia, PA 19103	
Property Manager email address.....	Lciandra@1845walnutstreet.com

INTRODUCTION

The Landlord –Tenant relationship is one of mutual dependence and responsibility. In no area is that more important or apparent than the area of fire and life safety. You depend on us to provide you with information and instructions regarding how to respond in the event of a fire, bomb threat, natural disaster, medical or other emergency. Similarly, we depend on you to familiarize yourself and all of your employees with that information, and to cooperate and participate in evacuation drills and training sessions.

Throughout the following Emergencies Section we refer to the Property Manager, Building Engineer, and Tenant Representative. These are the people in the building who are assigned specific duties to perform during an emergency situation. Please refer to the Evacuation section of this manual for more information on the responsibilities of each of these positions.

If you have any questions about the procedures and plans in this manual, do not hesitate to contact the Property Management office at 215-567-6098.

FIRE

Building evacuation is necessary when a Fire Alarm is sounded. The Property Manager is in charge of the evacuation, until the arrival of the Fire Chief. Each tenant office manager or supervisor must predetermine priorities for the safety of records, classified material or securities. Supervisors must cooperate with Tenant Representatives to ensure that all employees are well-informed and instructed on evacuation procedures.

Procedure

Dial 911. Inform the Fire Department dispatcher that you are calling to report a fire at 1845 Walnut Street, Philadelphia. Give the Fire Department dispatcher the following information:

- Building address (1845 Walnut Street).
- Your name.
- Your company name.
- Your floor/suite number.
- What is on fire (if possible).
- Location of the fire (if possible).
- Your telephone number.

Listen to the dispatcher for any additional instructions before hanging up.

Activate the nearest Manual Fire Alarm Pull Station.

Call the Property Management office at 215-567-6098 or the lobby front desk 215-567-2629 to report the fire.

The Building Engineers will be notified by the Property Management office to assist.

The Property Management office contacts the Tenant Representative(s) on the fire floor(s) and all other floors.

The Tenant Representatives assume full control in their office space and activates the Emergency Preparedness and Evacuation Plan.

The Tenant Representatives go into immediate action. Absolute silence and decorum must prevail for maximum effectiveness. NO SMOKING WHATSOEVER IS PERMITTED.

The Tenant Representative, under instructions from the Property Management office, orders the employees in their area to evacuate.

All elevators will return to the 1st floor and the doors will open. The elevators will only be operable with the firefighter's operator key. To avoid lobby congestion, a Tenant Representative promptly clears the ground floor lobbies by directing all people outside.

As each floor is evacuated, the Building Engineers make sure all stairway doors are closed after the last person exits the floor.

Unless a stairway is on fire or smoke-filled, Tenant Representatives distribute the flow of people evenly via all available stairway exits.

Each of the two stairwells are designated as Evacuation Stairways. When reporting any condition, they must refer to their location as North or South stairwell.

The orderly exit continues until all occupants are evacuated to outside safety areas – no less than 300 feet from the building or as directed.

Once safely outside each Tenant Representative is to verify that all of their employees have been evacuated from their work area and report to the Property Manager or Building Engineer. The Property Manager or Building Engineer will find you. Stay with your group in order to provide this information.

The alarm signal continues throughout the state of emergency.

When the "All Clear" is announced, the Property Manager signals the Tenant Representatives to lead employees in an orderly fashion back to their work places. If available, elevators will be back in service. Orderly loading of the elevator cars is coordinated to prevent overcrowding.

The intermittent Alarm Signal is silenced when the "All Clear" is announced.

Tenant Responsibilities

Tenant Representative

Direct the evacuation of your area in accordance with directions received from the Property Management office and the following guidelines.

- Ensure that all occupants are notified of the fire and immediately execute the Emergency Preparedness and Evacuation Plan.
- Know where all persons with physical impairments are located and keep an up-to-date list. These persons may need special assistance in the event of evacuation.

- Select the safest stairwell to use for evacuation on the basis of the location of the fire and any information received from the Fire Chief or Property Manager before anyone enters the stairwell to evacuate. Check the environment in the stairwell. If it is affected by smoke, the alternate stairwell should be used.

Check all rooms including restrooms, conference rooms and remote areas if time permits.

Advise any remaining personnel on the floor of the emergency and ensure their evacuation.

Evacuate any non-employees from the floor; check reception area and elevator lobby.

Evacuate physically impaired persons.

Ensure assigned people carry physically impaired persons if necessary. Wheelchairs should be left behind.

Direct employees to the appropriate/nearest stairwell.

Instruct personnel to form a single line into the stairwell and direct personnel to exit along the right side of the stairwell, using the handrail, with silence (this is so they can hear any further instructions).

Calmly supervise and monitor evacuation flow.

MAKE SURE PERSONNEL DO NOT ATTEMPT TO USE ELEVATORS DURING EVACUATION.

Alternate Tenant Representative

Assist the Tenant Representative in the effective implementation of the Emergency Preparedness and Evacuation Plan.

Ensure the evacuation of all occupants within your tenant space.

In the absence of the Tenant Representative, assume the full duties and responsibilities of the Tenant Representative position.

Building Responsibilities

Property Manager should supervise, coordinate and ensure that:

- The Fire Department has been notified of any fire or fire alarm.
- The Fire Department is given all emergency keys.
- Evacuation procedures are followed as outlined in the Emergency Preparedness and Evacuation Plan.
- The conditions on the floor are reported to the Fire Department.

Building Engineer should report to the Property Manager:

- Effect implementation of the Emergency Preparedness and Evacuation Plan. In the absence of the Property Manager, assume the full duties and responsibilities of that position.
- Provide the Fire Department and Police Department with building information (floor plans, blue prints, etc.) as requested.

BOMB THREATS

Fortunately, the vast majority of bomb threats are false alarms. Unfortunately, it is difficult to differentiate the false alarm from the genuine threat. As little publicity as possible should be given to the incident since the object of the caller may be to disrupt normal business functions by causing the building to be evacuated. There are at least two (2) reasons why bomb threats are a serious problem:

- Serious personal injury can result if an explosive or fire generating device is set off.
- Valuable work time is lost during building evacuations.

Management staff will endeavor to control unauthorized access to this facility. The success of this preventive strategy requires the full cooperation from all tenants. All suspicious individuals or situations should be reported at once to the Property Management office.

Procedure

If you receive the call remain calm and get as much information from the caller as possible. The Bomb Threat Checklist (Exhibit A) should be used to obtain information. It is important to keep the caller talking and on the phone as long as possible.

Dial 911. Tell the local Police and Fire Department:

- Building address – 1845 Walnut Street.
- Your name.
- Your company name.
- Your floor/suite number.
- Your telephone number.
- Exactly what the caller said from the Bomb Threat Checklist (Exhibit A).
- Ask them to send a police officer to your office.
- Listen for instructions.

Call the Property Management office.

The Property Manager notifies the Building Engineers and all Tenant Representatives. The Property Manager and Tenant Representatives confirm the need to notify company employees of the threat and the need to evacuate the building. *If a non-descriptive general bomb threat is received, the building will remain open and the decision to evacuate is the responsibility of each tenant.*

The Tenant Representative assumes full control of their area and activates the Emergency Preparedness and Evacuation Plan.

Tenant Representatives notify employees in a calm and deliberate manner.

- Carefully worded pre-planned statements can convey the urgency of the situation without causing panic. An appropriate statement might be, "Employees are directed to cease work and proceed to floor (x). This is not a drill."

Tenant Representatives execute their Bomb Search Plan following these guidelines.

- Search for objects that seem out of place.
- Do not touch anything! Suspicious objects MUST NOT be tampered with.
- If a suspicious object is discovered, Tenant Representatives notify the Property Management office IMMEDIATELY. The Property Management office will notify the Fire Department who will subsequently assume full control of the operation if the police have not already arrived.

The Property Manager or Building Engineer reports to the affected area of the building and begins a search of the following areas:

- Public areas
- Stairways
- Elevators
- Equipment rooms and cleaning closets
- Restrooms
- Any other areas as designated by the Police Department.

Tenant Representatives inform the Property Management office of all new developments.

If your company decides to evacuate the building, use the stairways to evacuate and the Tenant Representative must confirm with the Property Manager that your company has totally evacuated your space and the building.

NOTE: The searches conducted by the Property Manager, Building Engineers and the Tenant Representatives will depend on the nature of the threat received.

Tenant Responsibilities

If a non-descriptive general bomb threat is received, the building will remain open and the decision to evacuate is the responsibility of each tenant. Tenants are responsible for searching their own leased space for suspicious objects. Each Tenant Representative should develop a Bomb Threat Search Plan to be executed upon receipt of a threat or notification of a bomb threat. Persons selected to participate in this plan should be selected carefully.

Building Responsibility

The Property Manager is responsible for assisting tenants who have received a bomb threat.

When a threat is reported to the Property Manager, the following information is requested:

- Tenant Name
- Caller's Name
- Specifics of the threat
- Has 911 been called? (If not, the Property Manager will call 911).
- Has a bomb search been initiated? (The Property Manager will remind the tenant that it is their responsibility to search their own leased space).
- Have department heads and employees of tenant been notified of the threat?

Property Manager notifies the Tenant Representatives.

The Bomb Threat notification procedure is executed.

- The notification consists of a standardized statement designed to accurately and calmly communicate the fact that a threat has been received.
- The time of the occurrence and the time of notification to the Tenant Representative is documented and retained by the Property Management office.

Total evacuation may be necessary when the threat is specific in nature, the call cannot be resolved as hoax, or a suspicious object is located. If total evacuation is necessary; the Building Fire Alarm will be activated to notify all tenants of the need to evacuate immediately. EVERYONE LEAVING THE BUILDING SHOULD BE MOVED TO A 300 FEET MINIMUM AREA FROM THE BUILDING FOR SAFETY.

Total evacuation should be conducted according to the Fire Procedures. (For more detail, refer to the Fire Section of this manual).

NOTE: Two way radios or mobile devices may detonate some explosive devices. Therefore, two way radios will not be used during bomb threats.

Suggestions for Prevention

Conduct regular inspections in every suite for suspicious objects. Neat offices that are free from debris and boxes can make a foreign object easier to detect.

Encourage all employees to be aware of any suspicious persons wandering about the offices, corridors, and restrooms. Report suspicious persons to the Property Management office immediately.

Monitor all delivery people and service contractors while in your office. Do not leave your office unattended and unlocked for any reason. All drawers, cabinets, compartments, closets, etc., fitted with locks should be kept lock.

Encourage all employees to comply with the building security access control measures.

NATURAL DISASTERS

Natural disasters such as severe weather are a potential threat in the Philadelphia Metropolitan area. The following suggestions and areas of responsibility are designed to provide for the safety of all, minimize the loss of assets and reduce the disruption of normal operations.

Severe Weather

The U.S. Weather Service reports the movement of severe weather that may present a threat to the Philadelphia metropolitan area. It is likely that a great number of persons would be in the building during severe weather. Tenants have the choice of evacuating or remaining in the building during a severe weather alert. If the U.S. Weather Service gives an early alert, certain steps can be taken to prepare for the severe weather if the decision is made.

Tenant Responsibilities

Maintain an inventory of emergency equipment to be used during severe weather.

- Flashlights and batteries.
- First aid kits to treat minor injuries.
- Portable radios, useful for keeping abreast of severe weather conditions.
- Mobile telephone for emergency use.

If informed by the U.S. Weather Service that severe weather is imminent, the following steps may be necessary.

- Clear desks, tables and windowsills of books, papers or other items and secure them in boxes or drawers.
- Move easily movable furniture away from windows.
- Store easily movable office equipment in interior offices.
- Tenant Representative moves occupants of his/her space to the core areas of the building away from window areas.
- If your company decides to evacuate the building, the Tenant Representative notifies the Property Manager of your intention to do so. Occupants proceed to the stairwells. Exit at first floor lobby level.
- Tenant Representative confirms with Property Manager that his/her company has totally evacuated their space and the building.
- During the storm, all severe leaks, fires, or structural damage will be noted and reported after the storm, immediately to the Property Manager. For fire emergencies requiring evacuation, please follow the guidelines for Fire. Stay away from windows.
- After the storm, all safety hazards such as exposed wiring, broken glass, etc., are to be reported to the Building Engineer who will then give a report to the Property Manager.

Public Utility Responsibilities

PECO is able to provide both primary and stand-by power sources. During disasters that cause loss of primary power sources, PECO will work to restore service from a stand-by source.

Telephone service may be interrupted during severe weather. Telephone companies are capable of installing emergency service lines to tenants having compatible switching equipment. Tenants requiring emergency service should ask their telephone representative for specific information.

Building Responsibilities

When severe weather is imminent, the Property Manager will implement the following procedures:

- The Emergency Preparedness and Evacuation Team is alerted for possible action.

- The Building Engineers check the readiness of auxiliary power for emergency lighting.
- The Building Engineers secure in place or moves unattached building items indoors.
- Local news and weather reports are monitored.
- Building repairs are made as quickly as feasible.
- Communications are maintained with Public Utilities as appropriate.

TORNADOES

Information found in the Severe Weather section is relevant to the occurrence of tornadoes. Tenants have the choice of evacuating or remaining in the building during a tornado warning. The following steps may become necessary if the Weather Service has issued a tornado warning or a tornado siren is sounded or if the Property Management office has notified you that a tornado warning is in effect. The following steps should be taken if a tornado is imminent:

- Keep abreast of weather conditions via radio or television.
- Clear desks, tables and windowsills of unsecured items.
- Move easily moveable furniture and office equipment away from windows.
- Tenant Representative moves occupants of his/her space to the core areas of the building.
- If your company decides to evacuate the building, the Tenant Representative notifies the Property Manager of your intention to do so.
- Notify the Property Manager of all severe leaks, fires, structural damage, etc. that occur during or after the storm.

HURRICANES AND FLOODS

When the United States Hurricane Center issues a HURRICANE WARNING the building will close to the public and all tenants will be requested to secure their offices and leave the premises. A hurricane warning is defines as follows: *“A warning indicates that hurricane winds of 74 mph and higher, or any combination of dangerously high water and very rough seas are expected in specific coastal areas. When a hurricane warning is announced, hurricane conditions are considered imminent and may begin immediately or at least within the next 12 to 24 hours.”*

When a hurricane warning has been issued it is of the utmost importance that all precautionary measures and actions are taken immediately for the protection of life and property.

- Keep abreast of weather conditions via radio or telephone.
- Remove all papers, pictures, plaques, hanging objects, calendars, desktop items, and other loose objects from perimeter offices and store in an interior room.
- Close all doors of perimeter offices. Close all drapes and blinds.
- Move all expensive equipment and important documents to interior rooms.
- If your company has an alarm system, notify them of the probable discontinuance of electrical service during the storm.
- In order to prevent atmospheric pressure problems, leave all interior doors open.
- The Property Management office will contact each tenant with further instructions.
- Notify the Property Management office of all severe flooding, leaks, fires, and structural damage.

EARTHQUAKES

In the event of an earthquake, do not attempt to leave the building. You are safer in the building until the initial tremors subside. If evacuation is necessary, know the location of possible Safe Refuge Areas outside and away from the building.

In most cases however, it is safer to remain inside the building.

It is recommended that you have available in the tenant space:

- A first aid kit.

- Transistor radio and flashlight with extra batteries.
- Heavy gloves in case of broken glass.
- Rubber soled shoes.
- If on medication, a 72-hour minimum supply.
- 1 or 2 bottles of water – rotate regularly.
- Have a plan for reuniting with your coworkers.
- For more information on earthquake preparedness, contact the American Red Cross or your local Fire Department.

During an earthquake:

- Remain calm. Do not exit the building. Do not use elevators. If you are in an elevator, exit as soon as possible.
- Take cover under a desk or other sturdy object or against the wall in the core of the building. Protect your head. DUCK, COVER and HOLD.
- Move away from the building exterior. Stay away from windows, bookcases, filing cabinets and any objects that may fall or shatter.
- Do not take cover in emergency stairwells.

After an earthquake:

- Check for injured and assist if possible. Do not remove a seriously injured person unless they are in immediate danger.
- Inspect your floor for damage. Check for fires. Check utilities – water leaks and electrical shorts.
- Open doors carefully. Watch for falling objects.
- Wear shoes for protection from debris and broken glass.
- Stay away from windows/glassed areas.
- Replace telephone receivers in case the telephone system works. Use telephones for emergency calls ONLY.
- Listen to the radio for emergency reports.
- Do not cause panic by spreading rumors regarding the building condition, extent of damage or injuries, etc.
- Cooperate with Public Safety Officials.
- Be prepared for aftershocks.
- Notify the Property Management office of any damage to the building.

Power Failure

In the event the building sustains a power failure emergency lighting is available in both stairwells. The stairwell emergency lighting and all life safety systems are on the building generator. All HVAC equipment, lights, receptacles, elevators and most telephone equipment will not be operational.

Procedure

- Wait 15 minutes to see if the power is restored. During this time, the Property Manager will contact PECO to find out the duration of the power outage.
- The Building Engineer will check the elevators to see if people are trapped inside. Please ask the people in the elevator to remain calm and inform them you will notify the Elevator Service provider.
- If PECO does not know how long the power will be out or if power will be out for longer than one hour it will be the discretion of the manager of each tenant office whether or not their space may need to be totally evacuated.
- If total evacuation is necessary it is to be conducted according to the Fire Procedure located in the Fire section of this manual.

MEDICAL EMERGENCIES

Time is of the utmost importance in the case of a medical emergency. We recommend that you keep a first aid kit unlocked and fully stocked in your suite. It is the tenant's responsibility to also make sure that your employees are aware of its location. The Property Management office requests that you provide a list of any office personnel trained in CPR. This list is extremely valuable and will be used by property management to locate trained individuals to assist in an emergency. A copy of this list is available to each tenant.

Procedure

Dial 911. Provide the following information:

- Building address – 1845 Walnut Street
- Your name.
- Your company name.
- Your floor/suite number.
- Your telephone number.

Call the Property Management office.

The Property Management office directs the emergency personnel to the medical emergency.

The Building Engineers recalls an elevator to the 1st floor to transport the paramedics to the floor of the medical emergency.

Do not move the injured person. Keep the injured person comfortable.

EVACUATIONS

Each tenant is obligated to follow the approved Emergency Preparedness and Evacuation Plan established by Property Management. The tenant shall provide responsible personnel to assist the Property Management office and responsible for directing the movement of tenant employees during an evacuation of the building.

The Emergency Preparedness and Evacuation Plan

- The Property Manager is responsible for the procedures and the specific responsibilities of those assigned in the plan.
- Tenant Representatives ensure that an evacuation team is in force in all occupied portions of the building and public areas (i.e. lobbies, corridors, exits, etc.) during an evacuation.
- Designate alternates for each position specified in the plan, so either a principal or alternate is in the building at all times during working hours to supply leadership under the plans.
- Applicable parts of the approved Emergency Preparedness and Evacuation Plan are distributed to all Tenant Representatives of the building. The Tenant Representatives review the Plan with all company employees and the Property Manager reviews the Plan with all building employees.

Tenant Responsibilities

Each tenant should establish an emergency team based on the positions described above. A Tenant Representative serves as the contact point between the Property Management office and the tenant's employee's and ensures that every employee of the tenant is aware of all emergency procedures and plans and coordinates tenant response in an emergency.

Evacuation Drills

The Property Manager conducts emergency evacuation drills at least annually in accordance with the approved Plan.

All occupants of the building are required to participate in the emergency evacuation drill. The occupants may be required to leave the building and assemble in an area designated by the Property Manager.

Special Instructions for Persons with Physical Impairments

Physically impaired persons must be identified and considered prior to any emergency evacuation. It is necessary for Tenant Representatives to notify the Property Manager of any persons with physical impairments who may require special assistance during an evacuation. A list must be maintained by the Tenant Representative and updated as necessary.

Person's not requiring or providing assistance will evacuate first. The assisted persons can then evacuate without being jarred or pushed, speeding evacuation and avoiding injury. If there is evidence of fire, physically impaired persons should be positioned near the fire exit stairwell located farthest away from the fire. If fire conditions pose a personal threat, the Tenant Representative should enter into the exit stairwell accompanying the physically impaired person and wait for special assistance from the Fire Department.

Emergency Evacuation Team Individual Responsibilities

Property Manager

- Familiar with the written Emergency Preparedness and Evacuation Plan providing for fire, bomb threat, severe weather/tornadoes, total power outage and evacuation procedures.
- Organize, train and supervise the Building Engineers.
- Ensure the availability and state of readiness of the Building Engineers.
- Conduct emergency evacuation drills.
- Ensure that Tenant Representatives are selected and identified for each tenant in accordance with the Emergency Preparedness and Evacuation Plan.
- Ensure that individual Tenant Representatives organize, train and supervise their emergency team members.

Building Engineer

- Familiar with the written Emergency Preparedness and Evacuation Plan providing for fire, bomb threat, severe weather/tornadoes, total power outage and evacuation procedures.
- Manage the main lobby level and the Fire Panel Room.

Tenant Representatives

- Be familiar with the Emergency Preparedness and Evacuation Plan, the location of exits, and the location and operation of any available fire alarm system.
- Ensure that the tenant(s) of each floor have assigned responsible and dependable employees as Representatives. For specific task, refer to the emergency sections under Fire, Bomb Threats, Natural Disasters (severe weather, tornadoes, hurricanes and floods, earthquakes, power failure) and Medical Emergencies.
- Organize, train and supervise the alternates.
- Direct the evacuation of occupants in the event of emergency (fire, bomb threat, and severe weather/tornadoes, total power outage). Your alternate assists you in your duties.
- Find and evacuate all personnel from the suite, specifically from remote areas such as storerooms, file rooms, computer rooms, core room, etc.