

920 Memorial City Way

Tenant Handbook

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Introduction

Welcome



MetroNational would like to take this opportunity to welcome you as a new tenant of the 920 Memorial City Way (“building”) and are pleased that you have selected this location for your new office.

MetroNational is dedicated to serving you. Please do not hesitate to contact the Property Management Office if we may be of assistance regarding any matter.

For your convenience, we have included information regarding building services, procedures, maintenance calls, emergencies and other general information that we hope will be of assistance to you throughout your tenancy. If after reviewing the following information you require additional assistance please contact the Property Management Office. Each member of the Property Management Team stands ready to assist and clarify as needed. It is our sincere hope that through your review of the following, you will appreciate and value the unique service and quality enjoyed by all building tenants.

Again, we extend a warm welcome to you and your Company.

COVID-19 Health & Safety Information:

- [Welcome Back Guide](#)

General Building Operations

Property Management Office

The Property Management Office is located at 960 Memorial City Way, Suite 300 (next to Memorial City Club). The office hours are 8:00 a.m. to 5:00 p.m., Monday - Friday.

All communications regarding any aspect of your occupancy, services required, questions, complaints, etc. should be directed through the Property Management Office. See the Contact Us page for telephone numbers and email addresses. After hours calls will be answered by our answering service and appropriate personnel will respond to calls.

Property Management Team

Title	Name	EMail
Property Manager:	Sandi Arriola	sandi.arriola@mcityoffice.com
Asst. Property Manager:	Clare Fritz	clare.fritz@mcityoffice.com
Property Administrator:	Sylvia Pedraza	sylvia.pedraza@mcityoffice.com
Chief Engineer:	Chuck Olson	
Asst. Chief Engineer:	Rudy Davilla	

Business Hours

The building is open and heating/air conditioning services are provided on the following days:

Monday – Friday	7:00 a.m. – 6:00 p.m.
Saturday	8:00 a.m. – 1:00 p.m.
Sunday	Closed

Building Closures

The building and Property Management Office will be closed and building services (i.e. janitorial services, HVAC and maintenance requests) will not be provided on the following holidays:

- New Year’s Day
- Labor Day
- Memorial Day
- Independence Day
- Thanksgiving Day
- Christmas Day

On these days, the following conditions will prevail:

After-hours HVAC must be requested by noon the business day before needed (including holidays). Please refer to the [SERVICES AND FACILITIES](#) section of this handbook for instructions regarding requesting after-hours HVAC.

After hours, weekend and holiday access to the building will be granted only with an assigned access card. For further information regarding after-hours building, access refer to the [TENANT INFORMATION](#) section of this handbook.

Postal Service

The United States Post Office drop box is located in the parking garage on Level B near sky bridge entrance and garage elevators. Delivery, distribution and pickup times are determined by the Post Office and are subject to change. The Post Office servicing this location is located at 10505 Town & Country Way, Houston, Texas, 77024. For any information or problems regarding mail service, call 1 (800) 275-8777 or go online at www.usps.com.

For our tenants' convenience, individual locked mailboxes are provided to each tenant for postal services.

The Property Management Office will assign a mailbox to each tenant and is responsible for notifying the postal carrier of the box assignment. Each tenant will receive one (1) mailbox key free of charge. Should additional or replacement mailbox keys be required, please contact the Property Management Office immediately.

Each tenant is responsible for accepting and shipping outgoing mail via U.S. Postal Services, Fedex, UPS, private courier, etc. Under no circumstance will the Property Management Office or Security Ambassadors accept or sign for mail.

In-coming postal mail should be addressed to each tenant as follows:

Tenant/Company Name

Individual's Name

920 Memorial City Way

Suite Number

Houston, Texas 77024

If you receive mail that belongs to another tenant, please bring it to the Property Management Office and we will see that it is delivered to the proper suite.

Delivery Services

The Property Management Office must be contacted prior to a major delivery to the building/tenant suite in order to schedule access to the freight elevator. The freight elevator may not be utilized during normal business hours (7:00 a.m. to 6:00 p.m.) for major deliveries. Any delivery or removal of furniture and/or equipment must be scheduled after business hours through the Property Management Office. The Property Management Office requires a minimum of 24 hours in advance notification to schedule the freight elevator for the delivery. Please complete the [Freight Elevator Request form](#).

Please be advised that all unscheduled moves/deliveries, which arrive at the property, will be denied access until proper scheduling occurs. No exceptions.

Elevators

The building and garage are equipped with eight (8) elevators providing service to the following areas:

- Five-passenger elevators serving the lobby floor to 14th floor
- One freight elevator serving the lobby floor to 14th floor
- Two passenger elevators serving the parking garage Levels A-E

The freight elevator must be used for all deliveries (See “Delivery Services” section). Circumstances requiring the use of the freight elevator at length are to be coordinated through the Property Management Office and must be scheduled at least 24 hours in advance for after hours and weekend usage.

After your initial move into the building, we request that your Company continue to schedule use of the freight elevator through the Property Management Office.

Elevator Emergencies

All elevators in the building and garage are equipped with emergency phones linked to 24 hours answering service. The phone is activated by pressing the push-to-call button located on the elevator panel.

If the elevator malfunctions or stops, press and release the call button. Each elevator will have an elevator identification number on the panel. Tell the person responding to your call which elevator you are in and approximately which floor you are stopped on.

Elevator mechanics are on call, and they can respond to an emergency call from Security or the Property Management Office.

Loading Dock

The loading dock is located off Memorial City Way between Gaylord and I-10.

Deliveries are to be made through the loading dock ONLY. The loading dock is available 24 hours a day; however, access outside of the standard building hours must be coordinated through the Property Management Office.

Please remind all contractors/vendors that deliveries are to be made via the loading dock and freight elevator.

Stairwells

There are 2 accessible stairwells on each floor in the building and are marked with EXIT signs. Please familiarize yourself with the location of these stairwells which are for emergency egress from the building.

Although the stairwells are intended primarily for emergency evacuation purposes, during normal business hours they may be used to travel between certain floors. After hours, however, stair doors will automatically lock from the stair side, prohibiting reentry back onto a floor from the stair except on floors 2, 6, 8, 12, and 14.

(Note: Some full-floor tenants have installed their own card readers at stairwell doors to their floors; in such cases, access cards programmed for these readers can be used to gain re-entry to these floors.)

Amenities

Conference Room

A conference room is available free of charge for tenants to use upon availability and is located in Suite 170. Reservations are taken on a “first come, first serve” basis. All reservations can be made through the Property Management Office by emailing the Property Administrator.

Amenities

Amenities

24-hour security

Attached parking garage & reserved parking

Skybridge access to Memorial City Mall

[Conference Center and Meeting Rooms](#)

Full service restaurants within walking distance

[Brewed Awakening](#) - Coffee bar at 9805 Katy Freeway within walking distance

[Common Bond Cafe](#) - located in front of Hotel ZaZa on The Lawn within walking distance

[Desk-to-desk pickup of recyclables \(paper, metal, plastic & cardboard\) at tenant's request](#)

[Complimentary door-to-door electronics recycling service](#)

[Memorial City Club fitness club memberships exclusively for tenants](#)

[Shuttle service to Memorial City Mall Food Court](#)

[Online Tenant Request Portal](#)

Lobby events for tenants

USPS & UPS drop boxes near building

[Car Wash Tuesday](#) - located on first level of garage

Tenant Information

Rental Remittance

All rental payments are due on the 1st of each month without a demand. As a courtesy, monthly rental statements are forwarded by regular mail on the 20th of the month from MetroNational's Accounting Department.

All payments shall be made payable to **MN Coxen, LLC**

Payments must be mailed to:

MN Coxen, LLC
c/o Metro National Corporation
P.O. Box 844772
Dallas, TX 75284-4772

A late fee will be assessed per your lease agreement if payment is not received in a timely manner. Any questions concerning payments should be directed to the Property Management Office.

Tenant Insurance

All tenants are required to carry insurance in accordance with the terms of the Lease Agreement. A [TENANT Sample Certificate of Insurance](#) can be used as a reference to ensure the correct certificate holder and additional insured parties are reflected on your certificate.

Please have your insurance carrier forward a copy to the Property Management Office upon execution of your Lease. This insurance must be in place prior to any move or installation of items not included in your initial build out.

Parking Procedures

Parking for the building is provided by a garage facility located on the east side of the building accessible via 1st or 2nd floors of the building. In addition to elevators, there are also several stairwells conveniently located in the garage.

All tenant employees must register their vehicle with the Property Management Office ([ACCESS CARD & PARKING APPLICATION](#)) and display the parking decal on their vehicle.

If an employee purchases a new vehicle, please contact the Property Management Office to provide the new license plate information. Please relay the importance of providing updated information to all employees.

Vertical clearance is only 6' 6" in the garage; vehicles over 7' tall with high cabs or campers, as well as certain full-sized vans cannot be accommodated. Also, because of turning radius and parking space length

limitations within the garages, trucks with crew-cabs, or extended cabs with long-beds are not easily accommodated. Oversized parking is by permit only. Please contact the Property Management Office if you need to request oversized parking.

The speed limit in the garages is 10 miles per hour.

Visitor parking is located on the 1st level of the garage. Limited 2-hour visitor parking is available in the front lot of the building. Security staff monitors the visitor parking area on a regular basis to ensure spaces are available for visitors to Cobalt Center. Tenants are required to park in the garage. Tenants who park within visitor parking areas are subject to towing without further notice.

Handicap parking is located on all levels next to the garage elevators. You are required by law to have proper handicap identification to use these spaces.

Parking Rules & Regulations

All tenants and employees are to park in the Contract Parking area of the garage.

Tenants and employees are not to park in the Visitor Parking area in front of the building.

Vehicles must be parked entirely within the painted stall lines of a single parking stall.

Large trucks may park on the first floor designated area of the garage by "Permit Only", should a larger space be required. To receive an Oversized Truck Permit for parking in the designated area, please contact the Property Management Office for an application and to arrange for on-site measurement of the vehicle.

Trucks not meeting the Oversized Parking Requirements will be ticketed and could result in booting at the vehicle owner's expense.

Violations:

FIRST OFFENSE: Ticketed via a window sticker (warning).

SECOND OFFENSE: Orange sticker placed on the window.

THIRD OFFENSE: Vehicle will be booted at the vehicle owner's expense.

Please note that the ENTIRE GARAGE is NON SMOKING, with the exception of the Designated Smoking Area.

The landlord is not responsible for theft, loss, or damage to vehicles or their contents.

All directional signs and arrows must be observed.

The speed limit within all parking areas shall be ten (10) miles per hour.

Parking is prohibited: (a) in areas not striped for parking; (b) in aisles or on ramps; (c) where "no parking" signs are posted; (d) in cross-hatched areas; and (e) in such other areas as may be designated from time-to-time by Landlord.

Landlord reserves the right, without cost or liability to Landlord; to tow any vehicle if such vehicle's audio theft alarm system remains engaged for an unreasonable period of time.

Washing, waxing, cleaning or servicing of any vehicle in any area is prohibited.

Landlord may refuse to permit any person to park in the parking facilities who violates these rules with unreasonable frequency, and any violation of these rules shall subject the violator's car to removal, at such car owner's expense.

Landlord reserves the right, without cost or liability to Landlord, to tow any vehicles which are in violation of these rules & regulations.

Landlord reserves the right from time-to-time to modify and/or adopt such other reasonable and

non-discriminatory rules and regulations for the parking facilities as it deems reasonably necessary for the operation of the parking facilities.

After-Hours Building Access

Tenant Employee Access

All tenants are required to issue their employees access cards ([ACCESS CARD & PARKING APPLICATION](#)) in order to receive authorized floor access before and after normal building hours. Access cards are provided by the Property Management Office.

When an employee leaves your Company, the access card assigned to that person should be retrieved and returned to the Property Management Office. If it is not possible to retrieve the card, the Property Management Office should be notified in writing so the card may be deactivated in the system. **Please allow 2 business days for access card changes.** The access system serves as a deterrent to unauthorized entry into the building; therefore, it is imperative that each tenant provide the Property Management Office with updates of personnel changes as they occur.

Card Access System

In order to gain building access after-hours, you must use your authorized access card to trigger the card reader located outside of the building entry doors located at the front, rear and inside the skybridge from Level B of the garage. The door will automatically unlock and permit you to enter for up to ten (10) seconds. If the door remains open for a period in excess of fifteen (15) seconds, an alarm will be transmitted to Security.

After-hours exit from all entry doors is triggered by means of motion detectors located at the swing-doors. Please do not allow others to enter the building as you exit.

Your access card is also required to gain elevator access to authorized floors above and below the 1st floor lobby from 6:00pm until 7:00am on weekdays, and all day on Saturdays, Sundays and holidays. Card readers are located inside each elevator cab above the floor button panel. To activate an elevator, your card will be placed in front of the reader until the red light turns green, then the button for the floor you are authorized to access can be pushed and activated. After the elevator travels to the requested floor, the access system will reset, requiring use of an access card again for entry to another floor. Access will be restricted to only your company's floor(s) as authorized by your employer.

An access card is not required to exit any floor. The elevators will automatically respond to a call, as normal, by pushing the call button on the floor.

Any trouble using your access card to access the building or operate the elevators is to be reported to the Property Management Office.

Each access card has an individual number. If your card is lost or stolen, please report it **immediately** to management so your old card can be deactivated and a new replacement card

can be issued. A nominal fee, currently \$20.00 per card, plus tax will be charged for card replacement.

Tenant Vendor Access

All vendors that are requested to perform services for a tenant that involves after-hours access to the building must be pre-authorized. Please complete the [After-Hours Access Request](#) form and send to the Property Management Office at least 24 hours in advance of work to be performed.

Designated Persons

In order to provide effective and efficient service to our tenants, the Property Management Office requires that each Company designate employees for various roles and responsibilities relating to building operations and procedures. Please fill out the [Tenant Contact Information](#) form and give the completed form to the Property Management Office within 15 days of move-in.

Tenant Coordinators

The primary objective of MetroNational is to provide our tenants with consistent, high-quality services and a comfortable working environment. Providing timely service to all tenants requires that we establish a well-organized system of communication. This communication can best be accomplished through the use of Tenant Coordinators and the IMPAK System.

Each tenant should designate 2 Tenant Coordinators for their suite: One should be the primary coordinator and the other the backup to the primary.

All requests for services and any complaints by individual tenant employees should be made directly to a Tenant Coordinator. The Tenant Coordinator will then forward these requests to the Property Management Office via IMPAK. This method of communication will eliminate duplicate and conflicting calls to the Property Management Office and will allow us to handle tenant requests in the most efficient manner possible.

The Property Management Office requests that the tenant provide each employee with the Tenant Coordinator's name and telephone number along with instructions to make all requests through the Tenant Coordinator.

Tenant Authorized Persons

To maintain the integrity of the building's security, we request that the tenant submit the name of an individual designated as Authorized Person for that Company. This individual will be the only person permitted to approve the removal of equipment, plants, etc., from the building after hours, as well as to request above-standard items or services billable to the tenant.

The Tenant Authorized Person's information will be kept on file in the Property Management Office. It is the responsibility of the tenant to notify the Property Management Office, in writing, of any employees who should be added or removed from this list. These security procedures will help protect the tenants' property and the integrity of the designated person procedures.

Tenant Emergency Contacts

All tenants will be asked to designate individuals to be contacted in the event of an emergency. Ideally, these tenant contacts will be officers or administrators who are capable of making decisions in emergency

situations and are readily accessible via cell phone or email.

MetroNational also uses an automated mass Emergency Notification System to inform tenants or events in their buildings of Memorial City which could affect your Company's operations at any time of the day.

The Property Management Office requests that at least 2 names of Tenant Emergency Contacts, along with business and after-hours telephone numbers and business emails, be submitted to the Property Management Office. This list will be updated periodically. Tenants should notify the Property Management Office when an emergency contact leaves the Company and then promptly designate a replacement and inform the Property Management Office.

Tenant Recycling Champion

MetroNational has a formal recycling program for paper, metal, glass, plastic, cardboard and used electronics in all high-rise office buildings and other properties. Please assign a Recycling Champion from your office as requested by the Property Management Office. This designated person will periodically receive correspondence regarding the building-wide recycling program and events and will be the point person for ensuring that recycling procedures are implemented and followed by all Company personnel. The Property Management Office has provided the MetroNational [Commercial Office Tenant Recycling Procedures Manual](#) for your reference. We kindly ask that the Recycling Champion be familiar with the procedures upon moving into the building.

Floor Fire Warden(s)

Please see the [Tenant Emergency Procedures](#) section for details. Hard copies can be obtained from the Property Management

Tenant Vendor Requirements

The following requirements apply to the activities of vendors in the building. The failure of any vendor to comply fully with these requirements may result in the permanent denial of admission of the vendor into the building.

General solicitation activities in any building are strictly prohibited.

A vendor shall be permitted access to the building only pursuant to the request of specific tenants, and then only for the purpose of making direct deliveries or completing work to the premises of those and no other.

All deliveries and sales must occur during normal business hours. Where provided, the vendor must utilize building service entrance (loading dock) and freight elevator.

Tenants' vendors are permitted in the building when requested using the guidelines listed herein.

The buildings are open to service vendors from 7:00 a.m. to 5:00 p.m. Monday through Friday.

Note: The above should not be construed as granting any vendor continuing rights to conduct business within any office building, and MetroNational Corporation its right to exclude any such vendor from some or all of its buildings, with or without cause, at any time.

Insurance Requirements for Tenant's Vendors

Tenant shall maintain insurance coverage per their Lease Agreement at all times during the term (and prior to the term with respect to activities of tenant under their lease at the building), and each vendor shall

maintain minimum insurance coverage outlined below at all times when the vendor performs work in or delivers to the building. Tenant's vendors (moving companies, construction contractors, etc.) must provide an original Certificate of Insurance to the Property Management Office prior to the work requested.

Notify any vendor regarding these requirements prior to your negotiations. See [VENDOR Sample Certificate of Insurance](#) showing:

General Liability coverage of at least \$1,000,000 limits;

Auto Liability coverage including all owned, non-owned and hired vehicles with combined single limits of at least \$1,000,000;

Worker's compensation coverage with minimum Employers Liability limits of \$500,000; and

Excess Liability (Umbrella) coverage with limits of at least \$5,000,000 of performing.

If performing improvements/alterations to the Company's suite, Builder's Risk coverage or an Installation Floater will also be required. **MN Coxen, LLC would also be named as Loss Payee as their interests may appear.**

The following shall be listed as Certificate Holders on the certificate:

MN Coxen, LLC

920 Memorial City Way, Suite 251

Houston, TX 77024

Also:

MN Coxen, LLC . and MetroNational Corporation must also be named as Additional Insureds on the General Liability and Auto Liability policies.

A Waiver of Subrogation in favor of MN Coxen, LLC . and Metro National Corporation must be reflected on the General, Auto, and Workers Compensation policies.

All coverages provided by the vendor shall be primary to any coverage carried by MN Coxen, LLC . and MetroNational Corporation.

A Certificate of Insurance evidencing these coverages shall be furnished to the Property Management Office prior to commencement of work.

Failure to provide the Insurance certificate will result in delay of work.

In addition, tenant and vendor will indemnify and save MN Coxen, LLC and MetroNational Corporation harmless from and against all claims, demands and causes of action of every kind in character arising in favor of vendor's employees, Property Management Office's employees or other third parties as a result of bodily injury, personal injury, death or damage to property in any way resulting from willful or negligent acts or omissions of vendor, its agents, employees, representatives or subcontractors. The vendor shall be responsible for all damages and losses sustained by them to their tools and equipment utilized in the performance of all work thereunder.

Each contractor and subcontractor participating in Tenant's Work shall guarantee that their work will be free from any and all defects in workmanship and materials for the period of time, which customarily applies, in good contracting practice, but in no event for less than one (1) year after the acceptance of the work by tenant and Property Management Office. The aforesaid guarantees of each such contractor and subcontractor shall include the obligation to repair or replace in a thoroughly first-class and workmanlike manner, and without any additional charge, all defects in workmanship and materials. All warranties or guarantees as to materials or workmanship on or with respect to tenant's work shall be contained in the contracts and subcontracts for performance of tenant's work and shall be written so that they shall inure to the benefit of MN Coxen, LLC and tenant as their respective interests may appear. Such warranties and

guarantees shall be so written that either can directly enforce them and tenant shall give to Property Management Office any assignment or other assurance necessary to effectuate the same.

Tenant Graphics

Tenant graphics visible from the floor's main corridor should be submitted to the Property Management Office for approval. Such approvals will be made in a timely manner in writing or by signing the approved graphics plans and specifications. To request signage, a tenant must complete the [Tenant Signage Request form](#). For the protection of all tenants, no signs, posters, advertisements or notices shall be painted or affixed on any of the windows, doors or any other part of the building.

Lobby Electronic Directory

An electronic touch screen directory is located in the lobby of the building. Requests for additions/changes to the directory should be submitted via the IMPAK System to the Property Management Office.

Keys

Suite keys will be turned over to your Authorized Person when your suite is ready for occupancy.

Each tenant will receive 1 mailbox key free of charge. Should additional or replacement mailbox keys be required, please contact the Property Management Office.

Moving Policies and Procedures

The [NEW TENANT MOVE-IN PACKET](#) contains a Move-In checklist and all the forms you will need to complete and turn into Property Management prior to move-in.

The key to a successful move for any Company is effective communication and coordination between the tenant, the tenant's moving company and the Property Management Office. Please provide the Property Management Office with the moving company sales representative's/contact person's name, address and telephone number so we assist in coordinating your move.

The following guidelines have been established to facilitate an organized and effective move-in/out:

All moves must be pre-approved and coordinated through the Property Management Office. A Security Ambassador will be assigned to allow the tenant's Authorized Person(s) and mover access to the building via the loading dock after hours

Moves must be scheduled after 6:00 p.m. Monday through Friday, or on the weekend. There are no time restrictions for weekend/holiday moves, subject to The Property Management Office's approval.

The Property Management Office requires a minimum of 24 hours in advance notification to schedule the freight elevator for the move. Please complete the [Freight Elevator Request](#) form. A

firm date and time will then be provided by the Property Management Office confirming the tenant's reservation.

If after hours air conditioning will be required during the move, this also will need to be coordinated in advance through the Property Management Office (See "[Above-Standard Services](#)" section).

Please schedule a walk-through of the path of the move with a representative of the moving company and the Property Management Office to determine general conditions and the areas which must be protected. **Any damages will be the responsibility of and billed to the tenant, not the moving company.**

The janitorial crew is not equipped to handle the volume of trash created during a move.

Therefore, please make arrangements to break down your moving boxes and have your moving company return to the building to remove them.

Moving Company Requirements

The moving company will be responsible for adhering to the following requirements so it is very important that you factor in these requirements when negotiating the cost of your move. The following requirements pertain to moving furniture, equipment and supplies in and out of the building:

Clean Masonite sections are to be used as runners on all finished floor areas where heavy furniture or equipment is being moved with wheel or skid-type dollies. Clean plywood sections will also be required when moving over "sensitive" floors (i.e. stone or tile floors). The Masonite must be at least ¼" thick, 4' x 8' sheets in elevator lobbies and corridors and 32" sheets through all doors to a tenant's space. All glass doors must be padded to protect exposed areas.

Property Management and moving company personnel will inspect all walls, door facings, elevator cabs and other areas along the route to be followed before, during and after the move. The mover must provide and install protective coverings on all walls, door facings, elevator cabs and other areas along the route to be followed during the move.

The Fire Marshal prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Vehicles used for moving or deliveries are not to park in marked fire lanes. The loading dock located on the west side of the building is the designated area for this.

Only the freight elevator in the building is to be used for the movement of furniture, equipment and supplies. No passenger elevators are to be utilized. Also, no pallets or pallet jacks are allowed in the building at any time. Any difficulties involving the freight elevators or operation of the building should be reported to the Security Ambassador on duty, who will in turn contact an on-call engineer.

All moves are to be made through the loading dock area. Deliveries will not be permitted through the lobby entrance on the first floor unless prior consent has been obtained from the Property Management Office.

Any movers who do not adhere to the following rules will not be allowed to enter the premises or will be required to discontinue the move.

Move-Out Procedures

When vacating the premises, upon termination or expiration of your lease, the Property Management Office will request a walk-through of the suite with a representative of your Company. At this time, all keys and access cards should be returned to the Property Management Office, including mailbox keys. Any damages to the suite, or beyond reasonable wear and tear, will be noted for billing purposes. The new mailing address will be obtained for final reconciliation of any outstanding balances and security deposit refund. All moving policies and procedures, including obtaining adequate insurance information and scheduling moves after hours or on the weekend will be enforced for move-outs.

Services and Facilities

Standard Building Services

Heating, ventilation or air conditioning, unusual noises, odors and janitorial service requests can be entered into the IMPAK system and will be dispatched to the appropriate management team member. If a problem is discovered after normal business hours and is an emergency, please contact the Property Management Office and leave a detailed report of the problem with our answering service. They will contact the appropriate team member to handle your request.

The following are examples of services provided as Building Standard items at no additional cost to tenants:

- Thermostat adjustments
- Building standard light bulb changes in tenant spaces and common areas
- Maintenance and repair of building's mechanical systems
- Repair of all base building and building standard fixtures
- Elevator repairs or adjustments

IMPAK Solution

For the convenience of our tenants, MetroNational has set up an online tenant service center called IMPAK. Through this system, the Tenant Coordinators should submit service requests, review the progress and history of previous service requests, and view memos and notices from the Property Management Office. **If IMPAK requests are made after business hours, they will be processed the following business day.**

Tenant Coordinators will have access to IMPAK by completing and returning to the Property Management Office the [IMPAK Set-Up Request](#) form.

Janitorial Services

Standard janitorial services in the building are provided on a daily basis, Monday through Friday, with the exception of holidays, beginning at 6:00 p.m. These services include the following: dusting, emptying of wastebaskets and recycling bins, vacuuming of carpets, sweeping and mopping of hard surface floors, and cleaning/restocking of restrooms. (See "[Designated Persons](#)" for details regarding office recycling programs.)

Please be advised that the janitorial staff have been instructed not to move any papers on desktops or touch any computer for dusting. Therefore, if you want your office thoroughly dusted, please insure that all items are removed from your desktop. In addition, if a tenant requests that the maid discontinue vacuuming or cleaning during the time period allowed for cleaning of the suite, it is highly unlikely that they will be able to return to the suite to complete their nightly duties.

The Property Management Office will conduct periodic inspections of tenant areas to monitor the quality of

the janitorial service and meets regularly with the cleaning supervisors to assess performance and areas where improvement may be needed. We request that the Tenant Coordinator contact the Property Management Office immediately with any comments or concerns regarding the cleaning services so janitorial quality can be maintained.

Janitorial services are provided after hours so as not to disturb our tenants during normal business hours. Please help this process by cooperating in the following ways:

Accidents do happen. If something spills in your suite that requires immediate attention, please notify the Property Management Office. A day porter will be contacted to assist you as soon as possible.

Do not place any object near or against trash or recycling receptacles if material is not to be disposed of.

Empty cardboard boxes **MUST** be broken down completely and placed near recycling bins or janitorial staff will not remove them from the suite.

Recycling

MetroNational has a formal recycling program for paper, metal, glass, plastic, cardboard and used electronics in all high-rise office buildings and other properties. Please see the '[Designated Persons](#)' section for details on how to get involved in recycling for your office. This is an included service to all MetroNational high rise tenants. The Property Management Office has provided the [MetroNational Commercial Office Tenant Recycling Procedures Manual](#) for your reference.

Above-Standard Janitorial Services

Tenant requests for cleaning services above our standard provisions (such as interior glass cleaning or dishwashing services) should be requested by calling the Property Management Office. These services can be provided at an additional charge.

Carpet Cleaning

If you wish to have your carpet spot cleaned, please contact the Property Management Office or enter a work order into the IMPAK system. Complete carpet cleaning service is available for an additional charge. Please contact the Property Management Office for more information.

Removal of Above-Standard/Extra Trash

Requests for removal of above-standard trash or large amounts of recycling (i.e. files, boxes and shredded paper) **must be made through the Property Management Office**. No trash, boxes, etc. should be placed in the common area hallways due to fire code restrictions. Prior notice must be given to the Property Management Office to facilitate the removal of these items in a timely manner. Some larger trash items

may require a fee for disposal.

Electronic Waste Disposal Program

MetroNational has a FREE electronic waste disposal program. Your Recycling Champion will receive notice of the Electronic Waste pickup events that occur twice a year. Do not place any electronic items or wiring in the regular wastebaskets. Please hold your old electronic items in a storage area in your suite until the next electronic waste event is announced and our E-waste vendor will set up an appointment to pick up your used electronics and wiring.

Window Cleaning

The exterior building windows are cleaned twice a year. Please call the Property Management Office for a schedule if needed.

Pest Control

The common areas, exterior and tenant spaces of the building receive pest control treatment on an as-needed basis. Should you experience a pest control problem, please submit a request via the IMPAK System to make arrangements for treatment.

Above-Standard Building Services

The following are examples Above-Standard services that can be requested and provided at a reasonable cost:

- After-hours air conditioning/ heating
- Above-building standard light bulbs
- Installation of door closures
- Alteration or remodeling work (Requires outside contractor) ([See Tenant Improvements and Alterations section](#))
- Installation of electrical outlets (Requires outside contractor)
- Installation of additional or re-keyed lock sets
- Duplicate keys or re-keying. (All keying and new key orders are handled by the Property Management Office. At no time are suites to be re-keyed by tenants.)

After-Hours HVAC Requests

Requests for after-hours HVAC on weekends or holidays must be scheduled with the Property Management Office in advance by filling out an [Overtime HVAC Request form](#) found in [FORMS](#) section of this manual. The request must be received by the Property Management Office before 1:00 p.m. on the day before you will require overtime air conditioning. The rate for over time air conditioning can be obtained

from the Property Management Office. Requests must be for a 2 hour minimum and must be requested by the Tenant's Authorized Person.

Above-Standard Equipment and Lighting

Each tenant is responsible for the cost of maintenance of equipment and lighting in their suite that is not considered building standard. Examples of above-standard equipment and lighting include supplemental heating and air conditioning units, plumbing, appliances, down lights, desk lamps, cubicles, etc. The Property Management Office will arrange for maintenance of non-standard items at the tenant's expense.

Please contact the Property Management Office for assistance in obtaining pricing for any required repair.

Above-Standard Service Billing

Tenants will be billed for above-standard services such as overtime HVAC, suite keys, and electrical or plumbing requests on a monthly basis. A tenant coordination fee in accordance with your lease agreement for administrative and overhead costs will be added to the direct cost with the exception of OVERTIME HVAC. A separate invoice will be prepared for each service provided. Terms of payment will be listed on the invoice.

Security

Security Notice

Observance of the following suggestions will be helpful and mutually beneficial for all tenants and visitors:

Notify the Property Management Office if suspicious persons are observed anywhere on the building property.

Report any and all solicitors to the Property Management Office.

When there is no one in your suite, do not leave the door unlocked, even for a short time.

Handbags, coats and other articles of value should not be left unguarded in a tenant reception area.

Valuable articles of personal property should not be left on desks, unlocked drawers or in vehicles parked on the building property.

Keys should be collected from terminated employees and the Property Management Office should be notified immediately of any personnel changes.

Make sure that exterior suite doors are closed and locked upon leaving your office. Do not rely exclusively upon janitorial or security personnel to secure your premises.

If you plan to have visitors in your office area other than during regular working hours, please provide written authority to the Property Management Office.

Keep corridor doors closed at all times.

Please ensure that all employees observe these guidelines in order to maintain the privacy and security of all building tenants. We recommend that the above suggestions be copied and distributed to your employees periodically.

Building Access Control Systems

Card Access System

The building is equipped with card access control systems at the front, garage and rear entries. Your access card is required to gain entry into the building after hours.

Security Console

The security console, located in the lobby is staffed 24 hours per day, 7 days per week. However, the security ambassador on duty makes security patrols throughout their shift. Should you need assistance please see the Contact Us link for the Security Desk phone number.

Tenant Emergency Procedures

Introduction

Contact the Property Management Office to enroll your office contact to receive emergency alerts via cell phone and email. These alerts will give notice of events that could affect your building or operations and includes building closure information. A Tenant Hotline is also available. Please see the Contact Us link for the Hotline phone number.

The security and safety of our tenants are of primary concern for the Property Management Team at 920 Memorial City Way. By informing you of our building's emergency procedures, it is our hope to reduce the risk of threatening occurrences and to coordinate quick, effective responses to emergency situations. This handbook is for the education of the tenants residing in the building as well as information into the policies and procedures of the Property Management Team. *This book is intended as a reference into the procedures currently in place and as a guide for the tenants to establish their own business and personal emergency plans. These procedures are not intended to cover every possible emergency situation that may arise at our property or in your tenant space and only covers the most common events.*

Please refer to the Tenant duties in these procedures. These persons play an important role in maintaining the safety of the building and responding effectively to emergency situations. Each tenant should select employees that will have responsibilities in this handbook. Each tenant representative should be encouraged to become familiar with the procedures described on the following pages and disseminate this information to their employees and visitors. Property Management should be notified of the names of these tenant representatives, as they will be contacted regarding building safety procedures.

In the event of an emergency, a safe and rapid response is the joint responsibility of the Property Management Team and each person in the building. If there are any questions, please call the Property Management Office **BEFORE** an emergency arises! We are pleased to have you as a tenant, and hope that you will put forth the effort necessary to enhance the safety and security of all of us.

Please note that it is each tenant's responsibility to train all of their employees on all emergency procedures for the building as well as emergency situations that may arise within your tenant space. (OSHA 1910.38 requires that any employer that has 11 or more employees on a site must have a written Emergency Action Plan and provide training to all employees.) If you have any questions, please feel free to contact the Property Management Office.

We recommend creating an "Emergency Telephone Numbers" sheet for quick reference to emergency numbers such as Property Management Office, Building Security, your Insurer and the Tenant Hotline (see [Contact Us](#) page for phone number).

Fire Procedures

Building Fire Safety Features

Fire Resistant Construction Material: The floors are constructed of poured in place concrete decking.

Ceilings are one-hour fire resistant mineral fiber. The walls are flame retardant gypsum board installed over metal studs, and the stairwells are two-hour fire rated assemblies.

Manual Fire Pull Stations: All building floors have manual fire pull stations on the walls near the exits of each floor. They are typically small red-colored boxes and have simple instructions on the front to activate. These are tied into the main fire alarm panel and they notify the panel to send out signals.

Sprinklers: All tenant and public areas of the building are protected by ceiling mounted automatic sprinklers that are heat activated. Any water flow will trigger an alarm at the main fire panel. Sprinkler-related equipment is tested quarterly.

Smoke Detectors: The following areas of the building are also protected by smoke detectors: freight and passenger elevators lobbies and elevator machine rooms.

Fire Extinguishers: All fire extinguishers are wall mounted in cabinets throughout tenant spaces, freight elevator lobbies, common areas and stairwells. These extinguishers are used on fires involving wood, paper, plastic, grease, oil and electrical. Tenants should become familiar with the location of extinguishers within their space and the proper use of these devices.

Stairwells: The building contains two main evacuation stairwells that are capable of withstanding a fire for three hours. During any fire alarm condition, the stairwells are pressurized by fans to prevent smoke from entering the stairwells. This enables persons on higher floors to safely descend down the stairwell. When any alarm condition exists, doors are automatically released to allow access. Stairwell doors must not be blocked open because this may allow the spread of fire or smoke into the exit stairwells. **Tenants should become familiar with the location of all exit stairwells on their floor.**

Fire Alarm Panel: The building is equipped with a fully addressable fire alarm system with main control panel located in the Fire Command Room on the first floor. The panel monitors heat and smoke sensitive devices, water flow, tamper switches and fan status throughout the building. In the event of a fire or system trouble, an alarm will sound at the panel disclosing the location and nature of the problem. The panel is also monitored 24 hours a day/7 days a week by an off-site monitoring service. In addition, alarm conditions automatically trigger a call to the Houston Fire Department.

Fire Alarm: Sirens and visual strobes are transmitted through equipment on each building floor and within tenant spaces of affected floors.

Public Announcement System: Speakers that will be used for communicating emergency response activities and/or evacuations are located throughout tenant floors and common areas which allow building personnel or local authorities to communicate to all floors at the same time or individually in the event of an emergency.

HVAC Circulation: The activation of a fire alarm causes air handling units to power off thereby reducing the circulation of smoke from a fire.

Emergency Generator: Emergency power will be provided immediately by the building generator for the following “critical” items only:

- Emergency lights in stairwells, elevators, corridors and tenant spaces
- One passenger elevator in each bank plus one freight elevator
- All fire/life safety equipment

- All exit lights
- Emergency telephone systems in elevators and Fire Command Center rooms
- Public Address System (“PA”)

Rendezvous/muster Point: Building Property Management has designated interior muster points for all tenants and their visitors at the hallways nearest the EXITS on each floor. Occupants must evacuate in case of a floor or whole building evacuation.

Tenant Fire Emergency Responsibilities

As the employer, you are responsible for:

Developing in-suite evacuation plans, assigning incipient fire-fighting responsibilities, training all employees in emergency response procedures (including use of fire extinguishers), and practicing emergency procedures in-house and when ordered by Property Management. Appointing a Fire Warden(s). The Fire Warden should appoint one or more assistants to act as back-up in case of absence and also to assist them during an emergency. All chosen should be individuals who rarely travel and who are familiar with the names and faces of all employees in your office. The names of assigned Fire Wardens and Back Ups must be given to the Property Management Office and kept up to date. Upon assignment, the Fire Warden will be responsible for:

Implementation of your Fire Safety Program under the direction of the Houston Fire Marshal and the City of Houston Fire Code. (Utilize your City of Houston High Rise Evacuation procedures).

Familiarizing employees with the location of all pre-designated interior muster points (near EXIT stairwells), exits, fire extinguishers and building stairwells by posting and distributing floor plans.

For evacuations not initiated by the Fire Department or Property Management, inform employees as to who is responsible for the order to evacuate.

Inform Property Management of all disabled individuals who might require assistance during an evacuation.

Maintain a roster of all individuals working in your office.

Training employees in the emergency response procedures if a fire is discovered in the tenant space.

Practicing emergency procedures to ensure familiarity with individual responsibilities. A building evacuation drill and fire extinguisher training sessions are conducted semi-annually during regular business hours by the Property Management Office in conjunction with the Houston Fire Department.

In the Event of a Fire or Smoke in or near a Tenant Space:

In the event of a fire or smoke in a tenant space, the Fire Warden is in charge until the Fire Department or the Property Manager arrives. The Fire Warden and the other designated employees should initiate the following emergency procedures:

Find and activate the nearest manual fire pull station on the wall near the exits on the floor (May be outside the tenant’s space). This will activate the main fire alarm panel.

Call 911. Be sure to use the address, 920 Memorial City Way, when speaking with the 911

operator.

Call the Property Management Office immediately to report the fire's exact location, its type and severity, if possible.

Close all doors leading to the fire (but DO NOT lock them).

Do not attempt to fight a fire that appears to be out of control or threatens your safety. If the fire is small enough or is in a wastebasket, extinguish in place, if possible. If machinery is on fire, shut off its power supply.

If evacuation from the office becomes necessary prior to the arrival of the Fire Department or Property Manager, the Fire Warden will:

Give the order to evacuate to the designated Company-assigned muster point and ensure occupants stand close to walls to allow any emergency responders unimpeded access.

Give instructions to the Back-Up Wardens to assist in ensuring all persons (Including coordinated movement of physically impaired persons) from his/her office have evacuated to the muster point.

Notify the Property Management Office that they have evacuated their tenant space.

Relinquish authority when the Property Manager or local emergency responders arrive.

In the Event of an Announced Floor Evacuation

The Security Ambassador will notify building occupants via the public announcement ("PA") system to evacuate to another floor at least three (3) floors below the suspected smoke/fire area until occupants are given further instructions.

In the event the PA is not operational, the Fire Warden must decide if evacuation is required.

Floor evacuation is only necessary:

On the floor where the fire or smoke is present;

For the floor directly above the fire or smoke floor;

For the floor directly below the fire or smoke floor;

When ordered to leave by the Property Manager or by local emergency responders.

3. DO NOT use the elevators unless otherwise instructed. Use stairwells only and walk single-file down the RIGHT SIDE of the stairwell.

In the Event of a Whole Building Evacuation

The Houston Fire Department will either notify all persons via the PA system or cause the Security Ambassador to do so.

Fire Wardens should assist in evacuating employees in an orderly manner from their space/floor to your designated exterior muster point and remain there until further instructed by local emergency responders or Building Property Management Team as approved by the local emergency responders.

Once outside, Fire Wardens should provide local emergency responders with any information that may be useful in tracking the fire location and any persons missing.

In the Event of Inability to Escape the Fire Area (Shelter-in-Place):

If evacuation of an area is not possible because fire or thick smoke blocks all escape routes, the following procedures should be followed:

Move as far away from the fire as possible. Close all doors as you go (but do not lock). Every closed door between you and the fire provides a barrier against smoke.

If a phone is accessible, call 911.

Stuff clothing or other material around ventilation ducts and cracks in the doors to prevent smoke-filled air from penetrating the area.

DO NOT BREAK WINDOWS. Under certain conditions, an open window may draw smoke into the area. If windows have been broken, there will be no way to stop the smoke from entering the room.

Tenant Duties

TENANT FIRE WARDENS:

Before:

Participates in semi-annual fire drills and maintains required training from the City.

Demonstrates complete evacuation to your designated exterior rendezvous/muster points as part of the tenant emergency procedures training with tenant's employees.

Maintains their company's fire response plan and fire protection supplies (*flashlights, batteries, arm bands, whistles*).

Maintains a current employee list.

Coordinates with Back-Up Wardens for evacuation for employees with physical impairments.

During:

Ascertains the location of the fire and pull the nearest fire pull station if this has not already been done.

Calls 911

Gives the order to evacuate, if necessary.

Notifies the Property Management Office of a fire emergency.

Gives instructions to the Back-Up Wardens.

Continues fire evacuation procedures during actual fire.

Provides local emergency responders with any information that may be useful in tracking the fire location and any persons missing

After:

Evaluates the procedures for fire evacuation and makes recommendations for revisions and improvements to the procedures.

TENANT BACK-UP FIRE WARDENS

Before:

Participates in semi-annual fire drills and maintains required training from the City.

Coordinates with Fire Wardens for evacuation for employees with physical impairments.

During:

Follows instructions from Tenant Fire Wardens (Acts as main Tenant Fire Warden when assigned person is out of the office).

Searches tenant space to verify all individuals have left their space.

Takes a head count after an evacuation to verify that all their occupants on the floor have been evacuated.

Fire Safety Tips

Make sure appliances such as coffee makers are turned off at night.

Do not use portable electric heaters. They are prohibited in all areas of the building per the Houston Fire Code.

Smoking is not allowed in the building or within 25 feet of any entrance to the building. Only designated smoking areas outside the building must be used.

If electrical equipment or a fluorescent light is not working properly, or if it gives off an unusual odor, disconnect the equipment or turn off the light and call the Property Management Office. Protect extension cords from damage by not pulling them across doorways or any place where they will be stepped on. Do not plug more than one extension cord into another and do not plug more than one extension cord into one outlet. Be sure to check amperage load of the cord as specified by the manufacturer and do not exceed it.

Leave plenty of space for air to circulate around copy machines, word processors, microwave ovens, and other equipment that normally gives off heat.

Material must not be stacked closer than 20 inches from the ceiling in order to prevent blockage of sprinkler heads.

Report all "Exit" signs that are not properly illuminated to Property Management.

Flammable/Combustible debris, fluids or chemicals should be properly stored per Code requirements, i.e., cleaning fluids, etc.

Freight elevator lobbies on all floors should be kept clear at all times to provide access for emergency equipment. Tenant-owned items and deliveries should not be left near freight lobby areas.

Know the location of the fire exits/stairwells on your floor and fire extinguishers in your suite.

Keep several flashlights with fresh batteries in an easily accessible location for emergency use.

Do not open doors that feel hot.

Do not prop fire stair doors open or permit doors to remain open. This permits the fire and smoke to spread more easily.

Close all doors behind you.

Do not fight a fire by yourself.

Do not panic - remain calm - wait for help, if necessary.

Evacuate according to evacuation procedures, which include following instructions from Fire Wardens, Building Management and the local emergency responders.

Walk quickly when directed, but do not run.

Do not use the elevators for emergency evacuation. USE STAIRS unless directed otherwise.

If you are exposed to heat or smoke, stay low near the floor.

Do not go back for your personal property or for other reasons. Notify your Fire Warden if you believe there are still persons remaining in your tenant space.

Do not return to your suite or the building until you are instructed to do so by local emergency responders or the Property Management Team.

Active Shooter

For Active Shooter Instructions, please download the pamphlet from Homeland Security and make available to all employees.

<https://www.cisa.gov/sites/default/files/publications/active-shooter-pamphlet-2017-508.pdf>

Note: Building security guards are not armed and are instructed to meet police officers responding to reports.

Tenants are responsible to coordinate their employee training programs and this service is offered Free by the Houston Police Department. [See attached for additional information from HPD.](#)

Stephen Daniel
Senior Community Liaison
Public Affairs
Houston Police Department
713-308-3246
Stephen.Daniel@Houstonpolice.org

Medical Emergency Procedures

Call 911. Be prepared to provide the building address and floor and suite number.
Call the Property Management Office. Upon notification, the Management Office will alert the Security Ambassador.

The Security Ambassador will:

Instruct an employee to meet the ambulance at the building entrance.
Bring the necessary elevator to the lobby level.
Meet the emergency crew and direct them to the appropriate area.
Gather information from a tenant representative to complete an internal report.

Unless you have the appropriate medical training, do not attempt any medical response.

Reassure the victim that help is on the way, and wait for the arrival of qualified medical personnel.

Severe Weather procedures

Generally, there are three types of unusual weather conditions which may occur and for which extraordinary precaution should be taken; Severe thunderstorm activity, Tornado, and Hurricane. The Property Management Team will begin monitoring the weather events when local weather services have predicted severe weather in the area.

Severe Thunderstorm Activity/Flooding Threat Procedures

Local weather service will issue advisories predicting areas of probable severe thunderstorm activity and the estimated duration of such activity.

Tenants should monitor weather conditions and possible flooding warning and make internal decisions as to closing their offices or releasing employees.

Notify the Property Management Office if you decide to close your office for the day.

Tornado Procedures (Warnings)

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The weather service will announce the approximate time of detection and direction of movement. Wind will be 75 mph or greater. Public warning will come over the radio, TV, internet websites or five-minute steady blasts of sirens by the municipal defense warning system.

If time allows, Property Manager will:

Instruct the Security Ambassador to announce a warning via the PA system to building occupants that a tornado is approaching and should find shelter-in-place away from windows and open spaces (like lobbies or large offices and conference rooms).

Instruct the Engineer to secure loose objects indoors and prevent persons from gathering in the lobby areas.

Should an official tornado warning be announced by the National Weather Service, the following safety guidelines are recommended:

Move away from the exterior of the building (away from windows and glass) to an interior hallway, rest room or exit stairwell.

As you move, try to close the doors of rooms, which have windows. Also, be sure the door to your suite is closed tightly, but not locked.

Go toward the center of the building and protect yourself sitting crouched and putting your head closely to your lap or by kneeling to protect your head.

Stairwells are safe. If crowded, move down to a lower level for shelter. **DO NOT USE THE ELEVATORS.**

DO NOT go to the first or second floor lobbies or outside the building.

Monitor your radio, television or internet connection to follow the path of the tornado if possible.

KEEP CALM. If you are trapped in an outside office, seek protection under a desk.

Once the weather has subsided, report any damage or storm related leaks to the Property Management Office.

Hurricane Procedures

The actions necessary to prepare for hurricanes are much more complex. The National Hurricane Center issues tropical storm hurricane advisories. As these phenomena develop, the information bulletins are issued to inform the public that an unusual weather activity is being monitored.

Seven (7) days before the tropical storm or hurricane is expected to influence land areas, the Center will issue advisories on a scheduled basis at 11:00 p.m., 5:00 a.m., and 5:00 p.m.

Approximately forty-eight (48) hours prior to the estimated time the tropical storm or hurricane is expected to reach the coastline, the Center will establish watch conditions.

Subsequent advisories will be issued at three (3) hour intervals, 11:00 p.m., 2:00 a.m., 5:00 a.m., 8:00 a.m., 11:00 a.m., 2:00 p.m., 5:00 p.m., and 8:00 p.m.

When the hurricane comes within radar surveillance, approximately 175 miles from the United States coastline, advisories will be issued every two (2) hours.

Be aware of National Hurricane Center advisories and bulletins and local official advisories. As weather conditions develop, you should be aware of terms being used:

Tropical Wave or Disturbance: A cluster of clouds and/or thunderstorms without an organized circulation, moving through the tropics. Stronger systems start as Tropical Waves.

Tropical depression: An organized system of clouds and thunderstorms with a defined circulation and top winds of less than 39 mph.

Tropical storm: An organized system of strong thunderstorms with defined circulation and top winds of 39 - 74 mph, which can quickly develop into hurricanes.

Tropical Storm Watch: Tropical Storm conditions are possible in the specified area of the Watch, usually within 36 hours.

Hurricane: An intense tropical weather system with a well-defined circulation and a sustained wind speed of 74 mph or higher.

Hurricane watch: A hurricane watch covers a specified area and duration and means that hurricane conditions are a real possibility. When a hurricane watch is issued, listen for further advisories, take steps to notify your employees, secure your office, and be prepared to evacuate if necessary. Hurricane conditions are possible in the specified area of the Watch, usually within 36 hours. *During a Hurricane Watch, prepare to take immediate action to protect your property in case a Hurricane Warning is issued.*

Hurricane Warning: When conditions are expected within 24 hours, a hurricane warning will be announced by the National Hurricane Center. All precautionary measures should be completed and you may be required to evacuate the building.

Hurricane Categorization

There are several “phases” in preparing for a hurricane and Property Management will keep tenants up-to-date on planned closures via emails and/or the Tenant Hotline. Closures are typically determined based on local authority closures and recommendations.

Tenants should prepare their own action plans as to how they will notify employees before and after a hurricane event. Phone contact lists should be kept and up-to-date. Text messaging is always more reliable in high cell traffic events than voice or email communication.

Landlord will determine building closures and will provide as much advanced notice as possible to tenants. Tenants have discretion as to closing offices prior to Landlord closures. Upon closure all tenants must evacuate the property. *The building cannot be used as a shelter for employees or family members.*

Do not attempt to return to your office until notified by your employer or Property Management via the Tenant Hotline. Re-opening is based on the condition of the building and local authorities' recommendations.

Under most hurricane circumstances, you will have plenty of time to exit the building before the storm arrives.

Utility Loss

During emergencies or situations, which can cause loss of electrical power and interruption of water supply pressure from the City, the following conditions can be expected:

All HVAC systems will be out of service including chillers, air-handling units, and exhaust fans

(not including stairwells).

All elevators except those operating off emergency power from the generator will be out of service.

All tenant power and lighting except emergency lighting will be out with the exception of service provided by emergency generators.

All services will remain in operation as long as possible. Property Engineers will likely remain on site throughout the duration of the storm but electrical and water services are temporarily discontinued if utility companies cannot deliver services. Conditions on the building site warrant shut down of equipment or systems to prevent damage.

Hurricane Preparation Tips

Do not tape the windows.

Close all office doors inside your suite.

Any window coverings (drapes or mini-blinds) should be in the open position.

Be prepared to protect offices that have exterior glass that could be broken by flying debris.

Loose papers should be filed or stored away from the windows. Any small items in an office should be stored.

Doors between outer offices and inner corridors should be closed.

Unplug all computers, telecommunications equipment, microwaves, etc. so as to protect them from possible power surges.

It is advisable to cover computers with plastic and taped or tied down to help prevent possible water damage.

Secure or remove any valuables, lock file cabinets and desks, turn off the lights in your office and lock the entrance doors to your suite.

Power Failures

The building is designed to minimize the risk of a general power failure resulting from causes within the building. In the event of an electrical failure, the following guidelines should be observed:

Contact the Property Management Office.

Open draperies and raise blinds to let in outside light. If there is adequate lighting from windows, continue performing assignments as well as possible.

If needed, you may be instructed to evacuate your space. Listen to instructions via the PA system as to when and how to evacuate the building.

You may lock your doors.

If you are trapped in an elevator during a power failure, wait for assistance. Do not force open the doors. **DO NOT PANIC.** Utilize the elevator phones to notify the building management that you are in a stopped elevator. The identifying number of your elevator will be near the panel and the person accepting your call will also know which elevator you are calling from.

The Property Management Office will attempt to advise you regarding the length and cause of the power failure as soon as possible.

Elevator Stoppage

In the event of an elevator malfunction, use the following procedures:

Press the Call Button. This call will be answered by the elevator company monitoring service.

(Use your cell phone as a back-up.)

Identify yourself.

Give your company name.

Supply the elevator number listed on the elevator control panel.

Give any available or pertinent information to the answering service; Number of occupants, status of occupants, location of elevator, what the elevator did prior to stopping.

Remain calm and stay in contact with the answering service as requested or needed.

Local responders (typically the on-call elevator contractor) will be contacted and will arrive shortly to start the elevator back up or assist in removing persons from the elevator depending on its location.

Workplace Violence Procedures

All threats of violence shall be considered valid unless there is sufficient reason to doubt the truthfulness of the threat. If the threat is considered valid, immediate steps will be taken to prevent injury to employees and visitors and then to the destruction of property. Threats may include bombs, hostage, robberies, verbal demands, etc.

There are two somewhat logical explanations for an individual to contact a company with a threat:

The caller may have definite knowledge of a threatening situation that has been, or will be, placed and wants to minimize injuries or property damage. The person may be the one who has placed the device or someone who knows of its placement.

The person wants to create a disruption of the normal activities at a particular facility but has no real intention of causing any harm.

Threat Types

Written threat - This type of threat is received by written transmission and could include letter, telegram, fax, e-mail, etc.

Bomb threat - This type of threat may include the caller advising the company that a device has been or will be placed in the facility.

Face-to-Face threat – This is considered “workplace violence” and typically involves a tenant, visitor, co-worker or friend/family of co-workers coming on to the company property.

Regardless of the manner in which a threat is received, it should never be ignored. All threats must be responded to and evaluated to assess their legitimacy in order to ensure the safety of personnel and property.

Written Threat Procedures

If an employee receives a written threat, he/she should immediately provide the following information to the Property Manager:

The time it was discovered.

Where it was discovered.

Whether any non-employees were in the area prior to receipt; if so, a description of the person.

Any information requested by the Local Emergency Personnel and Property Security Ambassador.

Bomb Threat Procedures

Bomb threats should be taken seriously even though most threats are hoaxes.

Receiving a Bomb Threat Phone Call at your Tenant Office

Reception Interception of Bomb Threat Phone Call:

In most cases, the company receptionist will receive the bomb threat. It is critical that, regardless of who receives the threatening call, the receiver remains calm and tries to obtain as much information as possible. Recommended procedures are:

Notify Property Management IMMEDIATELY.

Use a "Bomb Threat Checklist" as you are talking to the caller (keep form accessible and nearby at all times). Get as much information as possible before hanging up. (If the caller makes demands or attempts to negotiate, forward the caller to Management, if possible. While caller is placed on hold, inform Management person of caller's information concerning the bomb threat.)

Give your Checklist to the Property Manager and/or local emergency responder.

The Property Manager will contact local emergency responders.

Face-to-Face Threat Procedures

If an employee encounters a verbally abusive situation, he/she should:

Stand back from the person giving the threat and allow them to say what is on their mind.

Respond to them calmly that you will try and address the situation.

Motion or state to other employees to "please contact the person that can help resolve this situation".

Continue to speak calmly and ask the person making the threat to calm down and speak rationally and tell them it can be worked out.

Employees should never be left alone with the person making the threat.

If a burglary is taking place along with the face-to-face threat, give the person whatever they ask for.

When able, call 911 and/or the Property Management Office depending on the degree of the threat.

Recovery Procedures

Following an event that may have caused property damage to the building, the Engineer and other Property Management Team members will inspect all tenant spaces as soon as possible

following the event and prior to some tenants' re-entry into the building. This is done as a safety measure to tenants.

Any unsafe areas will be addressed by the Property Management Team and repairs MAY be made prior to the tenants' return in order to mitigate any further damages.

Verbal reports, as able, will be made to those tenants that incurred any property damage to their spaces so you can contact your property insurer as soon as possible.

Depending on the degree of damage, photos will be taken as determined by Property Management.

It is advised that upon the tenants' return, to take photos of all damage and make written inventory of items damaged. These should be sent to your insurer and available to Property Management if requested.

Please advise your insurer as to the extent of damage and they will advise as to whether your adjuster may need to visit your space. Property Management will assist adjusters as able in entering the tenants' spaces and evaluating damages to tenant items and landlord items.

Landlord's insurer may also require access to tenant spaces to assess damages.

Media Interactions

When a major event occurs that is likely to draw media and public attention to the property, the Property Management Team must be prepared to provide accurate information to the media in a timely manner. The Property Management Team will also be prepared to assist the media in every way possible, but not to the extent that such assistance infringe on a Tenant's rights or hinders the Team's ability to handle the crisis at hand.

The Property Manager will have primary responsibility for dealing with the media initially. He/she will advise the Corporate Office as to the arrival of the media and all issues will be handled by the Corporate office representatives going forward.

Tenants should refer ALL inquiries to the Property Manager. If the media inquiries pertain specifically to a Tenant and their operations, and then the tenant should follow their internal policies and procedures. The Tenant should notify the Property Management immediately on how they will respond to the media inquiries. Please instruct all your employees to not answer any media questions until all facts are determined and have them refer any media personnel to the Property Manager.

Rules and Regulations

Rules and Regulations

The following Building Rules and Regulations are meant to assist the tenant and Property Management Office in maintaining a quality Class “A” building. These building rules and regulations are in no way meant to hinder the tenant in achieving the highest work standard that the tenant is used to and accepts in a Class “A” building environment.

No sign, placard, picture, advertisement, name or notice shall be inscribed, displayed or printed or affixed on or to any part of the outside or inside of the Building without the written consent of the Property Management Office. And The Property Management Office shall have the right to remove any such sign, placard, picture, advertisement, name or notice without notice to and at the expense of tenant. All approved signs or lettering on doors to any common area shall be printed, painted, affixed or inscribed at the expense of tenant by the Property Management Office. The tenant shall not place anything or allow anything to be placed near the glass of any window, door, partition or wall which may appear unsightly from outside the Leased Premises or which may change the exterior appearance of the windows of the Building; provided, however, that the Property Management Office shall furnish and install a Building standard window covering at all exterior windows. The tenant shall not, without prior written consent of the Property Management Office, sunscreen any window.

The building is smoke-free. The garage is also smoke-free except for the designated smoking area near Level 2 by the skybridge. Smoking is prohibited in all areas of the building. Under no circumstances are you to smoke in the elevators or the common areas.

The sidewalks, halls, passages, exits, entrances, elevators and stairways shall not be obstructed by any of the tenants or used by them for any purpose other than for ingress and egress from their respective Leased Premises.

Tenant shall not alter any lock or install any new or additional locks or any bolts on any doors of the Leased Premises, without the Property Management Office’s consent, which will not be unreasonably withheld, conditioned or delayed. The tenant shall be responsible for its keys and access cards, and the safekeeping and loss thereof. Upon termination of this Lease, the tenant shall surrender to Property Management Office all keys and access cards for the Leased Premises, Building and Project, and give Property Management Office keys to, access cards for or the combination for all locks for safes, safe cabinets, vault doors and security systems, if any, which remain in the Leased Premises.

The toilet rooms, urinals, wash bowls and other apparatus shall not be used for any purpose other than that for which they were constructed, and no sweepings, rubbish, rags, medical waste or other unsuitable material of any kind shall be thrown therein, and the actual expense of any breakage, stoppage or damage resulting from the violation of this rule shall be borne by the tenant who, or whose employees or invitees shall have caused it together with Property Management Office’s Overhead Recovery.

The tenant shall not overload the floor of the Leased Premises, or in any way deface the Leased

Premises, the Building or any part thereof. The Property Management Office shall have the right to prescribe the weight, size and position of all safes and other heavy equipment brought into the Building and also the times and manner of moving the same in and out of the Building. All such movement shall be in a manner to be agreed between the tenant or other occupant and the Property Management Office in advance. Such prearrangement shall be initiated by the tenant or other occupant by a written request therefor to the Property Management Office. The time, method, and routing of movement and limitations for safety or other concern which may prohibit any article, equipment or other item from being brought into the Building shall be subject to the Property Management Office's discretion and control.

No furniture, freight or equipment of any kind shall be brought into the Building without the prior notice to the Property Management Office and all moving of the same into or out of the Building shall be done at such time and in such a manner as Property Management Office shall designate in its reasonable discretion.

Any hand trucks, carryalls, or similar equipment used for the delivery or receipt of merchandise or equipment shall be equipped with rubber tires, side guards and such other safeguards as Property Management Office shall require. Safes or other heavy objects shall, if considered necessary by Property Management Office, stand on supports of such thickness as is necessary to properly distribute the weight. Property Management Office will not be responsible for loss of or damage to any such safe or property from any cause and all damage done to the Building by moving or maintaining any such safe or other property shall be repaired at the expense of tenant.

The tenant shall not use, keep or permit to be used or kept any foul or noxious gas or substance in the Leased Premises, or permit or suffer the Leased Premises to be occupied or used in a manner offensive or objectionable to the Property Management Office or other occupants of the Building by reason of noise, odors and/or vibrations, or interfere in any way with other tenants or those having business therein, nor shall any animals or birds be brought in or kept in or about the Leased Premises or the Building.

Other than microwaves, "hot-plates," catered food, and as otherwise typical for an employee break room (e.g., coffee machines and microwave heating of pre-prepared food), no heating of food or cooking shall be permitted by the tenant in the Leased Premises. The Leased Premises shall not be used for the storage of merchandise, for washing clothes, for lodging, or for any improper, objectionable or immoral purposes. Heating or cooking shall not mean the brewing of coffee, tea or similar beverages nor the heating of prepared food in small microwave ovens.

The tenant shall not use or keep in the Leased Premises or the Building any kerosene, gasoline or inflammable or combustible fluid or material, or use any method of heating or air conditioning other than that supplied by the Property Management Office.

The Property Management Office will direct vendors as to where and how telecommunications and data wires are to be introduced. No boring or cutting for wires will be allowed without the consent of Property Management Office. The location of telephones, call boxes and other office equipment affixed to the Leased Premises shall be subject to the reasonable approval of Property Management Office, which approval shall not be unreasonably withheld, delayed or conditioned.

At all times other than normal business hours, access to the Building or to the halls, corridors, elevators or stairways in the Building or to the Leased Premises may be refused unless the person seeking access is known to the person or employee of the Building in charge and has a

pass or is properly identified. The Property Management Office shall in no case be liable for damages for any error with regard to the admission to or exclusion from the Building of any person. In case of invasion, mob, riot, public excitement, or other commotion, the Property Management Office reserves the right to prevent access to the Building during the continuance of the same by closing of the doors or otherwise for the safety of the tenants and protection of the property in the Building and the Building itself.

The Property Management Office reserves the right to exclude or expel from the Building any person who, in the judgment of Property Management Office, is intoxicated or under the influence of liquor or drugs, or who shall in any manner do any act in violation of any of the rules and regulations of the Building.

No vending machine or climate control equipment or any other machines or equipment (other than ordinary office equipment) of any description shall be installed, maintained or operated in the Leased Premises without the written consent of the Property Management Office, which will not be unreasonably withheld, conditioned or delayed.

No children under the age of fourteen (14) shall work or be employed in the Leased Premises even if permitted by applicable laws for family businesses. Children fourteen years and older may only work or be employed in the Leased Premises as permitted by applicable laws without the benefit of exceptions for family businesses.

Tenant shall not disturb, solicit or canvass any occupant of the Building and shall cooperate to prevent same.

Without the written consent of the Property Management Office, tenant shall not use the name of the Building in connection with or in promoting or advertising the business of tenant except as tenant's address.

The Property Management Office shall have the right to control and operate the public portions of the Building and the public facilities, and heating and air conditioning as well as facilities furnished for the common use of the tenants, in such manner as it deems best for the benefit of the tenants generally.

Tenant shall use commercially reasonable efforts to cause all entrance doors in the Leased Premises shall be left locked when the Leased Premises are not in use, and all doors opening to public corridors shall be kept closed except for normal ingress and egress from the Leased Premises.

Tenants and other occupants shall not make or permit any loud or improper noises or noxious odors in or from any portion of the Project, or otherwise interfere in any way with any other tenant, occupant, Property Management Office or any third party, or persons having business with them.

Property Management Office reserves the right to approve all concessionaires, vending machine operators or other distributors of cold drinks, coffee, food or other concessions, water, towels or newspapers, which approval shall not be unreasonably withheld, conditioned or delayed.

No contractor or other party shall perform any construction, cleaning, maintenance, waste disposal or other related work in the Building unless (a) such party, (b) the procedures proposed to be followed by such party, and (c) the insurance policies of such party are approved by the Property Management Office in writing in the exercise of the Property Management Office's

reasonable discretion. This provision shall apply to all work performed in the Building including, but not limited to, installations of telephones, telecopy equipment, computer equipment, electrical devices and attachments, and any and all installations of every nature affecting floors, walls, woodwork, trim, windows, ceilings, equipment and any other physical portion of the Building, the cleaning and/or maintenance of any of the foregoing and the removal of any waste or Hazardous Material.

The use of candles, open flames and open flame devices, including without limitation the burning of incense, are strictly forbidden inside the building with the exception of approved non-refillable heating devices used by a tenant's caterers to temporarily warm food. The supervised use of such food warming devices must be compliant with all codes, laws, rules and regulations of governmental agencies and authorities.

The use of portable heaters is strictly forbidden inside any building. A tenant shall not use any heating devices within its premises, and shall rely exclusively on the building HVAC system serving its premises to heat its premises.

Natural cut trees including decorative Christmas trees are strictly forbidden inside building.

Decorative lighting shall be UL listed and installed to manufacturer's specifications. The use of extension cords with decorative lighting is strictly forbidden. Each tenant shall be responsible for ensuring that all decorative lighting is turned off and/or disconnected before vacating its premises each day.

Tenant and tenant's Permittees shall at all times conduct their operations and behavior in and on the Project, Building and Leased Premises in a responsible, safe and prudent manner.

Per City of Houston Building Code for new construction, garbage disposals are not allowed to be installed in commercial buildings. If existing installation fail or are requested to be replaced, it must be removed and replaced with a typical straight sink drain and P-Trap.

The Property Management Office reserves the right to rescind any of these rules and regulations and to make such other and further reasonable rules and regulations as in its judgment shall from time to time be needed for the safety, protection, care, management, maintenance, repair, or cleanliness of the Building, the operation thereof, the preservation of good order therein and the protection and comfort of the tenants and other occupants and their respective related parties, provided that the same will not unreasonably interfere with tenant's use of the Leased Premises or materially increase tenant's obligations under this Lease, and provided that the Property Management Office provides tenant with written notice of any such change or otherwise posts or disseminates the same appropriately at the Building, which rules and regulations, when made and written notice thereof is given to a tenant or other occupant shall be binding upon them in like manner as if originally herein prescribed and shall automatically become a part of this Lease for all purposes.

Tenant shall direct and require that tenant and tenant's Permittees fully comply with the rules and regulations of the Building.

The Property Management Office shall have the right to grant reasonable variances of the rules and regulations, and shall not be required to enforce the rules and regulations if they are violated by other tenants; provided, however, that Property Management Office will not arbitrarily and capriciously enforce these rules and regulations against Tenant.

In the event of any conflict between the foregoing Rules and Regulations, and any provision of the body of this Lease, then the provisions of the body of the Tenants Lease shall prevail and control.

IT / Telecommunications

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A strict riser management program is in place in order to help protect our tenants' telecom equipment/cabling located in the buildings' locked telecom and mechanical rooms and ensure all 3rd party access to these sensitive areas is authorized prior to entry.

Therefore, please instruct your telecom vendor/provider to contact the Property Management Office at least 48 hours (not including weekends) in advance to obtain building entry approval. Please also notify the Property Management Office of your IT/Telecom services order immediately after placing the order so we can ensure your service provider's access to the building.

Please see your building's "Preferred Telecom Provider" list below of the telecom service companies who currently have physical equipment in the building and a Right of Entry Agreement on file with the building owner.

Following access approval by the Property Management Office, all telecom vendors/providers must register with the Security console to obtain access to the telecom rooms. This measure is taken to maintain ongoing security of all building telecom rooms.

[Preferred Telecom Providers - 920 - 8-24-22](#)

Tenant Improvements and Alterations

Tenant Improvement and Alterations

If your Company desires to make alterations to its leased premises, certain rules and requirements have been established for contractors, trades and other service companies performing construction work on behalf of the tenant in the building and are as follows:

Tenant will make no alterations, decorations, installations, repairs, additions, improvements or replacements that change or alter the structural integrity or square footage in, to, or about the premises without property management's prior written consent, and then only by contractors or mechanics approved by the Property Management Office.

Tenant shall, prior to the commencement of any work, submit for the Property Management Office's written approval, a complete plan (see "IMPROVEMENTS/ALTERATIONS REQUIREMENTS" below) of the demised premises, or of the floor on which the tenant change is to occur. Drawings are to be complete with full details and specifications for all of the work.

The proposed tenant changes must comply with the Codes and Ordinances of the City of Houston and rules and regulations of other agencies having jurisdiction.

No work shall be permitted to commence before the Property Management Office is furnished with copies of any permits required by any jurisdictional agencies.

Any construction work that may inconvenience other tenants or disturb building operations must be scheduled and performed before or after normal business hours and the Property Management Office shall be provided with at least 24 hour notice prior to proceeding with such work.

All inquiries, submissions, approvals and all other matters shall be processed through the Property Management Office.

IMPROVEMENTS/ALTERATIONS REQUIREMENTS

Tenant shall submit to the Property Management Office a request to perform the work. The request shall include the following enclosures:

A list of contractors or subcontractors the tenant wishes to have bid on the work. Tenant's preferred contractors and subcontractors are subject to approval of the Property Management Office. A list of approved tenant improvement/alteration contractors and subcontractors may be obtained from the Property Management Office.

Two complete sets of plans and specifications (see "Project Requirements and Procedures" below) properly stamped by a registered architect or professional engineer.

Insurance Certificates for approved Contractors and Subcontractors' conforming to the Insurance Requirement information enclosed herewith (See "Insurance Requirements for Tenant Improvements/Alterations" below for more detail).

The Property Management Office will return the following to the tenant:

Letter approving plans or comments for correction of plans (such approval or comments shall not constitute a waiver of City of Houston approval or approval of other jurisdictional agencies).

Signed application forms, providing proper submissions have been made.

Cover transmittal or letter.

Following approval from the Property Management Office, tenant shall post the original permit on the premises prior to the commencement of any work. All work performed by a contractor or subcontractor shall be subject to supervision and inspection by Property Management Office's representative. Such supervision and inspection shall be at tenant's sole expense. If a contractor is negligent in any of its responsibilities, the tenant shall be charged for any corrective work necessary.

Project Requirements and Procedures

All structural and floor loading requirements shall be subject to the prior approval of building's structural engineer. Tenant shall obtain approval and any fees shall be at tenant's sole expense.

All mechanical (HVAC, plumbing and sprinkler) and electrical requirements shall be subject to the approval of property management's mechanical and electrical engineers.

When necessary, the management will require engineering and shop drawings, which drawings must be approved by the Property Management Office before work is started. Drawings are to be prepared by tenant and all approvals shall be obtained by tenant. All fees shall be at tenant's sole expense.

Property management's representative at tenant's expense shall supervise all demolition.

The tenants shall make prior arrangements for elevator use with the property management. No material or equipment shall be carried under or on top of elevators. If the management deems an elevator technician is required, tenant at tenant's expense shall pay for such service.

If a shutdown of risers and mains for electrical, HVAC, sprinkler and plumbing work is required, the property management's representative at tenant's sole expense shall supervise such work.

General Contractor is responsible to:

Submit copies of Contractor and Subcontractor Rules and Regulations to all subcontractors. All subcontractors shall acknowledge receipt thereof by signing the rules and regulations, whereupon the general contractor shall provide copies of such to property management for its files.

Properly supervise construction on premises at all times.

Police job at all times, continually keeping space orderly.

Maintain cleanliness and protection of all areas, including elevator and lobbies.

Protect front and top of all peripheral units and thoroughly clean them at completion of work.

Block off supply and return grills, diffusers and ducts to keep dust from entering into the building air system.

Prevent the disturbance of other tenants. If it is necessary to “bag” any smoke detector to avoid nuisance alarms, property management shall be advised in advance. Immediately after completion of the relevant work, the bags shall be removed from the detectors and property management shall be so advised.

Ensure all equipment and installation is equal to standards of the building. Any deviation from building standards must be permitted only if indicated or specified on the plans and specifications and approved by property management.

Submit a properly executed air balancing report signed by a professional engineer to the Property Management Office upon the completion of all HVAC work.

Upon completion of the work, tenant shall submit to the Property Management Office:

All properly executed forms or other documents indicating total compliance and sign-off by appropriate jurisdictional agencies.

The final "as-built" set of drawings showing all items of work in full detail.

Additional and differing provisions in the lease, if any, will be applicable and will take precedence.

Forms

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 Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at www.adobe.com.

- 920 MCW New Tenant Move-In Packet
- 920 MCW Access Card & Parking Application
- 920 MCW After Hours Request
- 920 MCW Freight Elevator Request
- 920 MCW Overtime HVAC Request Form
- 920 MCW TENANT Certificate of Insurance (COI)
- 920 MCW VENDOR Certificate of Insurance (COI)
- 920 MCW Tenant Contact Information
- 920 MCW Tenant Signage Request