

TENANT SERVICES

WESTPARK CORPORATE CENTER

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Westpark Corporate Center
TENANT SERVICES

Introduction

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INTRODUCTION

The Tenant Services section of the Tenant Handbook is designed to provide you with guidelines and information on quality tenant services at Westpark Corporate Center. Jones Lang LaSalle employs a highly trained professional team to ensure that your expectations of quality in operating and servicing the property are met. On a nationwide basis, we have access to an extensive and specialized support staff consisting of experts in management, engineering, and construction. Local organization and attention to detail in combination with the support of our staff help maintain the highest level of efficiency and keep the Building running smoothly.

As part of our management responsibility, Jones Lang LaSalle's program of standard services promotes the first class image of your company and Westpark Corporate Center. These include:

- Premier office cleaning
- Public area maintenance
- Building systems maintenance
- Elevator service

Jones Lang LaSalle also coordinates requests for many other special services. In most cases your requests can be handled the same day we are notified by the Westpark Corporate Center Team. When we can do the work with in-house, on-site personnel, the advantages are many and include:

- Convenience
- Quick response
- Follow-up
- Quality work
- Lower cost

When extensive services are needed, such as remodeling or redecorating, Jones Lang LaSalle has the capability and stands ready to coordinate the work from beginning to end. During the process we thoroughly review your objectives with you and develop a set of guidelines that fulfill those objectives. Upon your approval of a proposal, we coordinate your business needs with the contractor and supervise the work to completion. While many basic needs can be filled by the Westpark Corporate Center Team, the Building also has arrangements with several designated contractors who provide reliable service at competitive prices due to the volume of work that the Building and Jones Lang LaSalle are able to offer the contractor. Prior to any services being performed, written approval must be obtained by the Management Office from the tenant.

Please call the Management Office at 703.790.3388 if you would like additional information.

Tenant Services Price List

We are at your service to handle any of your lighting needs, keying requirements, carpentry, hanging of pictures, moving of furniture, signage needs, etc. For your convenience, please find the following price schedule for some of these services. Should you desire any of these services, contact the Management Office at 703.790.3388. If you are interested in a service not identified in the price list below, please feel free to contact the Management Office for assistance.

<u>SERVICE</u>	<u>Rate</u>	<u>UNIT</u>	<u>MINIMUM</u>
Engineering Labor	\$75.00	per hour	4 hours for afterhours call back to building
After Hours HVAC (half floor)	\$36.50	per hour	half hour
After Hours HVAC (full floor)	\$46.50	per hour	half hour
Keys	\$7.00	each	N/A
	\$5.50	each	10
Key Fob	\$16.00	each	N/A
Phone Tag	\$9.00	each	N/A
Light Bulb Replacement	*Based on type of lamp required		
Access Cards	\$12.00	each	N/A
Ballast Replacement	*Based on type of lamp required		
Signage	TBD		N/A
Directory Listings	TBD		N/A

CLEANING

A contracted janitorial service provides the building with nightly cleaning of interior office space and all common areas Monday through Friday by an outside janitorial contractor. The porters maintain common areas during the day.

Cleaning inside tenant spaces during business hours is the responsibility of each tenant; however, daytime cleaning services may be obtained by making arrangements through the Management Office for a small fee. Special services such as carpet shampooing or private restroom cleaning within your premises may be scheduled easily by calling 703.790.3388. These special services are detailed below:

Special Services

Your offices represent a significant investment of corporate dollars. Even with the extensive cleaning program that the building offers, there are several items to consider to protect that investment.

1. **Carpets** - Thorough carpet care requires a professionally organized program that includes deep shampooing in combination with power pile lifting, as well as ongoing spot cleaning. Carpeting is the most expensive and most used appointment per square foot of your space. Instituting an ongoing maintenance program to keep carpeting free from grit will maintain the carpet in peak condition for many years. This type of program has the added advantage of enhancing the fresh, clean look in your space. The nightly janitorial contractor will spot clean carpet stains at no charge if areas to be cleaned are called in to the Management Office during business hours. Shampooing of your carpet may be arranged through the Management Office.
2. **Floors** - Prolonging the life and beauty of any floor requires a combination of proper maintenance techniques (sealing, waxing and buffing), and specialized equipment. Wooden and tile floors often require special care on a regular basis to preserve their natural appeal and life span. The nightly janitorial contractor maintains the tile floors in all suites at no charge. Maintenance of wooden floors within tenant space beyond dust mopping is the responsibility of the tenant. You may directly contract with the nightly janitorial or an independent company to accommodate your needs.
3. **Upholstery** - Upholstery should be vacuumed and cleaned on a regular basis with spot cleaning done as necessary. Dirt in furniture retains odors and mutes the colors of the fabric, and stains make the furniture appear unsightly. The nightly janitorial contractor vacuums all upholstery on an as-needed basis. By calling the Management Office, this service can be scheduled for your suite. Upholstery spot cleaning can be scheduled with the nightly janitorial or an independent company. Remember to have the company test clean an unnoticeable area of the piece of furniture first in case a negative reaction occurs with the cleaning product(s).
4. **Walls** - We recommend that walls be washed once a year and painted every three years. This will help to keep marks on the walls to a minimum and will also add to the fresh, clean look. These services are the tenant's responsibility; however, the Management

Office may assist you in locating reliable contractors to perform this work after business hours.

5. **Kitchen** - As an added convenience, it is possible to set up a program by the nightly janitorial contractor to clean kitchen areas in your space on a daily or weekly basis. This frees up the time of any employee that might have been delegated this chore and helps to increase productivity by allowing everyone to concentrate on business rather than housekeeping. This program can be scheduled with the nightly janitorial company or an independent company.

6. **Miscellaneous** - Other areas in your suite (private restrooms, interior glass walls, wood furniture, etc.) might also have special cleaning needs to keep them in top condition. You may design a program with the nightly janitorial or an independent company to satisfy all your special needs. **Offices that are kept locked will not be cleaned due to the janitorial company's lack of access.** Periodically leave the doors to the offices that you want cleaned open to indicate to the janitorial crew that it should be cleaned that evening.

Please contact the Management Office at 703.790.3388 to discuss setting up a cleaning program specifically tailored to your business needs. Putting a program into place to provide this specialized care will maintain your investment without involving your time and energy. You will be surprised at how quick and easy it can be to keep your investment in peak condition and you will appreciate the benefits for years to come.

RECYCLING

Westpark Corporate Center is a strong supporter of the environmental recycling efforts. The property recycles:

- Batteries
- E-waste
- Aluminum Cans
- Metal Food Cans
- Glass Bottles & Jars
- Cereal & Food Boxes
- Milk & Juice Cartons
- Plastic Bottles & Jugs # 1-7 (with lids)
- Wide-mouth Plastic Containers
- Mixed Paper, Newspaper, & Junk Mail
- Magazines & Phone Books
- Paperback & Hardcover Books
- Aluminum Foil & Trays
- Empty Aerosol Cans
- Wire Hangers
- Rigid Plastics Plastic Bags (place bags in a bag)
- Cardboard Boxes and Pizza Boxes

Each individual tenant is supplied with a desk-side recycling container. All recycling (except batteries and e-waste) can be conveniently placed in these containers. When necessary, desk-side containers should be emptied into the larger, centrally located recycling container within your office. The cleaning staff will empty the large container on an as-needed basis. If food or other materials are placed in this box, it will contaminate the entire box of paper, and cannot be recycled.

If you have any questions as to the recyclability of any item, please contact the Management Office at 703.790.3388.

We look forward to your contribution in preserving the environment!

HEATING, VENTILATION AND AIR CONDITIONING

HVAC services are provided from 8:00 a.m. to 6:00 p.m. Monday through Friday, and from 9:00 a.m. to 1:00 p.m. on Saturday. Extra hours of service can be arranged for an additional charge per hour. All HVAC overtime requests must be in writing. Please refer to your Lease to determine billing rates. These rates are subject to change. The current overtime HVAC rate is \$36.50 for half a floor and \$46.50 for a full floor. Extended HVAC services may be requested Monday through Friday before 3:30pm for same day service. All requests after 3:30 are subject to an additional administrative charge.

Westpark Corporate Center is equipped with a state-of-the-art energy management system that provides our heating, ventilating and air conditioning (HVAC).

Two package units serve each floor of the Building. Fan powered VAV boxes deliver conditioned air to each zone. There are approximately 40 zones per floor. Heating is provided via electric heating coils in fan powered VAV boxes on the perimeter of the Building. Fresh air is supplied to each floor via forced air fans located on the roof.

If you experience a problem with the HVAC service to your suite or have questions, please call the Management Office at 703.790.3388.

SECURITY

Westpark Corporate Center currently has a full time Security Guard that is on duty Monday through Friday from 5:00 p.m. to 1:00 a.m., and all day Saturday and Sunday. The guard patrols the Building and its tenant floors. Our security guard enforces building regulations, maintains order, and is on the alert for any unusual activities within the Building. The security guard is available for escorting tenants to their vehicle after hours. The guard can be reached at the following number: 571.407.1468.

To control access to the Building outside of normal business hours, a security card system is used. Proximity cards are required for any individual to enter the Building outside of normal business hours. Tenant should also carry the correct key to their suite. The security guard will not be available to provide you with access outside of normal business hours.

For further protection, neither the Management Office nor the after-hours security guard is permitted to accept any deliveries. All deliveries should be scheduled during normal business hours, or prearranged via written notification to the Management Office at least 24 hours in advance of the delivery.

Tenant Precautions

- Solicitation is not permitted in Westpark Corporate Center. Report all unauthorized or suspicious persons to the Management Office immediately. Give a full description of the person(s) and the last area in which they were observed, stairway and/or elevator used, and if possible, in which direction they were headed.
- Require identification from repairmen who come to work in your office suite.
- Messengers must also be prepared to show identification and proof of delivery at all times.
- During the day, suite reception areas, and areas near the front of the suite should never be left unattended.
- Do not leave handbags or wallets in plain view or unattended. All valuables should be taken home or locked in your desk.
- Petty cash should be locked and secured at all times.
- Combinations to safes and vaults should not be kept in the office.
- Messengers and visitors should not be allowed to wander around any office unescorted.
- Computers and other business equipment should be secured after business hours.
- At the end of the workday, lock all office entrance/exit doors.
- Do not leave keys to locked cabinets or desks in hiding places, such as taped to the bottom of a desk, under desk pads, inside pencil holders, behind wall pictures, etc.
- Maintain good housekeeping habits within your area.

- Report all fire hazards to the Management Office.
- Any and all broken windows need to be reported to Management immediately.
- Coffee makers are to be shut off at the end of the day.
- Shut down all electrical equipment when not in use.
- Turn off any task lighting at work stations and desks.

Security - Tenant Suites

Security officers represent the buildings' interests with respect to incidents that occur in the common area of the building. The officers can also assist tenants with incidents within tenant spaces, but they can only do so in support of tenant staff, pending arrival of the Police Department. Tenant employees must take the lead in resolving incidents within their spaces. Security officers can act as support and provide backup to the tenant employees. All tenant employees (part-time and full-time) should be aware of their company's written policies regarding security issues.

Every office must provide the Management Office with a written list of persons that we can contact in after-hour emergency situations. These people should be listed in the order in which they will be contacted. Jones Lang LaSalle will use this list only if your office cannot be secured at night or for some other emergency requiring Management to get into the space immediately.

Please update the Management Office as soon as your office emergency contacts change. The time lost trying to contact the right person could prove critical in an emergency.

Building security officers are not able to stand guard at a tenant space for any indefinite period of time and will only do so pending arrival of a key holder.

No personnel will be allowed access to the building or tenant spaces after hours since all authorized personnel should have in their possession key card or access code suite keys. If an employee or visitor arrives at the building after hours and asks for access, the security guard may telephone the suite if the employee or visitor provides a telephone number. Someone from the suite will have to come down to the lobby and escort the employee or visitor up to the suite. If necessary, the Tenant Emergency contact will be notified for instruction. However, the security guard is not permitted to "key up" any individual in the building for any reason.

Security Alarms

Individual tenants at Westpark Corporate Center may install intrusion alarms, but the alarms must adhere to the following guidelines:

1. No local enunciation is permitted. This includes horns, bells, whistles, flashing lights or other devices that enunciate for a period of more than fifteen seconds before shutting off automatically. This is to preclude noise that may affect the patronage of other tenants.
2. Alarms should report to an off-site central alarm monitoring station. As the subscriber to this service, the tenant may then elect to be called, have the Police called, or both.

The instructions from the tenant to the alarm monitoring station may include a courtesy call to the Management Office at 703.790.3388. Security staff will respond to the situation pending the arrival of a tenant representative and/or the Police as summoned by the alarm monitoring company. Please keep in mind that members of your team and the Police must respond, as the building security is unable to enter the space or reset the alarms.

Calling Procedures

Fire:

1. Call 911.
 2. Call Management Office at 703.790.3388.
 3. Report where the fire is located, the extent of the fire, your name, and your office name. Management will dispatch an engineer to your location if during business hours.
 4. Fight the fire if you can (provided you are not in personal danger) using the fire extinguisher located at each stairwell entrance.
- * Also, see tab "Fire Safety" in the Emergency Procedures Section.

Medical Emergency:

1. Call 911.
 2. Call Management Office at 703.790.3388.
 3. Report the nature of the injury, the location, your name, and your office name.
 4. Management will dispatch an engineer (if during business hours) to lead the 911 crew to the correct location.
- * Also, see tab "Medical Emergency" in the Emergency Procedures Section.

Robbery:

1. Call 911.
 2. Call Management Office at 703.790.3388.
 3. Immediately write down description of robber.
 4. Report where the robbery occurred, the extent of the robbery, your name, and your office name.
 5. Management will dispatch an engineer (if during business hours) to lead the 911 crew to the correct location.
- * Also, see tab "Building Security" in the Emergency Procedures Section

Bomb Threat:

1. Call 911.
 2. Call Management Office at 703.790.3388.
 3. Record details of information in writing immediately.
 4. Remain calm.
- * Also, see tab "Bomb Threat" in the Emergency Procedures section.

REMODELING/REDECORATING

All plans to remodel or redecorate your suite must be approved by the Management Office prior to the commencement of any work.

Remodeling/redecorating work can be either minor or major and may include any of the following:

- Installing electrical or telephone outlets
- Installing or relocating light fixtures
- Relocating doors
- Repairing carpets
- Installing new carpet
- Adding or removing walls
- Painting or wallcovering

Jones Lang LaSalle has the capability to organize the work through every phase of construction with minimum involvement on your part. During the beginning phases, we meet with you and find out exactly what your requirements are. Depending on how extensive the work, we either have drawings prepared or we make a written specification of the scope of the work.

When this process is complete, bids are obtained from several outside contractors. The best bid is chosen and a formal contract is prepared for completing the project.

Upon execution of the contract, contractors are brought on site and the work is coordinated through its completion.

Remodeling/Redecorating
Contractor Rules and Regulations

Prior to any planned construction, Jones Lang LaSalle's Management and Engineering teams must approve all plans. Once approval has been given, the following contractor rules apply:

1. Contractor/Mechanical Engineer must meet with Management to discuss plans, review regulations and furnish all necessary insurance certificates. Any deviations from approved plans must be approved by Management prior to proceeding with the work. Contractor must sign the Building's Rules and Regulations for Contractors list.
2. An entrance will be designated for deliveries and trash removal. All movement of materials including supplies, tools and debris, is restricted to the hours between 6:00 p.m. and 8:00 a.m., Monday through Friday.
3. All work must be confined to the sealed tenant space. Any dust, dirt, noise or vibration that is above the Landlord's acceptable levels is restricted to the hours between 6:00 p.m. to 8:00 a.m., Monday through Friday. No drilling is allowed for any reason during business hours.
4. The contractor must notify the Management Office twenty-four (24) hours prior to needing the building's sprinkler system shutdown, if applicable.
5. The contractor is responsible for his entire crew and his sub-contractors and no one may park in unauthorized areas without prior approval.
6. The contractor shall not disturb or interrupt any utility services running through the ceiling or floor area of the space servicing the common areas or other tenants. Any work involving alterations to the HVAC system, including chilled water routing, thermostat removal or replacement, and electrical feed supply, requires the contractor to notify the Management Office prior to commencement of work.
7. Contractor is responsible for notifying the Management Office if access is necessary after 6:00 p.m. so that arrangements may be made to provide access.
8. The contractor or the Tenant must notify the Management Office for final inspection of the space prior to its acceptance "as built".

In order to preserve the integrity of the common area systems and other tenant systems, we need to be considerate of any piping - sprinkler, fresh water, or waste water. Note that there will be areas above your present ceiling and, if applicable, under your floor system which service such things as the life safety system, fire sprinkler system, waste water system, electrical system, and HVAC system. If you recognize that one of these systems exists in your space and does not relate to your internal space, please contact Management for identification and alternatives. Do not tamper with these systems prior to contacting the Management Office.

Please see your Lease Agreement for further information regarding tenant alterations.

ADDITIONAL SERVICES

Extermination

Westpark Corporate Center has contracted with a pest control contractor, to provide complete exterminating services to the building every month. According to the terms of our agreement, the vendor is committed to perform any and all services needed to maintain a pest free environment. This contract includes services for common pest problems such as roaches, ants, etc. Services for additional exterminating will be charged to the tenant directly.

Should you require special termite and/or pest control for your tenant space, please notify the Management Office at 703.790.3388 to schedule a time.

Under no circumstances should you, the Tenant, seek additional services from another extermination company. The indiscriminate mixing of exterminating chemicals may pose a health threat to employees, necessitating action by city, state and EPA regulators. Please work with the Management Office to make sure that our contractor is doing the job properly.

Window Washing

Westpark Corporate Center provides each tenant space with both interior and exterior window washing. In order that your windows may be cleaned properly, we ask that you keep the windowsill free of books, plants, and other items that might block access for the window washers. You will be notified ahead of time when window washing has been scheduled.

Access Control

Keys

Upon your move in, Jones Lang LaSalle will issue keys and Datawatch access cards at no charge. Any keys requested after occupancy is established will cost \$7.00 per key and \$5.50 for orders of ten or more keys. Datawatch cards will cost \$12.00.

Datawatch Security Cards

To receive Datawatch cards for building entry and floor access, employees should contact their card administrator. The card administrator should contact the property administrator.

When an employee is terminated, their Datawatch card should be collected to prevent further access to your suite and to the building. Please contact your card administrator to have the card de-activated. The card administrator must notify management of the deactivated card.

In addition, it is the tenant's responsibility to recapture the keys and cards of all terminated employees in order to maintain the security of your suite and the building. If replacement locks are needed because keys have not been collected from the individual(s) who have left your company, you will be charged.

Parking Passes

Parking passes are issued by Standard Parking; the tenant's office manager should contact Standard directly at 703.749.9577.

Office Flooding

Flooding or leaking in offices occurs rarely, yet it can happen in the event of severe weather, sprinkler system leaks, or drain backups. If this unlikely situation develops, please:

1. Call the Management Office immediately at 703.790.3388. We will determine the cause of the flooding and immediately take steps to lessen or stop the inflow of water. If the water is coming in from the roof or exterior of the building, we may have to wait until the rain stops before the engineering staff or an outside contractor can attempt to repair the leak.
2. Prevent people from walking through any standing water to avoid injuries.
3. The Building's in-house team will be using its equipment to clean and disinfect the areas. In the unlikely event the problem is severe; an outside cleaning service will be called for assistance.

File a claim with your insurance company, if necessary.

Parking

The Westpark Corporate Center parking garage is managed for Jones Lang LaSalle by Standard Parking. The Garage Manager's phone number is 703.749.9577. The hours of operation are 7:00 a.m. to 10:00 p.m. You may contact the Garage Manager directly to arrange for monthly parking contracts, purchase validation tickets to provide to visitors, or to obtain current rates for daily parking.

In many leases, reserved parking has been designated for employees of certain tenants. Please see your lease agreement for parking allowances. These reserved spaces are marked accordingly with proper signage. It is important to note that towing of vehicles parking in reserved spaces will be enforced. Please notify your staff members and guests of this policy.

Please call our Management Office at 703.790.3388 if you should have any questions.

SIGNAGE

Directory Strips

Upon your move in, Jones Lang LaSalle will provide you with a directory strip for your company to be placed in the lobby at no cost. The number of directory strips is limited based on your proportionate share. You must simply notify the Management Office in writing, of the proper listing for your firm. There will be a charge to make any changes. It takes approximately three weeks to obtain a directory strip. Please call the Management Office at 703.790.3388.

Suite Signs

Building signage complies with ADA standards containing suite number in Braille below the numeric number. The company name is located on bottom portion. Signage is mounted according to ADA standards.

Upon your move in, Jones Lang LaSalle will provide you with a standard entrance suite sign at no cost. There will be a charge to make any changes. The approximate delivery time is three weeks. Please call the Management Office at 703.790.3388.

TENANT SERVICE REQUEST (TSR) PROCEDURES

To request assistance from the Westpark Corporate Center Engineering team or janitorial crew, please follow either of the procedures listed below. If applicable, the billing for such work will appear on your next regular monthly statement. If the work is beyond the scope of our capabilities, the management team will assist you in finding an outside contractor. In such cases, you will not be charged for the assistance and evaluation.

Procedures for Requests Submitted Online

1. Log onto: <https://secured.360facility.net/westpark/360loginscreen.asp> by entering the designated username and password.
2. Create a request:
 - a. Click Create Request
 - b. Property: This should be automatically populated
 - c. Space/floor: Chose the suite number or select "general" for a common tenant area.
 - d. Type: Chose the correct type of request.
 - e. Subtype: Chose the subtype of request.
*For Overtime HVAC requests please chose "afterhours."
 - f. Priority: Chose "normal." Select "high" if submitting an emergency request or one which must be completed that same day. Please follow up with any emergency work orders by calling the Management Office at 703.790.3388.
 - g. Describe your request: Include exact instructions/description and if applicable include the specific cube/office within the suite
**If the request is for overtime HVAC please note the exact date and time(s) to be provided.
 - h. Click the OK button to submit the request.
3. Check on work order status:
 - a. Click My Requests. This is broken down into two sections: Open Requests and Closed Requests. Each ticket will appear for 90 days from when it was created.
 - b. Click the request ID number to view the details of a specific ticket. This includes the request history and any comments made by the engineers or office staff.
 - c. Use the General Comments Section to add any additional information.

Procedures for Requests by Phone

1. Call the Management Office at 703.790.3388 between the hours of 8:00 a.m. and 5:00 p.m. After normal business hours, calls to this number will be answered by our answering service.
2. Give the following information:
 - a. Tenant name
 - b. Tenant suite number
 - c. Name of individual calling
 - d. Specific nature and location of the request or problem (office temperature, cleaning, electrical, specific person's office etc)
3. The Property Administrator will dispatch the proper personnel to service the request.

Response Time for Requests

All requests are attempted to be completed within the day the call is made. However, if a part must be ordered, an outside contractor called in, etc., a time frame for completion will be provided to the office contact.

The response time to the requests will vary, but the following may be used as a guideline:

- a. Emergency or High Priority (water leak, chemical spill, etc.) - immediate response.
- b. Comfort call or Normal Priority (office temperature) - next available engineer.
- c. Cleaning - will be handled in the evening by the cleaning crew unless manageable by the day team.
- d. Other - times vary.