

# **Shorenstein Realty Services**

## **Palisades Office Park Electronic Tenant Handbook**

Created on February 4, 2012

## **Building Amenities: 24-Hour Emergency Service**

The Palisades security staff is on-call to respond to your emergency needs on a 24-hour basis. A Security Officer is on site 24-hours a day, 7-days per week, and can be reached at 678-501-3524. The officer is on patrol periodically during non-business hours. If the emergency is life-threatening, please call "911".



## **Building Amenities: Central Perimeter**

This property is located in the Central Perimeter Business District, a website for the business district and those that work in the area is hosted by Perimeter Transportation Coalition at <http://www.perimetergo.org/>, this site posts information on commuter solutions (i.e. carpooling, vanpooling) and area businesses and restaurants.



## Building Amenities: Conference Facilities

There are two conference rooms available for your use.

### **Building B, Lobby Level, Suite 275:**

Seats approximately 19 – 22 people and costs \$40.00 for half day and \$65.00 for a full day per use.

### **Building 5909, Suite 180:**

Seats 38 people classroom style or U-shape (chairs and tables), and up to 72 for auditorium/theater style (no tables), and costs \$30 per hour or \$175 per day.

We have a portable projector available for use. You must pick up the projector from the management office and sign it out assuming full responsibility. In order to accommodate everyone, we request that the projector is returned within 24 hours. If the projector is not returned or if it is damaged, we will charge your company the cost for a new projector.

Should you be interested in scheduling a time for either room, or to use the projector please contact the Tenant Services Coordinator at 678-501-3500. **All reservations and cancellations must be made in writing.**

The following rules apply specifically to the conference facilities and reservations for the conference facilities:

1. Conference room reservations must be made at least one day in advance.
2. Reserve the room long enough for your meeting needs. Meetings that run over scheduled time will be asked to honor the reservation schedule; charges may be assessed to indicate an additional meeting time if the extension interferes with another's scheduled time.
3. After each meeting, the tables should be cleaned and trash placed in the trash receptacles that are provided.
4. Building B Conference Room is equipped with a VCR and monitor for use during meetings. Tapes will not be provided.
5. Building 5909 and Building B Conference Rooms are equipped with routers for wireless internet capability.
6. The remote control and instruction booklet can be checked out through the Tenant Services Coordinator in the Management Office and must be returned after the meeting.
7. If you require any special set-up, please make plans when booking the room. You will be responsible for supplying your own food and refreshments.



## Building Amenities: Fitness Center

The Fitness Center is available to all tenants at Palisades on the lobby level of the 5909 building, suite 160. Lockers and showers are available inside the facility. There is no charge to use the facility or equipment with the exception of organized classes. The hours of operation are from 6:00 a.m. to 7:00 p.m., Monday through Friday. Personal Training and exercise classes are available at your own cost. A waiver must be signed prior to being granted access to the facility. **The facility is closed on the weekends and holidays.**



## **Building Amenities: Parking**

Palisades contains two separate parking decks, the “C” deck which is located at the front of the property and the “D” deck which is located at rear of the Building 5909. Also there are two separate surface parking lots to provide ample parking for the property.

Hours of Operation: 24 hours, 7 days a week



## **Building Amenities: Property Management Office**

To enhance our contacts with you, our tenants, our Property Management Office is located at in Building C, Suite 155. The phone number is 678-501-3500. The fax number is 678-501-3501. The office is open from 8:00 a.m. to 5:00 p.m., Monday through Friday.



## **Building Amenities: Recycling**

Palisades contracts for recycling of paper products, aluminum cans, and plastic and glass bottles.

Your desk container will be used as your desk side recycling bin. The night cleaner will place clear liners in all desk side containers; the clear bag represents recyclables. A black liner will be placed in the kitchen trash can; the black liner represents non recyclables. Non recyclable items are food waste, food containers, Styrofoam, containers with wax coating and restroom waste.

All desk side and kitchen containers will be provided by the tenant.



## **Building Amenities: Security Desk**

Security personnel located in Building 5909's main lobby provide courteous, helpful and professional assistance to tenants, guests, vendors and other staff members. Some of our lobby services are helping the physically challenged, coordinating deliveries, answering and directing telephone calls and implementing the building procedures associated with each Threat Level as issued by the Department of Homeland Security. Security works in tandem with the Property Management Office to control building access by ensuring that visitors to the building sign in and by accepting couriered and messenger packages at the desk after business hours. The Security Officer will also request that all tenants entering the building after normal operating hours sign in and present identification. The officers are required to make rounds during each shift and will not be at the desk full time. However they can always be reached by calling (678) 501-3524 or you may contact them through the Management Office at (678) 501-3500.



## **Building Amenities: Security Officers**

ABM Security Services provides licensed personnel 24 hours per day, 7 days per week. These officers make routine inspections of the buildings and are available to escort tenants to their automobiles. To contact a Security Officer call 678-501-3524.



## **Building Amenities: Smoking**

Palisades' buildings are non-smoking buildings and fall under the designation of the Fulton County Smoking Ordinances. Smoking is permitted only in designated areas in accordance with the Fulton County code. Designated smoking areas are located on the lower levels of People Place and at the loading dock of Building 5909. We ask that smokers please use the ash urns provide in the designated areas.



## **Building Amenities: Tenant Appreciation**

We coordinate our annual tenant appreciation event every May in honor of our tenants. This event is an opportunity for us at Shorenstein Realty Services to meet our tenants in an informal atmosphere and for fellow tenants to become acquainted with each other. It is our hope that these events will foster a greater sense of community and strengthen our relationship. Please plan to attend and meet your neighbors as well as the Property Management staff.

## **Building Operations: Accounting**

Rent is due on or before the first of the month. You will not receive invoices for monthly rental obligations. Each January, you will receive an annual statement outlining your monthly payments for the calendar year. Please note that late fees may be assessed for any late payments of rent or other charges. For a clear understanding of your own late fee policy, please look in your Lease Agreement.

### **Remittance via U.S. Mail**

Shorenstein Realty Services, L.P.  
as Agent for SRI Seven Palisades LLC  
PO Box 100779  
Atlanta, GA 30384-0779  
Lockbox Account # 100779

### **Remittance Via Overnight Delivery**

Bank of America Lockbox Services  
Lockbox Account #100779  
6000 Feldwood Road  
College Park, GA 30349

**Should you prefer to remit payments via electronic transfer, please note the following wiring instructions:**

Bank of America  
New York, NY  
ABA #026-009-593  
Shorenstein Realty Services, L.P.  
As Agent for SRI Seven Palisades LLC  
Account #1233061351

**Should you prefer to remit payments via ACH, please note the following transfer instructions:**

Bank of America  
San Francisco, CA  
ABA #121-000-358  
Shorenstein Realty Services, L.P.  
as Agent for SRI Seven Palisades LLC  
Account #1233061351

### **Accounts Payable**

Miscellaneous invoices for extra services and after-hour HVAC are processed monthly by the Property Management Office. These accounts payable are due within thirty (30) days from the date of receipt. Please mail payment as noted above.



## **Building Operations: Building Holidays**

During those holidays identified in your lease, Palisades operates with a limited staff and provides limited services. Those services are identified below:

- Scheduled and pre-arranged HVAC at an overtime rate.
- 24-hour building access, via tenant access cards.
- Emergency Property Management Office Services are available by calling the security desk at 678-501-3524. If the situation warrants, call "911".

### **Observed Holidays:**

- New Year's Day
- Martin Luther King Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Day After Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve
- Any other day deemed a National Holiday by the President of the United States



## **Building Operations: Building Hours**

### **Heating and Air Conditioning Services:**

Monday - Friday:	8:00 a.m. - 6:00 p.m.
Saturday:	8:00 a.m. - 1:00 p.m.
Sunday:	By reservation, at overtime rate

Please note that the overtime HVAC rate is currently \$40.00 per hour

### **Building Access Hours:**

Monday - Friday:	6:00 a.m. - 6:00 p.m.
Saturday-Sunday	Via access card only

Please note ALL buildings are locked down on Saturday and Sunday, unless, the management office is previously notified via the Angus Work Order System, by 12:00 noon, on the Thursday preceding the Saturday or Sunday in question.

### **Moving Hours:**

Reservations must be made at least 24 hours in advance.	
Monday – Friday:	6:00 p.m. – 7:00 a.m.
Saturday/Sunday:	Anytime on the weekends



## Building Operations: Leasing

The leasing company for Palisades is Grubb & Ellis and can be contacted via the Property Management Office or through the information listed below.

<b>Title</b>	<b>Name</b>	<b>Phone Number</b>	<b>E-Mail</b>
Senior Vice President	Thomas W. Miller, III	770-552-2411	<a href="mailto:Tom.miller@cbre.com">Tom.miller@cbre.com</a>
Associate Vice President	Justen Cimino	770-552-2412	<a href="mailto:Justen.cimino@cbre.com">Justen.cimino@cbre.com</a>



## Building Operations: Property Management

Title	Name	E-Mail
Property Manager	Sandra Hilton-Jacob	<a href="mailto:shilton-jacob@shorenstein.com">shilton-jacob@shorenstein.com</a>
Senior Tenant Services Administrator	DeLisa V. Ross	<a href="mailto:dross@shorenstein.com">dross@shorenstein.com</a>
Senior Tenant Services Administrator	Stephanie Waller	<a href="mailto:swaller@shorenstein.com">swaller@shorenstein.com</a>
Tenant Services Coordinator	Marlo Hall	<a href="mailto:mhall@shorenstein.com">mhall@shorenstein.com</a>
Chief Engineer	Bobby Pace	<a href="mailto:bpace@shorenstein.com">bpace@shorenstein.com</a>



## **Building Operations: Security**

Security Officers patrol Palisades 24 hours per day, 7 days per week. They are trained in emergency response and can contact Property Management at any time.

Security Officers are not authorized to enter tenant suites after hours unless the tenant making the request has confirmed such arrangements with Property Management.

## **Building Security: Access Control System**

An access system controls unauthorized entry from 6:00 a.m. to 6:00 p.m. weekdays, after 1:00 p.m. on Saturday and twenty-four (24) hours on Sundays and Holidays.

An access card is necessary to enter the building during non-business hours. The initial access cards will be provided to the tenant at no cost. Additional access control keys will be available by calling Property Management at 678-501-3500 and are provided at a cost of \$10.00 per card.

Please remember to contact Property Management immediately if an access card is lost, stolen or when an employee leaves, to deactivate the access card please contact the Property Management Office promptly.

We suggest that you request an active access card report at least quarterly, to ensure that all your company access cards on file should be active.



## **Building Security: Access for Guests and Contractors**

### **After-Hour Visitors**

You can pre-arrange access for your guests to enter the building by calling the Property Management Office. Be certain to identify the building, the name of your visitor, and the approximate time of arrival. The buildings are in secure mode during non-business hours. Therefore, if you provide your direct dial telephone number, our lobby Security Officer will be glad to call you to escort your guests upon their arrival. Please be sure to notify the Property Management Office through [Angus](#) or by calling 678-501-3500.

### **Contractor Access**

The Property Management Office must pre-approve any contractor who requires access to building equipment. Property Management will provide contractors with access to your suite only if we have received written notification from an authorized tenant contact. Remember, the Security Officers do not have access to tenant suites.



## Building Security: General Office Security Tips

- Never leave your reception area unattended when your suite entry door is unlocked.
  - Report all suspicious persons to Property Management and/or Security. Call 911 if you feel that the suspicious person is dangerous in any way.
  - Do not allow persons making deliveries to wander through your offices without an escort.
  - Keep valuables (cash, wallets, purses, calculators, televisions, I-Pods, digital cameras, radios) in a safe place. Avoid putting purses under your desk or in the lower desk drawer.
  - Never assume you may safely leave your desk with valuables in sight.
  - Require strict compliance with the use of a visitor logbook to record names of persons entering and departing the office after regular business hours.
  - Strangers should not be sent to an empty office to use a telephone. Instead offer to dial the number for them or escort them to a phone and stay with them while they make their call.
  - Do not allow workmen free access to your suite. Property Management will inform you when we are sending repairmen or will escort repairmen. Call the Property Management Office and/or Building Security to verify. Notice if they are in a uniform and if the uniform name correctly identifies their business.
  - Above all, be alert and question strangers. Ask for a business card or ID badge. Ask with whom they have an appointment and escort them to that person's office. If you are uncomfortable approaching someone unknown, call Property Management and/or Security.
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- Call for assistance before confronting someone who cannot satisfactorily demonstrate his or her identity or purpose in your offices. Be suspicious of any person who enters your suite and when confronted makes excuses that they are lost or looking for another company.
  - When you secure your premises at the end of the business day, lock all doors. We recommend locking your corridor doors even if people are working late. Additionally, we recommend that you monitor and maintain security devices on all corridor doors.
  - Offices are often most vulnerable to thieves during lunchtime and right before closing. At these times there is often a lot of movement, and people are frequently away from their desks.
  - Put serial numbers on all business equipment to aid police in locating the equipment if stolen.
  - If an employee is terminated for any reason, consider rekeying entrance locks, resetting combinations or access codes they may have been entrusted with and canceling building access cards with the property management office.
  - If your firm will be closed when the rest of the building is normally open, arrange for building personnel to collect newspapers and mail.
  - Keys kept on a ring should never have an identifying tag in case they are lost.
  - If sidewalks or corridors are used for delivery of goods, never leave these items unattended.



## **Building Security: Property Removal**

To assist in the protection of your personal property, we have generated a Property Removal Pass for your use. This pass must accompany furniture, equipment, cartons, etc. being removed from the building. The property pass must be presented to Security at the time of removal and checked for appropriate authorization, which will assure them that the items being removed are being done so legitimately. The Property Pass should list all property to be removed. The individual signing the Property Pass must be listed on the Tenant Authorization Form as an individual who has the authority to issue Property Passes.



## **Building Security: Solicitation**

The building does not permit solicitations. If a solicitor comes to your suite we believe the best method to stop solicitors from going from customer to customer is to:

- Ask the solicitor for a business card;
- Have the solicitor wait a moment;
- Call the Security/Lobby Desk at 678-501-3524; and
- Give your location and a description of the solicitor.

We will send a Security Officer or Property Management representative to your suite to escort the solicitor from the building.



## **Building Security: Thefts**

It is important to report any suspected theft, no matter how small. If you suspect a theft has occurred, please make the following calls immediately:

- Property Management Office 678-501-3500
- Police Department Emergency 911
- Non-Emergency number 770-551-6900
- Your insurance carrier

The Sandy Springs Police Department will usually prepare a police report if the stolen items exceed \$100 in value. If your credit cards or personal ID information is stolen, please contact your credit card company immediately. Thieves usually initiate charges on stolen credit cards within 15 minutes of the event!!

## Building Services: HVAC

Our goal is to ensure that your working environment is as comfortable as possible. Given the fluctuations in weather conditions, we appreciate your assistance in notifying us when an adjustment in temperature is required. By contacting us through the [Angus service request system](#), an engineer will be rapidly dispatched during business hours to make the appropriate adjustment.

### Normal HVAC hours are:

Monday - Friday: 8:00 a.m. to 6:00 p.m.

Saturday 8:00 a.m. to 1:00 p.m

### For After Hours, Weekends, or Holiday HVAC:

Initiate a request through Angus system within the following deadlines:

Weekend Service: 12:00 noon on Thursday preceding the date of request.

Weekday Evening Service: 1:00 p.m. the day of the service.

Holiday: 12:00 noon on the last working day before the Holiday.

The building's standard overtime HVAC rate is \$40.00 per hour. However, a specific rate other than the building's standard overtime HVAC rate for this service may be stipulated in your lease. All requests must be entered into Angus and must specify the exact hours and dates that services are needed.



## Building Services: Janitorial Services

Janitorial services are provided between 6:00 p.m. and 10:00 p.m., Monday – Friday, except Holidays.

### Nightly:

- Vacuum and spot clean carpeting
- Dry sweep resilient tile and wood floors
- Wet mop tile floors
- Dust clear areas of furniture surfaces
- Remove accumulated recycled items
- Empty wastebaskets
- Remove trash

Trash must be in a wastebasket or clearly marked "TRASH," or "BASURA" ("trash" in Spanish). Should you have trash during the day that is in your way, please notify us through [Angus Anywhere Service Request system](#). If we can, we will remove it for you.

In private kitchens, we clean floors, remove trash and wipe sinks and counters. Dishes are the tenant's responsibility. Special arrangements can be made at the tenant's request, for additional janitorial services for an nominal fee.

### Window Cleaning

The interior and exterior window surfaces are cleaned once a year. You will receive an electronic notice prior to the scheduled date of each interior cleaning to allow sufficient time for your staff to remove personal items (i.e., books, papers, artifacts) from the window sill. This enables the window cleaners to access the window surfaces to accomplish their tasks with minimal disruptions. The window cleaners are not to handle or relocate items placed on or near windowsills.



## Building Services: Mail and Deliveries

### Mail

#### Incoming & Outgoing Mail

The [U.S. Postal Service](#) currently delivers incoming mail at approximately 2:00pm and picks up outgoing mail at approximately 2:30 p.m. The main mailroom for 5901 A, B and C is located on the lobby level of 5901-B just past the elevator bank.

The mail room for the 5909 building is located in the basement of the 5909 building and is the first door on the left as you enter the hallway.

### Post Office

The Sandy Springs branch of the [U.S. Postal Service](#) will assign a box to your company and will provide keys. **That branch may be contacted directly at 404-847-9943 or you may call the main number at 1-800-275-8777.** They can answer any further questions regarding postal service. **Please note that property management cannot request mailboxes for you.**

Parcel Post delivery lockers for large package delivery and outgoing mail collection are also available in the mailrooms. Of course special mail services, such as registered, certified, and C.O.D. should be arranged directly from your suite.

### DHL, UPS Overnight and FEDEX

There are drop sites for [DHL](#), and [UPS Guaranteed Overnight](#) services on the property.

A drop box for DHL is located in the parking lot behind the C parking deck. Pick-ups are made Monday through Friday at 7:30 p.m. Supplies are available in the drop box.

A drop box for [UPS Guaranteed Overnight](#) is also located in the parking lot behind the C parking deck. Pick-ups are made Monday through Friday at 6:30 p.m. For more information on this service, please call 1-800-PICK-UPS.

Two (2) drop boxes for [Federal Express](#) are located in the mailroom of 5901 "B" building's mail room. In addition, there is a drop box in the mailroom of the 5909 Building, loading dock level. Both boxes are picked up Monday through Friday at 7:00 p.m. For more information on this service, please call -1-800-GO-FEDEX.

### Courier Services

No couriers will be permitted to make deliveries inside the building once the building doors are locked for the day. If you are expecting a courier delivery outside of normal operating hours, please make arrangements for someone in your firm to meet the courier at the building's front entrance.



## **Building Services: Service Requests**

### **Angus Anywhere Service Request System**

We have implemented an innovative, web-based, service center known as Angus Anywhere. A login and password will allow you to access the website 24 hours a day and 7 days a week. Registering work requests couldn't be easier!

- Each request receives a work ticket reference number, so you can track the status of all your requests.
- Service requests are logged in a database so that you can retrieve the information for billing or other analyses.
- Angus service reports are available to the management and engineering staff to assist in identifying trends and patterns of repairs.
- Angus service requests are transmitted directly to the service provider, i.e., engineer, porter, security officer, or a member of the management staff.
- Register your visitors in advance or "on the spot". Your guests will be greeted and directed to your suite with minimum delay.

Angus Anywhere Service Request System allows the Palisades team to expand the traditional customer services by responding more quickly and efficiently than ever before. It also allows us to maintain a record of that service call which can be accessed at any time by management or by you, the tenant. This tool has become a key component in our ability to provide you with quality customer service, excellent communications, and faster repair & maintenance service. Please call for a member of the Property Management Team to show you how to use the Angus Anywhere system.

### **How to Place a Request for Service or Maintenance during working hours -**

[Click here to Login](#)

**Call the Property Management Office at 678-501-3500.**

### **For after-hours emergencies:**

- Call the main number for the Property Management Office 678-501-3500
- Call the Security Desk at 678-501-3524.
- If the situation warrants, call "911".

### **Routine Maintenance Service Calls Include:**

- Replacing light bulbs
- Emptying trash
- Replenishing restroom supplies
- Adjusting office temperature
- Installing non-standard lighting provided by the customer
- Opening mechanical, telephone rooms for your service companies
- Troubleshooting and repairing building system problems you have observed, such as: leaking water, cracked windows, unusual smells or sounds, etc.
- Providing additional keys
- Replacing ceiling tiles

# Emergency Communications: Emergency Communications

## COMMUNICATION DURING AN EMERGENCY

In an emergency, Property Management will make every attempt to provide information to you as quickly as possible. Methods of communication available include postings on the Electronic Tenant Handbook site, e-mails, phone calls, announcements via the Public Address (P.A.) system and posting of information on a 1-800 number. Each method is explained in detail below:

### Electronic Tenant Handbook

The Electronic Tenant Handbook site can send e-mail announcements to both work and personal e-mail addresses. If you have a personal e-mail address that you are comfortable sharing, please provide that to Property Management so that we may include that address, as well as your work e-mail address, in the Instant Alert e-mail addresses stored in the Electronic Tenant Handbook. Please note that e-mails from the Electronic Tenant Handbook are sent such that the recipient only sees his/her e-mail address.

### Phone Calls

Property Management will call our primary tenant contacts in an emergency. It is very important to remember to advise Property Management when emergency contact information (such as home phone, cell phone, etc.) changes. It is also important to provide Property Management with an alternate contact in the event that the primary contact is not reachable, as well as with an alternate contact we should use when the primary contact is out of town or on vacation. Please be sure to update your Emergency Contact Form at least once per month to make sure that we have the latest emergency information on file for your company.

Please note that should an emergency occur during normal working hours, Property Management will first issue e-mails through regular channels and/or the Electronic Tenant Handbook, as these methods of communication distribute information more quickly than phone calls.

### Public Address (P.A.) System

Property Management may use the P.A. system as a means of broadcasting information to the entire building population at one time or to broadcast information to selected floors in Building D only. This is not available in Buildings A, B and C. We would typically only use this form of communication for situations which require immediate action from building occupants, but may need to use the system if we discover that phones and/or the internet are not functional.

### Shorenstein National Tenant Emergency Number (1-800-589-2554)

Shorenstein has a 1-800 number which Property Management may use to provide updates in an emergency. As this number serves all Shorenstein properties nationwide, it is possible that you may either need to listen to a very long outgoing update message, especially if the emergency situation has hit several geographic areas in which Shorenstein owns properties, or that the outgoing announcement for this property may get recorded over (i.e. if the emergency has affected several geographical regions).

### Your Role in Staying Informed

In an emergency, Property Management may not have access to each of these lines of communication. We will, therefore, need each tenant to be active in gathering information as well, by doing the following:

- Tune to local news for updates as this will be one of the information sources on which Property Management will rely. For other sources of information, please see the Sources of Emergency Information document located on the Electronic Tenant Handbook site.
- Keep e-mail open and check regularly so that any updates sent by Property Management are seen in as timely a manner as possible. If you have provided Property Management with a personal and a work e-mail address, please check each frequently. As noted above, the Electronic Tenant Handbook will dispatch to both work and personal email addresses.
- Log on to the Electronic Tenant Handbook for updated posting of information.
- Dial the Shorenstein National Tenant Information number, which is 1-800-589-2554. Please note that this number currently services all Shorenstein properties nationwide and it is possible that information for your property may inadvertently be recorded over, should the emergency affect more than one geographic location.

We cannot guarantee which line of communication will be most reliable in an emergency event, so ask each

of you to be diligent about checking the various communication methods available. Your cooperation in seeking information will be integral to the implementation of your internal emergency preparedness and business continuity plans. And, as a reminder, please do not wait to hear from Property Management prior to implementation of your internal emergency response plans. We will do our best to share information with you in as timely a manner as possible; however, we encourage and ask each of you to take whatever measures you feel are necessary to ensure the safety of your office and employees, without waiting for specific direction or guidance from Property Management.

## Emergency Procedures: Bomb Threat

It has been proven that a majority of bomb threats are false alarms, meant only to disrupt or disturb the normal work of a person or company. However, at no time should any call be regarded as just another false alarm. The following suggestions can be useful.

### When a call is received, there are several things to consider:

- Try to be calm. Do not interrupt the caller.
- If possible, notify supervisor/security by prearranged signal while the caller is still on the line.
- Pretend difficulty with hearing to keep caller talking.
- Obtain as much information as possible (Refer to Bomb Threat Checklist on the next page).
- Tell the caller the building is occupied and it might cause the injury or death of innocent people.
- Listen for background noises that might help determine the caller's location.
- At the conclusion of the call, immediately go to another phone and notify the Police by dialing 9-1-1. Then notify Building Management at 678-501-3500 with all the information that you were able to gather. Keep good notes.
- Do not use the phone where the call was received in case authorities can activate a call return feature to determine where the call was originated.
- The decision to evacuate the building will be made by each individual department head or supervisor, and may be superseded by the Fire Department.

[Click here to download a Bomb Threat Report Form](#)

### When a call is received, there are several things to consider (continued):

- Employees should be asked to look around their workspace as they prepare to evacuate and report any unusual objects to emergency personnel. You will want to look for ordinary objects in unusual places (i.e. a lunch bag in the hallway or stairway). If such an object is found, DO NOT DISTURB IT! Report the location of the object to the Fire Department or other authorities in charge and continue to evacuate your area.
- If evacuation is necessary, instructions will be verbal via Fire Wardens and the Fire Department.
- Evacuation routes may be modified depending on the specific incident.
- Identify and give priority to the movement or evacuation of children; nervous, emotional, or ill individuals; and/or the impaired. Always keep a current list of personnel who occupy the building.
- Keep all written records and notes with you for analysis by the Police Department.

### Handling of Suspected Bombs

A bomb could be any size or shape, or hidden from view. However, a bomb may often be disguised as a normal object in an abnormal location (such as a lunch bag in a stairwell or a milk carton in a common corridor).

- DO NOT TOUCH OR MOVE THE SUSPECTED BOMB.
- Do not use radio equipment to transmit messages.
- Do not change lighting conditions.
- Do not smoke.

### Handling of Suspected Bombs (continued)

- Do not accept the contents of any container to be bonafide, simply because it was delivered by routine means.
- Do not accept container marking and/or appearance as sole evidence of the contents' identity and legitimacy.
- Do not shake, shock or jar a suspected bomb.
- Do not cover a suspected bomb.
- Do not carry a suspected bomb.
- Do not assume that a suspected bomb is of a specific high explosive or reactionary type.
- Do not open any suspicious container or object.
- Do not cut a string, cord, or wire on a suspicious container or object.
- Do not cut or remove the wrapper on a suspicious container.
- Do not unscrew the cover on a suspicious container or object.
- Do not raise or remove the cover of a suspicious container or bottle.
- Do not move the latch or hook on the cover of a suspicious container.
- Do not change the position of a suspicious container.

- Do not place the suspicious container or object in water.



## **Emergency Procedures: Civil Disturbance**

Should a riot or civil disturbance start outside the Building, the security guards will immediately lock all entrances to the building. The police will be notified. We will keep you informed.

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



## **Emergency Procedures: Elevator Malfunction**

If an elevator fails to operate properly, please promptly contact Property Management at 678-501-3500. An elevator technician will be notified promptly. If you are detained inside of an elevator cab due to a malfunction, remain calm and use the alarm button inside the elevator to signal for help. A security phone is also provided in each elevator. Use this device to speak directly to a Security officer for appropriate instruction and updates on communication with our elevator company.



## Emergency Procedures: Emergency Contacts

Listed below are some important phone numbers in case of an emergency. In any emergency situation please contact the Property Management Office 678-501-3500 immediately after contacting the appropriate emergency service.

In any emergency situation your first action should always be to call 9-1-1

Police Department -- 5995 Barfield Road	911
Fire Department - Station #2 – 135 Johnson Ferry Road	911
Poison Control– In Metro-Atlanta	404-616-9000
Outside Metro Atlanta	1-800-222-1222
Property Management Office	678-501-3500
Building Security	678-501-3524

### Important notes

If you call 9-1-1 for a medical emergency, please be sure to notify building management with your name, callback number, and location so that security can guide the paramedics to the correct place.

In an alarm situation, unless you have something to report, please do not call the building office! Building management needs to attend to the situation, whether it is a false alarm or a true emergency, and telephone lines must be kept clear in the event of an emergency.

[Click here to access the downloaded list for contact information forms for a variety of emergency sources.](#)



## **Emergency Procedures: Emergency Preparedness**

This manual has been prepared in an attempt to provide an outline of responsibilities and action to take in the event of an emergency. However, you will be responsible for the implementation of your own emergency plan. It is important that all key management personnel and employees are aware of the procedures in this manual.

As part of an overall safety and emergency preparedness program, we strongly recommend that all of our customers participate in life safety evacuation drills conducted by Property Management and the Fire Department once per year. It is important to appoint Fire Wardens to be responsible for planning and communicating emergency procedures to each employee, and to oversee and evaluate everyone's response to an emergency. During an actual emergency, the Fire Wardens serve as liaisons between Fire Department personnel and employees, and provide invaluable assistance should an evacuation be necessary.

In cooperation with the local authorities, Property Management encourages the implementation of training and education programs on individual corporate policies and procedures for employees.

We recommend that each suite assign at least two Fire Wardens and Assistants each. Individuals chosen should be those who are available on a daily basis. Individuals selected as Wardens should be fully trained on procedures for emergencies.

[Click here to download the Life Safety Plan](#)



## Emergency Procedures: Emergency Training

As part of its commitment to safety and security, Shorenstein has prepared an on-line evacuation training site, which has been customized for Palisades. This training site is available 24 hours per day, 7 days per week by logging onto <http://palisades.bssnet.com/>. The training on this site will explain the life safety systems in the building as well as provide a visual of evacuation routes. We strongly encourage you to have all new employees view this site as part of their employee orientation. We also ask you to remind your employees about the site on a regular basis, so that they have the opportunity to revisit the life safety systems and evacuation routes.



## Emergency Procedures: Evacuation

### Purpose

The purpose of this plan is to provide for the safe and orderly evacuation of personnel and visitors in the event of an emergency situation. This plan contains procedures on how to report an emergency, what to do and who will assist you. The procedures outlined in this plan are to be followed unless otherwise directed by police or fire department officials. In order to establish a safe and orderly plan of evacuation, employees should become familiar with the building emergency equipment and this emergency plan.

### Statement of Policy

This plan has been developed with the knowledge that there is no such thing as a “fire-proof” building and that education, preparation and rehearsal are essential to a successful emergency evacuation plan.

### Evacuation Procedures

If an individual smells smoke or sees a fire, a pull station box must be pulled. If there is time, ensure that the Fire Department is alerted by calling “911”. Then, call the Property Management Office at 678-501-3500. Evacuation procedures shall begin upon hearing a fire alarm or as otherwise instructed by emergency personnel (i.e., Fire Wardens, Property Management or Fire Department officials).

[Please click here for the Area of Safe Refuge Map](#)

### During an Evacuation:

#### REMAIN CALM

- Close, but DO NOT LOCK, each office door as you leave, if you have time.
- Walk quietly in an orderly manner to the nearest emergency exit.
- If your primary exit is blocked by smoke, use your secondary exit.
- Request assistance in evacuating impaired persons by implementing the Buddy System ([click here for more information](#)).
- Listen for instructions from the Fire Department and other Fire Wardens.
- DO NOT USE ELEVATORS during an alarm. They will recall to the first floor with the doors locked open. The elevator will not operate during a fire alarm.
- Feel the face of closed doors for heat before grabbing doorknobs and opening. If the door feels hot, DO NOT OPEN, but proceed to alternate exit route.
- Go to the nearest accessible stairwell exit; walk quietly on the RIGHT side of stairwell, holding on to handrails. DO NOT RUN. Emergency personnel are trained to use the LEFT side of the stairwell to come up so please stay out of their way.
- Be prepared to merge with other people evacuating from other floors. Do not prop open stairwell doors.
- Gather with co-workers in a predetermined assembly area once outside and away from the building. This will help facilitate head-count procedures.
- Walk to the predetermined gathering places. DO NOT congregate in the fire lanes, near building entrances, or otherwise impede the arrival of emergency equipment and personnel.

[Please click here for the Area of Safe Refuge Map](#)

### During an Evacuation:

- Do not get in your car and drive away, as this will give a distorted head-count and interfere with arriving emergency equipment.
- Do not return to the building until the “all clear” is given by the Fire Department. Cessation of an audible alarm is not an “all clear.” Wait for specific instructions to re-enter the building.
- Directives issued by the Fire Department or other emergency personnel will take precedence over this plan.

### Evacuation Procedure for Physically Impaired Individuals

The Fire Warden should maintain an up-to-date list of all physically impaired persons on their floor. Please note that impaired persons may not appear to be so. Such individuals may include those with a heart condition or other ailment(s), which are not immediately apparent. We recommend asking each individual if

they would be able to evacuate without assistance in an emergency. Those individuals should be directed to a “safe room”. This room is a window office, preferably a corner office with a telephone. The Fire Warden should compile a list, which will include the following information about impaired persons:

- Name
- Suite number, location and telephone extension of the safe room
- Type of impairment
- Type of equipment needed to evacuate, if any

[Please click here for the Area of Safe Refuge Map](#)

### **Evacuation Procedure for Physically Impaired Individuals**

A “buddy” system should be implemented wherein the Fire Warden will assign two assistants to the impaired person(s). Assistant #1 will remain with the impaired individual while Assistant #2 exits the building and provides information to the Fire Department personnel. The physically impaired individual should not be left alone.

#### **NOTE: Physically impaired may include any of the following:**

- Permanently physically impaired (i.e., permanent back problem, wheelchair bound, etc.);
- Temporarily physically impaired (i.e., broken leg, broken arm, sprained ankle, on crutches, etc.);
- Mentally impaired;
- Pregnant women;
- Any other person who requests assistance;

Once the Fire Department arrives, their instructions should be followed immediately.



## Emergency Procedures: Fire Alarm

A fire alarm will be activated if a smoke detector, sprinkler head or pull station is tripped. Upon the activation of a fire alarm, the following sequence of events will occur:

- In Building A, B and C speakers will sound, strobes will flash and the entire building will go into general alarm.
- In Building 5909 only speakers will sound and strobes will flash on the “floor of the incident”. The floor above and the floor below will announce, “A fire emergency has been reported in the building”. The fire alarm system will also advise the employees on those floors to evacuate the building. Concurrently, a 24-hour monitoring center will automatically dispatch the Fire Department when the alarm is activated.
- Occupants will quickly and quietly exit the building, via the enclosed stairways located at opposite ends of each side of the building, and remain outside until Property Management, Security or the responding authorities announce the “all clear”.
- Building doors will automatically switch to an unlocked status if alarm occurs after normal building operating hours.
- Fire Department will respond and investigate the source of the alarm.



## Emergency Procedures: Fire Safety

### Inspection Suggestions

While everyone needs to know how to respond in an emergency, it is more important to take steps to prevent emergencies from occurring. We recommend a monthly Fire Safety Inspection including, but not limited to, the following items:

- Move flammable or combustible supplies off-site.
- If your Lease provides that chemicals or materials be stored on-site in quantities requiring MSDS sheets to be posted, they must be posted in central locations where they are visible to all. Flammable liquids should be kept in a flammable cabinet.
- Avoid using extension cords instead of permanent wiring. If used, extension cords need the three prong connections and no multiple outlets. Use breaker strips.
- All UL Listed authorized appliances and electrical cords should be in good repair.
- All electrical appliances for coffee, cooking or heating should be turned off every day before leaving the office.
- No smoking.
- Candles or open flames are not allowed in the building at any time.
- Potential fire hazards including, but not limited to, blocked stairwells, faulty fire protection equipment, leaks, or damaged wiring should be reported to the Management Office 678-501-3500 immediately.
- Property Management does not allow space heaters, as they are a fire hazard. Please contact the management office if you are cold in your office.
- All emergency contact lists, physically impaired employee lists and other critical information lists should be kept current.
- Evacuation procedures should be reviewed among Fire Wardens for appropriateness on a regular basis. Procedures should be communicated to occupants in your assigned area at least quarterly.

### Fire Safety with Christmas Trees

Christmas trees pose a major fire hazard if the proper precautions are not taken. Below are guidelines provided by the Fire Department.

This list does not represent all the precautions and requirements, so before displaying any Christmas tree or ornament with lighting, please request the complete set of guidelines from the Fire Department.

- Property Management does not permit live (cut) Christmas trees in the building.
- All artificial trees should be UL approved or labeled as flame-retardant/resistive by manufacturer.
- Decorations on trees must also be non-flammable.
- Lights on Christmas trees must be UL listed. Small, low temperature bulbs are recommended. No candles or open flames are allowed on, or in the vicinity of, the tree, including portable heating devices.
- All tree lights should be turned off nightly.

### Visitors

Please be aware that if visitors are present during an emergency, the Emergency Team needs to assist the visitor in evacuating the premises. If a visitor sign-in sheet is maintained at your front desk, we suggest someone be assigned to bring that information to the Fire Warden once outside after evacuation in order to help facilitate an accurate head-count.

Above all, everyone involved needs to keep their own safety in mind, and allow the Fire Department to take control.



## Emergency Procedures: Life Safety Systems

Smoke detectors, speakers, and strobes are located throughout the building in accordance with current building codes.

- The central fire alarm system is activated whenever a fire alarm condition exists. The Engineering staff is trained on the system and will take the proper action for such emergencies.
- All buildings have a public address system.
- Manual fire alarm pull stations are located throughout the building, generally near exits from an area or floor.
- Fire extinguishers are located in cabinets next to the stairwell doors and strategically throughout tenant spaces. Please arrange for training of your staff on the proper use of fire extinguishers. Individuals who have not been trained how to use a fire extinguisher should not attempt to use one. The Fire Department and properly authorized fire extinguisher companies can assist you with training. Property Management can assist you in arranging for training.
- A telephone is present inside each elevator that rings to a monitoring system. Persons trapped in an elevator can get assistance through this means of communication. In addition, a trapped occupant during business hours can push a button labeled, "EMERGENCY ALARM". An alarm bell can be heard to alert building occupants that someone is trapped inside.
- Stairwells are pressurized with outside air to prevent smoke from entering and allowing a safe, smoke free, exit from the building.
- Elevator shafts are also pressurized with outside air in case someone is unknowingly trapped in an elevator during a fire emergency.



## Emergency Procedures: Medical Emergency

In the event of an accident or illness of an employee or visitor on your premises:

1. DIAL 9-1-1 and ask for the Fire Department and an ambulance. Police, paramedics, and ambulance are automatically dispatched at the same time.
2. Give the operator the following information:
  - Building name – Palisades
  - Building address – 5901 or 5909 Peachtree Dunwoody Road
  - Floor or location of emergency, your company name and suite number
  - Any details available on accident or illness
3. Call Building Management at 678-501-3500.
  - Do not move injured or ill person.
  - Do not attempt to administer medical attention.
  - Have someone (the Fire Warden(s), if possible) meet the emergency unit at the elevators and on the emergency floor.



## **Emergency Procedures: Power Failure**

A, B, C buildings in a power failure activate the emergency lighting only.

In the 5909 during a power failure emergency lights on each floor activate throughout the building including all Exit signs. This also activates the building's emergency Fire, Life and Safety Systems as well as the building's emergency communication systems, which brings all elevators down to the ground floor lobby. Two elevators will then run on emergency power. These are to be used by Emergency Personnel only.

It is seldom necessary to evacuate the building during a power failure. Unless you are directed to do so through the emergency communication system, please remain in your offices.

Please...DO NOT CALL the Management Office unless you need to notify us of the location of a disabled employee.



## Emergency Procedures: Severe Weather

### Water Interruption or Flood

#### Water Interruption

A temporary interruption of the water supply may result in the disruption of building services. Without water it is not possible to maintain sanitary conditions or building cooling systems. Additionally, water interruption limits the Fire Department's ability to extinguish fires. In case of an extended water interruption, the building will be evacuated and closed until water service is restored.

#### Flooding

In the event of a flood, we will evacuate and close the affected areas of the building. Flooding can cause great harm to electrical equipment that serves the building and disrupt the sanitary water supply. If there is a slow water leak (not considered a flood) in the restroom or a customer space, please inform the Building Management Office at 678-501-3500 immediately. Because of the extreme danger generated by floods and subsequent electrical problems, in the event of an actual flood:

- Evacuate the area to a dry and safe place. The safe areas are shown on the attached pages.
- Call 9-1-1\* (preceded by any number or code which may be required to reach an outside line) for the Fire Department.
- Explain the location of flood and probable cause, giving the building address.
- Call Building Management at 678-501-3500 or 678-501-3524.
- Follow these same procedures should the sprinkler system release within the building

### Major Natural Disasters

- Disasters and emergencies affecting large areas can sometimes develop quickly. Flash floods and earthquakes, for example, can strike with little or no advance warning.
- Perhaps the most basic thing to remember is to KEEP CALM.
- In the event of a disaster or emergency:
- Keep your radio or television set tuned to hear weather reports and forecasts (issued by The National Weather Service) as well as other information and advice that may be broadcast by your local government.
- Use your telephone only to report disaster events to the Atlanta/Sandy Springs Police Department or Atlanta/Sandy Springs Fire Department (depending on the nature of the emergency) and Building Management. If you tie-up phone lines simply to get information, you may prevent emergency calls from being completed.
- Stay away from disaster area.
- Follow the advice and instructions of authorities in charge.

### Tornado

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. Keep a radio tuned in to hear whether the Weather Service will announce the approximate time of detection and direction of movement.

#### In The Event of a Tornado Warning:

- REMAIN CALM.
- Stay away from the interior perimeter of the building and all exterior glass.
- Leave your exterior office and close the door.
- Go to an enclosed stairwell and move to basement level if time permits and it is safe to do so.
- Sit down in stairwell or core areas and protect yourself by putting head as close to your lap as possible, or kneel protecting your head.
- If you are trapped in an outside office, seek protection under a desk or sturdy table.
- Keep your own radio or television set tuned to a local station for updated information.





## Emergency Procedures: Tenant Emergency Personnel

### Fire Warden Responsibilities

Fire Wardens will be assigned to a particular area and will be responsible for the evacuation of those occupants in the event of an emergency.

In preparation for emergencies, the Fire Warden will:

- Be familiar with all the various layouts and exits of assigned areas.
- Plan for a safe, orderly evacuation.
- Determine location and operation of fire alarm pull stations.
- Know the number of people assigned to their area.
- Have available a current listing of all physically impaired personnel who cannot evacuate the building unaided with a brief description of the impairment for the Fire Department to aid in safe evacuation.
- Know the location of, and routes to, exit doors and assembly areas.
- Notify Emergency Team Members & Office Manager of any changes in the emergency team and of known scheduled time off.
- Assign two people, in advance, to assist physically impaired personnel during emergency situations (Buddy System).
- Perform monthly Fire Safety Inspections (see next page for examples and suggestions).
- Formulate the traffic pattern to primary and secondary exits for the area occupants.

In the event of a fire alarm or other emergency, the Fire Warden will:

- Enact and supervise appropriate emergency procedures.
- Execute pre-planned evacuation procedures.
- If the location of the fire or emergency is known, report data to the Fire Department.
- Coordinate the activities of Searchers (those who ensure that their area is evacuated).

### Assistant Fire Warden

There should be two Assistant Fire Wardens assigned to each Fire Warden. The Assistants will be trained in the same manner as the Fire Warden and must be prepared to assume the responsibilities of the Fire Warden in his/her absence.

In the event of a fire alarm or emergency, the Assistant Fire Warden will:

- Assist the Fire Warden with coordination of evacuation or emergency procedures.
- Ensure that physically impaired personnel have relocated to predetermined refuge areas with one person while another informs the Fire Department of the exact location of that person (The Buddy System).

### Searchers

The Searchers, who may be Assistant Fire Wardens, are responsible for searching for personnel in restrooms, kitchen areas, computer rooms, etc. and assisting the Fire Wardens in evacuating the facility. Searchers are not responsible for individuals who refuse to evacuate the building.



## **Emergency Procedures: Toxic Hazards**

If there is a toxic spill or exposure, immediately get to an area where you are not exposed and call 911. Give building address, floor and phone number, and also what type of spill. Take action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.



## Emergency Procedures: Types of Emergencies

An emergency may be defined as any immediate threat to life or limb, or danger of serious property damage.

**Following is a list of situations which may be considered an emergency; requiring immediate action:**

Fire-Related Emergencies:

[Evacuation](#)  
[Fire & Smoke Emergency](#)  
[Medical Emergency](#)

Click on the emergency situation for which you would like more information.

Non-Fire Related Emergencies:

Aircraft Disaster	Hurricane
Armed Intruder/Workplace Violence	Major Natural Disasters
Biological/Chemical Attack	Natural Gas Emergency
Blood borne Pathogens	Power Outage
Bomb Threat	Radiation Release
Civil Disturbances	State of Alert
Earthquake	Suspicious Mail or Packages
Elevator Emergency	Telecommunications Outage
Environmental Emergency	Tornado Emergency
Explosion	Utility Outages
Flood	Water Interruption
Hostage Situation	

Before reading further, please note that in a non-fire emergency, Property Management will NOT initiate a building evacuation unless directed to do so by emergency personnel or authorities. In many instances, it may be safer to stay in the building than to leave. Should a non-fire emergency occur, please consult with your floor warden, supervisor or office manager regarding your company's response plan. In the event that the non-fire related emergency is not isolated to this building, Property Management encourages you to stay tuned to local news for updates and directives from the authorities and to follow directives issued by the authorities.

A list of Sources of Emergency Information is provided as a link. This list is not endorsed by Property Management, but, rather, was assembled to provide you with a list of sites or sources that have indicated that they will have timely information in the event of an emergency. We encourage you to rely on sources with which you may be comfortable and which you have found to be reliable and to regard the attached Sources of Emergency Information as supplemental to what you consider your primary and most reliable sources of information.

## Green: Introduction

### GOING GREEN

Shorenstein is committed to creating and protecting green real estate environments. To research responsibly and thoughtfully, Shorenstein has formed a sustainability committee, known internally as the **G.R.E.E.N. Committee – Green Real Estate Environments Now!** The Mission Statement for the Committee is “Promote environmental stewardship through the implementation of sustainable ecological initiatives that benefit our assets, investors, customers, employees & planet.”

### Why?

- According to the United States Green Building Council (“USGBC”), the commercial office buildings generate 18% of greenhouse gas emissions in the United States.
- Electricity is one of the largest expenses tenants incur.
- It is estimated that 50-55,000 species of life are going extinct every year due to a lack of resources left available to them resulting from humans’ use of resources.
- **Every** living system on the planet is in decline – none are stable.
- The reduction of emissions is not only crucial for the health of the planet but also for a company’s bottom line.

### What are We Doing?

- Shorenstein signed up in 2008 to take the Building Owners and Managers Association (BOMA) 7 Point Challenge, which primarily involves a reduction in greenhouse gas emissions of 30% by the year 2012. See the following link for more information on the [BOMA 7 Point Challenge](#).
- Shorenstein has signed on to be an Energy Star Partner. See what’s involved. [Click here for more information on Energy Star.](#)
- Shorenstein has mandated that every building in its portfolio put energy consumption data in the Energy Star website and work to achieve an Energy Star certificate as soon as practically feasible. [Click here to see the Energy Star score link](#) for the most recent Energy Star score for your building. Please note that buildings must achieve a minimum rating of 75 to receive an Energy Star certification.
- Shorenstein implemented green cleaning and supply purchase across its portfolio in 2007 and 2008. See what’s involved in green cleaning by [clicking here](#).
- Shorenstein continues to roll out initiatives to further promote “Green Real Estate Environments Now”. [Click on the link here to see a full list of Green Building Initiatives implemented at this building.](#)

### How Can You Help?

Shorenstein will send you a Green Tip of the Month each month to all of its tenants. A cumulative list of Green Tips will be housed on this site. To access, click on [Green Tip of the Month](#). We will also post other best practices and links to resource sites under [Green Suggestions & Resources for Tenants](#).

We hope you find this site a useful resource and that you will join us in our green practices so that together we can make a measurable difference in the world!



## **Green: Green Tip of the Month**

[Please click here for all green tips.](#)



## **Green: Green Suggestions and Resources For Tenants**

[Facts – Energy Star Qualified CFL's](#)

[Energy Star](#)

[ENERGY STAR – Bring Your Green to Work](#)



## **Green: Green Building Initiatives**

[Please click here to view the Property Scorecard for Palisades - A, B, & C](#)

[Please click here to view the Property Scorecard for Palisades D](#)

## Introduction: Welcome

Welcome to Palisades! We have prepared this Electronic Tenant Handbook to help you during your move-in and throughout your tenancy with us. We hope that this document will answer many of your questions. Most of your service requests will be channeled through our innovative, web-based, service request platform at [angus.anywhere.com](http://angus.anywhere.com).

The tenant information provided in this Electronic Tenant® Handbook is meant to provide you with a better understanding of Palisades and facilitate your company's operations. We hope that this will be a valuable resource for you during your tenancy at Palisades. Please note that the Management Office is available to help in any way possible. Your first call for any problem or question can always be directed to the Management Office, and we will assist you from there.

### The contact information for the Management Office is:

**Telephone:** 678-501-3500

**Fax:** 678-501-3501

**E-Mail:**

Property Manager, Sandra Hilton-Jacob  
[shilton-jacob@shorenstein.com](mailto:shilton-jacob@shorenstein.com)

Senior Tenant Services Administrator, DeLisa Ross,  
[dross@shorenstein.com](mailto:dross@shorenstein.com)

Senior Tenant Services Administrator, Stephanie Waller,  
[swaller@shorenstein.com](mailto:swaller@shorenstein.com)

Tenant Services Coordinator, Marlo Hall, [mhall@shorenstein.com](mailto:mhall@shorenstein.com)

### Property Management

Office Address: 5901-C Peachtree Dunwoody Road  
Suite 155  
Atlanta, GA 30328

Every attempt has been made to provide current and accurate information in this handbook, but it is possible that some items will change over time. The Management Office will promptly notify you of any such changes. Please feel free to contact the Management Office with any questions you may have. We are here to serve you.



## Introduction: About Shorenstein

### **National Real Estate Investor**

[Shorenstein](#) is one of the country's oldest and most respected real estate organizations active nationally in the ownership and operation of high-quality office properties. Due to its success over many years and multiple real estate cycles, Shorenstein has established its reputation as a creative and knowledgeable investor. The company is privately owned and is headquartered in San Francisco.

### **Providing Real Property Services**

Shorenstein provides asset management, leasing, property management and construction services to the properties in its portfolio through its wholly-owned property services affiliate, Shorenstein Realty Services.

### **Seamless Integration of Capabilities**

The close coordination between the investment, asset management and operating professionals within Shorenstein is the key to Shorenstein's ability to deliver exceptional services to its tenants and exceptional value to its clients and partners. With extensive internal resources and a commitment to excellence, Shorenstein has an unsurpassed ability to address operating issues and to capitalize on investment opportunities.

### **More than Leasing - Value-Added Services**

[Shorenstein](#) operates on the principle that its tenants are not only leasing space in Shorenstein buildings, but are also seeking a broad range of occupancy services to support and enhance their core business operations. Delivery of a physical product that is maintained and operated to the highest industry standard is only the beginning. Shorenstein strives to remain abreast of its tenants' businesses in order to meet their current needs, anticipate their future requirements and be in a position to work cooperatively with them to respond to unanticipated developments.

### **Best Environments, Highest Quality Service**

The experienced asset management, leasing, property management and construction professionals who work for Shorenstein think and act as first-tier service providers. All of Shorenstein's employees understand that it is their job to ensure that all Shorenstein properties offer the highest quality business environments and occupancy services in their respective marketplaces.

### **Proven Success**

Shorenstein believes that the consistently high occupancy levels in the Shorenstein portfolio is the strongest testament to the validity of the Shorenstein operating philosophy and the best evidence of the successful implementation of that philosophy.



## Introduction: About Palisades

Palisades is one of the top assets in the Central Perimeter when it comes to location, amenities and value. Contemporary design and beautiful finishes offer aesthetically pleasing benefits, while the manicured 23-acre site, with waterfall fountain and four-acre lake provides a relaxing area to enjoy the café or stroll through the park. Palisades is located in the heart of the Central Perimeter business district at the top end of I-285 perimeter about equal distance between the I-75 corridor and I-85 corridors and easily accessible to GA 400 North or South. Palisades's tenants can conveniently travel to and from any part of Atlanta by either rail or car as it is only blocks from the Dunwoody MARTA station or the Medical Center MARTA station. Palisades also provides every amenity the modern business needs from a café, fitness club and conference and training facilities to 24-hour security and unparalleled access. In addition, countless off-site amenities including one of the Southeast's largest retail shopping districts is within a short drive.

With the addition of the North Springs Station, which is under construction, the Central Perimeter will soon have more transit access than any area but downtown Atlanta.

Palisades is a four-building complex totaling approximately 626,127 rentable square feet. The property consists of three interconnected mid-rise buildings (five to six stories each) and one high-rise building with 11 stories. The property wraps around a 4-acre lake that is beautifully landscaped and provides tenants with relaxing area to enjoy the café that is located on the property, one of the many amenities Palisades has to offer.

5901 A is a five story structure of concrete, pre-cast concrete wall panels and glass with approximately 107,549 rentable square feet. The building is equipped with two passenger elevators. In this building Elevator #2 serves floors 1-5 and the basement of the building where the loading dock is located for A, B & C. Elevator #1 serves floors 1-5.

5901 B is a five story structure of concrete, pre-cast concrete panels and glass of approximately 118,919 rentable square feet. The building is equipped with two passenger elevators that serve floors 1-5.

5901 C is a six story structure of concrete, pre-cast concrete panels and glass of approximately 138,229 rentable square feet. The building is equipped with two passenger elevators that serve all six floors of the building.

The 5909 building is a Class A 11-story high-rise structure of concrete, glass and pre-cast concrete panels of approximately 261,430 rentable square feet. The building is equipped with five passenger elevators and one freight elevator. The passenger elevators serve floors 1-11, while the freight elevator serves floors 1-11 and the basement level of the building.



## Introduction: Operating Instructions

### Navigation

Browsing through the Electronic Tenant® Handbook is just as easy as surfing through a traditional internet site. After clicking anywhere on the main page, there is a Table of Contents that provides links to various Chapters. Upon arriving at the desired Chapter, links to specific information are provided in Sub-Sections. You can return to the Table of Contents or Chapter Overview by clicking the appropriate link on each page.

### Special Features

This Electronic Tenant® Handbook has special features, such as a [Search engine](#) and a [Forms section](#) that contain a number of downloadable and printable administrative forms. In order to be able use these features, you must have Adobe Acrobat Reader installed on your computer. This software is free and easy to use. To obtain the software for free, [click here](#).

### Updates

The Electronic Tenant® Handbook is updated on a regular basis. Please be sure to continuously check back for updates and new information. In order to keep you informed about Palisades operations.

## **Policies and Procedures: Construction Regulations**

The following regulations are to be strictly adhered to and enforced by all Contractors performing work at Palisades

1. Prior to commencement of the bid process the Contractor should become familiar with the Rules and Regulations herein. The Rules and Regulations make specific reference to the procedures to be followed with respect to all construction to be performed. The Contractor is responsible for compliance with the requirements of all governmental authorities having jurisdiction, procurement of all permits (Including Certificate of Occupancy) and permission and payment of all fees and charges relating thereto except for the initial Building Permit, which shall be the responsibility of the Owner. The Owner shall be provided with a Certificate of Insurance prior to any work starting.
2. All work shall be performed in accordance with working drawings and specifications as approved by the Owner in writing. No changes to such drawings and specifications including any changes required by the City or other governmental authorities having jurisdiction are permitted without the written approval of the Owner. All Contractors, their employees, and subcontractors are subject to the provisions contained herein. In addition, prior to customer's move-in, the Contractor shall have provided the Owner with a copy of all City and other governmental Permits required to be obtained prior to occupancy of the Leases Premises.
3. Subject to the terms of the Contract, Rules and Regulations contained herein and such other reasonable conditions as may be imposed by the Owner from time to time, customers and their designers, engineers, suppliers, Contractors and subcontractors shall be allowed reasonable access to and not-exclusive use of the Lease Premises for the purpose of performance and inspection of work. The Contractor and its subcontractors shall cooperate with the Owner and the Customer and their Contractors who require access to and use of the Leased Premises in order to undertake any work that is required to be undertaken contemporaneously with or subsequent to completion of Contractor's Work.
4. The Contractor and his subcontractors shall fully familiarize themselves with the actual site conditions of the area where work is to be performed prior to commencement of the bidding procedure as such site conditions may from time to time vary from the conditions shown in the drawings and other information supplied to Contractor by the Owner. The Owner shall not be responsible for any costs incurred by contractor as a result of any such variances.
5. The Contractor and subcontractors shall employ for the performance of the work, workmen who do not conflict with labor union affiliations of workmen employed by the Landlord and its Contractors and subcontractors. Should the performance of Customer's Work result in any conflict with any union to which any workmen employed by the Landlord or its Contractors and subcontractors belong, then notwithstanding responsibility for cause of such conflict, the Contractor shall immediately upon notice by the Landlord have removed from the building such of their subcontractors
6. All Contractor's work shall be of the highest quality, performed by persons trained and skilled in their respective trade and with materials which are new and the best of their respective kinds, and shall be performed in accordance with applicable Building Codes and Regulations.
7. On or about completion of the work, customers' designers shall perform a final inspection of the same and shall prepare a punch-list. The Contractor shall use due diligence to complete the punch-list as soon as possible.

### **Performance of the Work**

1. The Contractor shall ensure that their employees and subcontractors protect the Building against damage resulting from the performance of work and transportation of materials to Leased Premises. Transportation of all materials in or out of the Building shall be by means of rubber wheeled dollies, carts or like vehicles, so as not to cut, mark or otherwise damage the floors and carpet of the Building. Plastic wheels are not an acceptable substitute.
2. No wooden or metal pallets or skids permitted within the Building, except at designated loading docks.
3. The Contractor shall provide whatever protection is required (masonite boards taped at the seams) to adequately protect carpets and stone in and about Leased Premises, the corridors, and elevators from damage and marking.
4. The Contractor shall ensure that their employees and subcontractors adequately protect Owner's blinds during the performance of work by means of clean plastic cover sheets or such other means acceptable to the Owner. Cleaning or replacement of blinds marked or damaged during the performance of work shall be undertaken by the Owner to the extent it deems necessary all at the Contractor's expense.

5. The Contractor shall keep all work areas, both within and about the Leased Premises clean and tidy at all times, removing all rubbish and debris promptly as it occurs. No scrap piles shall be left to accumulate. All rubbish or debris found outside areas designated for the same shall be removed and disposed of at Contractor's cost. Upon completion of the work, the Contractor shall promptly remove all rubbish, tools, equipment and surplus materials from and about the Leased Premises and shall leave such premises clean and in good condition to the satisfaction of the Owner. Any cleaning of the Building, repairs of damage to the Building and Leased Premises, and removal of tools, equipment and surplus materials not undertaken by the Contractor upon completion of the work shall be undertaken by the Owner at the Contractor's expense.
6. Floors shall not be loaded beyond their designed capacity. Building design live loads can be found in the base building structural drawings. Drywall shall be stocked only over stub girders at column lines in piles not to exceed 12" in height. No stockpiling of any material is permitted on cantilevered floor bays. The Contractor shall immediately comply with any directions given by the Owner with respect to stockpiling and storage of materials and equipment.
7. No floors shall be drilled or cut without the Owner's written approval. Core drilling on all floors, subject always to the Owner's discretionary approval, shall be supervised by the Owner and shall require inspection by the Structural Engineer prior to drilling.
8. There shall be no alterations to or interference with any installations which have been made by the Owner or others, and no part of the Building, specifically including any load bearing members, and curtain wall shall be cut, sleeved, drilled, punctured or otherwise interfered with, without the prior written approval of the Owner.
9. All Contractors' work shall be performed only within Leased Premises. Storage of dangerous or flammable materials anywhere in the Building's is not permitted.
10. Only "Rawl Nailin Anchors" or low velocity "hilti" fasteners with a maximum penetration of 3/4" as provided by a "yellow" changer will be acceptable for anchorage to the Owner's floors.
11. Customer's interior doors and partitions shall be constructed and installed only in accordance with the design and specifications contained in Design Standards, unless approved otherwise by Owner.
12. The Contractor must install temporary filters over all return air duct inlets and over all perimeter conduction cabinets as required to facilitate proper functioning of all mechanical components. Filters must be removed and/or replaced prior to customer occupancy.
13. All ceiling tiles within Leased Premises shall be deemed to be in good condition at the commencement of the work. The Contractor at his expense shall replace any ceiling tiles requiring replacement.
14. No open flames for welding, cutting or other purposes are permitted without the prior written approval of the Owner. If pressurized gas cylinders are used, the Contractor shall insure that such use is in accordance with requisite safety provision and requirements. All welding shall be accomplished by a fire extinguisher.
15. All doors, ceiling tiles, light fixtures and other reusable materials which are the property of the Owner and that are authorized by the Owner to be removed from the Leased Premises shall not be turned over to the Owner.
16. Unnecessary noise resulting from the performance of the work is not permitted. All core drilling and resetting required for construction of partition and electrical or plumbing work that interferes with neighboring customers is restricted to off-business hours prior to 8:00 am and after 6:00 p.m. Monday through Friday and shall be undertaken only in accordance with directions of the Owner.
17. During the course of the work the Contractor shall be responsible, to the extent necessitated by such work, for the safety of the Building, its occupants, and their workman and shall protect the same as required by good construction practice and law. Contractor shall employ full time supervision at jobsite during the performance of any portion of the work.
18. Should customers require that certain interior doors be lockable, the keys of such doors shall be tied into the Building master key system and coordinated with the Owner. Contractor shall key locksets at all suite entry doors to building master at time of installation.
19. Contractor will be responsible for the behavior of its employees and subcontractors employees. Harassment and/or "teasing" of customers, occupants, guests and general public is specifically prohibited.

### **Use of Building Services:**

The Contractor shall make arrangements directly with the Owner for the use of Building Services, particularly with respect to the following:

### **Hours of Work**

Work is generally only permitted during business hours (i.e. 7:00 a.m. to 5:00 p.m.), Monday through Friday, excluding public holidays. All work required to be undertaken during off-business hours shall be coordinated with the Owner at least 48 hours prior to the commencement of work and shall be subject to the reasonable rules and regulations of the Owner governing such off-business hours of work. Any additional building services and/or Security required as a result of off-business hours work shall be at the Contractor's costs. Any work done after 6:00 p.m., a Contractor's Access Form will need to be filled out and faxed the Management Office, 24 hours prior to work being done. Painting and staining are typically done after hours and should be coordinated with the management office.



## **Policies and Procedures: Forms**

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from the Property Management Office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at [www.adobe.com](http://www.adobe.com).

[Sign Request Form](#)

[Key Order Form](#)

[Access Card Form](#)

[Tenant Authorization Form](#)

[Tenant Contact Form](#)

[Fitness Center Consent and Waiver of Liability](#)

[Bomb Threat Report Form](#)

[Property Removal Pass](#)

[Life Safety Plan](#)

[Move in Checklist](#)

[Move out Checklist](#)

[Moving Requirements](#)

[Physically Impaired Employee List](#)



## **Policies and Procedures: Insurance**

As noted in the Insurance provision of your Lease Agreement, Shorenstein Realty Services must have a copy of your Certificate of Insurance as verification of required coverages.

### **The certificate should reflect the following information:**

Building Address – 5901 C, Peachtree Dunwoody Road, Suite 155

Additional Insured:

SRI Seven Palisades, LLC

Shorenstein Company, LLC

Shorenstein Management, Inc.

Shorenstein Realty Services, L.P.

Shorenstein Properties, LLC

No cancellation of the policy without a 30 day written notice.

The Lessee and its insurer waive the right of subrogation against the Lessor, its Agent(s) and the Additional Insured.

Lessor's insurance is primary to any insurance provided by the Additional Insured's and is non-contributory.

Before taking possession of your premises and with any change of Certificate of Insurance, please forward your certificate to:

SRI Seven Palisades, LLC  
c/o Shorenstein Realty Services, L.P.  
5901-C Peachtree Dunwoody Road,  
Suite 155  
Atlanta, Georgia 30328  
Attention: Property Manager  
Phone: 678-501-3500  
Fax: 678-501-3501

With a copy to:

SRI Seven Palisades, LLC  
c/o Shorenstein Company LLC  
235 Montgomery St  
14th Floor  
San Francisco, CA 94104  
Attention: Corporate Secretary  
Phone: 415-772-7000  
Fax: 415-772-7080

Each year, as you renew your insurance, we will need a new Certificate of Insurance sent to the addresses noted above.



## **Policies and Procedures: Loading Dock Use**

Please have all deliveries made through the loading dock. To avoid delays, we have found it helpful to notify vendors of loading dock procedures in advance. These include:

- All deliveries must be scheduled through the Property Management Office.
- Freight elevator access available with pre-scheduled request for large deliveries.
- 30-minute parking available with pre-scheduled request, as available.



## **Policies and Procedures: Moving Procedures**

Click here for a Move-In Checklist, Customer Contact Form, Tenant Authorization Form, [Directory strip and door lettering form](#), loading dock and freight elevator reservation form, and/or [key](#) and [access card key](#) request form.

The Palisades Property Management Office can also help you with:

- Special lighting needs for your suite
- Janitorial assistance during your move-in
- Follow-through with punch list items from your build-out
- Repairing property damage
- Temporary telephone use
- Heating, air conditioning and ventilation adjustments

### **Moving Company Guidelines**

Please submit a Certificate of Insurance from your moving company evidencing:

Worker's Compensation Insurance:  
Statutory Limits

Employer's Liability:  
\$100,000 each accident  
\$500,000 policy limit-disease  
\$100,000 disease-each employee

General Liability Insurance:  
Limits Primary:  
\$100,000 each occurrence-BI & PD  
\$2,000,000 general aggregate per location  
\$1,000,000 agg. Prod. -comp. oper.  
\$1,000,000 personal injury & adv. Injury  
\$5,000 medical expense

Limit Excess: \$5,000,000

Please notify your moving company that the following parties must be listed as additional insureds under the insurance policy;

SRI Seven Palisades, LLC  
Shorenstein Company, LLC  
Shorenstein Management, Inc.  
Shorenstein Realty Services, L.P.  
Shorenstein Properties, LLC

Note: The Certificate of Insurance may be faxed to the Property Management Office first at 678-501-3501 with an original to follow via regular mail. A scheduled move may be delayed if the Certificate of Insurance is incomplete or incorrect.

A member of the Property Management team will inspect the moving route before and after your move.

### **Move Policies:**

- Certificate of Insurance (COI) must be received in the Management Office prior to the move.
- Contact the Management Office at 678-501-3500 for a sample certificate. Fax to 678-501-3501.
- Loading dock access is available during non-business hours (M-F: 6:00 p.m. - Midnight, Sat.-Sun.: 9:00 a.m. – 9:00 p.m.) with advance reservations.
- Use of the freight elevator during business hours is not exclusive. Holding the elevator is prohibited.
- The Engineer or the Lobby Security Officer can activate the "independent service" access during non-business hours.

- Tenant and moving supervisor must be on duty at all times while move is in progress. The moving contractor and its employees are required to remain in the move area at all times. Security violations will be met with immediate dismissal.
- Tenant will provide access to restroom facilities.
- Tenant or moving supervisor must notify the Lobby Security Officer of damages immediately.
- Remove all packing materials from the premises. Do not discard boxes or debris in loading dock.
- Protect wall covering & corners with shields and carpet with masonite. Do not remove elevator pads.
- Use only established service routes and access doors.
- Contractors and movers are not allowed access to the main lobby and to passenger elevators.



## Policies and Procedures: Property Rules and Regulations

1. The sidewalks, entrances, passages, courts, elevators, vestibules, stairways, corridors or halls or other parts of the building not occupied by any Lessee shall not be obstructed or encumbered by any Lessee or used for any purpose other than ingress or egress to and from the demised premises and if the demised premises are situated on the ground floor of the building the Lessee therefore shall, at said Lessee's own expense, keep the sidewalks and curb directly in front of said demised premises clean and free from ice and snow. Lessor shall have the right to control and operate the public portions of the building, and the facilities furnished for the common use of the Lessees, in such manner as Lessor deems best for the benefit of the Lessees generally. No Lessee shall permit the visit to the demised premises of persons in such numbers or under such conditions as to interfere with the use and enjoyment by other Lessees of the entrances, corridors, elevators and other public portions or facilities of the building.
2. No awnings or other projections shall be attached to the outside walls of the building without the prior written consent of the Lessor. No drapes, blinds, shades, or screens shall be attached to or hung in, or used in connection with any window or door of the demised premises, without the prior written consent of the Lessor. Such awnings, projections, curtains, blinds, shades, screens or other fixtures must be of a quality, type, design and color, and attached in the manner approved by Lessor.
3. No sign, advertisement, notice or other lettering shall be exhibited, inscribed, painted or affixed by any Lessee on any part of the outside or inside of the demised premises or building without the prior written consent of the Lessor. In the event of the violation of the foregoing by any Lessee, Lessor may remove same without any liability, and may charge the expense incurred by such removal to the Lessee or Lessee violating this rule. Interior signs on doors and directory tablet shall be inscribed, painted or affixed for each Lessee by the Lessor at the expense of such Lessee, and shall be of a size, color and style acceptable to the Lessor.
4. No showcases or other articles shall be put in front of or affixed to any part of the exterior of the building, nor placed in the halls, corridors or vestibules without the prior written consent of the Lessor.
5. The water and wash closets and other plumbing fixtures shall not be used for any purposes other than those for which they were constructed, and no sweepings, rubbish, rags, or other substances shall be thrown therein. All damages resulting from any misuse of the fixtures shall be borne by the Lessee who, or whose servants, employees, agents, visitors or licensees, shall have caused the same.
6. There shall be no marking, painting, drilling into or in any way defacing any part of the building. No bring, cutting or stringing of wires shall be permitted. Lessee shall not construct, maintain, use or operate within the demised premises or elsewhere within or on the outside of the building, any electrical device, wiring or apparatus in connection with a loud speaker system or other sound system.
7. No bicycles, vehicles or animals, birds or pets of any kind shall be brought into or kept in or about the premises, and no cooking shall be done or permitted by any Lessee on said premises. No Lessee shall cause or permit any unusual or objectionable odors to be produced upon or permeate from the demised premises.
8. No space in the building shall be used for manufacturing, for the storage of merchandise, or for the sale of merchandise, goods or property of any kind at auction.
9. No Lessee shall make, or permit to be made, any disturbing noises or disturb or interfere with occupants of this or neighboring buildings or premises of those having business with them whether by the use of any musical instrument, radio, talking machine, unmusical noise, whistling, singing, or in any other way. No Lessee shall throw anything out of the doors or windows or down the corridors or stairs.
10. No inflammable, combustible or explosive fluid, chemical or substance shall be brought or kept upon the demised premises.
11. No additional locks or bolts of any kind shall be placed upon any of the doors, or windows by any Lessee, nor shall any changes be made in existing locks or the mechanism thereof. The doors leading to the corridors or main halls shall be kept closed during business hours except as they be used for ingress and egress. Each Lessee shall, upon the termination of his tenancy, restore to Lessor all keys to stores, offices, storage, and toilet rooms either furnished to, or otherwise procured by, such Lessee, and in the event of the loss of any keys, so furnished, such Lessee shall pay to the Lessor the cost thereof.
12. All removals, or the carrying into or out of any safes, freight, furniture or bulky matter of any

description must take place during the hours which the Lessor or its agent may determine from time to time. The Lessor reserves the right to inspect all freight to be brought into the building and to exclude all freight which violates any of these Rules and Regulations or the lease of which these Rules and Regulations are a part.

13. Any person employed by any Lessee to do janitor work within the demised premises must obtain Lessor's consent, which consent shall not be unreasonable withheld, and such person shall, while in the building and outside of said demised premises, comply with all instructions issued by the Property Manager of the building.
14. Lessor shall have the right to prohibit any advertising by any Lessee which, in Lessor's opinion, tends to impair the reputation of the building or its desirability as a building for offices, and upon written notice from Lessor, Lessee shall refrain from or discontinue such advertising.
15. The Lessor reserves the right to exclude from the building at all times any person who is not known or does not properly identify himself to the Property Management or watchman/security on duty. Lessor may at its option require all persons admitted to or leaving the building between the hours of 6:00 p.m. and 8:00 a.m., Monday through Saturday, Sundays and legal holidays to register. Each Lessee shall be responsible for all persons for whom he or she authorizes entry into or exit out of the building.
16. The premises shall not be used for lodging or sleeping or for any immoral or illegal purpose.
17. Each Lessee, before closing and leaving the demised premises at any time, shall see that all windows are closed and all lights turned off.
18. The requirements of the Lessee will be attended to only upon application at the office of the building. Employees of Lessor shall not perform any work or do anything outside of the regular duties, unless under special instruction from the management of the building.
19. Canvassing, soliciting, and peddling in the Building are prohibited, and each tenant shall cooperated in seeking their prevention.
20. No water cooler, plumbing or electrical fixtures shall be installed by any Lessee without the prior written consent of Lessor.
21. There shall not be used in any space, or in the public halls of the building, either by any Lessee or by jobbers or others, in the delivery or receipt of merchandise, any hand trucks, except those equipped with rubber tires and side guards.
22. Access plates to underfloor conduits shall be left exposed. Where carpet is installed, carpet shall be cut around access plates. Where Lessee elects not to provide removable plates in their carpet for access into the underfloor duct system, it shall be the Lessee's responsibility to pay for the removal and replacement of the carpet for any access needed into the duct system at any time in the future.
23. Mats, trash or other objects shall not be placed in the public corridors.
24. The Lessor does not maintain or clean suite finishes which are non-standard, such as kitchens, bathrooms, wallpaper, special lights, etc. However, should the need for repairs arise, the Lessor will arrange for the work to be done at the Lessee's expense.
25. Drapes installed by the Lessee, which are visible from the exterior of the building, must be approved by Lessor in writing and be cleaned by the Lessee.
26. The Lessor will furnish and install light bulbs for the building standard fluorescent and incandescent fixtures only. For special fixtures the Lessee will stock his own bulbs, which will be installed by the Lessor when so requested by the Lessee.
27. Violations of these rules and regulations, or any amendments thereto, shall be sufficient cause for termination of this lease at the option of the Lessor. The Lessor may, upon request by any Lessee, waive the compliance by such Lessee of any of the foregoing rules and regulations, provided that (I) no waiver shall be effective unless signed by Lessor or Lessor's authorized agent, (II) any such waiver shall not relieve such Lessee from the obligation to comply with such rule or regulation in the future unless expressly consented to by Lessor, and (III) no waiver granted to any Lessee shall relieve any other Lessee from the obligation of complying with the foregoing rules and regulations unless such other Lessee has received a similar waiver in writing from Lessor.