

**CityCenterDC
Electronic Tenant® Portal**

Created on May 2, 2024

Amenities: Dryy Laundry Services

Amenities: Events

For more events at CityCenterDC, click [here](#).

Amenities: Fitness Center

RULES & REGULATIONS

The Fitness Center is a building amenity available to all Tenants of the Office Buildings who have signed a [Waiver of Liability](#). The Fitness Center is located on the P-1 Level of TwoCityCenter, 800 Tenth Street, NW, Washington, D.C. 20001.

Click [here](#) for waiver of liability for the Fitness Center.

- Please note that the building owner is not responsible for lost or stolen personal items. Valuables should be secured in lockers and must be removed upon departure from the Fitness Center. Overnight storage is not allowed.
- All items left overnight may be claimed from the TwoCityCenter Lobby Guard Desk.
- There is no trainer or on duty personnel and use of all equipment is at your own risk. Fitness Center users should report all equipment malfunctions, personal injuries and specific concerns immediately to the [Property Management Office](#). Towels are provided for the convenience of Fitness Center users. Towels must remain in the facility and should be returned to a soiled linen container after use.
- The Fitness Center contains an adjacent aerobics room which can be reserved and utilized by tenants for personal training, yoga, etc. Please contact the [Property Management Office](#) to check on availability and secure reservations.

[Top of Page](#)

Amenities: Luxury Hand Car Wash

Amenities: Parking Garage

PARKING MANAGER:

- The Parking Garage at CityCenterDC is managed by U Street Park America, LLC.
- The Garage Manager can be reached at [\(202\) 842-4333](tel:2028424333).
- The hours of operation are Monday through Sunday, 6:00 a.m. until 2:00 a.m.
- Tenant monthly parkers can have 24-hour access to the Garage.
- Extended period parking is prohibited.

ACCESS CARDS:

- With proper authorization after executing a Garage parking contract, the same card that provides access to the Building can be used to gain access to the Garage entrances' rolling gates and the Garage elevator lobbies.
- Do not loan your Access Card to anyone. Revocation of Garage privileges is the penalty for loaning either of these items to another person.

DAILY / HOURLY PARKING

- Daily parking is available at the posted rates.
- Payment in cash or credit and removal of the automobile is required prior to the 2:00 a.m. Garage closing time.

HEIGHT RESTRICTION:

- The maximum Garage clearance is 7' 2".
- Please be aware that due to low-hanging pipes and sprinkler lines there are some areas of the Garage that are lower than 7'.
- Drivers of taller vehicles need to be particularly cautious and park on the P-1 Level.

PARKING SPACES FOR DISABLED INDIVIDUALS:

- Parking for drivers with a valid handicap sticker is available.
- The handicap sticker must be displayed at all times when parking in a handicap space.
- Please stop at the Garage Manager's Office, located on Level P-2 next to the Apartment Elevator Garage Lobby. A Parking attendant will assist you.

SPEED LIMIT:

- For everyone's safety, the Garage speed limit is 5 M.P.H. Signs are posted throughout the Garage as a reminder.

VISITOR PARKING:

- Visitor Parking is available at the daily rate for visitors to tenants of CityCenterDC.
- [Click here](#) for more information about visitor access to the buildings.

PARKING RULES & REGULATIONS:

The following rules and regulations have been implemented to provide a positive experience for all parkers and to safeguard the building and its occupants. Monthly Parking Contracts are issued to and accepted by the holder subject to the following rules and regulations. Failure to abide by the rules and regulations of the garage can result in cancellation of the contract.

1. Employees of tenants of CityCenterDC are authorized to park in designated areas of the garage subject to the employer's allotment of parking permits and lease provisions. Requests for parking permits in excess of the number specified by the lease will be handled on a space available basis.
2. Employees of tenants of CityCenterDC who obtain a monthly parking contract are authorized to request that garage access be added to their access credential.
3. The access card and monthly parking hang-tags are not transferable to other persons. Lending either of these items to another person can result in the forfeiture of parking privileges.

4. Monthly contract parkers must display their hang-tag to enter and park in the garage. Do not wave or shake hang-tag, as this could affect access into the garage.
5. Any monthly contract holder who loses their access card should immediately speak with their firms' facilities department. Any monthly contract holder who loses their hang-tag will be charged a replacement fee as determined by the garage manager.
6. Parkers are expected to observe the posted speed limit of 5 miles per hour.
7. Parkers whose vehicles block another vehicle must leave their key with an attendant.
8. Parkers are expected to follow the directions of the garage attendants.
9. The Garage Manager must be notified at least 30 days prior to the date of cancellation of a contract and the employee must surrender his/her hang-tag to the garage manager.
10. The Building Owner, Office Property Management Office, Retail Property Management Office, the Garage Manager, and the Garage Board are not responsible for any losses due to theft, collision, or any other damage done to vehicles in either the Building parking garage or elsewhere on the CityCenterDC premises.
11. Additional guidelines are listed on the Monthly Parking Information sheet. This sheet is available through the Parking Manager and must be completed prior to the original purchase of monthly parking privileges.
12. The CityCenterDC Garage Board reserves the right to modify or change any of the above rules and regulations at any point in time.

[Top of Page](#)

Amenities: Sky Valet Shoes

Amenities: Tenant Benefit Card

BENEFIT CARD:

The Benefit Card Program is for CityCenterDC office tenants. If you are a CityCenterDC tenant, please visit your property management office to receive your benefit card.

PARTICIPANTS:

Boss

1054 Palmer Alley NW
Washington, DC 20001
Phone: 202.408.9845

Sign up for Hugo Boss Experience and receive 15% off your 1X purchase at BOSS Washington City Center Store.*

*Valid only at this store location & on full price merchandise only. Cannot be combined with any other offer. Exclusions may apply. Offer can be subject to change at any time. See store associate for more info. Sign up today at <https://www.hugoboss.com/us/registration>

Dolcezza

904 Palmer Alley NW
Washington, DC 20001
Phone: 202.733.2879

Receive 10% off full price merchandise only. Exclusions may apply. See store for details.

Jo Malone London

996 I Street NW
Washington, DC 20001
Phone: 202.789.4239

Receive 15% off your entire purchase.

Vince

1093 Palmer Alley NW
Washington, DC 20001
Phone: 202.730.0157

Receive 15% off your entire purchase.

[Top of Page](#)

Amenities: US Mail

All tenant postal deliveries will be made directly to the Leased Premises. The main Lobby of 800 Tenth Street features a mailroom where [USPS](#), [FedEx](#), [UPS](#), and newspapers & periodicals are collected and dropped off.

The closest full-service United States Post Office is located at:

[1200 Pennsylvania Avenue, NW](#)
Washington, D.C. 20001

Emergencies: Bomb Threat

The vast majority of bomb threats are false alarms and are meant only to disturb or disrupt the normal work of a person or company. **However, at no time should any call be regarded as just another false alarm. When a call is received, there are several things to do:**

- Remain calm. If this is a real bomb threat, usually the reason the perpetrator has called is because he has changed his mind and wants the bomb to be neutralized.
- Keep the caller on the line as long as possible. Ask the caller to repeat the message.
- *Obtain as much specific information from the caller as possible:*
 - Location of the bomb.
 - Time of detonation.
 - Outside appearance or description of the bomb.
 - Reason for planting the bomb.
 - Caller's name.
 - Any information which might give clues to anything above.
- Tell the caller the building is occupied and it may cause the death of innocent people.
- Listen for the sex of the caller, patterns of speech, and also background noises that might help in determining where the call is being made from.
- *At the conclusion of the call, do the following:*
 - Notify the [Property Management Office](#) at (202) 585-1700 regarding the details of the call.
 - If the call is received after hours, notify your tenant contact of the details of the call. He or she will contact [Property Management](#).
 - Await additional instructions.
 - Complete the Telephone [Bomb Threat Report](#).

The factor which most affects the careful handling of a telephone bomb threat is the person who receives the call. A bomb threat may be received by anyone and not necessarily by those who are best equipped to handle it. **For example, a call may be received by:**

- A tenant
- A tenant switchboard
- Property Management
- Security Officers
 - In all cases, the [Property Management Office](#) should be notified as soon as possible.
 - Additional directives will be provided by the Retail Property Management Office.

Outlined below are guidelines that will help us to become more alert to potential problems and knowledgeable in our immediate response.

- Bombs represent 50% of all terrorist incidents because they supply the variety and violence necessary to attract media coverage:
- Be sensitive to strangers in the Office Buildings, especially to individuals using non-public areas of the Office Buildings, such as stairwells, mechanical closets and restrooms. Report all such individuals to Security and the [Property Management Office](#) immediately.
- Be alert to any unattended packages, cases, or abandoned vehicles. If a suspicious parcel or vehicle is noticed either in a conspicuous or inconspicuous area, notify the [Property Management Office](#) or Security immediately. Do not attempt to investigate the parcel or vehicle yourself.
- Pay special attention to individuals loitering in or directly outside the Lobby, building perimeter, Garage, Loading Dock, Garage entrance ramps, mailroom, freight lobbies, roof, stairwells, etc. Also, anyone photographing or sketching the property should be suspected. Report such individuals directly to Lobby Security.
- A terrorist will not fit any special description. A terrorist will try to go about his work without drawing obvious attention to themselves. LOOK BEYOND THE OBVIOUS!! Be alert for unusual behavior or devices, not suspicious looking people of any certain race with any special attire. Terrorist groups have hired individuals of all races to carry out their acts.
- All individuals in a position to answer a phone should be knowledgeable of the building Bomb Threat Procedures. Take all threatening calls seriously and report them to the [Property Management Office](#) immediately.
- Show care in exercising normal building and company security procedures. Pay special attention to adhering to all access control policies, sign in/out, locking door, not leaving the space unattended, etc.

BEAT THE BOMB THREAT SCARES:

- Threatening or harassing phone calls can be traced by hanging up and pressing *57.
- Police urge anyone who receives a bomb threat to use the Call Trace Service. Here's how it works:
 - After Hanging up, pick up the phone and listen for a dial tone. No matter how long the call lasted, it can still be traced
 - Listen for the operator to confirm the trace and hang up. The origin of the last call has been recorded.
 - If the call was a bomb threat or threatened emergency, call 911 after making the trace.
 - Call the phone company's annoying-calls office at [\(202\) 954-6826](tel:2029546826) and report the trace.
 - Keep a record of the date and time you made the trace. Keep notes on any specifics, such as the accent of the caller or any background noises.
 - NOTE: There is a charge for each trace.

MAIL BOMB PROCEDURES:

- Mail bombs have been employed against individuals and organizations for purposes of revenge, extortion, and terrorism.
- Consider the following when examining mail; the physical appearance of a mail bomb is limited only by the imagination of the bomber. However, mail bombs have exhibited unique characteristics that should be helpful in identifying a suspect item.
 - Mail bombs have been contained in letters, books and parcels of varying sizes, shapes, and colors.
 - Letters feel rigid, appear uneven or lopsided, or are bulkier than normal.
 - Oil stains may be present on the wrapper.
 - Use of an excessive amount of postage stamps.
 - The sender is unknown.
 - No return address.
 - Unusual restricted endorsements such as "Personal" or "Private".
 - The addressee normally does not receive personal mail at the office.
 - Name and title of addressee are not accurate.
 - Return address insures anonymity of sender (i.e., homemade labels, cut and paste lettering).
 - Mailing emits a particular odor.
 - Mailing appears to be disassembled or re-glued.
 - Handwriting appears distorted or foreign.
 - Protruding wires, metal, or string are present.
 - Pressure or resistance is noted when removing the contents.
 - Outer container is shaped irregularly or asymmetrically, or has soft spots or bulges.
 - Wrapper exhibits previous use such as traces of glue, mailing labels, return address or tape.
 - Several combinations of tape are used to secure the parcel.
 - Unprofessionally wrapped parcel is endorsed "Fragile - Handle With Care" or "Rush - Do Not Delay".
 - Package makes a buzzing or ticking noise.
 - Contents of parcel makes a sloshing sound.

IF YOU SUSPECT A MAILING AND ARE UNABLE TO VERIFY THE CONTENTS:

- Call 911.
- Notify the [Property Management Office](#) at [\(202\) 585-1700](tel:2025851700) immediately. If this occurs after hours notify your tenant contact. He or she will contact Property Management.
- Do not open the article.
- Isolate the mailing and evacuate and secure the immediate area.
- Do not put the article in water or a confined space such as a desk drawer or filing cabinet.

[Top of Page](#)

Emergencies: Civil Disturbance

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

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

Emergencies: Elevator Emergency

Elevator emergency calls are monitored twenty-four (24) hours a day. Should an elevator malfunction, push the "Press to Call" button. Building Security will be notified and respond immediately to assist you.

If you are in the elevator and it stops for no apparent reason, remember to remain calm. Pressing the emergency button within the cab will alert Property Management that the elevator is malfunctioning. The cab number will be identified, and so too, the specific floor on which it is stuck. The Guard will establish two-way communication with elevators occupants until help has arrived.

In the event of a power outage, elevators will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car itself will temporarily cease moving. Each elevator will automatically return to the Lobby, their doors will open, and they will remain inoperable until the power has been restored.

IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.

Emergencies: Emergency Contacts

In the case of an emergency, building security can be reached at [\(202\) 585-1707](tel:2025851707).

Emergencies: Evacuation

STAIRWELLS:

- Each Building - 800 Tenth and 850 Tenth respectively, contain two (2) stairwells for use in the event of emergency evacuation. They are located on each side of the elevator bank. **FOR YOUR SAFETY, PLEASE FAMILIARIZE YOURSELF WITH THE LOCATION OF THESE STAIRWELLS.**
- The stairwell doors are locked 24 hours a day to prevent access to the elevator lobbies from the stairwell.

When evacuation is necessary as a result of the sounding of the Building Fire Alarm System or the order for Building evacuation has been given by the Fire Department, Property Manager or his representatives, the following steps should be taken:

1. Tenants should immediately begin an orderly evacuation via the stairwells, remembering at all times to keep right (single file) in the stairwells. Do not use the elevators.
2. The Fire Warden or Deputy should direct the evacuation effort on his or her respective floor.
3. The Fire Warden or Deputy should inform all personnel in their area as to when and where to evacuate.
4. The Fire Warden or Deputy should remain behind to make sure all personnel have left their assigned area.
5. **IMPORTANT** - Identify and give initial priority to the movement or evacuation of nervous, emotional, ill, or disabled personnel. The Fire Warden should be constantly aware of injured or disabled personnel that occupy or visit their area. It is the Fire Warden's responsibility to assign appropriate personnel to assist the disabled or ill during the procedure.
6. Assign your assistants:
 - in two-person teams to assist the disabled or ill.
 - to take flashlights or other portable lights available in case of an electrical power failure.
 - to properly secure and safeguard special company records, i.e., documents, original contracts, negotiable instruments, etc., and to lock the appropriate files, vaults, closets, desks, etc. This should be directed by individual company policy.
 - to unplug appropriate electrical equipment and machines (hot plates, coffee makers, etc.) if accessible.
 - to check for any remaining employees and visitors, **TURN OFF** lights, and close but do not lock office doors.
 - to coordinate the evacuation, announce the rendezvous point. Always evacuate down unless instructed by the Fire Safety Director to do otherwise.
 - to evacuate via the stairwell, suggest to persons wearing high-heeled shoes to remove them so they will have less difficulty walking. Remind everyone to keep to the right on the stairwells.
 - to tell employees to take their essential personal possessions with them because they will not be allowed to re-enter during the emergency.
 - to remind everyone to be quiet during the evacuation so they will be able to hear and understand all emergency instructions.
 - to assure your employees and visitors that they have nothing to fear because plans have been established and tested, and personnel trained to handle this specific type of emergency.
 - to assemble and account for all your personnel when evacuation is complete. Note the:
 - total number of employees moved or evacuated.
 - total number of visitors moved or evacuated.
 - total number of personnel missing.
 - names of missing persons.
7. Use the above as a guide. Obviously, it will not always be possible to account for all individuals.
8. Note that elevators will be used for evacuation only by orders from the Fire Department or Fire Safety Director.
 - **IMPORTANT** - If you determine that your employees and visitors are in imminent danger, and you cannot contact the Property Management Office in a reasonable length of time, you may determine it prudent to exercise independent judgment and move or evacuate your personnel without being given specific directions to do so.
 - For future reference by the Property Management Office, write a brief report covering your actions in response to the emergency, including any special problems or incidents that you encountered, and submit it as soon as possible to the Property Management Office, retaining a copy for yourself.

REMEMBER: Tenant Contacts, Fire Wardens, and Deputy Fire Wardens must continually demonstrate during an emergency, by what they say and do, that they are capable of leading their employees and visitors to safety.

[Top of Page](#)

Emergencies: Fire Emergency

CityCenterDC offers many superb fire safety features that in combination provide excellent fire protection. These can be placed into four (4) categories:

1. Prevention
2. Detection
3. Notification
4. Control

PREVENTION:

Fire-resistant construction materials used at the buildings:

- Fireproofed structural steel.
- Stone and glass walls.
- Concrete floors.
- Ceilings are fire-resistant mineral fiber suspended on metal supports.
- Stairwells are two-hour rated.
- All building mechanical and electrical functions are located in separate closets or rooms on each floor.
- There is an on-going Property Management Program that functions to continually remove items that could be hazardous.

DETECTION:

1. The common areas and service corridors of the Office Buildings are equipped with both automatic smoke and heat detectors and manual alarm pull-stations. There are two types of smoke detectors: the ceiling-type smoke detector and the duct-type smoke detector.
2. The ceiling-type detector is located in the electrical rooms, the passenger elevator lobbies, the service elevator lobbies, and the Air Handling Unit (AHU) rooms. In addition, detectors are located in the main electrical switch gear rooms (Level PH), the elevator machine rooms (Penthouse), and the Garage elevators.
3. Smoke from any other space is drawn into the duct type detectors, located in all mechanical rooms on Levels C1 through the Penthouse level. The duct-type detectors will sense smoke and stop the air handling unit to prevent the distribution of smoke throughout the floor. At the same time, they will activate the fire alarm system.
4. When activated, the smoke detectors and the heat detectors initiate a fire alarm.
5. Manual fire alarm stations, or pull stations, are located at the entrance to each of the fire stairwells and inside the stairwells. These stations are to be used when an individual notices a fire.

NOTIFICATION:

- Activation of either an automatic or manual device will transmit a visible and audible fire alarm at the Fire Panel that shows the affected zone, floor, and device. An enunciator panel in the Lobby will also show this information.
- *An automatic device will:*
 - Transmit an alarm to the appropriate security personnel who will in turn immediately call the Washington, D.C. Fire Department.
 - Sound the fire bells and flash the strobes.
 - A manual alarm will initiate the same response.

CONTROL:

1. The Fire Command Center (FCC), located on the Lobby Level.
2. Automatic Smoke Controls
 - *When smoke is detected in an office area:*
 - Air Handling Units are deactivated on the incident floor.
 - Supply air is shut down to the fire area or floor.
 - *Sprinklers & water-flow systems:*
 - There are two (2) types of automatic sprinkler fire suppression systems operating at CityCenterDC:

- A Wet Pipe System for the Lobby through Penthouse levels and a Dry Pipe System for the areas subject to freezing (both Garage levels and retail areas).
 - The Wet Pipe System maintains water in the sprinkler pipes so that it is continually ready to suppress a fire.
 - The Dry Pipe System pumps water into empty sprinkler pipes within sixty seconds of activation.
 - Both systems are activated when a fire produces sufficient heat to melt a lead-fused link, a small mechanism in the cap of the sprinkler head. When melted, the sprinkler head releases water and suppresses the fire.
- The building also uses a standpipe system that enables fire fighters to connect their hoses to a water supply. The standpipe system is comprised of segments of the District's water supply system known as mains, which are connected to risers, or vertical pipes. These risers extend from the Garage through the Penthouse.

OTHER SYSTEMS:

Standby Power System: CityCenterDC is equipped with a diesel-powered generator that is capable of carrying an emergency power load within 30 seconds of a general power failure. Transfer Switches enable emergency or normal power to be provided to the following portions of the Building:

The standby power system supplies:

1. Exit Lights.
2. Emergency Lighting (in office space, common areas, and stairwells).
 - When the generator starts, each elevator will automatically travel to the main Lobby Level, where it will open its doors and shut down. Cars will shut down one at a time. After all cars have moved to the main Lobby, one pre-selected car will respond to elevator calls.
 - The retail service elevator has a battery back-up system.
 - Fire Department emergency key switches, located in each car and in the Main Lobby, will activate an elevator car when turned on. However, only one car will operate at a time.

EMERGENCY PLAN:

- In recent years, the term "Life Safety" has been accorded new emphasis as it affects all aspects of our daily living. In order to keep pace with the hazards of our times and to offer a secure environment, concerned Property Managers and Owners have found it necessary to initiate certain protective measures.
- Thus, Hines Interests Limited Partnership has commissioned the planning and development of these Fire Emergency and Evacuation Procedures as an integral element of the Building.
- The successful execution of the Fire Emergency and Evacuation Procedures will depend upon the degree of confidence, cooperation, and coordination mutually achieved by the Fire Warden, Deputy Fire Warden, tenants, and the property management staff.

In that regard, each Fire Warden must exhibit an unselfish responsibility toward the common good, i.e., the safety of all occupants within the building. **This can be achieved if senior management within each firm will:**

- Assign responsible personnel to function as Fire Wardens and Deputies;
- Insist that the Wardens read and understand the Fire Emergency and Evacuation Procedures and Evacuation Plan in its entirety;
- Assure that applicable portions of this Fire Emergency and Evacuation Procedures are adequately disseminated to each of their employees;
- Allow Fire Wardens and Deputies to participate in periodic training sessions, so they are equipped to perform specialized emergency assignments; and
- Enthusiastically support the overall objectives of the Building's Fire Emergency and Evacuation Procedures.
- Tenants are encouraged to include specific emergency procedures applicable only to their individual operation, e.g., procedures to safeguard money, negotiable instruments, original contracts, etc.

EMERGENCY PERSONNEL:

Fire Safety Director (Property Manager):

- The Fire Safety Director's primary responsibility is to coordinate and implement an effective evacuation of the Building's tenants in case of a fire, bomb threat, or other serious situation that requires evacuation. Further responsibility includes the preparation, monitoring, and implementation (with the approval and assistance of the Fire Department) of a training program for all members of the fire emergency team (including Floor Wardens), fire plan(s) of action, and records associated with emergencies.

Assistant Fire Safety Director (Engineering Manager):

- The Assistant Fire Safety Director is responsible for the effective implementation of the Evacuation Procedure and for the actions taken by the Building's Fire Brigade prior to the arrival of the Fire Department. The Assistant Fire Safety Director should assist the responsible Fire Department Supervisor in briefing, as to seriousness, location, and type of fire while explaining actions taken prior to the arrival of the Fire Department.

Fire Wardens (Assigned by Tenant):

- The Fire Wardens are responsible for implementing, in an orderly manner, an approved evacuation of their floor upon notification from the Building Fire Alarm System.

Deputy Fire Wardens:

- The Deputy Fire Warden shall perform in the absence of the Fire Warden or assist the Fire Warden in the event that both are present.

Fire Brigade:

- The Fire Brigade is comprised of all Building engineering personnel. Their responsibilities are preliminary fire-fighting procedures and implementing emergency plans as directed by the Fire Safety Director or Assistant Fire Safety Director.

FIRE SAFETY ORGANIZATIONAL CHART:

- *FIRE SAFETY DIRECTOR - Office Buildings' Property Manager*
- *ASSISTANT FIRE SAFETY DIRECTOR - Office Buildings' Assistant Property Manager*
- *FIRE BRIGADE - Maintenance Engineers*
- *FIRE WARDEN - Appointed by Tenants for Each Floor*
- *DEPUTY FIRE WARDENS - Appointed by Tenants for Each Floor, to assist the Fire Warden*

FIRE CODE COMPLIANCE:

- Each tenant's Leased Premises must meet and remain in compliance with applicable fire codes at all times. All proposed changes to the Tenant's Leased Premises must meet applicable fire codes and must be reviewed and approved by the Hines Property Management Office in advance of the start of construction.

FLAMMABLE MATERIALS:

- No flammable or explosive fluids or materials shall be kept or used within the Building except in areas approved by the Retail Property Management Office, and the tenants will comply with all applicable building and fire codes related hereto. Requests to use such materials must be made to the Retail Property Management Office.

SPACE HEATERS:

The use of space heaters is not permitted at CityCenterDC:

- Space heaters can overload the electrical system causing tripped circuit breakers and loss of power to potentially critical business functions
- Space heaters can inadvertently cover or come in contact with combustible materials which may result in a fire.
- Space heaters can become a tripping hazard
- Space heater cords are subject to damage and constitute a fire and/or shock hazard

- Space heaters adversely affect the HVAC system by increasing the ambient temperature, which results in the system blowing more air to cool the space to the temperature set point
- Any space heater found will be confiscated and stored at the Retail Property Management Office. When a space heater is removed, it will be tagged with its location and a corresponding note left for the occupant so that they may retrieve it from the Retail Property Management Office. If the space heater is not picked up within 30 days, then it will be disposed of.

FIRE ALARM PROCEDURE:

- Sound Alarm by engaging the pull-station by one of the stairwell doors.
- Contact the [Property Management Office](#), (202) 585-1700. Immediately describe the exact location, severity, and type of fire. The Fire Department is contacted by the fire alarm monitoring company upon receipt of an alarm.
- During non-business hours, the Property Management Office telephone will be answered by a Security Officer. Inform them of the exact location and severity of the fire.

FIRE DEPARTMENT TELEPHONE NUMBER... 911

- Fire Wardens should begin evacuation. If the fire is small enough to be controlled by fire extinguishers, use the hand-held chemical fire extinguishers that are located on each floor. Make sure that the fire extinguisher is the correct type for the fire. To operate the fire extinguisher, pull it from the wall and remove the locking pin. Point the fire extinguisher at the base of the fire and spray in a sweeping motion.
- Do not attempt to control the fire if it poses a threat to your safety.
- Communicate any specific fire information to [Property Management Office](#) or the Fire Department. Keep calm. Wait for further instructions on any designated refuge floor if one is announced.

FIRE DURING BUSINESS HOURS:

- Upon discovery or being notified of a fire, initiate the Fire Alarm by pulling the alarm pull station and begin the evacuation process.
- Call the [Property Management Office](#) at (202) 585-1700, immediately relaying the following information:
 - the EXACT location of the FIRE;
 - what is burning - electrical equipment or wiring, liquids, paper or wood, furniture, etc.;
 - the severity of the fire;
 - your name;
 - your phone number;
 - your location.
- The Fire Brigade will proceed to the scene with the Assistant Fire Safety Director to evaluate the fire and begin the extinguishing process.
- Fire Wardens and Deputy Fire Wardens are to start evacuation pursuant to evacuation procedures starting on page 30.

FIRES DURING NON-BUSINESS HOURS:

- Initiate the Fire Alarm by pulling the alarm pull station by the stairwell and begin the evacuation process
- Notify other employees located on the floor and evacuate the building, using the closest stairwell.

[Top of Page](#)

Emergencies: Health Emergencies

Notwithstanding anything to the contrary set forth in the Lease or these Rules and Regulations, in order to maintain a clean, safe and healthy environment for the tenants, patrons and employees of the Project, Landlord reserves the right, but shall have no obligation, to implement a protocol for screening all individuals entering the Project, mandating the use of face coverings or other personal protective equipment, and/or establishing other measures in connection with any health emergency related to a virus, disease, pandemic, epidemic or similar cause. Landlord may preclude entry to those who refuse to participate in such screening or other measures or who fail to meet the screening or other requirements set forth in such protocol.

Emergencies: Medical Emergency

Upon receiving notification that there is a "Medical Emergency,":

1. Call 911 and report the emergency.
2. Call the [Property Management Office](#) at [\(202\) 585-1700](tel:202-585-1700) with the following information:
 1. Nature of the Medical Emergency.
 2. Exact location and name of the sick or injured person.
 3. Whether an ambulance or Doctor has been notified. (This call should be made prior to calling the [Property Management Office](#).) If not, the Property Management Office will contact 911 and assist in their entrance to the building, if necessary.
3. If the sick or injured person requests that you call their Doctor, please do so and notify the [Property Management Office](#) so assistance can be given to the Doctor when entering the building.
4. Assign one of your employees to stand by the entry door on the floor where the sick or injured person is located to meet the Doctor and/or ambulance attendants at the elevator, and guide them to the sick or injured person.
5. If the sick or injured person is to be sent to the hospital, try to send a friend or fellow employee along to comfort the person and help him or her at the hospital until a relative arrives.

Following the conclusion of the Medical Emergency:

1. Consult with your employees and determine if they encountered any special problems or incidents during the performance of their emergency duties.
2. For future reference by the Property Management Office, prepare a brief written report of your efforts and actions in response to the emergency, including any special problems or incidents that you encountered, and submit the Tenant Reports to the Property Management Office as soon as possible, retaining a copy for yourself.

ACCIDENTS:

- Tenants shall provide immediate notice to the [Property Management Office](#) in the event of any accidents occurring in the Tenant's Leased Premises, the Building, or the Parking Garage. Such notice shall be followed by a written incident report within two (2) days of the date of occurrence.

[Top of Page](#)

Emergencies: Natural Disaster

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a *Watch* or a *Warning*:

1. A *Watch* becomes effective when atmospheric conditions are present that can produce the particular weather phenomenon.
2. A *Warning* means that the weather condition has been spotted and prompt action must be taken to enhance safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Property Management, but rather by each Tenant Company. **However, in the event these conditions do exist, the following guidelines should be adhered to:**

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.

TORNADOES OR FUNNEL CLOUDS:

- In most cases advance warning of a tornado is unlikely. For this reason, if a tornado is sighted approaching the building, please notify the [Property Management Office](#) and begin moving office staff to the interior corridors and elevator lobbies of the building.
- One of the greatest dangers will be that of flying glass and objects, so please attempt to select a location that has the maximum number of walls to the exterior of the building.

HURRICANES / TROPICAL STORMS:

- When a hurricane warning and evacuation order has been given by the National Weather Service and Civil Defense Authorities; the Property Management Office will notify all tenants of the closing of the building. Notification will be given by phone and by notices posted in public areas, lobbies, elevators and entry areas.
- All valuable documents, files and furnishings should be moved to inner offices to guard against the possibility of water damage from a broken window. Tenants not reached by phone will have evacuation notices placed on their entrance doors.

[Top of Page](#)

Emergencies: Tenant Fire Wardens

QUALIFICATIONS, DUTIES, AND RESPONSIBILITIES OF THE FLOOR WARDENS AND THEIR ALTERNATES TO CONTROL ANY EMERGENCY:

- The Fire Wardens are appointed by each tenant of the Building. Those persons or their alternates, Deputy Fire Wardens, must be present at all times while the Building is occupied. These Wardens must be familiar with the Building evacuation plan, floor layouts, and location and use of fire equipment.
- In the case of tenants occupying a full floor or more than one floor, each floor should have at least two Fire Wardens and two Deputy Fire Wardens.
- Partial floor tenants should have at least one Fire Warden and one Deputy Fire Warden.

Fire Wardens, Deputy Fire Wardens, and their alternates should be selected on the basis of two principle criteria:

1. They must be alert and resourceful individuals who would be capable of performing in a leadership role during an emergency situation;
 2. They must typically work within the Building, rather than having their primary duties and responsibilities at a different location.
- The Deputy Fire Warden shall provide leadership in the absence of the Fire Warden. If the Fire Warden is present during a fire evacuation the Deputy Fire Warden is expected to assist in the evacuation of the floor at the direction of the Fire Warden.
 - Fire Wardens are the "connecting link" between the Property Management Office and their respective employees and co-workers. As such, they have direct control and responsibility for all decisive matters relating to the safety of their employees during an emergency. It must be emphasized that the Fire Warden (within the bounds of the Emergency Plan) is in charge during an emergency and all corporate hierarchy should disappear.
 - Fire Wardens are responsible for selecting, identifying, and training sufficient back-up personnel and "emergency assistants" other than the Deputy Fire Warden to effectively perform their emergency duties and responsibilities.
 - Fire Wardens, Deputy Fire Wardens, and their alternates must be knowledgeable about items that are not commonplace to their office space, i.e., unusual or foreign to the normal environment of their respective company areas, so that in the event of a bomb threat, for example, they will be qualified and instrumental in assisting in the identification of any suspicious item.
 - Due to the key positions they occupy, Fire Wardens, Deputy Fire Wardens and their alternates must assure that during their absences from the building, other qualified associates are always familiar with and available to perform their emergency duties.

METHODS FOR REPORTING CHANGES IN FIRE WARDENS AND DEPUTY FIRE WARDENS:

- The Fire Wardens are essential in responding to an emergency in the Building, and because they are the appointed "connecting link" between the [Property Management Office](#) and their respective office / firm, communication of emergency instructions and information must never be interrupted due to the transfer or loss of this key individual.
- Thus, changes in the employment status and/or replacement of each Fire Warden or Deputy Fire Warden must be reported immediately, in writing, to the [Property Management Office](#). Efforts must be made to immediately train the replacement individuals in all aspects of the Emergency Plan. This can be accomplished through the Property Management Office.

AUTHORITY OF THE WARDEN:

- All Tenant supervisory personnel and employees must recognize that it is essential for them to voluntarily accept emergency instructions given to them by the Fire Wardens and/or Deputy Fire Wardens in order to insure a safe and orderly response to any emergency situation.

TENANT EMPLOYEE'S EMERGENCY DUTIES AND RESPONSIBILITIES:

- All Tenant employees must remain calm, attentive, responsive and quiet, so they are able to hear all pertinent emergency instructions and/or orders, and so that they will not add confusion or dangerous panic to the emergency procedures initiated for their personal safety.
- *Testing of the Building's Emergency Plan Procedures:*

- Various aspects of the Building's Emergency Plan Procedures will be tested on a deliberate, systematic, and periodic basis, in accordance with instructions from the Property Management Office and/or the Fire Department.

CONDUCT WITH THE NEWS MEDIA:

- Experience has proven that the company which "makes the headlines" frequently becomes the target for prank callers. Thus, for the protection and safety of all occupants of the building, tenant employees are requested to refer news media inquiries to their respective company's public relations representative or to the Property Manager.

[Top of Page](#)

Introduction: Welcome

The tenant information provided in this portal is meant to provide you with a better understanding of CityCenterDC and to facilitate your company's operations. There is a great deal of information contained within this website. Please take some time to familiarize yourself with each chapter; this website will be a valuable resource for you and your company. Feel free to contact the [Management Office](#) with any questions you may have. We are here to serve you.

Welcome to CityCenterDC, a premier [Hines](#) Property.

Introduction: About CityCenterDC

CityCenterDC has become the unequivocal centerpiece of Downtown DC.

A prominent location in the heart of the District puts CityCenterDC, close to the region's best cultural destinations, two of the city's busiest Metro Stations and the Convention Center. Encompassing 10-acres in the heart of the District, CityCenterDC is a 2.5 million square foot vibrant neighborhood development, enlivened with a mix of condominiums, apartments, offices, public spaces, hotel, restaurants and shops.

[Top of Page](#)

Introduction: About Hines

Hines is a privately owned, international real estate firm that has provided the highest level of quality, service and value to its clients and investors for more than 50 years.

With a presence in more than 100 cities around the globe and investor relationships with many of the world's largest financial institutions, Hines has the breadth of experience, the network of expertise and the financial strength to assume complex and challenging investment, development and management projects. The company has offices in 18 countries, with regional offices in Atlanta, Chicago, Houston (U.S. headquarters), London (European headquarters), New York and San Francisco, as well as 57 other U.S. cities. The Hines portfolio of projects underway, completed, acquired and managed for third parties consists of more than 1,205 properties including skyscrapers, corporate headquarters, mixed-use centers, industrial parks, medical facilities, and master-planned resort and residential communities. Currently, the firm controls assets valued at approximately \$23.8 billion.

Since its inception in 1957, Hines has created projects of the highest quality, aesthetic relevance and enduring value for its investor partners, clients and local communities. Working with such notable architects as Cesar Pelli, Frank Gehry, I.M. Pei and Philip Johnson, Hines has redefined the way developers interact with and treat architecture, promoting a balance between function, beauty and sustainability and reshaping skylines around the world.

PROPERTY MANAGEMENT

Hines approaches property and facility management from an owner's perspective, delivering unparalleled service, asset management, energy efficiency and the reduction of real estate investment risk. Properties managed by Hines outperform their competition time and time again, with a better caliber tenant, higher rents, consistently superior tenant satisfaction ratings and extraordinarily high retention rates. It's understandable then that the company is recognized as a leader by various management and energy-efficiency benchmarks worldwide.

Hines has the skill and knowledge to evaluate a property and create just the right strategy to maximize its value. Hines offers a full range of services to corporate and institutional real estate owners: asset management, property management, marketing & leasing, development & redevelopment, acquisition & disposition, finance & accounting and engineering. The firm works closely with every client to identify current needs and create innovative solutions to reach short- and long-term investment goals.

By combining an owner's goals and objectives with property management expertise, Hines adds value to real estate across the globe. The firm brings a half-century's experience and a depth of knowledge to all its management clients.

- A leader in the EPA's ENERGY STAR program, Hines has 175 managed properties that have earned the ENERGY STAR label. Another 12 Hines projects have been designated as Designed to Earn the ENERGY STAR.
- Hines professionals participate in the development of cost-effective "green building" initiatives.
- The Hines senior management is the most tenured in the industry, averaging more than 23 years of service with the company.

OTHER SERVICES

The Hines organization brings depth of knowledge and expertise to all its services including real estate and market assessments, marketing and leasing, construction management, energy management, security, asbestos abatement, project accounting, project redevelopment and new building commissioning.

www.hines.com

- Experience – Hines has over 137 million square feet under management.
- Maximized rental rates through a combination of controlled operating expenses and superior service.
- High occupancy rates – Hines managers work hand-in-hand with leasing teams to maximize property occupancy.

- Attractive insurance rates – Our outstanding casualty claims history permits Hines-managed properties unusually attractive insurance rates.
- Trained, experienced managers and staff, in appropriate numbers, are committed on-site to each project.
- Crisis management – Hines has the depth and established procedures to respond to crises and minimize financial impact to owners and tenants.
- Parking management offers superior revenue management software.

[Top of Page](#)

Management: Property Management

The day-to-day operations of the Office Buildings is managed by the Hines Property Management Office. **Unless otherwise instructed, all inquiries, requests and other matters should be directed to the Management Office:**

Location:

Two CityCenter
[800 Tenth Street, N.W.](#), Suite 350
Washington, D.C. 20001

Telephone: [\(202\) 585-1700](tel:(202)585-1700)

Fax: (202) 585-1718

Office Hours:

Monday through Friday, from 8:00 a.m. to 5:00 p.m.

Property Management Team:

<i>Property Manager</i>	Jennifer Dansie
<i>Assistant Property Manager</i>	Morgan Lancaster
<i>Administrative Assistant</i>	Lashonda Webb
<i>Engineering Manager</i>	Jim Ferranti
<i>Assistant Engineering Manager</i>	Alan Ganey
<i>Janitorial Manager</i>	Ana Vasquez
<i>Security Site Supervisor.</i>	Yasmin Byrd
<i>Parking Operations Manager</i>	Namerud Admasu
<i>After-Hours Emergencies</i>	Security: (202) 585-1707

[Top of Page](#)

Management: Leasing

For information about office leasing at CityCenter DC, please contact Thor Headley:

Thor Headley
[\(202\) 347-6337](tel:(202)347-6337)
thor.headley@hines.com

[Columbia Square](#)
[555 13th Street NW, Suite 400 West](#)
Washington, DC 20004

Leasing websites for CityCenter DC include:

- [CoStar.com](#)
- [Hines.com](#)

Management: Accounting

Below is the rental remittance address for CityCenterDC:

Hines Interests Limited Partnership, Two CityCenter
800 Tenth Street, N.W., Suite #350
Washington, D.C. 20001

Please contact the [Property Management Office](#) with questions or for wire instructions.

Operations: Overview

SECURITY AT CITYCENTER DC:

- Building security and the safety of our tenants and visitors is our highest priority.
- The building security system and procedures have been put in place to maximize personal safety and minimize property damage.

SECURITY OFFICERS:

- Office Building [Security Officers](#) can be contacted by dialing [\(202\) 585-1707](#).
- They provide access control and visitor processing in the Main Office Lobbies. They can also provide after-hours escorts to the Garage and around the exterior of the Office Buildings. They cannot provide escorts to locations off of the property.

REPORTING A PROBLEM:

- If you have a security problem, see a suspicious person, see a suspicious event, or have a safety concern, call the [Property Management Office](#) immediately [\(202\) 585-1700](#). The phone will be answered during [normal business hours](#) by the Property Management staff.
- *Remember*; if in doubt, call.
- For after-hours problems, please call [\(202\) 585-1707](#).

[Top of Page](#)

Operations: Animals

Respecting the sensitivity of all Tenants, animals are prohibited from all areas of the building and garage. This does not include cases where animals assist disabled persons.

Operations: Building Access

REGULAR BUILDING ACCESS:

Access control is provided to the office buildings at CityCenterDC (the “Office Buildings”) 24-hours per day, 7-days per week:

1. *Every tenant is issued an Access Card that will enable them to access areas of the building for which they are authorized:*
 - Tenants may not give or loan the card to other persons.
 - The CityCenterDC Property Management Office reserves the right to deny entry to anyone without proper identification or an authorized Access Card.
2. *The Office Buildings provide access control to the common areas and service corridors of the Building (s) only and does not assume any responsibility for access control in the Tenant spaces:*
 - The Office Buildings shall not be responsible for lost or stolen property, money, or jewelry from the Leased Premises or public areas regardless of whether such loss occurs when the main entrance is locked against entry.
3. *The main Office Building entrances are located on [Tenth Street](#). The Garage is accessible from Eleventh and Ninth Streets.*
 - Doors leading to all sidewalks, entries, passages, courts, corridors, stairways, elevators, and other similar areas in or to the Building shall be kept closed when not in use. Doors may not be propped at any time.
4. *Access Card administration:*
 - The administration and maintenance of Access Cards should be performed by the tenant in conjunction with the [Property Management Office](#). Access Cards will provide access to base building areas.
5. *Access to secured building areas:*
 - Occasionally, it will be necessary for various people to gain access to secured areas of the Office Buildings, i.e., telephone closets, air handling rooms, rooftops, etc.
 - In order to maintain the integrity of these areas, tenants must notify the [Property Management Office](#) that they have requested work to be done and access will be required. The Property Management Offices will provide access.
 - In instances where a Security Officer must provide an escort, there may be a nominal charge.
6. *Visitor Access:*
 - All visitors to the building may park in the visitor area of the Parking Garage and would travel up to the street Level, in the retail elevators that exit to Palmer Alley that runs through the property. Visitors would then report to the Lobby Security Desk.
 - All visitors will be required to show identification and sign-in.
 - Tenants are encouraged to notify [Security](#) directly in advance of visitors coming to the building.
 - Unannounced visitors will be notified to designated tenant contacts for review and approval.
 - Individual tenant requirements will dictate whether Security is permitted to provide visitors access to the tenant floors, or if they will require a tenant escort.

AFTER-HOURS BUILDING ACCESS:

- *The Office Buildings are secured from 7:00 p.m. to 7:00 a.m., Monday through Friday and 24 hours on Saturday, Sunday and most [Federal holidays](#):*
 - To access the building after operating hours, tenants must have an Access Card.
 - Tenants who are having work performed in their suite after hours and are not available to provide access, may request that the [Property Management Office](#) provide access. To request this service, the tenant must submit a request in writing and provide any necessary keys / Access Cards. The [Property Management Office](#) will work with the Building Security to provide access.
 - The Property Management Office assumes no liability for the security of the tenants' Leased Premises or the return of the keys or cards.

AFTER-HOURS ELEVATOR ACCESS:

- *All Office Building floors are secure requiring access authorization in the elevators:*
 - Tenants must have an Access Card to authorize the elevators to run to their respective floors.
 - Access is available 24-hours a day 7-days a week.

[Top of Page](#)

Operations: Hours & Holidays

Office Building Hours:

- Monday through Friday, from 7:00 a.m. to 7:00 p.m.
- Saturday - Secured
- Sunday - Secured

[Property Management Office](#) Hours:

- Monday through Friday, from 8:00 a.m. to 5:00 p.m.

The Building Holidays observed each year are listed below in order to aid your planning operations during the year:

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

Please note that these holidays are subject to change. "Official" Building holidays are as stated in lease documents.

[Top of Page](#)

Operations: Deliveries

All deliveries (except for courier deliveries) must occur via the Loading Dock and the service elevator:

- The Loading Dock is to be used for loading / off loading only. Parking at the Loading Dock is prohibited at all times. Large deliveries that require the vendor to remain parked at the Loading Dock for an extended period must be scheduled in advance through the [Retail Property Management Office](#). Such deliveries may be scheduled to occur outside of the building operating hours, at the discretion of the Retail Property Management Office.

MESENTERS / COURIERS:

- All messengers and couriers are required to enter and exit the Buildings via the Loading Dock entrance.
- All deliveries requiring hand-trucks or push-carts should be made through the Loading Dock, using the retail service elevator.

Operations: General Office Security

SECURITY CHECKLIST:

The following is a list of general office security suggestions, which are offered to you as an aid in establishing your internal security procedures:

- Restrict office keys to those who actually need them.
- Keep complete, up-to-date records of the distribution of all office keys.
- Establish uniform procedures for collecting keys prior to the termination of employees.
- Establish a rule that keys must never be left unguarded on desks or cabinets.
- Require that filing cabinet keys be removed from locks and placed in a secure location after opening cabinets.
- Prevent unauthorized personnel from reporting a lost key and receiving a replacement.
- Ensure that a responsible person is in charge of issuing all keys.
- Store keys systematically in a secured wall cabinet of either your own design or one that conforms to a commercial key control system.
- Insist on identification from repairmen who come to work in your office.
- Clear all desks of important papers.
- When working alone in the office at night, lock the front door to prevent anyone else from entering.
- Keep the police, fire department, and building security telephone numbers posted.
- Double check to see that all doors are securely locked before you leave.

REPORTING A PROBLEM:

If you have a security problem, see a suspicious person, see a suspicious event, or have a safety concern, call the [Property Management Office](#) immediately [\(202\) 585-1700](#). The phone will be answered during normal business hours by the Property Management staff. Remember, if you are in doubt, call.

[Top of Page](#)

Operations: Key & Lock Policy

Electronic access control devices have been installed at the Office Building main lobby entrances, Office Building Loading Dock, Office elevators, retail service corridor exterior entrances, the Office service elevator and in each office garage shuttle elevator.

Keys to any Tenant entry locks must be provided to the Office Property Management Office so that access may be gained in the event of an emergency. Upon termination of the Lease, the Tenant shall surrender to the Office Property Management Office all keys as well as the combination of all locks for safes, safe cabinets, and vault doors, if any, that are to remain in the Leased Premises.

Operations: Lost & Found

Please contact the [Management Office](#) at [\(202\) 585-1700](tel:(202)585-1700) to claim items that have been lost or found in the buildings.

Operations: Solicitation

Canvassing, soliciting, and peddling in the Building are strictly prohibited and Tenants shall cooperate to prevent it. If you become aware of any such person or persons acting in such a manner, please notify the [Property Management Office](#) immediately.

Policies: Building Rules & Regulations

CABLE TELEVISION:

- Cable television is currently available through Comcast. Please contact the [Property Management Office](#) for corporate contact information.

CARDBOARD BOXES:

- Tenants are requested to break down all cardboard boxes prior to placing them for removal. This will enable the building to maximize its waste storage capacity and will help to keep the removal costs down.

CARPET DAMAGE:

- Tenants are responsible for any damage to common area or service corridor flooring resulting from deliveries, spilled beverages, spilled grease/garbage and general stains.
- If a spill occurs during the day, please report it immediately to the [Property Management Office](#). A housekeeping employee will be dispatched in an attempt to minimize the damage. All spills should be addressed as quickly as possible.

COMMON AREAS:

- All sidewalks, entries, passages, courtyards, corridors, stairways, elevators and other similar areas in or to the Office Buildings shall not be obstructed or used for purposes other than entrance and exit of the Leased Premises by Tenants, their guests, or their agents.

COMPUTERS:

- When cooling for a tenant's computer systems is provided by the Office Buildings' mechanical systems, the Retail Property Management Office and the Office Property Management Office shall not be responsible for mechanical failures, which may result in computer shutdowns (e.g., Tenants should plan for redundancy and back-up, as appropriate). In the event of interruptions in service for preventive maintenance, a tenant will be notified so that computers may be shut down while repairs are made.

CONSTRUCTION:

- Construction of various portions of the Office Buildings will occur from time to time. The Retail and Office Property Management Offices will make every effort to minimize the disturbance. All tenants must submit construction plans for review to the [Property Management Office](#) prior to the start of any construction. All contractors working in the Office Buildings must adhere to the [Rules of the Site](#), outlined in the Tenant Design and Construction Manual (available from the [Property Management Office](#)) and provide a current Certificate of Insurance prior to the start of work.

NOISE

- Tenants may not disturb other occupants of the Office Buildings by the use of any musical or sound-producing instrument, equipment, audio system, by making unseemly noises, or by interference in any way.

OCCUPANCY

- The Leased Premises are to be used only as specified in the Lease.

PHOTOGRAPHS:

- Photographs in the Office Building Lobbies, other common areas of the Office Buildings, or service corridors may not be taken without the prior consent of the [Property Management Office](#).

PLUMBING & LEAKS:

- All appliances installed in the Leased Premises, including, but not limited to refrigerators, icemakers, dishwashers, garbage disposals, showers, and water lines for coffee makers, must be properly operated and maintained by the tenants of the Office Buildings. All water leaks or suspected leaks must be reported immediately to the [Property Management Office](#).
- All leak repairs shall be done by approved contractors or the Property Management Office at the Tenant's sole cost and expense. The cost of any repair of any damage to the Leased Premises, another tenant's space or personal property, or the Office Buildings, resulting from the use or maintenance of such appliances will be paid by the tenant.
- Plumbing fixtures shall be used for their designated purpose, and no foreign substances of any kind shall be deposited therein. Damage to any such fixture resulting from misuse by a tenant or any employee or invitee of the tenant shall be repaired at the sole expense of the tenant.
- The Property Management Office reserves the right, at any time, to rescind or modify any one or more of these Building Rules and Regulations, or to make such other and further reasonable rules and regulations as in the Management's judgment may from time to time be necessary for the safety, care and cleanliness of the Building and Leased Premises.

SATELLITE TELEVISION:

- Tenants wishing to install a satellite dish on the Office Building roof must obtain prior approval from the [Property Management Office](#). Tenants will be required to enter into a license agreement and reimburse all (if any) legal costs incurred. Upon termination of the service, the Tenant shall be required to remove the satellite dish and all associated wiring and restore the building to its original condition.

TELEVISION CLOSET ACCESS & WORK:

- Tenants requiring access to the Office Building telephone closets should contact the [Property Management Office](#) to discuss their needs prior to the tenant's contractor arriving on site. The Property Management Office reserves the right to require wiring to be encased within conduit. Prior consultation may save the Tenant time and money.

VENDING MACHINES:

- No vending machine or machines other than usual office equipment shall be installed, maintained, or operated upon the Leased Premises without the written consent of the [Property Management Office](#).

[Top of Page](#)

Policies: Contractor Rules & Regulations

MODIFICATIONS TO LEASE PREMISES:

1. In order to maintain the integrity of the Office Building systems and to permit the peaceful enjoyment of all tenants, no painting, decorating, or alterations to the Leased Premises are to be performed without the prior written notice to and approval of the [Property Management Office](#).
2. All alterations, painting, and decorating shall be performed by contractors approved by the Property Management office, at tenants' expense, unless otherwise specifically provided in a tenant's lease agreement.
3. Installation of communication, computer or alarm systems is to be done in coordination with the [Property Management Office](#).
4. Any damage to the Leased Premises done or caused by a tenant or its agents or employees will be repaired by the tenant or the Property Management Office at the tenant's sole cost and expense.
5. [Click here to read the Contractor Rules of Site](#).

Policies: Insurance Requirements

[Click here](#) for CityCenter's Insurance Requirements.

- These are general building insurance requirements.
- Tenant Leases and Contractor Service Contracts may have more specific insurance requirements that should be adhered to rather than defaulting to these requirements.
- Check with the [Property Management Office](#) with any questions regarding these requirements.

Policies: Loading Dock Rules & Regulations

The CityCenterDC Loading Dock is located on the Concourse Level of the project and is operated by the CCDC Garage Board. This entity has contracted with Hines to manage the operations of the Loading Dock. Hines maintains a [Property Management Office](#) on the Concourse Level of the project which can be located by accessing the glass elevators located at the CityCenterDC Gateway Media Arch, and traveling one floor down.

The office can be reached at the following contact information:

Address:

CCDC Garage Board - Hines Office
825 10th Street, NW, Concourse Level
Washington, D.C. 20001

Phone: [\(202\) 289-9000](tel:(202)289-9000)

Email: retailpmo@citycenterdc.com

The Loading Dock entrance for all land uses (Office, Retail, Apartments and Condominiums) is located on the west side of 9th Street, just south of I Street and north of H Street. The Loading Dock has specific loading bays designated for the Office Buildings, Apartments, and Condominiums. The Retail uses will be assigned the Loading Dock bays in closest proximity to their location. Click here for a [Diagram of the Loading Dock](#).

- The Loading Dock will be staffed by a Dock Master, Dock Supervisors and Dock Attendants. Upon arrival, a delivery vehicle will be met at the entrance to the Loading Dock by a Dock Attendant, where the delivery reservation will be confirmed before allowing the vehicle access to the loading areas. The Dock Attendant will have access to the on-line reservation system to confirm the reservation. Once approved, the delivery vehicle will be assigned a specific bay in the Office area (each assigned a distinct number), and provided the appropriate directions. When assigned, that specific dock will be labeled “unavailable” in the system to prevent double-booking. When that particular delivery truck departs, that specific dock is once again indicated as “available”. All dock personnel will remain in contact with a two-way radio communication system, which may also be used to contact Hines property management or engineering employees, or contract maintenance or security personnel.
- **The CityCenterDC Dock Master** is responsible for the execution of procedures in all areas of the Loading Docks. A pre-authorized reservation is required for all deliveries requiring access to the CityCenterDC Loading Dock. The primary means to set up a Loading Dock reservation is through [Opendock](#), a web-based reservation system, with access to a portal from a computer or hand-held device. Tenants or approved contractors working in the CityCenterDC project are required to set up all delivery reservations. Vendors or delivery companies will not be permitted to do so directly. Approved users for each tenant will have a username and password set up by the Retail property management office. Each tenant will be limited to three (3) approved users who will be able to submit all Loading Dock reservation requests for their company.
- Reservations may also be made through a secondary means by e-mailing or calling the Dock Master's Office located on the Concourse Level. Tenants utilizing the telephone or e-mail method will be asked to provide an authorization code to confirm the reservation.

The Dock Master may be contacted via the following:

Email: dockmaster@citycenterdc.com

Phone: [\(202\) 585-1716](tel:(202)585-1716)

The third method of setting up a delivery reservation is to e-mail or call the Hines property management office representing the CCDC Garage Board. **Representatives in this office will assist with the process, once again requiring an authorization code from the tenant or contractor confirming the reservation. The Hines office may be contacted via the following:**

Email: retailpmo@citycenterdc.com

Phone: [\(202\) 289-9000](tel:(202)289-9000)

- Reservations made by e-mailing or calling the Dock Master's office or the Hines office will be entered by those representatives into the web-based reservation system so that all reservations are properly

recorded and coordinated. This is necessary to prevent over-booking at any given time. Should a delivery vehicle arrive without a reservation, the Dock Attendant will attempt to contact the appropriate tenant representative using a list of pre-authorized tenant contacts in an effort to receive the necessary approval. If approval is received but a delivery bay is not currently available, the delivery person will be instructed to depart and return when a bay is scheduled to be available. If the Dock Attendant is unable to gain the required approval, the delivery will be denied.

- Regular deliveries from recognizable firms that are expected on a daily or frequent basis (i.e. [Federal Express](#), [UPS](#), etc.) will be allowed into the Loading Dock without a specific reservation from individual tenants. These deliveries are usually intended for multiple tenants in a single delivery and would be difficult to anticipate.

RULES & REGULATIONS FOR LOADING DOCK DELIVERIES (APPLICABLE TO ALL DELIVERIES):

General:

1. The Loading Dock hours are from 6:00 a.m. to 7:00 p.m., Monday through Friday, and 8:00 a.m. to 4:00 p.m. on Saturday & Sunday. These hours are subject to change.
2. The Loading Dock is under 24-hour surveillance. Smoking in the Loading Dock, Garage, or anywhere in the enclosed areas of the project, or in violation of local code, is strictly prohibited.
3. The Dock Master, Dock Supervisors, Dock Attendants, or other employees of the CityCenterDC project will not sign or accept deliveries on behalf of the tenants.

Delivery:

1. All delivery vehicles are subject to search, screening or inspection prior to allowing access to the Loading Dock.
2. The security of any and all deliveries is the tenant's responsibility.
3. All deliveries should be reserved at least 48 hours in advance to provide effective coordination. Deliveries reserved with less than 48 hours of advance notice will be accommodated on an as-able basis, but may not be provided access if the dock is otherwise reserved and full.
4. The Loading Dock can service trucks ranging in size up to a 55' tractor trailer
5. Unless specifically approved, all deliveries will be limited to 30 minutes.
6. Drive aisles and pedestrian pathways must not be blocked at any time.
7. Vehicles must not idle while parked in the Loading Dock.
8. Passenger vehicles are not permitted in the Loading Dock unless making a delivery. Extended parking in the Loading Dock is prohibited.
9. No deliveries will be permitted at the street level without specific approval. If permitted, deliveries must be moved immediately into the building. No deliveries will be allowed to be stored or staged on the street or sidewalk.
10. All delivery personnel must follow the directions provided by the Dock Master, Dock Supervisors or Dock Attendants at all times. Failure to do so will be grounds for removal from the premises.
11. Furniture deliveries or large shipments intended for the office tenants should be scheduled after normal operating hours. Extended delivery times will be allowed when necessary as scheduled.

Disposal:

1. All delivery materials and debris must be removed from the property by the delivery company (i.e. boxes, pallets, plastic wrapping, straps, etc.).
2. Construction debris must never be placed in compactors, and only discarded in construction dumpsters assigned to that specific tenant. Debris must not be discarded in a dumpster provided for the use of another tenant.
3. Disposal of liquid construction waste is not permitted except when placed in appropriate containers and properly disposed in designated areas.
4. Liquids of all types (i.e. gasoline, chemicals, paint, etc.) must never be discarded by dumping down the drains.

Storage:

- Materials and equipment will not be permitted to be stored or staged on the Loading Dock at any time.

[Top of Page](#)

Policies: Maintenance Services

ABOVE STANDARD SERVICES:

The following services are available at a reasonable cost:

1. Installation of door closers.
2. Minor alteration or remodeling work.
3. Painting.
4. Minor electrical, plumbing, and carpentry work.
5. Minor appliance repair and maintenance.
6. Bulk Trash removal.
7. Comprehensive construction services, including tenant build-outs, remodeling and construction management.

MAJOR ALTERATIONS AND/OR REMODELING:

- In order to maintain the integrity of the Building systems, tenants must notify the [Property Management Office](#) of all alterations and remodeling work prior to the commencement of construction. Please contact the [Property Management Office](#) for further information.

Policies: Moving Rules & Regulations

When a tenant moves in or out of the Office Buildings, the tenant contact and a representative of the moving company must contact the [Property Management Office](#) at least three (3) business days prior to the date of the move for coordination assistance. The tenant should make every effort to schedule moves for weekends. Prior to the move, the tenant's contractor must provide a valid certificate of insurance with coverage levels as required by the Property Management Office.

- All safes, furniture, fixtures, or other bulky articles shall be moved in or out of the Office Buildings only in the manner directed and approved by the [Property Management Office](#). The Property Management Office shall, in all cases, retain the right to prescribe the weight and proper positions of safes and other weighty articles before the same are admitted to the Office Buildings, but in no event shall the weight of live loads exceed 100 pounds per square foot.
- Prior to purchasing furniture or other items, the tenant should measure the item to ensure that it can be placed in the Office Building retail service elevators and pass through the doors of the Leased Premises. Large pieces should be transported in parts and assembled in the tenant space. The Retail Property Management Office reserves the right to refuse the delivery of any object to the Office Buildings that does not comply with the above conditions.
- Any and all damage to the Office Buildings, Office Building common areas, and service corridors shall either be repaired by the tenant or its contractors at tenant's sole expense, or shall be repaired by the Retail Property Management Office at tenant's expense. See Page 13 for additional "Moving and Delivery Guidelines".

GUIDELINES:

These guidelines have been developed to ensure a safe and efficient move for you and your organization. Following these Guidelines will expedite your move and protect the people handling the move as well as your property and the building itself. These Guidelines are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. Please let us know how we can best assist you with your move. We are happy to answer any further questions you may have. Please call the [Property Management Office](#) at [\(202\) 585-1700](tel:2025851700).

1. Notify the [Property Management Office](#) as soon as possible of the date and time of your scheduled move. All moving arrangements must be coordinated with the Retail General Manager. You will be required to schedule the Loading Dock in advance for all large moves and deliveries. In order to reserve the Loading Dock, you must call the Retail Property Management Office. This may not guarantee sole use of the Loading Dock, but will provide you priority scheduling. All moves will be scheduled on a first come, first served basis.
2. Large moves may only occur on the weekends or between 6:30 p.m. to 6:00 a.m., Monday through Friday.
3. The moving contractor must provide a Certificate of Insurance to the prior to the move. We suggest that you secure a Certificate of Insurance for your firm as well, to protect your property. The moving contractor must be bonded and carry single limit, property damage and public liability insurance. The Property Management Office will provide specific insurance requirements upon request.
4. Your moving contractor will be responsible for any damage to the building incurred during the move. To avoid unnecessary damage:
5. Pad or otherwise protect all entrances, doorways, and walls affected by the move.
6. Cover all floors traversed during the move with "masonite" or a similar protective material.
7. All move activity must occur via the Loading Dock. Any exceptions to this entry point must be authorized by the [Property Management Office](#). If other areas of access are approved, the moving contractor must protect the Office Buildings from damage. Prior to approval, the moving contractor will be required to specify the material that will be used to protect the Office Buildings.
8. The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, Lobby, or hallway.
9. All large moves must be handled through the service elevators. Tenants are responsible for protecting the elevator cab interior, floor and walls. The moving contractor will be able to provide the necessary materials. The capacity of the retail service elevator is 4,500 pounds. **The dimensions are as follows:**
 - Door Height: 7' - 0"
 - Door Width: 4' - 0"
 - Cab Height: 8' - 4"
 - Cab Width: 5' - 8.25"
 - Cab Depth: 7' - 11"

10. Your moving contractor must report any electrical problems or equipment breakdowns that occur during the move that may affect building operation. They are also responsible for removing all trash and bulky packing cartons from the Office Buildings and the Loading Dock.
11. Your moving contractor is expected to monitor the behavior of its employees in and around the perimeter of the Office Buildings. Moving crew members are not permitted to smoke in any areas of the Office Buildings. Crew members should not loiter or eat in the Lobby or in the front of the building, unless they are customers at one of the restaurants and seated at a table. While working in the building crew members should keep their voices at a conversational level so as not to disturb tenants who may be working.

[Top of Page](#)

Policies: Smoking

The Property Management Office, with the consent of the owners of CityCenterDC, have designated the Office Buildings as NO SMOKING Buildings as described under Section 6 of D.C. Law 3-22, the District of Columbia Smoking Restriction Act of 1979, as amended by D.C. Law 8-262, the Smoking Regulation Amendment Act of 1990. As such, there will be no smoking in any of the common areas or service corridors of the Buildings, including the main Lobby, elevator lobbies, service hallways, corridors, Garage, roof top deck, restrooms or within 25 feet of entries and outdoor air intakes.

The Property Management Office is unable to regulate the Leased Premises of individual tenants. It is the responsibility of each office / company to establish a written policy for their areas as detailed under the D.C. law.

Services: Building Directory

Tenant directory is located in the Two CityCenter office building Lobby. The Property Management Office will provide a listing of the Tenant's name as soon as possible upon receipt of your written request and occupancy of the space.

To add or delete a listing, a written request must be submitted to the Property Management Office.

Services: Elevators

Each Office Building is equipped with one (1) service elevator to the office buildings:

The dimensions are as follows:

- Door Height: 7' - 0"
- Door Width: 4' - 0"
- Cab Height: 8' - 4"
- Cab Width: 5' - 8.25"
- Cab Depth: 7' - 11"

All deliveries, equipment, furniture and freight must be carried through the service elevator. In circumstances requiring the lengthy use of the service elevator (i.e. move-ins, move-outs, furniture deliveries), the tenants must coordinate access with the Property Management Office at least forty-eight (48) hours in advance. Click here to view the [Moving Rules & Regulations](#).

Security personnel monitor elevator emergency calls twenty-four (24) hours a day. Should an elevator malfunction, please call for assistance using the "press to call" button provided in the lower area of the front elevator panel in each cab. This will connect you first to the security front desk lobby phone, and subsequently roll the call to the Command Center if not quickly answered. Building security will respond immediately to assist you once they are notified of the issue. Any elevator problems should be reported to the [Property Management Office](#) immediately.

[Top of Page](#)

Services: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various operations. Hard copies of all forms are available from the [Property Management Office](#) as well.

To view and print PDF files, you need the *Adobe Acrobat Reader* software. If not already installed on your computer, it can be obtained for free at www.adobe.com.

- [Bicycle Storage Agreement & Waiver](#)
- [Contractor Rules of the Site](#)
- [Fitness Center Waiver of Liability](#)
- [Insurance Requirements](#)
- [Special Access Request Form](#)

Services: Housekeeping

STANDARD NIGHTLY SERVICES:

- Nightly janitorial service and trash removal is provided Monday-Friday from 10:00 p.m. to 5:00 a.m.
- Any items not in a trashcan that are marked "TRASH" or "BASURA" (equipment and furniture are not included) will be removed.
- To remove larger than normal quantities of trash, please contact the [Property Management Office](#) to coordinate removal.

DAILY PORTER SERVICES:

- In addition to nightly janitorial service, day porters service the facility throughout the normal business hours of 8:00 a.m. to 5:00 p.m.
- Day Porters are responsible for stocking restrooms, responding to special requests, servicing common areas (elevator lobbies, common corridors, the 1st floor main Lobby, etc.), building exterior and parking grounds and trash removal.
- As part of Hines commitment to sustainability, UG2 uses only certified green cleaning solutions throughout the property and also uses EPA (recycled content) consumable stocking practices.

Services: HVAC

If the temperature in your office needs adjustment, please contact the [Property Management Office](#). Your call will be referred immediately to engineering personnel.

The standard Building hours of operation for heating and air conditioning in the Building common areas and service corridors are as follows:

Monday through Friday	8:00 a.m. to 8:00 p.m.
Saturday	9:00 a.m. to 4:00 p.m.
Sunday	None
Holidays	None

Special arrangements should be made for any HVAC needed outside of those hours.

Services: Loading Dock

The Loading Dock hours are:

Monday through Friday 6:00 a.m. to 7:00 p.m.
Saturday and Sunday 8:00 a.m. to 4:00 p.m.

The Office Building Loading Dock can be accessed from Ninth Street, just south of I Street:

- The Loading Dock is available at times other than those listed through prior coordination with the Retail Property Management Office.
 - There is a 15 minute unloading period for vehicles using the Loading Dock.
 - Vehicles requiring parking for a period greater than 15 minutes must park in the Garage or other alternative.
 - Please visit the [Loading Dock Rules & Regulations](#) section for more information regarding Loading Dock procedures.
- Please remind your vendors that all deliveries are to be made via the Office Building Loading Dock and the service elevator.
- Deliveries will not be permitted through the Office Building main Lobbies.
- [Click here](#) to submit a Loading Dock Reservation.

Services: Telecommunications

HIGH SPEED INTERNET, TELEPHONE, TELEVISION:

- [Comcast](#) provides high speed internet, telephone and television service to the building.

DISTRIBUTIVE ANTENNA SYSTEM:

- The Office Buildings are equipped with a Distributive Antenna System that enhances cellular service.

WiFi:

- The exterior common areas of CityCenterDC offers open WiFi access.

Sustainability: Bicycle/Scooter Parking

Bicycles, Scooters, & Bike Cage:

Bicycles and scooters shall not be brought into, ridden through, or kept in or about the building common areas or a tenant's premises. Bicycles and scooters may be parked on a daily basis in the designated bicycle parking areas in the parking garage. Office tenants have exclusive use of a secured cage located on the P3 level of the Office Nest. Racks are provided at no charge and are for daily parking and storage only. Overnight storage is prohibited. For access to the bike cage, a Bicycle Storage Agreement must be signed and access must be granted on the employee's access card. This Agreement can be obtained [here](#).

Sustainability: HinesGO

GREEN OFFICE Tenant Guide - COMING SOON. This is a voluntary initiative adapted for Hines tenant spaces, which measures and rewards the "greening" efforts in your lease space.

The program will help you identify and implement no-cost and low-cost alternatives to operating in a standard indoor office environment. Scored on a scale of 100, you can evaluate your space in seven categories. When a specific strategy or improvement has been implemented from those categories, "Leaf Credits" are earned, which are weighted differently according to their relative sustainable value. If your office achieves 70 Leaf Credits and submits the attached form, it is then designated as a GREEN OFFICE.

We encourage you to establish a "green team" to conduct cost-benefit analyses for opportunities that require nominal cost to achieve a credit. Then a plan can be created for implementing those opportunities and measuring the results with an over-riding goal of reducing our collective environmental footprint and energy consumption.

Hines rolled out a similar program internally in December of 2008 and has since designated over 140 Hines GREEN OFFICES in the United States and Europe.

"Hines GREEN OFFICE expresses the sustainable approach we have used in our development and management services for decades. Encouraging tenants to make greener choices is just as important as designing healthy, productive and environmentally friendly space. We are pleased to offer this service to our tenants." - Hines President and CEO Jeffrey C. Hines

As always, feel free to contact property management or engineering if we can assist you with anything, and we look forward to hear of your sustainability achievements.

Sustainability: LEED & Green Building Features

The CityCenter Office buildings are registered for LEED® Gold Certification, and the master development as a whole is registered for the LEED-ND (Neighborhood Development) Certification. CityCenterDC is one of the first LEED-ND developments in the country. The LEED green building certification program is a voluntary, consensus-based national rating system for buildings designed, constructed and operated for improved environmental and human health performance.

Green Building Features:

- Hines has built or begun construction on more than 50 million square feet of LEED® certified buildings.

Sustainable Features at CityCenterDC:

- COMING SOON.

Sustainability: Recycling

In accordance with the laws of the District of Columbia, CityCenterDC recycles mixed paper, cardboard, glass, and aluminum. Recyclables should be segregated and disposed of at the Loading Dock.

MIXED PAPER

- Mixed paper includes white paper, colored paper, magazines, newspapers, envelopes (both with and without windows), post-its, etc. It is extremely important that only mixed paper be placed in the paper recycling containers. Any food wrappers or debris in the containers will result in “contamination” and cause the entire container to be discarded by the janitorial staff in the normal trash.

CARDBOARD

- Tenants need to break down (flatten) all boxes and clearly mark the cardboard as “trash” or “basura”. Stickers can be provided upon request.

ALUMINUM & GLASS

- Aluminum & glass containers should be cleaned/rinsed. Plastic containers including single-serve, narrow necked bottles can also be cleaned / rinsed and recycled.

BATTERIES

- Please contact the [Property Management Office](#) to coordinate disposal of batteries.

[Top of Page](#)