

TENANT HANDBOOK

WILLOW OAKS CORPORATE CENTER



8260, 8270, 8280 Willow Oaks Corporate Drive
Fairfax, VA 22031

Welcome to **Willow Oaks Corporate Center**. We have created this handbook for your use as a Tenant and hope it will answer any questions you may have regarding procedures and operations.

TRANSWESTERN is proud of **Willow Oaks Corporate Center**, and we hope that you will share in our enthusiasm.

One of the most important elements contributing to a successful relationship between the Building Management team and the Tenants is an effective communication channel. Under Section II of this handbook we have included the names and numbers of all key personnel involved in the management of **Willow Oaks Corporate Center**, and we encourage you to use those numbers should you ever have any questions or problems during the course of your tenancy.

Please circulate this handbook to your personnel and retain it in a safe place for future reference. As building policies and contacts change, we will send you updated information to insert in an effort to keep the handbook current.

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Section I - MOVE-IN / MOVE-OUT INFORMATION

It is of the utmost importance that the Building Personnel be notified of the exact date and time of your proposed move. Your moving Coordinator or your Moving Contractor should contact the Building Manager at 703-698-1888 to confirm all arrangements prior to the move. In order to provide the best possible support for moves or deliveries to the Building, we ask for your cooperation in observing the following guidelines.

- We request that your move be scheduled after 6:00 p.m. Monday through Friday, or anytime on Saturday and Sunday. Large office moves may occur only during these times. An Engineer must be present during the entire move. Therefore, if you will be scheduling your move on a weekend or after 6:00 p.m. on a weekday, there will be an hourly overtime charge except at the time of your initial move-in. (This applies to prime Tenants; Subtenants will be charged for the Engineer's time during their initial move-in.)
- Each building is equipped with (1) freight elevator. This elevator will be made available for use during your move-in. Please contact the Management Office in advance to schedule use of the freight elevator. Unless otherwise authorized by the Building Management, only the freight elevator is to be used. The Fire Marshall will not allow any fire corridor or exit to be blocked at any time; this includes the elevators, lobbies and hallways.
- All moves and deliveries will be restricted to the use of the Loading Dock entrance unless otherwise authorized by the Building Management. If it is necessary to move through the Lobby, and if you have been authorized to do so, all entrance doors and Lobby floors and walls must be protected with Masonite or other acceptable materials.
- Your Moving Contractors will be responsible for any damage to the Building incurred during the moving operation. They should be instructed to do the following:
 - Pad or otherwise protect all entrances, doorways, walls and elevators affected by the move.
 - Use Masonite or comparable material on all floors over which the move takes place.
 - Report immediately any problems which will affect the Building, such as elevator breakdown, electrical disturbances, etc.
 - Remove all bulky packing cartons from the Building after the move operation is completed
- The moving crew will not be permitted to smoke in any area of the Building

Tenant and Vendor Insurance

When moving into **Willow Oaks Corporate Center** your moving company will be required to provide a Certificate of Insurance with coverage for General Liability, Worker's Compensation and Auto Liability as specified below under "Insurance Requirements" prior to the move.

An Additional Insured Endorsement must be provided as part of but separate from the Certificate in order for it to be acceptable.

CONTRACTOR/VENDOR CERTIFICATE OF INSURANCE REQUIREMENTS

For your convenience, a sample Certificate of Insurance with Endorsement form is below under "Insurance Requirements"

Once completed, the insurance information may email to Stephanie.Genebroso@transwestern.com. Please mail the original to:

Transwestern
8280 Willow Oaks Corporate Drive, Suite LL115
Fairfax, VA 22031

CERTIFICATE OF INSURANCE REQUIREMENTS

KBS II Willow Oaks, LLC

Insured:

Willow Oaks Corporate Center
8260, 8270, 8280 Willow Oaks Corporate Drive
Fairfax, VA 22031

Required Coverages:

Commercial General Liability (CGL):	\$1,000,000 per Occurrence and \$2,000,000 Aggregate for Bodily Injury, Personal Injury, Property Damage, and Products/Completed Operations, and shall be written on a primary and non-contributory basis over any liability policy carried by OWNER, OWNER'S REPRESENTATIVE and PROPERTY MANAGER and include an endorsement clarifying such position if the base policy does not include equivalent language, for all claims or liabilities arising from, or incidental.
Commercial Automobile:	\$1,000,000 each occurrence Liability Insurance combined single limit for bodily injury and property damage. Evidence should indicate that liability coverage evidenced extends to both owned, hired, and non-owned vehicles.
Umbrella Liability:	\$1,000,000 minimum except \$5,000,000 for those services that can be defined as structural, mechanical, roofing, or remediation work. Such insurance shall be in excess of all liability coverage required.
Worker's Compensation:	Statutory Amount
Employer's Liability:	\$1,000,000 minimum
Professional Liability Insurance Coverage:	(Architects, Consultants and/or Engineers only): If requested, \$2,000,000 or project dollar amount.
Fidelity Bond (which includes employee dishonesty coverage):	Limits in an amount not less than the Dollar Amount of the Project (Or other if agreed to by Owner) for all employees of Vendor. ****This is ONLY required if Vendor is handling, managing, or processing of any of the project's monetary funds for OWNER or for Janitorial or other like services where vendor is inside premises unsupervised during non-business hours. ****

Required Endorsements:

Additional Insured Endorsement:	Additional Insured endorsement to the <u>CGL, Auto and Umbrella Liability</u> policies should be provided in favor of Owner, Owner's Representative and Manager.
Waiver of Subrogation Endorsement:	Waiver of Subrogation endorsement to the <u>CGL, Worker's Compensation & Employer's Liability</u> policies should be provided in favor of Owner, Owner's Representative and Manager.
Cancellation Notice:	Policies will include a cancellation clause providing that such insurance may not be cancelled, lapsed, reduced or materially changed without 30-days written notice to the Owner, Owner's Representative and Manager.

Endorsements must read:

"KBS II Willow Oaks LLC, KBS Capital Advisors, Inc. and Transwestern Carey Winston LLC dba Transwestern are named as additionally insured as regards to premises located at Willow Oaks Corporate Center, 8260, 8270, 8280 Willow Oaks Corporate Drive, Fairfax, VA 22031. All rights of subrogation against KBS II Willow Oaks LLC, KBS Capital Advisors, Inc. and Transwestern Carey Winston, LLC, dba Transwestern are hereby waived."

Certificate Holder must read as follows:

**KBS II Willow Oaks, LLC
c/o Transwestern Carey Winston, LLC
8280 Willow Oaks Corporate Drive
Suite LL115
Fairfax, VA 22031**

Additional insured to be listed as follows:

- 1) KBSII Willow Oaks, LLC
- 2) KBS Capital Advisors, Inc.
- 3) Transwestern Carey Winston, LLC

Email Address for COI:

Please address the originals to:

Stephanie.Genebroso@transwestern.com

Timothy.Cronin@transwestern.com

Transwestern Carey Winston, LLC
8280 Willow Oaks Corporate Drive,
Suite LL115
Fairfax, VA 22031
Attn: Property Manager

All insurance carriers must have a minimum AM Best rating of A-: VII.

Please forward a copy of these requirements to your Insurance Carrier so they have all the required information.

*****In preparation for your move to **Willow Oaks Corporate Center**, we have included the following checklist of forms and other information required by the Management Office. These forms, as well as other forms you will need over the life of your tenancy, can be found in Section VII of this manual.

It is required that you complete the following forms and return them to the Management Office at least two weeks prior to your scheduled move-in. When using forms, please keep one copy for you and return the original to the Management Office. If you have any questions, please contact the Management Office at 703-698-1888.

FORMS REQUIRED PRIOR TO MOVE-IN

- A. Move-In Day Information
- B. Access Card Request
- C. Key Distribution
- D. Suite Sign Order Form
- E. Lobby Directory Strip Order Form
- F. Lobby Digital Directory Setup Form
- G. Authorized Individuals and After-Hours Emergency Contact List
- H. Floor Response Team
- I. Physically Impaired Individuals

J. Emergency Procedures Acknowledgement

K. Spotlight Questionnaire

An Explanation of Forms for Your Move-In

Move-In Day Information

This form requests information regarding your move-in day. If there are any changes, please notify our office as soon as possible. We want to ensure that there will be no scheduling conflicts and that all the proper information has been received.

Access Card Request

At Willow Oaks Corporate Center, one card is issued for building access. There is a \$20.00 non-refundable fee for each Willow Oaks Corporate Center access card. This fee applies to any access card purchase over the allotment prescribed in your lease agreement or for any replacements for keycards that have been lost.

Key Distribution

The Management Office keeps a list of all persons holding keys to your office suite. Please complete this form upon move-in and remember to alert the Management Office, as well as retrieve suite keys, when employees holding keys leave or are terminated. You will be issued adequate suite entry keys upon move-in.

Additional keys may be obtained through Building Management at a charge of \$6.00 per key. All doors must be keyed to the building master. If the space is not delivered with the keys properly keyed to the building master, changes to rekey to the building master will be made at the Tenant's expense. If for any reason you wish to change the locks, Building Management must be notified.

In the event that your suite has its own internal security system, a description of that system as well as any special codes required for its use must be submitted in writing to Building Management. This information will be kept in confidential files but is required in the event we or any member of the Police or Fire Department should need to gain access to your suite during an emergency.

Suite Sign Order Form

Suite signage is prepared according to building specifications unless otherwise approved in writing by the Building Owner. Please fill out the enclosed form with the name of your company as you wish it to be displayed outside your suite door. Door signs must be ordered at least three to six weeks prior to your move in order for installation to occur upon occupancy. Any additions or changes to the suite signage will be at the Tenant's expense and always must be requested in writing to avoid any unnecessary errors.

PLEASE NOTE: No signs may be taped to the building corridor walls, suite entrance doors, building entrance doors, elevator walls, or Lobby walls at any time.

Lobby Directory Strip Order Form

The directory strips are prepared according to building specifications. Any additions or changes to the directory strips or suite signage will be at the Tenant's expense and always must be requested in writing to avoid any unnecessary errors. Please indicate on the enclosed form exactly how you wish your lobby directory strip to read. Your directory strip must be ordered at least three to six weeks prior to your move in order for installation to occur upon occupancy.

Authorized Individuals and After-Hours Emergency Contact List

These lists will be used in the case of property removal questions, after-hours HVAC request, after-hours emergencies or after-hours access into the building. We will only allow the desired action to take place with the approval from an authorized individual.

Floor Response Team

This form designates individuals from your staff who will serve as floor wardens in the event of a building emergency.

Physically Impaired Individuals

Please list those individuals who may need assistance in case of fire, earthquake or other emergency.

Emergency Procedures Acknowledgement

Complete this form to acknowledge receipt of the Emergency Procedures information found in this manual.

Spotlight Questionnaire (Optional)

From time to time, the Management Office may spotlight a tenant in a building newsletter or other communiqué. We keep this information in a file for such occasions.

Pertinent Information for Your Move-In**Move-In Hours**

We request that your move be scheduled after 6:00 p.m. Monday through Friday, or anytime on Saturday and Sunday.

Freight Elevator

Each building is equipped with one freight elevator. This elevator will be made available for use during your move-in. Please contact the Management Office in advance to schedule use of the freight elevator.

The dimensions of the freight elevator are as follows:

8280 Willow Oaks Corporate Dr.
Cab Dimensions: 62.5" x 79" x 120"
Door Opening: 49" x 112"

8260 Willow Oaks Corporate Dr.
Cab Dimensions: 62.5" x 78" x 121"
Door Opening: 49" x 111"

8270 Willow Oaks Corporate Dr.
Cab Dimensions: 63" x 80" x 120"
Door Opening: 49" x 112"

Fairfax County Business Use and Occupancy Permit

In addition to a business permit, each tenant is required to have a Use and Occupancy permit (Also known as Non-Residential Permit or Certificate of Occupancy). This permit may be obtained from the Fairfax County Department of Building and Safety. Once the permit is obtained, a copy must be sent to the Management Office and kept on file.

Fairfax County
12000 Government Center Parkway
Fairfax, VA 22035
703-324-7329

Move-In Checklist

Please refer to the following checklist, provided for your convenience, to ensure a smooth transition to your new offices.

- ☐ Order new stationery, envelopes, and business cards with new address and contact numbers.
- ☐ Contact the Telephone Company regarding installation of phone service to your suite.
- ☐ Contact the Internet Service Provider regarding installation of internet service to your suite.
- ☐ Notify the post office of your change of address.
- ☐ Send a change of address card or note to clients, vendors, and friends.
- ☐ Complete required forms keep a copy for yourself and return the original to the Transwestern Management Office.
- ☐ Furnish your moving company with a copy of the Moving Company Guidelines included in this manual.
- ☐ Contact Fairfax County to obtain a Business Use and Occupancy Permit
- ☐ Perform post move-in inspection with Building Management.

Move-Out Checklist

Please refer to the following checklist, provided for your convenience, to ensure a smooth transition to your new offices.

- ☐ Notify Leasing and Building Management of your upcoming move.
- ☐ Order new stationery, envelopes, and business cards with new address and contact numbers.
- ☐ Contact the Telephone Company regarding installation of phone service to your suite.
- ☐ Contact the Internet Service Provider regarding installation of internet service to your suite.
- ☐ Notify the post office of your change of address.
- ☐ Send a change of address card or note to clients, vendors, and friends.
- ☐ Complete required forms keep a copy for yourself and return the original to the Transwestern Management Office.
- ☐ Furnish your moving company with a copy of the Moving Company Guidelines included in this manual.
- ☐ Contact Fairfax County to obtain a Business Use and Occupancy Permit.
- ☐ Ensure all lease requirements have been met.
- ☐ Perform pre and post move out inspection with Building Management.
- ☐ Return all keys and access cards to Building Management.

Section II – Management Office Information

Tenant Request Website

Transwestern Angus Anywhere

Management Office

Transwestern, Inc.
8280 Willow Oaks Corporate Drive, Suite LL115
Fairfax, VA 22031
T 703.698.1888 | | Emergency Line 301.236.6519

Management Office Hours

Monday – Friday | 8:00 a.m. to 5:00 p.m.

Management Office Holidays

New Year's Day	Martin Luther King Day	President's Day
Memorial Day	Independence Day	Labor Day
Thanksgiving Eve	Christmas Eve	
Thanksgiving Day	Christmas Day	

Building Standard Hours

Monday – Friday | 6:00 a.m. – 6:00 p.m.

Management Office Staff

Timothy J. Cronin Senior Property Manager
Timothy.cronin@transwestern.com
571-326-1601

Stephanie Genebroso – Assistant Property Manager
Stephanie.Genebroso@transwestern.com
571-255-7472

Management Office Main Line
703-698-1888

Engineering Staff

Carlos Monroy – Chief Engineer
Carlos.Monroy@transwestern.com
703-698-1888

Nelson Garcia
Nelson.Garcia@transwestern.com
703-698-1888

Section III – Building Operations

Building Access

Access Card Request

At move-in, tenants are required to complete the **Access Card Request Form** so that identification cards for access to the building and after-hours access can be issued for each employee. This form may be also be used any time a new employee is hired, a keycard is lost, or the access status of an employee changes. Please note that this form includes an "Authorized Signature" block which must be signed and dated by your authorized representative in order for us to process your request.

After-Hours HVAC

Please provide 24-hour notice through the online tenant work order system, Angus Anywhere. The self-service website is at: <http://www.ng1.angusanywhere.com/tenant/TranswesternMidwest/Responsive/default.aspx> . Your company will be billed accordingly each month.

General Safety Guidelines

For your safety, your cooperation is asked in observing the following building safety guidelines:

1. Notify the Management Office of loiterers or suspicious persons or packages in corridors or restrooms.
2. Turn away all solicitors and report solicitors to the Management Office.
3. Always lock your suite when there is no one in the office –even if you have just stepped out for a quick moment.
4. Always remember to take your suite keys and building access card with you when you leave the premises.
5. Keep corridor doors closed at all times.
6. Do not leave personal valuables unguarded in reception areas, on desktops or in unlocked drawers.
7. Secure your vehicles and remove valuables from sight.
8. Refrain from using the stairways when alone except in emergency situations.
9. Notify the police and the Management Office of any crimes.
10. Collect keys and building access cards from employees who have resigned or have been terminated from your firm.
11. Copy and distribute these general guidelines to your entire office staff.

Building Maintenance

Building Engineers are on duty Monday through Friday during normal business hours. They are here to maintain building operations and to provide standard building maintenance. A designated office contact should be the person to place all maintenance requests through the Angus Anywhere system. <http://www.ng1.angusanywhere.com/tenant/TranswesternMidwest/Responsive/default.aspx>

All requests should be logged into this work order system (even those you request dispatched on an urgent basis from the Management Office) in order for us to track our progress on issues, identify recurring issues, escalate issues as necessary, and monitor our response times.

Urgent Requests

Please have your Office Manager notify the Management Office at 703-698-1888 of any urgent maintenance or repair requests. We will have a building day porter, or a building engineer assist you as soon as possible. For afterhours urgent requests or emergencies, call the Transwestern Call Center at 301-236-6519.

When requesting Maintenance, please be prepared to provide the following information:

1. Your name, company name, building address, and suite number.
2. Contact phone number.
3. Clearly identify the nature and location of the problem.

Janitorial Service

Janitorial service is provided inside the suite's weekday evenings from 6 p.m. to 10 p.m. Routine office cleaning includes vacuuming, dusting and emptying wastebaskets. Service to your suite will commence on the first regular service day after your move-in unless you have requested otherwise.

As a reminder, please do not place any object near or against trash receptacles if the material is not to be thrown away. For your convenience, trash / basura signs are available in the Management Office to designate boxes or other items for disposal.

Please note that the janitorial crew will NOT dust any computer equipment, including terminals, hard drives or keyboards; nor will they vacuum or dust near computer cables or wires. This is for your protection to avoid disrupting any sensitive computer equipment.

Special Requests

If you have any day-to-day type cleaning requests (such as trash bin emptying, urgent floor cleanup, restroom concern, etc) please log in your requests using the online tenant work order system, www.willowooakscorporatecenter.com

Day Porters

Day porters are on duty during normal business hours to keep the lobbies, corridors, restrooms, and building perimeter clean during working hours. If you observe a janitorial problem in any of these areas or otherwise, please call our office at 703-698-1888 so that we may immediately dispatch a day porter.

Parking

Each building at Willow Oaks Corporate Center provides tenants with free parking in the parking garages and surface parking. If there are any questions or problems with regards to parking, please contact the Management Office at 703-698-1888

Handicap Spaces

Parking stalls reserved for handicapped individuals are clearly marked. As a reminder, do not park in these spaces unless you have a valid handicapped license. Cars parked illegally in these areas are subject to citation and/or towing.

Parking Guidelines and Reminders

To ensure the safety of our visitors and proper use of our parking garage, please adhere to the following guidelines:

1. Phone the Management Office if you observe any hazards in the parking areas.
2. Remember to always lock your vehicle and remove any valuables including cellular phones. Transwestern and KBS are not responsible for any damages to or theft from your vehicle.
3. Please be considerate and ask your guests to be considerate of short-term parking restrictions.
4. Please observe all directional, speed limit and stop signs throughout the parking area.
5. Do not park illegally or in fire lanes. Cars parked in these areas are subject to citation and/or towing.
6. Overnight parking is not normally permitted. Please notify the Management Office if it is necessary to park your car overnight.
7. Trailers and towed vehicles are not permitted in the parking areas.
8. Handicapped spaces are reserved for disabled persons only. Cars illegally parked in these areas are subject to citation and/or towing.
9. All vehicles must be parked in designated stalls and may occupy only one space.
10. Parking in uniquely marked spots are allowed only to those with authorization and are subject to citation and/or towing. (Reserved, Contractor, Specific Tenant, etc.)

Vendor Regulations

When arranging for services provided by an outside vendor for work in individual suites, tenants and their vendors are asked to please comply with the following guidelines:

1. Inform the Management Office at 703-698-1888
2. A vendor shall be permitted access to the building only pursuant to the request of the tenant and only for the purpose of direct deliveries to the specified suite.
3. Tenant's outside vendors are allowed access to the building during normal business hours. Vendors requiring after-hours access will only be admitted if tenant has completed a Visitor Access Request Form (found in Section VII of this Manual).
4. Vendors may not solicit work from other tenants in the building.
5. Vendor must provide a Certificate of Insurance covering General Liability, Worker's Compensation, and Auto Liability in the amount as follows:
 - 1) Commercial General Liability insurance
 - a. Minimum \$3,000,000 per occurrence
 - b. \$3,000,000 in the aggregate, as applicable, combined single limit, bodily injury and property damage
 - 2) Employers' Liability Insurance
 - a. Minimum \$3,000,000 per occurrence and in the Aggregate
 - b. Applicable to and covering all persons engaged in the performance of any work at the Property
 - 3) Business Automobile Insurance
 - a. Minimum \$3,000,000 per occurrence and in the Aggregate
 - b. Covering any automotive vehicle whether owned or hired, which is used by a contractor or Subcontractor
 - 4) Worker's Compensation Insurance
 - a. As required by law in the state in which the property is located
 - b. Must include a waiver of subrogation against Owner and Manager

Endorsements should read:

KBSII Willow Oaks, LLC, KBS Capital Advisors, Inc., and Transwestern, Inc. are named as additionally insured as regards to premises located at *Willow Oaks Corporate Center, 8260, 8270 and 8280 Corporate Center Drive, Fairfax, VA 22031*. "All rights of subrogation against KBSII Willow Oaks, LLC, KBS Capital Advisors, Inc. and Transwestern, Inc. are hereby waived."

Certificate Holder must read:

**KBS II Willow Oaks, LLC
c/o Transwestern Carey Winston, LLC
8280 Willow Oaks Corporate Drive Suite
LL115
Fairfax, VA 22031**

Rent Payment Information

Rent payments are due according to the terms set forth in your lease agreement. All rent payments should be mailed to:

8260 Willow Oaks Corporate Dr. Fairfax, VA 22031

**KBSII Willow Oaks, LLC
Bldg Id R21050
PO Box 840869
Dallas, TX 75284-0869**

8280 Willow Oaks Corporate Dr. Fairfax, VA 22031

**KBSII Willow Oaks, LLC
Bldg Id R21052
PO Box 840869
Dallas, TX 75284-0869**

8270 Willow Oaks Corporate Dr. Fairfax, VA 22031

**KBSII Willow Oaks, LLC
Bldg Id R21051
PO Box 840869
Dallas, TX 75284-0869**

Please make your checks payable to **KBSII Willow Oaks, LLC**. The return address will appear on the remittance portion of the rent statement. It is important that this remittance portion accompany your check. This will ensure the proper crediting to your account.

Other important points of reference to ensure the proper processing of your check:

- Please include the lease identification number on your check.
- Indicate the amount being paid and the check number on the remittance.
- Notify the Management Office in writing of any billing address changes.
- The remittance address is P.O Box. Only U.S. Mail deliveries will be accepted.

If you have any questions, please do not hesitate to call the Management Office at 703-698-1888

NOTE: We cannot accept payments directly in the Management Office.

Mail and Other Deliveries

Incoming Mail

All incoming mail should be addressed as follows:

Tenant Name
Building Name
Street Address and Tenant Suite Number
City, State, and Zip

Please notify all client contacts and other business associates of your proper mailing address.

US Mail Pick-Up / Delivery Hours

Mail delivery, distribution and pick-up hours are determined by the U.S. Postal Service.

Express Mail Service

Federal Express and UPS drop boxes are located at the 8270 garage vehicle entrance.

Oversized Deliveries (Loading Dock)

All oversized deliveries should be made via the building's loading dock. It is necessary to make prior arrangements for all vehicles entering the loading dock for delivery.

Heating, Ventilation, and Air Conditioning (HVAC)

The building HVAC systems are maintained by the building's engineering team. All requests for temperature changes must be made through the Angus work order system. No adjustments to thermostats or tampering with any of the equipment should be performed by the Tenant.

8270: Temperature control is limited to multiple zones of up to 4 offices per thermostat. Adjusting the temperature for one office will cause the other offices in that zone to also be affected. Please keep everyone's comfort in consideration when making a request.

8260/8270: The core HVAC system is split into 2 main zones per floor for temperature control. Tenants do have access to the perimeter heat pumps along the exterior windows and can make changes to the temperatures as desired. These are tied into the building's automation system and will turn on and off with the buildings hours of operations. Tenants do not need to turn these off at the end of each day.

After hours HVAC can be scheduled for any day and time desired through the Angus tenant work order system. Please give at least 24 hour notice to insure adequate time to complete the request. Also note that only requests from individuals listed on the authorization form will be processed.

Energy Conservation and Recycling

Recycling

Recycling is one of the most pressing issues of the new decade. The Management Office is eager to ensure that we and our building tenants do our part to help extend the life of current landfill areas. With that in mind, we have established a convenient single stream recycling program in the building.

The building collects and recycles on a daily basis; mixed paper (including colored paper, envelopes, magazines, etc.), cardboard (boxes should be broken down flat), plastic (bottles & jugs), and metal (cans). Electronic waste, including computer equipment, ink cartridges, all bulbs & ballasts, and batteries are recycled several times annually. Any bulbs and batteries should be given to Building Engineers for proper disposal on an ongoing basis. Janitorial staff remove trash, commingled recyclables (metal, plastics), and mixed paper & cardboard on a nightly basis.

For more information about building recycling or to request a recycling container, please call the Management Office at 703-698-1888.

Smart Energy Practices

Energy conservation helps both the Tenant and the Environment. The following steps should be taken to avoid excessive electrical usage.

- Set printers to energy save mode.
- Turn off lights in unoccupied rooms.
- Turn off coffee makers at night.
- Turn off computers and monitors before leaving.
- Turn off TV's during non-occupied hours.

Smoking

In compliance with State Law, smoking is prohibited inside the building. Smoking is not permitted in any common area, stairwell, or within 25 feet of ANY building entrances. For the convenience of building employees who smoke, we have a designated smoking area outside the building and one in each garage. Ash urns are provided in this area to ensure a safe and clean environment for all Tenants and Visitors.

As a courtesy to non-smokers and all guests to our buildings, we ask that you please adhere to the following guidelines:

- Please use designated smoking areas and refrain from smoking at building entryways or in stairwells.
- Please use the smoking urns provided for disposal of ashes and cigarette butts.
- Do not discard of cigarette waste on walkways, planters or building landscaping.

Solicitors

Willow Oaks Corporate Center has adopted a "No Solicitors" policy. Occasionally a Solicitor might elude the Building Staff and gains access to the premises. Please notify the Management Office at 703-698-1888 of any solicitors on the premises. Try to get the Solicitor's company name and any other information which would be helpful in allowing us to follow up with a telephone call and written letter.

Mold Prevention

It is our goal to provide a quality environment for our tenants. As we are sure you're aware, the presence of mold may have adverse health effects for you and may impact building materials. Therefore, we have implemented a Water and Mold Prevention Response Program to reduce the likelihood and impact of mold growth within your premises and the building. While we are sure that this letter restates the practices, responsibilities, and guidelines that you already follow, we repeat them because under this Program, some of the responsibility for preventing mold growth lies with you.

The following are tenant responsibilities under this Program:

- Notify Building Management immediately in the event of any observed water intrusion (e.g., plumbing leaks, roof leaks, large volume liquid spills, excessive condensation, etc.) either within the premises or within the interior or exterior common areas of the building.
- Pursuant to your lease obligations and in consultation TRANSWESTERN, Inc., take appropriate action when a water intrusion or mold growth situation is identified including securing qualified remediation contractors and mold consultants.
- Provide TRANSWESTERN, Inc. with written confirmation that any related work that you undertake has been completed.

The following guidelines are provided to limit mold growth on the property:

- Clean and dry damp/wet areas as soon as possible.
- Keep indoor plants to a reasonable number.
- Dry out mops and cleaning supplies before storing indoors.
- Wipe condensate from interior windows and sills.
- Use bathroom exhaust fans at all times.
- Vent range hoods, and other moisture-generating appliances to the exterior of the building (if applicable).
- Operate the heating, ventilation and air-conditioning system (HVAC) system properly and fully serviced, which includes keeping condensate drain pans clean and unobstructed.

Section IV – Building Rules and Regulations

- 1) Tenant shall not alter any lock or install any new or additional locks or bolts on any doors or window of the Premises without obtaining Landlord's prior written consent. Tenant shall bear the cost of any lock changes or repairs required by Tenant.
- 2) Your lease outlines the number of keys furnished for each Tenant. Any additional keys required by Tenant must be obtained from Management Office at a reasonable cost to be established by Landlord.
- 3) All doors opening to public corridors shall be kept closed at all times except for normal ingress and egress to the Premises, unless electrical holdbacks have been installed.
- 4) Landlord reserves the right to close and keep locked all entrance and exit doors during hours when the Building is closed. Tenant, its employees and agents must be sure that the doors to the Building are securely closed and locked when leaving the Premises if it is after the normal hours of business for the building. Any tenant, its employees, agents or any other person entering or leaving the Building at any time when it is so locked, or any time when it is considered to be after normal business hours for the Building, may be required to sign the Building register when so doing. Access to the Building may be refused unless the person seeking access has proper identification or has previously arranged a pass for access to the Building. The Landlord and his agents 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, Landlord reserves the right to prevent access to the Building during the continuance of same by any means it deems appropriate for the safety and protection of life and property.
- 5) Landlord shall have the right to prescribe the weight, size and position of all safes and other heavy property or equipment brought into the Building. Safes and other heavy objects shall, if considered necessary by Landlord, stand on supports of such thickness as is necessary to properly distribute the weight. Landlord will not be responsible for loss of or damage to any such safe or property in any case. All damage done to any part of the Building, its contents, occupants or visitors by moving or maintaining any such safe or other property shall be the sole responsibility of Tenant and any expense of said damage or injury shall be borne by Tenant.
- 6) No furniture, freight, packages, supplies, equipment, or merchandise will be brought into or removed from the Building or carried up or down in the elevators, except upon prior notice to the Management Office, and in such manner, in such specific elevator, and between such hours as shall be designated by Landlord. Tenant shall provide the Management Office with no less than 24 hours prior notice of the need to utilize an elevator for any such purpose, so as to provide Landlord with a reasonable period to schedule such use and to install padding or take other actions or prescribe procedures as are appropriate to protect against damage to the elevators or other parts of the Building. In no event shall Tenant's use of the elevators for any such purpose be permitted during the building's prescribed business hours.
- 7) Landlord shall have the right to control and operate the public portions of the Building, the public facilities, the heating and air conditioning, and any other facilities furnished for the common use of tenants, in such manner as is customary for comparable buildings in the vicinity of the Building.
- 8) The requirements of Tenant will be attended to only upon application at the office location designated by Landlord. Employees of Landlord shall not perform any work or do anything outside their regular duties unless under special instruction from Landlord.
- 9) Tenant shall not disturb, solicit, or canvass any occupant of the Building and shall cooperate with Landlord or Landlord's agents to prevent same.

- 10) 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 foreign substance of any kind whatsoever shall be thrown therein.
- 11) Tenant shall use only copper water lines when installing or operating any kitchen appliance or equipment requiring water. No plastic or braided lines are allowed.
- 12) Tenant shall not overload the floor of the Premises, nor mark, drive nails or screws, or drill into the partitions, woodwork or plaster or in any way deface the Premises or any part thereof without Landlord's consent.
- 13) Except for vending machines intended for the sole use of Tenant's employees and invitees, no vending machine or machines of any description other than fractional horsepower office machines shall be installed, maintained or operated upon the Premises without the written consent of Landlord.
- 14) Tenant shall not use or keep in or on the Premises of the Building any kerosene, gasoline, propane or other flammable or combustible fluid or material.
- 15) Tenant shall not use any method of heating or air conditioning other than that which is supplied by Landlord, without the prior written consent of Landlord.
- 16) Tenant shall not use, keep, or permit to be used or kept, any foul or noxious gas or substance in or on the Premises, or permit or allow the Premises to be occupied or used in a manner offensive or objectionable to Landlord or other occupants of the Building by reason of noise, odors, or vibrations, or interfere in any way with other Tenants or those having business therein.
- 17) Tenant shall not bring into or keep within the Building or the Premises any animals, birds, or any vehicles including bicycles.
- 18) Cooking shall not be done or permitted by any tenant on the Premises, nor shall the Premises be used for the storage of merchandise, for lodging or for any improper, objectionable or immoral purposes. Notwithstanding the foregoing, laboratory-approved equipment and microwave ovens may be used on the Premises for heating food and brewing coffee, tea, hot chocolate and similar beverages, provided that such use is in accordance with applicable federal, state and city laws, codes, ordinances, rules and regulations, and does not cause smoke or odors which are objectionable to Landlord and other Tenants.
- 19) Landlord will approve where and how communication wires are to be introduced to the Premises. No boring or cutting for wires shall be allowed without the consent of Landlord. The location of telephone, call boxes and other office equipment affixed to the Premises shall be subject to the approval of Landlord.
- 20) Landlord reserves the right to exclude or expel from the Building any person who, in the judgment of Landlord, is intoxicated or under the influence of liquor or drugs, or who shall in any manner do any act in violation of any of these Rules and Regulations.
- 21) Tenant, its employees and agents shall not loiter in the entrances or corridors, nor in any way obstruct the sidewalks, lobby, halls, stairways or elevators, and shall use the same only as a means of ingress and egress for the Premises.
- 22) Tenant shall not waste electricity, water or air conditioning and agrees to cooperate fully with Landlord to ensure the most effective operation of the Building's heating and air conditioning system, and shall refrain from attempting to adjust any controls or modify and systems. This includes covering ceiling air diffusers or blocking perimeter heat pumps.

- 23) Tenant shall store all trash and garbage within the interior of the Premises. No material shall be placed in the trash boxes or receptacles if material is of such nature that it may not be disposed of in the ordinary and customary manner of removing and disposing of trash and garbage in the city in which the Building is located without violation of any law or ordinance governing such disposal. All trash, garbage, refuse disposal, and recycling shall be made only through entryways and elevators provided for such purposes at such times as Landlord shall designate.
- 24) Tenant shall comply with all safety, fire protection and evacuation procedures and regulations established by Landlord or any governmental agency.
- 25) Tenant shall assume any and all responsibility for protecting the Premises from theft, robbery and pilferage, which includes keeping doors locked and other means of entry to the Premises closed when the Premises are not occupied.
- 26) No awnings or other projects shall be attached to the outside walls of the Building without the prior written consent of Landlord. No curtains, blinds, shades or screens shall be attached to or hung in, or used in connection with, any window or door of the Premises without prior written consent of Landlord. All electrical ceiling fixtures hung in offices or spaces along the perimeter of the Building must be fluorescent and/or of a quality, type, design and bulb color approved by Landlord.
- 27) No objects may be hung or otherwise attached to the ceiling or ceiling grid. Damage to ceiling tiles or grid may result and would be the responsibility of the tenant to have repaired. No modification of the ceiling for any reason is permitted.
- 28) Ceilings must have at least 18" of clearance under them to provide proper coverage for the sprinkler heads in the event of a fire. It is against local ordinance to have any object, furniture, or stacked items that enter this zone. Fines can be issued by the Fire Marshal for any tenant found not in compliance with this requirement.
- 29) The sashes, sash doors, skylights, windows, and doors that reflect or admit light and air into the halls, passageways and other public places in the Building shall not be covered or obstructed by Tenant, nor shall any bottles, parcels or other articles be placed on the windowsills.
- 30) The washing and/or detailing of or the installation of windshields, radios, telephones in or general work on automobiles shall not be allowed on the Premises.
- 31) Food vendors shall be allowed in the Building upon receipt of a written request from the Tenant. The food vendor shall service only the tenants that have a written request on file in the Management Office. Under no circumstance shall the food vendor display their products in a public or common area including corridors and elevator lobbies. Any failure to comply with this rule shall result in immediate permanent withdrawal of the vendor from the Building.
- 32) Tenant must comply with requests by the Landlord concerning informing their employees of items of importance to the Landlord.
- 33) Tenant shall comply with any non-smoking ordinance adopted by any applicable governmental authority. In addition, Landlord reserves the right to designate, in Landlord's sole discretion, the only outside areas of the Premises where smoking shall be permitted.
- 34) The parking garage and all other parking areas shall be used for their sole indented purpose of parking vehicles. Any tenant events or other activities may be allowed in the parking areas upon receipt of a written request from the Tenant and only after approval by Landlord. Additional insurance coverage and rules will be required.
- 35) Any tenant suite having a balcony must request and be given Landlord consent to install or place any items or patio furniture on the balcony. Any allowed items must be of sufficient weight and/or

secured properly to prevent items from being blown around or off of the balcony. Any damage caused by such event to the building, item, property, or persons will be the sole responsibility of the Tenant.

- 36) All non-Tenant personnel performing any work on the property for any reason must notify Building Management and have all insurance requirements met as outlined on pages 7 through 10 of this handbook.
- 37) All Tenant contractors or building contractors doing any work outside of the tenant space must first sign in with the Management Office. Any contractor requesting access to any tenant or service spaces will be turned away unless proof that the specific work was requested by the Tenant and the Tenant previously notified Management of the work being performed.
- 38) Landlord may waive any one or more of these Rules and Regulations for the benefit of any particular tenant or tenants. This shall not prevent Landlord from thereafter enforcing any such Rules and Regulations against any or all tenants of the Buildings.
- 39) Landlord reserves the right at any time to change or rescind any one or more of these Rules and Regulations, or to make such other and further reasonable Rules and Regulations as in Landlord's judgment may from time to time be necessary for the Management, safety, care and cleanliness of the Premises and Building, and for the preservation of good order therein, as well as for the convenience of other occupants and tenants. Landlord shall not be responsible to Tenant or to any other person for the non-observance of the Rules and Regulations and Tenant shall agree to abide by these rules as a condition of its occupancy of the Premises.

**KBS II Willow Oaks, LLC
and Transwestern Carey Winston, LLC
for the properties located at
8260, 8270, and 8280 Willow Oaks Corporate Drive
Fairfax, VA 22031
Management Office Phone: 703-698-1888**

Willow Oaks Corporate Center
MOVING AND CONSTRUCTION RULES AND REGULATIONS

- 1) **Building Insurance Requirements:** Prior to the commencement of any moves or construction work in the building, each moving company, General Contractor and/or independent contractor is required to submit a certificate of insurance. The Certificate of Insurance Requirements are provided separately. No work may begin without approved insurance documentation received by the Management Office.
- 2) **Building Hours:**

8260
Monday-Friday 6:30AM-7:00PM
8270
6:30AM- 6:00PM
8280
Monday-Friday 7:00AM-6:00PM
- 3) **Elevator Hours:** A freight elevator is available for moves and large deliveries prior to 8:00 am and after 6:00 pm, Monday through Friday, and all day Saturday and Sunday. Use of the freight elevator must be scheduled in advance through the Management Office by calling 703-698-1888. Entrance and exit to the building by movers and contractors should be restricted to the loading dock area.
- 4) **Deliveries:** Any large deliveries, activities affecting the other Tenants of the building, or access to electrical or telephone closets, must be coordinated through the Chief Engineer or the Building Manager at 703-698-1888.

No furniture or equipment may be moved in through the lobby. All deliveries must be made through the loading dock.

An engineer must be present during any after-hours move or large delivery, and their time will be charged to the Tenant.

It is the Contractor's responsibility to provide Masonite to protect the elevator and common area floors when bringing in materials and is to be removed at the end of each work day. Carrying tools and equipment on the passenger elevators is strictly forbidden.

- 5) **Construction:** Management reserves the right to stop and reschedule any work creating noise that disturbs adjacent Tenants. In all cases noisy work must be performed on weekends or before 8:00

a.m. or after 6:00 p.m. Monday through Friday. For example, no concrete or Hilti drilling, concrete chipping, laying track, and core drilling or hammer-drilling is allowed during business hours. All core drills must be x-rayed and scheduled with building management at least 72hrs in advance. Any large projects require a construction supervisor on-hand at all times to be provided by the contractor. A building engineer must be available during all construction, and if necessary, his overtime will be billed at the actual billable rate (varies by engineer level).

- 6) **Smoke Detectors:** In areas where there will be a large amount of dust generated, it is the Contractor's responsibility to bag the smoke detector in the area before commencing work and remove the bag at the end of the day.
- 7) **Fire System:** Any work to the building's sprinkler or life safety systems must be arranged as far in advance as possible through the Chief Engineer, at 703-698-1888. All tie-ins to the existing systems must be performed by building approved contractor. Any systems taken offline must be placed back in service at the latest by the end of each workday.
- 8) **Welding:** The Chief Engineer must be contacted prior to any welding so that the fire alarm systems can be turned off and the owner's Hot Works procedure can be followed. A dedicated fire watch must be performed by the contractor for 1 hour after any hot works and intermittently for 3 hours after that. Responsibility for fire watches is to be borne by the Contractor.
- 9) **Damages:** The Contractor is completely responsible for protecting existing finishes, furniture, etc. for any work necessary in an occupied or unoccupied space adjacent to the Tenant space. Any damage done in these spaces will be the sole responsibility of the Contractor. Any damage done to the common areas or elevators will be the sole responsibility of the Contractor.
- 10) **Work in Other Tenant Spaces:** The Contractor must give at least 48 hour notice and get Management and Tenant approval before working in any tenant space. This must be arranged through the Management Office at 703-698-1888.
- 11) **Construction Clean-up:** All clean-up and trash removal from the building premises is the sole responsibility of the Contractor. No construction debris may be disposed of in the building trash containers.

All common areas used by the Contractor are to be cleaned and vacuumed/mopped at the end of each work day.

All trash, lunch, tools, equipment, etc. should be removed from the windowsills. Food trash should be disposed of daily.

The Contractor shall be responsible for cleaning the interior of the windows and sills, prior to substantial completion. Any damaged blinds are the responsibility of the contractor unless specifically called out during a pre-construction inspection.

Any building access cards issued to the Contractor shall be returned within 30 days of the Tenant's move-in or shall be billed to the Tenant at the rate of \$20 per card.

- 12) **Parking:** There is no parking allowed in the loading dock area for Tenant work Contractors. Any vehicles blocking the loading dock will be ticketed and towed. Construction vehicle parking is allowed at the rear of the garage on the surface parking.

- 13) **Telephones:** The Contractor is responsible for providing a construction phone.
- 14) **Smoking:** Willow Oaks are non-smoking buildings. Smoking is permitted outside at least 25 feet away from the building entrances and only in the designated smoking area.
- 15) **Permits:** Permits are required for all alterations. A copy of the permit shall be delivered to Management and Building Engineering before work may commence. Any exceptions must first be authorized in writing by Landlord.
- 16) **Approved Tradesmen:** Willow Oaks has certain contractors approved for work in specified building functions. Whenever work is performed in these functions, only these approved contractors may be used.

(a) Fire Alarm:	Mona	(301) 449-9440
(b) Air Balancing:	Healthy Building	(703) 323-4400
(c) Lock Work:	Easter Safe and Lock	(703) 541-2200
(d) Building Automation:	Siemens	(301) 837-2800

THE MANAGEMENT OFFICE RESERVES THE RIGHT TO AMEND THESE REGULATIONS WITHOUT NOTICE.

There are other Tenants in the building and on campus, and we endeavor to promote a professional working atmosphere. It is important that each construction company engaging in any business at Willow Oaks promote this atmosphere, and we expect a professional attitude from each individual worker. These items should be addressed by each construction project manager to the crew and adhered to by all.

Thank you for your cooperation while working at the building. If you have any questions, please call the Management Office at 703-698-1888.

Senior Property Manager:	Timothy J. Cronin	703-698-1888
Assistant Property Manager:	Stephanie Genebroso	703-698-1888
Chief Engineer:	Carlos Monroy	703-698-1888

EXERCISE FACILITY

INFORMED CONSENT AGREEMENT AND WAIVER OF LIABILITY

As a condition to, and in consideration of, my use of the fitness center, including the exercise and weight training equipment and shower/locker room facilities included therewith (collectively, the "Exercise Facility") located in the building having a street address of 8280 WILLOW OAKS CORPORATE DRIVE, FARIFAX, VA 22031, I have agreed to execute this Informed Consent Agreement and Waiver of Liability (this "Release") for the benefit of KBS II Willow Oaks, LLC ("Owner"), KBS Capital Advisors, LLC, and Transwestern Carey Winston, LLC dba Transwestern, and each of their respective successors and assigns, and officers, directors, shareholders, partners, employees, and agents (collectively, "Owner Parties"). I hereby certify, covenant and agree as follows:

1. I am 18 years of age or older, in good physical condition and am able to use the facilities and equipment at the Exercise Facility. I am not aware that I have any medical condition or symptoms that would prevent me from participating in or increase my risk of health problems arising out of, activities or utilization of exercise equipment at the Exercise Facility. I have recently had a physical examination and have been given my physician's permission to use the equipment and facilities in the Exercise Facility.
2. I understand that the Exercise Facility is or may be unmanned and unsupervised during its hours of operation. I understand that Owner and Owner Parties do not have any expertise in the management or operation of a fitness and health facility, including without limitation (a) determining the effect of any specific exercise, (b) prescribing any exercise program or (c) instructing in the use of exercise equipment, and that no representations or warranties, express or implied, have been made by Owner or any Owner Parties with respect to the condition of the Exercise Facility or any of the equipment or facilities located therein, and any and all such representations and warranties are disclaimed by Owner and Owner Parties to maximum extent permitted by law. I also understand that neither Owner, nor any Owner Parties have any expertise in diagnosing, examining or treating medical conditions of any kind or in determining the effect of any specific exercise on such medical condition, and no representations to the contrary have been made to me. Notwithstanding the foregoing, I acknowledge that Owner or any Owner Parties may, but shall not be obligated to, administer first aid to me in the event that Owner and/or any Owner Parties shall deem an emergency to exist, and I hereby grant my permission to the administering of first aid in such circumstances and agree that I will be solely responsible for any medical costs and expenses which may arise as a result thereof.
3. I understand that my use of the Exercise Facility, including any equipment and/or the facilities located therein, presents the risk of physical injury or death, and/or of loss of or damage to my personal property. I ASSUME THIS RISK AND AGREE THAT MY USE THE EXERCISE FACILITY SHALL, AT ALL TIMES, BE AT MY OWN RISK. I, ON BEHALF OF MYSELF, MY HEIRS AND PERSONAL REPRESENTATIVES, HEREBY KNOWINGLY AND VOLUNTARILY AGREE TO WAIVE AND RELEASE OWNER AND ALL OWNER PARTIES FROM ANY LIABILITY, LOSS, COST, DAMAGE, EXPENSE, CLAIM OR SUIT WHATSOEVER (COLLECTIVELY, "CLAIMS") FOR ANY AND ALL INJURY, LOSS, ILLNESS, HARM, COST, EXPENSE, CLAIM, SUIT, OR DAMAGE RESULTING FROM OR RELATED TO MY USE OF THE EXERCISE FACILITY OR THE EQUIPMENT AND FACILITIES LOCATED THEREIN. I SPECIFICALLY UNDERSTAND THAT I AM WAIVING AND RELEASING ANY CLAIMS I MAY HAVE PRESENTLY OR IN THE FUTURE FOR THE NEGLIGENT ACTS OR OTHER CONDUCT BY OWNER OR ANY OWNER PARTIES. I FURTHER AGREE TO AGREE TO INDEMNIFY AND HOLD HARMLESS OWNER AND ALL OWNER PARTIES FROM AND AGAINST ANY AND ALL THIRD-PARTY CLAIMS ARISING AS A RESULT OF MY USE OF THE EXERCISE FACILITY. THE FOREGOING WAIVER AND RELEASE INCLUDES, WITHOUT LIMITATION, ANY AND ALL CLAIMS FOR ANY AND ALL INJURY, LOSS, ILLNESS, HARM, COST, EXPENSE, CLAIM, SUIT, OR DAMAGE RESULTING FROM OR RELATED TO THE PRESENCE OF ANY BACTERIA, VIRUS OR HARMFUL CONTAMINANTS IN THE FITNESS CENTER, AND THE CONTRACTION OF ANY DISEASE, ILLNESS OR OTHER HEALTH CONDITION IN CONNECTION THEREWITH, INCLUDING

WITHOUT LIMITATION, THE NOVEL CORONAVIRUS DISEASE COMMONLY KNOWN AS COVID-19.

4. I have received and read a copy of the current rules and regulations governing the use and hours of operation of the Exercise Facility and the equipment and facilities located therein, a copy of which is attached hereto, and I shall fully comply with all such rules and regulations, as they may be amended from time to time.
5. If any portion of this Release shall be deemed by a court of competent jurisdiction to be invalid, then the remainder of this Release shall remain in full force and effect and the invalid portion shall be enforceable to the extent permitted by law.

I UNDERSTAND THAT THIS IS AN IMPORTANT LEGAL DOCUMENT. I HAVE CAREFULLY READ THIS DOCUMENT IN ITS ENTIRETY BEFORE SIGNING BELOW AND FULLY UNDERSTAND AND AGREE TO ITS CONTENTS.

Employer

Employee Name (please print)

Suite No.

Signature

Phone No.

Date

Security Key Number

EXERCISE FACILITY RULES AND REGULATIONS

The individual signing the attached Release (hereinafter referred to as "Member") does hereby agree to the following terms, conditions, rules and regulations ("Rules and Regulations") governing the use of the Exercise Facility.

1. Admittance to the Exercise Facility is strictly limited to those people who are employed within the building and who have signed a waiver form. NO GUESTS/VISITORS are authorized to enter or use the Exercise Facility. Any unauthorized person using the Exercise Facility may be asked to leave by Owner. Any Member allowing guests, visitors or unauthorized personnel to gain access or use the Exercise Facility shall have his/her own privileges revoked.
2. Admittance to the Exercise Facility is only open to persons 18 years of age or older.
3. Member shall use the Exercise Facility solely for weight training and aerobic exercise on the equipment provided. Member shall not use the Exercise Facility so as to endanger his/her health and safety.
4. Proper attire is required in the Exercise Facility at all times. The minimum attire at the Exercise Facility shall be gym shorts, tee shirts, socks and tennis shoes. Sneakers, tennis shoes, or similar footwear and shirts must be worn at all times. Member must wear clean and appropriate attire when in transit to and from the Exercise Facility.
5. No food or beverages (other than water) are permitted in the Exercise Facility. Smoking or any consumption of tobacco products is strictly prohibited in the Exercise Facility.
6. The lockers in the shower and locker facilities located in the Exercise Facility are available on a first come, first serve basis and are for use during workout sessions only. Members must clean out their locker when they are finished using the Exercise Facility. Member shall not leave any litter, trash, debris, or any other articles of personal property at the Exercise Facility, including without limitation, soap, shampoo, combs, etc. Items cannot be stored in lockers overnight or any time Member is not using the Exercise Facility. Locks left on lockers overnight may be removed by Owner by any means necessary. Any items left in the Exercise Facility may be disposed of by Owner at Member's cost. Owner is NOT RESPONSIBLE for items lost, stolen, or left in the Exercise Facility, or disposed of by Owner.
7. Each Member shall be liable for any property damage and/or personal injury at the Exercise Facility. Any damage to equipment or other property in the Exercise Facility caused by Member shall be paid by Member.
8. Member shall immediately report to Owner any injuries occurring in the Exercise Facility or in the event they discover any unsafe or hazardous defect or condition relating to the Exercise Facility or the equipment therein.
9. Equipment is only to be used in the manner it is intended. All equipment is on a first-come, first-served basis, however, there is a 30-minute time limit on all cardio equipment; please be considerate of others who are waiting.
10. Radios, CD players or other personal audio devices must be used with headphones only.
11. Member must use towels to clean all equipment after Member is finished using the equipment. Any towels provided by Owner must be left in the Exercise Facility in the marked receptacles.
12. Any conduct which unreasonably interferes with the use or enjoyment of the Exercise Facility or the equipment by other Members, or disrupts or interferes with the normal, safe, orderly and efficient operation of the Exercise Facility or the equipment therein is strictly prohibited.

13. Access to the Exercise Facility is by pre-authorized magnetic access card only during the posted hours of operation. Owner reserves the right to modify the hours of operation at any time in Owner's sole discretion. If there should be changes in the hours of operation, they will be posted in the Exercise Facility.

14. Solicitation for the sale of any product or service, or for charitable contributions, and petitions of any kind, are strictly prohibited in the Exercise Facility.

15. Without any prior notice being required, Owner reserves the right to close all or any portion of the Exercise Facility for any period of time due to an act of God, governmental restriction, labor problems, inability to obtain utilities, supplies, equipment or materials or for any other reason whatsoever. Owner may alter the Exercise Facility in any way it deems desirable and may restrict the use of the Exercise Facility to permit its maintenance, repair or alteration.

16. Member acknowledges and agree that Member's right to use the Exercise Facility is subject to termination at the sole discretion of Owner. In the event that Owner shall engage an attorney in connection with any termination by Owner of Member's privileges to use the Exercise Facility because of damage to the Exercise Facility by Member or the violation of Member of any of these Rules and Regulations (as they may be amended), Member shall pay all attorneys' fees and costs incurred by Owner in connection therewith.

17. These Rules and Regulations shall be considered part of the Release and the Member's use of the Exercise Facility shall be governed hereby. Owner reserves the right, exercisable in Owner's sole and absolute discretion, to amend or add to the Rules and Regulations, or to adopt new Rules and Regulations. A posted note in the Exercise Facility shall be deemed proper notice to all Members of any amendments or additions to these Rules and Regulations.

Employer

Employee Name (please print)

Suite No.

Signature

Phone No.

Date

Security Key Number

Section V – Building and Area Amenities

Willow Oaks Corporate Center Building Amenities

- On-Site 138 Seat Executive Conference Facility
- On-Site Café-Open for Breakfast and Lunch Daily
- On-Site ATM Machine
- On-Site Workout Facilities with showers and lockers
- Shuttle Service to Dunn Loring Metro Station (Orange Line)-starting at 6:45am
- Shuttle Service to the Mosaic during lunch
- Ample free covered parking
- Bike racks in the garages
- Willow Oaks Corporate Center is conveniently located with easy access to I-495, Route 50, Gallows Road, and the Express Lanes.

Area Amenities and Services

Restaurants

McDonald's	Papa John's
Starbucks	Jasmine Garden
Uno Chicago Grill	Panda Express
Five Guys	Elephant Jumps
Chipotle	Cold Stone Creamery
Four Sisters Vietnamese	Arby's
Falafel Guys	Sweetgreen
Pho Cyclo	Cava Mezze Grill
True Food Kitchen	Bartaco
Moms Organic (Naked Lunch)	Matchbox Pizza

Medical

- TriCare
- INOVA
- My Eye Dr.

Hotels

- Marriot
- Residence Inn Marriott
- Homewood Suites
- Hyatt House

Banking

- Capital One
- Eagle Bank
- Bank of America

- Apple Federal Credit Union

Auto

- Mr. Wash Car Wash
- Advance Auto Parts

Shopping Malls and Specialty Retail

- Target
- AT&T
- CVS Pharmacy
- Harris Teeter
- HMart
- Great Wall Supermarket
- The Home Depot
- Paper Source
- Lou Lou
- Anthropologie
- Angelika Film Center
- Fresh Bikes
- Last Call Studio
- Dawn Price Baby
- South Moon Under
- Bellacara

Gyms

- Gold's Gym
- XSport Fitness

Office Supplies

- The UPS Store
- Office Depot
- FedEx

WILLOW OAKS CORPORATE CENTER DUNN LORING METRO SHUTTLE SCHEDULE

MONDAY – FRIDAY | EXCEPT HOLIDAYS

Morning Schedule

<u>Dunn Loring METRO</u>	<u>Gatehouse Road</u>	<u>Willow Oaks</u>
6:45 AM	6:55 AM	6:58 AM
7:05 AM	7:15 AM	7:18 AM
7:25 AM	7:35 AM	7:38 AM
7:45 AM	7:55 AM	7:58 AM
8:05 AM	8:15 AM	8:18 AM
8:25 AM	8:35 AM	8:38 AM
8:45 AM	8:55 AM	8:58 AM
9:05 AM	9:15 AM	9:18 AM
9:25 AM	9:35 AM	9:38 AM
9:45 AM	9:55 AM	9:58 AM

Evening Schedule

<u>Willow Oaks</u>	<u>Gatehouse Road</u>	<u>Dunn Loring METRO</u>
3:10 PM	3:15 PM	3:20 PM
3:30 PM	3:35 PM	3:40 PM
3:50 PM	3:55 PM	4:00 PM
4:10 PM	4:15 PM	4:20 PM
4:30 PM	4:35 PM	4:40 PM
4:50 PM	4:55 PM	5:00 PM
5:10 PM	5:15 PM	5:20 PM
5:30 PM	5:35 PM	5:40 PM
5:50 PM	5:55 PM	6:00 PM
6:10 PM	6:15 PM	6:20 PM
6:30 PM	6:35 PM	6:40 PM
6:50 PM	6:55 PM	7:00 PM

Lunch Time Schedule – Every 15 minutes between 11:30am and 2:00pm from Willow Oaks to Gatehouse to the Mosaic District and back.

FOR SHUTTLE INFORMATION, PLEASE CALL TRANSPORTATION CENTERS AT 703-573-0900

Section VI – Emergency Procedures

Overview

The Ownership and Management of Willow Oaks Corporate Center take Fire and Life Safety very seriously. Our objective is to provide our tenants with a safe and comfortable working environment. With this in mind, this Emergency Procedures Manual was developed.

While the Fire / Life Safety Systems in the building are engineered to ensure the safety of all occupants in the building in the event of a fire, it is important that all individuals working in the building understand the building's emergency procedures. However, each emergency is unique and sometimes the recommended procedures may not be suitable for all conditions that arise. Therefore, common sense should always be the primary element of any emergency procedure.

Please take the time to familiarize your entire staff with these procedures. If you have any questions regarding these procedures or any of the Fire and Life Safety systems in place in Willow Oaks, please contact the Management Office at 703-698-1888

Emergency Phone Numbers

Emergency: 911

Fairfax County Police and Fire Department: Non-Emergency 703-691-2131

Management Office: 703-698-1888

After hours call center: 301-236-6519

Note: If this is a true Emergency, please call 911 or the correct authority before calling the Management Office.

Floor Response Team

At the time of move-in, each tenant is asked to complete the **Floor Response Team Form** (found in Section VII of this Manual) designating personnel that will be responsible for taking charge in the event of an emergency. It is up to each tenant to assure that this form is updated when designated personnel leave employment of the firm or for other reasons are no longer able to perform the outlined duties of emergency personnel.

While the Management Office may periodically host Floor Response Team training, the general responsibilities are outlined here. It is the responsibility of all Floor Response Team personnel to familiarize themselves with these guidelines as well as all of the building's Emergency Procedures.

There are several primary Floor Response Team positions. They are:

- **Floor Warden:** Responsible for controlling staff in event of emergency and explaining/overseeing all emergency actions.
Each tenant should designate an alternate Floor Warden in case the Floor Warden is out of the office when an emergency occurs.
- **Stairwell Monitor:** At direction of Floor Warden, leads employees to exit stairwells and monitors the safe and efficient evacuation via stairwells.
- **Elevator Monitor:** Is positioned at elevator banks and ensures that no one uses the elevators during an emergency.
- **Searcher:** After all personnel have evacuated the suite, the searcher returns to the office suite to ensure that all have in fact evacuated and that there are no injured persons left behind.
- **Assistant to the Physically Impaired:** Assists any handicapped individuals during an emergency and/or building evacuation.

Each member of the building's Floor Response Team has an extremely important job to perform in the event of an emergency. Each Floor Response Team designee should become familiar with the following duties.

Floor Warden Responsibilities

- Appoints personnel to the emergency team and fills all vacant positions.
- Maintains an updated roster of Floor Response Team personnel.
- Keeps Management Office updated on any changes in Floor Response Team personnel.
- Alerts Floor Response Team designees of potential emergencies.
- Supervises the activities and training of Floor Response Team.
- Responsible for informing and training Floor Response Team in emergency procedures.
- Ensures that Floor Response Team knows their assigned duties and locations in case of an emergency.
- Pre-plans the handling of physically impaired personnel during evacuation.
- Responsible for the evacuation of Floor Response Team.
- Responsible for notifying Elevator Monitor to evacuate.

Stairwell Monitor Responsibilities

- Takes position at assigned exits and assists in the evacuation of all personnel.
- Feels stairwell door with back of hand for heat. If no heat is detected, opens door slowly to inspect stairwell for possible heat and smoke conditions before evacuation.
- Instructs personnel to form single file lines in stairwell and directs personnel to exit along the right side of the stairwell.
- Supervises and monitors evacuation flow while remaining calm and encouraging others to remain calm and orderly during evacuation.
- Remains at exit until Searchers have cleared all personnel for the floor.

Elevator Monitor Responsibilities

- Under the supervision of the Floor Warden, Elevator Monitors are responsible for ensuring that no one uses the elevators during an emergency.
- Is positioned at the elevators and directs employees to the nearest stairway.
- Must be familiar with the building's emergency procedures and the location of all stairwells.
- Remains at designated post until instructed to evacuate by the Floor Warden.

Searcher Responsibilities

- Under the supervision of the Floor Warden, Searchers are responsible for finding and evacuating all personnel from the floor, specifically from remote areas such as storage rooms, file rooms, coffee / break areas, restrooms, etc...
- Check all rooms including restrooms, conference rooms, reception areas, offices, and remote areas.
- Close, but do not lock, all doors after you have determined that the room has been evacuated.
- Place a "searched" sticker or note on doors at knee height to indicate a room has been searched and evacuated. (In the event of an actual fire, the floor may be filled with smoke by the time firemen reach it and the lower the "searched" sticker is placed the easier it will be for them to see it.)
- Advises any remaining personnel on the floor of the emergency and insists on their evacuation.
- Evacuates non-employees found on the floor.
- Must be familiar with the building's emergency procedures and the location of all stairwells

Assistant to the Physically Impaired Responsibilities

- Under the supervision of the Floor Warden, the Assistant to the Physically Impaired is responsible for the safe evacuation of any physically impaired personnel.
- Maintains an up-to-date list of impaired employees.
- Moves all wheelchair bound personnel to the stairwell area and waits with them until emergency personnel arrive.

Fire

If a fire is discovered inside your suite:

1. Advise others and move everyone away from the fire.
2. Confine the fire by closing all doors in the area.
3. Notify the Fire Department (911) and provide the following information:
 - a) Building Name
 - b) Building Address
 - c) Nearest Cross Street
 - d) Suite Number or Exact Location of Fire
 - e) Your Call Back Number

Note: Do not hang up until the Emergency Operator does so.

4. Notify the Management Office.
5. Attempt to extinguish the fire only under the following conditions:
 - If the fire is small and can easily be extinguished.
 - You are familiar with the operation of an extinguisher and it can be done safely.
 - You have someone with you.

- You have your back facing an exit.
6. Proceed to the nearest exit to evacuate. Exit via stairwells; do not use the elevators.
 7. Once outside the building, move to a safe refuge area away from the building and Fire Department operations.

Note: Fires need fuel, heat, and oxygen to survive. You can reduce or extinguish fire by removing any one of these elements. For example, close doors and use extinguisher to reduce oxygen, throw water on the fire to reduce heat, and eliminate fuel sources by removing nearby paper, plastics, and other flammables.

If a fire is discovered outside of your suite:

If you are in your suite, smoke or heat is evident in the corridor, and you are not able to exit, proceed as follows:

1. Call 911 and provide the following information:

- a) Building Name
- b) Building Address
- c) Nearest Cross Street
- d) Suite Number or Exact Location of Fire
- e) Your Call Back Number

Note: Do not hang up until the Emergency Operator does so.

2. Call the Management Office and report your building number, floor, and suite number.
3. Feel the door. If it is hot or warm, do not open it.
4. Close as many doors as possible between you and the fire.
5. If smoke enters your suite from beneath the door, seal the area with a fire blanket, wet towel, or other misted material.
6. If smoke in your suite becomes unbearable, break a window for additional oxygen.
7. If your telephone stops working, display brightly colored material from the window. Wave it to make it more visible to rescuers.
8. Do not jump.

Fire Safety Reminders

1. Post Emergency Phone Numbers for all employees.
2. Make sure all employees are aware of the location of fire extinguishers and are familiar with how an extinguisher operates.
3. In a fire or other emergency, follow the instruction of your designated Floor Warden and other Emergency Personnel.

4. Never use the elevators.
5. While it is usually advised to go downward in a building during a fire, there are occasions when it may be necessary to go to an upper floor or the roof. For example, if smoke enters the stairwell, you may be driven upwards toward cleaner air.
6. If you encounter smoke, get down on your hands and knees. Air is cleaner and cooler near the floor. Crawl to the nearest stairwell and exit if it is safe to do so.
7. Few people are burned to death in fires. Most fire-related deaths are the result of smoke inhalation, poisonous gas or panic. Panic can be avoided by being well prepared for an emergency. Learn all the emergency procedures as if they were second nature.

Fire Prevention Tips

1. Replace any electrical cord that has cracked insulation or a broken connector.
2. Do not pinch electrical cords under or behind furniture.
3. Do not run electrical extension cords under chair mats or across doorways where they can be stepped on or chaffed.
4. Leave space for air to circulate around heaters and other heat-producing equipment such as copiers and computer terminals.
5. Turn off or unplug all appliances, including coffee makers and hot plates at the end of each workday.
6. Keep exits, storage areas and stairways free from waste paper, empty boxes, dirty rags and other fire hazards.
7. Know the locations of fire extinguishers in the building and your work area.
8. Remove trash on a regular basis.
9. Close all doors after working hours.
10. Discard all flammable liquids.
11. Observe the building's "No Smoking" policies. Never throw matches or cigarette butts into waste containers or in the mulch (inside or outside of building).

Fire Extinguisher Basic Operation

All extinguishers in the building may be used on fires originating from wood, paper, plastic, grease, oil, and electricity.

Operating a Fire Extinguisher

- Pull open the cabinet.
- Remember the "P-A-S-S" method for effective fire extinguisher use:
 - P – Pull the safety pin. This is usually the pin with a string attached.
 - A – Aim the hose, nozzle or horn at the base of the fire.
 - S – Squeeze the trigger handle

S – Sweep from side to side and watch for the re-flash of the fire.

Note: Always maintain a three foot clearance area around fire equipment. Once the equipment has been used, do not try to re-hang it, even for a few seconds. Used extinguishers should be serviced immediately.

Earthquakes

Earthquake Preparedness

While the office building is structurally designed to minimize earthquake damage, it is wise for all occupants to be well prepared as well as keenly aware of the earthquake emergency procedures.

The following supplies will be necessary to protect and sustain your employees in the event of an earthquake:

- **Food.** Stock your office with non-perishable and easy-to-store food products such as dehydrated foods and food bars.
- **Water.** Keep at least a three-day supply of purified water. It is recommended that you stock two quarts of water per day, per employee.
- **Emergency Lighting.** Flashlights, flares, light sticks.
- **Batteries.** Keep a fresh supply
- **Medical.** Keep a well-stocked First Aid Kit. Choose kits designed to treat earthquake-related injuries such as heavy bleeding, shock and broken bones.
- **Blankets.** Lightweight fire and shock retardant emergency blankets.
- **Radios.** Portable transistor radios with extra batteries and two-way radios.
- **Fire Extinguisher.**
- **Medications.** Persons on medication should keep a 72-hour supply in their desk.

Additional supplies to consider:

- Heavy Work Gloves
- Hard Hats and Goggles
- Work Shoes
- Shovels, Crowbars
- Catalytic Heater
- Dust Masks
- Chemical Toilets, Waste Bags, Lime
- Water Purification Tablets
- Sleeping Bags and Cots

- Portable Stove
- Eating Utensils
- Instant Icepack
- Pre-moistened Towelettes

During an Earthquake

While Earthquake Emergency Procedures are similar to those of a fire, one specific difference should be communicated to all building occupants: evacuation during fire is highly probable, whereas **evacuation during an earthquake is not probable.**

Please adhere to the following safety procedures during an earthquake:

1. Take shelter away from windows and seek protection under tables, desks, or other objects that offer shelter from flying glass and debris.
2. Do not leave the sheltered area or exit the building until the quake is over. Seek safety where you are and leave calmly afterward if evacuation is necessary.
3. Do not dash for exits – stairwells may be unsafe.
4. Never attempt to use elevators during an earthquake. Afterwards, do not use elevators until they are checked for safety.
5. Stay clear of bookcases, file cabinets, windows and other heavy objects.
6. Turn off electrical equipment. Do not be surprised if electricity goes off or alarm systems are activated.
7. Do not smoke or use matches in case of gas leaks. If power fails, use battery operated lights.

If You Are Outside of the Building When an Earthquake Occurs

1. Move away from buildings, utility wires and poles, debris, and areas subject to falling glass.
2. If you are unable to reach a clear area, stand in a doorway or archway.
3. If threatened by falling debris, cover face with one forearm and the back of the head with the other.
4. The most dangerous place to be is on a sidewalk subject to falling debris such as glass and masonry.

After an Earthquake

1. Check for injured persons. Do not attempt to move a seriously injured person unless they are in immediate danger.
2. Do not use matches, candles, or other open flames.
3. Do not turn on electrical switches or appliances.
4. Inspect your area for damage. Check for fire. Check utilities for gas and water leaks or electrical shorts. Stay clear of wires that are shorting out.

5. If you smell gas, open all windows. Evacuate the building if possible and report the leak to the Fire Department first, if possible, and then Building Management.
6. Clean up any dangerous spills.
7. Replace telephone receivers to restore communications. However, do not use telephones, except to reach Management Office or the Fire Department.
8. Listen to the radio for emergency reports.
9. Do not spread false rumors regarding the condition of the building or anything else that may cause panic.
10. Cooperate with Management personnel and Fire Department representatives.
11. Be prepared and stay alert for aftershocks.

Checklist for Business Survival Following an Earthquake

Businesses face many hurdles in recovering from earthquakes. A key to survival is looking ahead and planning for recovery before an earthquake strikes. The following checklist identifies areas that can reduce the impact of an earthquake by enabling your company to continue normal business operations.

- ☐ Make agreements with vendors and suppliers to assure continued business or identify alternate sources in the event your normal vendors are unable to function after an earthquake.
- ☐ Develop and maintain inventories for critical supplies, equipment, and employee skills.
- ☐ Develop a plan for informing clients, the general public and the media about company operations following an earthquake.
- ☐ Store duplicates of vital company records and important documents off-site.
- ☐ Take steps to “quake-proof” your computer facility and equipment.
- ☐ Establish contracts with engineers and suppliers to survey damage and perform clean up following an earthquake.
- ☐ Develop a plan for business restoration including securing alternate work sites for personnel, restoring damaged utility systems, and controlling access to company facilities.
- ☐ Develop alternate marketing strategies for your products or for moving into other markets under post-earthquake conditions.
- ☐ Create post-earthquake financing and investment strategies to protect corporate assets.
- ☐ Make sure your bank is informed about your disaster contingency planning to assure quick response to your post-earthquake needs.
- ☐ Review existing inter-company mutual aid agreements to establish what needs might be following an earthquake.

Tornados

Tornado Preparedness

The following supplies will be necessary to protect and sustain your employees in the event that a tornado leaves you temporarily stranded in the office building:

- **Food.** Stock your office with non-perishable and easy-to-store food products such as dehydrated foods and food bars.
- **Water.** Keep at least a three-day supply of purified water. It is recommended that you stock two quarts of water per day, per employee.
- **Emergency Lighting.** Flashlights, flares, light sticks.
- **Batteries.** Keep a fresh supply
- **Medical.** Keep a well-stocked First Aid Kit. Choose kits designed to treat earthquake-related injuries such as heavy bleeding, shock and broken bones.
- **Blankets.** Lightweight fire and shock retardant emergency blankets.
- **Radios.** Portable transistor radios with extra batteries and two-way radios.
- **Fire Extinguisher.**
- **Medications.** Persons on medication should keep a 72-hour supply in their desk.

Additional supplies to consider:

- Heavy Work Gloves
- Hard Hats and Goggles
- Work Shoes
- Shovels, Crowbars
- Catalytic Heater
- Dust Masks
- Chemical Toilets, Waste Bags, Lime
- Water Purification Tablets
- Sleeping Bags and Cots
- Portable Stove
- Eating Utensils
- Instant Icepack
- Pre-moistened Towelettes

There are two designations placed on a tornado: a watch and a warning. A tornado watch indicates weather conditions are right for a tornado. A tornado warning indicates that a tornado has been sighted in the immediate area.

In the Event of a Tornado Watch

1. Whoever is made aware of the threatening weather should notify the office manager, designated Floor Warden and the Management Office.
2. Floor Warden or office managers should alert all staff of the watch.
3. Once you have been notified of the watch, please do the following:
 - Immediately close the blinds in your office.
 - Once this is accomplished, stay away from the windows.
 - Remain at your normal work station.
 - Tune in any battery operated radios to a station with weather updates.
 - If possible, you should remain in the building until the weather has cleared.

In the Event of a Tornado Warning

1. Move away from the perimeter of the building (windowed areas) toward the center of the building and close the doors behind you.
2. Floor Wardens and other emergency personnel will direct you towards corridors, stairwells and elevator lobbies.
3. Do not exit these designated areas or use elevators.
4. Protect yourself by placing your head close to your knees and covering your neck with your hands.
5. If you cannot reach a corridor or lobby in time, the next safest place is under a desk, table or chair.
6. Remain in the designated area until an announcement has been made by designated emergency personnel or building management that it is safe to return to your work station.
7. Once everyone has returned to their workstation, emergency personnel should assist Building Management in accounting for all employees.
8. If anyone has been injured, designated emergency personnel should assist where possible and follow the Medical Emergency Procedures outlined in this Manual.
9. If any portion of your offices or surrounding building areas have been damaged, please notify building management immediately.

Hurricanes

Hurricane Preparedness

The following supplies will be necessary to protect and sustain your employees in the event that a hurricane leaves you temporarily stranded in the office building:

- **Food.** Stock your office with non-perishable and easy-to-store food products such as dehydrated foods and food bars.
- **Water.** Keep at least a three-day supply of purified water. It is recommended that you stock two quarts of water per day, per employee.
- **Emergency Lighting.** Flashlights, flares, light sticks.
- **Batteries.** Keep a fresh supply
- **Medical.** Keep a well-stocked First Aid Kit. Choose kits designed to treat earthquake-related injuries such as heavy bleeding, shock and broken bones.
- **Blankets.** Lightweight fire and shock retardant emergency blankets.
- **Radios.** Portable transistor radios with extra batteries and two-way radios.
- **Fire Extinguisher.**
- **Medications.** Persons on medication should keep a 72-hour supply in their desk.

Additional supplies to consider:

- Heavy Work Gloves
- Hard Hats and Goggles
- Work Shoes
- Shovels, Crowbars
- Catalytic Heater
- Dust Masks
- Chemical Toilets, Waste Bags, Lime
- Water Purification Tablets
- Sleeping Bags and Cots
- Portable Stove
- Eating Utensils
- Instant Icepack
- Pre-moistened Towelettes

There are two designations placed on a hurricane: a watch and a warning. A hurricane watch indicates weather conditions are right for a hurricane. A hurricane warning indicates that a hurricane has been sighted in the immediate area.

In the Event of a Hurricane Watch

1. Whoever is made aware of the threatening weather should notify the office manager, designated Floor Warden and the Management Office.
2. Floor Warden or office managers should alert all staff of the watch.
3. Once you have been notified of the watch, please do the following:
 - Immediately close the blinds in your office.
 - Once this is accomplished, stay away from the windows.
 - Remain at your normal work station.
 - Tune in any battery operated radios to a station with weather updates.
 - If possible, you should remain in the building until the weather has cleared.

In the Event of a Hurricane Warning

1. Move away from the perimeter of the building (windowed areas) toward the center of the building and close the doors behind you.
2. Floor Wardens and other emergency personnel will direct you towards corridors, stairwells and elevator lobbies.
3. Do not exit these designated areas or use elevators.
4. Protect yourself by placing your head close to your knees and covering your neck with your hands.
5. If you cannot reach a corridor or lobby in time, the next safest place is under a desk, table or chair.
6. Remain in the designated area until an announcement has been made by designated emergency personnel or building management that it is safe to return to your work station.
7. Once everyone has returned to their workstation, emergency personnel should assist Building Management in accounting for all employees.
8. If anyone has been injured, designated emergency personnel should assist where possible and follow the Medical Emergency Procedures outlined in this Manual.
9. If any portion of your offices or surrounding building areas have been damaged, please notify building management immediately.

Explosions

If an explosion occurs, please adhere to the following procedures:

1. Immediately report the explosion to the Management Office. Remain calm and provide the following information:
 - Your name, location (building and suite number), and phone number.

- Your company name.
- Exact location of explosion.
- Cause (if known) of explosion.
- Extent of casualties, and number and type of injuries.
- Whether explosion caused fire and if so, location of fire.

2. Evacuate all persons from the area if necessary.

The Management Office will immediately contact the Fire and Police Departments and will dispatch emergency personnel to the scene.

Medical Emergencies

Should a medical emergency situation develop which requires immediate intervention by trained personnel, proceed as follows:

1. Call 911. Reassure the injured person that help is on the way. Remain calm and provide the following information:

- Nature of medical emergency.
- Building name and address.
- Exact location and name of sick or injured person.

Note: Do not hang up until the emergency operator does so.

2. Call the Management Office at 703-698-1888 and provide the following information:

- Your name and company name.
- Nature of medical emergency.
- Exact location and name of sick or injured person.
- Whether or not you have called for trained assistance.
- A number where you can be reached.

3. Direct any on-lookers away from the area of the injured person. Clear the area of any objects that might impede the rescue or interfere with emergency personnel.

4. Remain with the victim. Do not move the victim unless there is immediate danger of further injury. Keep the victim comfortable and warm.

5. Designate a responsible person to do the following:

- Wait at the building's main entrance for medical personnel. When they arrive, direct them to the injured person.
- Whenever possible, have an elevator standing for the rescue team.

Note: CPR training and first aid courses are available through your local American Red Cross and are sometimes offered through the Management Office. All occupants are encouraged to participate.

Bomb Threats

Bomb threats should always be taken seriously. Do not assume that a bomb threat is a prank call or that they are only made to the Management Office. Anyone can receive a bomb threat and all building occupants should be prepared.

Telephone Bomb Threats

1. The person receiving the call should try to get as much information as possible from the caller and should write out the message exactly as received from the caller.
2. Listen carefully. You may be able to help authorities identify the caller, his location, or the location of the explosive by his comments, vocal characteristics and any background noise.
3. Keep the caller on the phone for as long as possible. Ask the caller to repeat the message.
4. Obtain as much information from the caller as possible such as location of bomb, time of detonation, appearance of bomb, and callers' reason for planting the bomb (please see the Bomb Threat Questionnaire found in section VII of this manual).
5. Remind the caller that the building is occupied and that the bomb might cause the deaths of innocent people.
6. Once the caller has hung up, immediately contact the Management Office at (insert area code and phone number) and provide the following information:
 - Your name.
 - Your location (building and suite number).
 - Your phone number.
 - Name of any other person who heard the threat.
 - Name of any employee threatened by the caller and his/her work location.
 - Time the bomb is to detonate if known.
 - Location and description of the bomb if known.
 - Any reason given for planting the bomb.
 - Any other information received from the bomb threat perpetrator.
7. Complete the Bomb Threat Questionnaire and provide it to management personnel as soon as possible after the call was received.

Written Bomb Threats

Upon receipt of a written bomb threat:

1. Immediately notify the Management Office.
2. Do not destroy the note.
3. Do not let others handle the note.
4. Turn the note over to building management or emergency personnel.

Personal Receipt of Bomb Threats

When a bomb threat is directed to a specific individual, he/she should immediately search his/her own workstation or office for unidentifiable or suspicious items. Please remember the following:

- Look for anything out of the ordinary or out of place.
- Look high and low – not just at eye level.
- Methodically search from one end of your work area to the other.

Searching Your Suite for a Suspected Bomb

Once a telephone or written bomb threat has been reported to the Management Office, occupants should search their suites for any suspicious packages. Following are some search guidelines:

- Do not rely on random searches in logical places.
- Explosives are concealed most easily in areas that have the easiest access.
- Be aware of out of the ordinary articles that are foreign to the area.
- The bomb is likely to be packaged in a common container such as a shoe box, cigar box, a book, a grocery bag, an athletic bag, and airline bag, a suitcase, or briefcase.
- Anything that does not belong, such as a book in the restroom, should be considered a suspicious object.
- When searching individual rooms / offices, start at the outside walls and move towards the center of the room.

Note: If a suspicious object is found, do not touch it. Report the finding immediately to your designated emergency personnel and to building management.

Suspected Bomb Safety Precautions

The following safety precautions will acquaint all occupants with the dangers inherent in a bomb threat, bomb search, discovery and handling of all suspected bombs, or if you have any other reason to suspect a bomb is in the building.

While some of the precautions may seem elementary, do not dismiss them as unimportant. Adequate knowledge of these precautions may save your life as well as the lives of other persons working in or visiting the building.

1. If it is suspected that a bomb is in the building:
 - Do not use radio equipment to transmit messages.

- Do not change lighting conditions.
 - Remove all flammables.
2. Please make only necessary phone calls. Open phone lines are essential to effectively controlling the emergency.
 3. If a suspected bomb is identified:
 - Do not touch it.
 - Do not attempt to move or carry it.
 - Remove all flammable material from the area.
 4. During a bomb threat emergency, cooperate with all fire department instructions, including building evacuation.

Suspicious Packages

Upon the delivery of all packages always be aware and:

- Do not accept the contents of any container as bona fide simply because it was delivered in a routine manner.
- Do not assume that container marking and/or appearance is sole evidence of its content, identification or legitimacy.
- Be aware of packages with incorrect titles or those marked "Confidential" or "Personal".
- Do not open any suspicious package. Do not cut any cord, rope or wire on a suspicious package.

Be aware of the following signs that a package may include a bomb:

- Excessive postage.
- No return address.
- Excessive weight.
- Incorrect titles.
- Restrictive markings (such as "Confidential" or "Personal").
- Oily stains or discoloration.

Upon Receipt of a Suspicious Package

1. Do not allow anyone to handle the package.
2. Immediately call the Management Office

Evacuation

In the event of an emergency, it may become necessary to evacuate the office building. All Floor Response Team personnel as well as general personnel should be completely familiar with the following evacuation procedures.

- In an emergency situation, wait until management or designated Floor Response Team personnel indicated that it is safe and appropriate to evacuate the building.
- If you are directed to evacuate, closely follow the instructions of all Floor Response Team personnel including Floor Wardens, Elevator Monitors, Searchers, and Stairwell Monitors.
- Do not exit via the elevators.
- Exit via stairwells only after a Stairwell Monitor has deemed it safe to do so.
- Familiarize yourself with the location of all stairwell exits; in the event a stairwell is blocked, proceed to an alternate stairwell.
- Use safe stairwell exit procedures including:
 - Remain calm and quiet.
 - Remove high heeled shoes.
 - Exit in a single file and keep to the right using hand rails.
 - Move quickly, but do not run.
 - Assist those who may have trouble on the stairs or who have been injured.
 - Treat injuries on stairwell landings only and only when safe to do so.

Evacuating the Injured

If you are alone with an injured person who is unable to leave the area unassisted, you may find that a “blanket drag” will provide you with the means to remove the person from the hazardous area. The drag can also be accomplished with a coat. If you are unable to carry the person, the “blanket drag” may be your only means of moving the person out of danger.

To get the person onto the blanket, turn the person on his/her side and roll the blanket up, lengthwise, so that when you roll them over to the other side, you can open the blanket. Grasp the corners nearest the head of the injured and pull the person out of the area.

Civil Disturbances

Although riots and civil disturbances are rare, there is still a need for a planned course of action in the event a civil disturbance erupts. Should a disturbance start outside the building, the Management Office will:

- Secure all building entrances.
- Notify the police.
- Notify the tenants.

- Prevent access to all suites.

In the event that a civil disturbance initiates inside the building:

- Make sure all occupants are in your office and lock your suite doors including the main entrance. Assign a responsible individual to stand by the entrance door with a key allowing authorized personnel only to enter and leave.
- Immediately notify the Management Office and provide the following information:
 - Exact location of the disturbance, demonstrators, and/or rioters.
 - Approximate number of demonstrators or rioters.
 - Your name, company name, and call back number.

Power Failure

In the event of a power failure, Willow Oaks is equipped with emergency systems which will provide power for emergency lighting, selected elevator service, and life and safety security systems.

If you experience loss of power in your suite, immediately contact the Management Office. An engineer will be dispatched to assist in restoring power, if the entire building is affected, the Electric Utility Company will be contacted for assistance and building personnel will keep all tenants advised.

If the power failure occurs during daylight hours, open the blinds to utilize available sunlight. This should be avoided, however, in emergency situations where procedures call for closed blinds.

Following is a list of items that all tenants should keep on hand in case an emergency of any kind causes the loss of power:

- Emergency Lighting. Flashlights, flares, light sticks.
- Batteries. Keep a fresh supply
- Blankets. Lightweight fire and shock retardant emergency blankets.
- Radios. Portable transistor radios with extra batteries and two-way radios.

Section VII – Important Forms

Move-In

The following forms should be completed and returned to the Management Office two weeks prior to your scheduled move. Send an original, completed copy to the Management Office and retain one copy for your records. For replacement forms, please contact the Management Office at 703-698-1888

- A. Move-In Day Information
- B. Access Card Request
- C. Key Distribution
- D. Suite Sign Order Form
- E. Lobby Directory Strip Order Form
- F. Lobby Digital Directory Setup Form
- G. Authorized Individuals and After-Hours Emergency Contacts
- H. Floor Response Team
- I. Physically Impaired Individuals
- J. Emergency Procedures Acknowledgement
- K. Spotlight Questionnaire (Optional)

WILLOW OAKS

TENANT MOVE-IN DAY INFORMATION

Tenant Name: _____

Tenant Move-In Coordinator: _____

Current Address: _____

Current Phone #: _____

Moving Date: _____

Moving Time: Start: _____ Completion: _____

Moving Company: _____

Moving Company Telephone: _____

Moving Company Supervisor: _____

Moving Company Contacted for Certificate of Insurance? Yes__ No__

Number of Movers: _____ Oversized Furniture or Equipment: _____

Special Move-In Cleaning Requirements: _____

Additional Security Requirements: _____

Emergency Tenant Names and Phone Numbers During Move:

Name: _____ Telephone #: _____

Name: _____ Telephone #: _____

WILLOW OAKS

ACCESS CARD REQUEST

Name of Company: _____

Date: _____

Card Holder: _____

Suite / Floor: _____

Type of Request (Check One)

<input type="checkbox"/>	New Card Holder:	_____
<input type="checkbox"/>	Remove Card Holder:	_____
<input type="checkbox"/>	Name Change:	From: _____ To: _____

Parking: _____

License #: _____

Make of Car: _____

24 Hours: _____

HVAC: _____

Authorized Individual: _____

Access Card #: _____

Old Card Returned: _____

Parking Card Number: _____

To Be Completed By the Management Office

Building Authorization: _____

Request Processed: _____

Parking Authorization: _____

WILLOW OAKS

KEY ACCEPTANCE/KEY REQUEST

If you require keys or a lock change, please complete this form and email a copy to the Management Office at stephanie.genebroso@transwestern.com. If you have an urgent request, please call the Management Office at 703-698-1888.

Tenant Company Name: _____

Suite Number: _____

Contact Name: _____

Contact Phone: _____

Contact Email: _____

Contact Fax Numbers: _____

Date of Request: _____

Description / Number of Keys Requested:

Received By: _____
Name / Title

WILLOW OAKS

SUITE SIGNAGE ORDER FORM

Company Name: _____

Date: _____

Phone #: _____

Suite #: _____

Please detail your firm name (including spaces and punctuation). Willow Oaks Corporate Center must fit firm names into the parameters of existing building signage areas. Due to the character limitations on each type of sign, it may not be possible to accommodate your primary preference on every type of sign, therefore please indicate secondary preferences as well (such as abbreviations).

Firm Name **Option 1**

Firm Name **Option 2**

Firm Name **Option 3**

Form Completed By: _____
Name / Title

Note: Please attach camera-ready art layout if required and contact the Management Office for additional cost.

Please return completed form as soon as possible, as there is an approximate 3-week turnaround.

WILLOW OAKS

LOBBY DIGITAL DIRECTORY SETUP FORM

Company Name: _____

Date: _____

Phone #: _____

Suite #: _____

Please detail your firm name (including spaces and punctuation). Firm Name will be displayed on the Willow Oaks Corporate Center's Digital Directory in the lobby. In addition to your firm name, you may include the firm website, firm logo, and any key staff members to display on the Digital Directory's touch screen. Due to the character limitations on the digital directory, it may not be possible to accommodate your primary preference, therefore please indicate secondary preferences as well (such as abbreviations).

Firm Name(s) (Must be typewritten)

Firm Website:

Key Staff:

Firm Logo:

Please contact the Management Office for the most current logo format requirements.

Form Completed By: _____

Name / Title

WILLOW OAKS

AUTHORIZED INDIVIDUALS & AFTER HOURS EMERGENCY CONTACTS

For our files, please indicate the individual's name, cell number, and home phone number of three (3) individuals from your suite who will go on our records as authorized individuals. These individuals will also be the only persons allow to make overtime HVAC requests. In the event of an after-hours emergency or security authorization, a member of the management staff will contact one of the individuals listed below.

Company Name: _____

Suite #: _____

Please print. In case of emergency or security authorization, please notify:

1. Name _____

Email: _____

Title: _____ Phone #: _____

2. Name _____

Email: _____

Title: _____ Phone #: _____

3. Name _____

Email: _____

Title: _____ Phone #: _____

Form Completed By: _____

Signature

Date

WILLOW OAKS FLOOR RESPONSE TEAM

FLOOR RESPONSE TEAM

Tenant: _____
Floor # & Suite # _____
Phone#: _____

Position

Name

Floor Warden: _____
& Alternate: _____

Stairwell Monitor #1: _____
& Alternate: _____

Stairwell Monitor #2: _____
& Alternate: _____

Elevator Monitor #1: _____
& Alternate: _____

Elevator Monitor #2: _____
& Alternate: _____

Searcher #1: _____
& Alternate: _____

Searcher #2: _____
& Alternate: _____

Assistant to the
Physically Impaired (#1) _____
& Alternate: _____

Assistant to the
Physically Impaired (#2) _____
& Alternate: _____

Note: For your safety and the safety of all building tenants, please keep your Floor Response Team list updated.

WILLOW OAKS

PHYSICALLY IMPAIRED INDIVIDUALS

Please provide the following information regarding individuals in your office who will require special assistance in case of an emergency.

Tenant Company Name: _____

Suite #	Individual	Assistants	Phone #
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

WILLOW OAKS EMERGENCY PROCEDURES ACKNOWLEDGEMENT FORM

Each tenant is required by law to observe and cooperate with the Willow Oaks Emergency Procedures and to enforce occupant participation in all related training and drills. It is tenant's responsibility to review the Emergency Procedures with all employees and to ensure that the manual is available for immediate reference in the event of an emergency.

By signing this form, tenant acknowledges the receipt of the Willow Oaks Emergency Manual; acknowledges that the information provided is clear; and acknowledges the responsibility to share the contents of the manual with tenant's entire staff and any new employees that join the company.

Tenant Company Name: _____

Authorized Individual: _____

Authorized Signature: _____

Date: _____

Please return this form to the Management Office within 30 days of tenancy. Retain one copy for your records.

WILLOW OAKS SPOTLIGHT QUESTIONNAIRE

Company Name: _____

Building Address / Suite: _____

Contact Name: _____

Phone Number: _____

Date Firm Established: _____

Number of Employees: _____

Service Provided: _____

Description of Business:

Company History:

Key Personnel (Please include name, title, # years of experience, and any professional background you'd like to include.):

Daily Operations

The following forms are for use throughout the life of your tenancy. To use a form, please make a copy from the original, returning the original to this Manual for future use. Send one copy of your completed form to the Management Office and retain one copy for your records. If you use or misplace an original form, please contact the Management Office at 703-698-1888 we will send you a new one.

- A. Tenant Service Request
- B. Bomb Threat Checklist

WILLOW OAKS

TENANT SERVICE REQUEST FORM

If you have a general service request and cannot get access to the online Angus work order system, please complete this form and email a copy to stephanie.genebroso@transwestern.com.

If you have an urgent request, please call the Management Office at 703-698-1888

Tenant Company Name: _____

Suite Number: _____

Contact Name: _____

Contact Phone Number: _____

Contact Email: _____

Contact Fax Number: _____

Date of Request: _____

Time of Request _____

Description of Problem or Service Requested:

An engineer, day porter, or other service personnel will be dispatched.

WILLOW OAKS

BOMB THREAT QUESTION SHEET

Call 911 immediately. If possible, have someone else call 911 during the call. After calling 911, immediately contact the Management Office at 703-698-1888.

All employees, especially those answering phones, should keep a copy of this checklist on their desk or near their phone at all times in the event a bomb threat is received.

Questions to Ask

When is the bomb going to explode?	
Where is it right now?	
What does it look like?	
What kind of bomb is it?	
What will cause it to explode?	
Did you place the bomb?	
Why?	
What is your name?	
What is your address?	

Exact Words Used By Caller

--

Description of Caller

Sex:	Race:	Age:
------	-------	------

Description of Call

# at which call was received:	Time:	Date:
-------------------------------	-------	-------

Caller's Voice

- ☐ Calm
- ☐ Angry
- ☐ Excited
- ☐ Slow
- ☐ Rapid
- ☐ Soft
- ☐ Loud
- ☐ Laughter

- ☐ Crying
- ☐ Normal
- ☐ Distinct
- ☐ Slurred
- ☐ Nasal
- ☐ Stutter
- ☐ Lisp
- ☐ Raspy

- ☐ Deep
- ☐ Ragged
- ☐ Clearing Throat
- ☐ Deep Breathing
- ☐ Cracking Voice
- ☐ Disguised
- ☐ Accent
- ☐ Familiar

If voice was familiar, who did it sound like?

Background Sounds

- ☐ Street Noise
- ☐ Crockery
- ☐ PA System
- ☐ Factory
- ☐ Machinery

- ☐ Animal Noises
- ☐ Music
- ☐ House Noises
- ☐ Motor
- ☐ Static

- ☐ Phone Booth
- ☐ Office Machinery
- ☐ Railroad
- ☐ Airplane
- ☐ Other:

Threat Language

- ☐ Well-Spoken (Educated)
- ☐ Foul

- ☐ Irrational
- ☐ Incoherent

- ☐ Taped
- ☐ Message Read

Name:	Position:
Phone #:	Date:

WILLOW OAKS CORPORATE CENTER TENANT HANDBOOK AND EMERGENCY PROCEDURES ACKNOWLEDGEMENT FORM

Each tenant is required by law to observe and cooperate with the Willow Oaks Corporate Center Emergency Procedures and to enforce occupant participation in all related training and drills. It is tenant's responsibility to review the Emergency Procedures with all employees and to ensure that the manual is available for immediate reference in the event of an emergency.

By signing this form, tenant acknowledges the receipt of the Willow Oaks Corporate Center Tenant Handbook; acknowledges that the information provided is clear; and acknowledges the responsibility to share the contents of the manual with tenant's entire staff and any new employees that join the company.

Company Name: _____

Authorized
Individual: _____

Authorized
Signature: _____

Date: _____

Please return this form to the Management Office within 30 days of tenancy.
Retain one copy for your records.