

# **ONE O'CONNOR PLAZA TENANT GUIDE**

# THE GUIDE

## 1.1

The Tenant Information Guide for One O'Connor Plaza will assist you in becoming familiar with the building's features, facilities, operating procedures, and with the staff who provide its services.

The information contained in this Guide is general in nature and may differ from your lease. In all cases, the lease takes precedence over the Guide.

Please keep the Guide in a convenient location, perhaps at your reception area. The information contained in this Guide will be updated periodically to ensure that it remains accurate.

Our Property Management Team will be pleased to answer and clarify any questions you may have concerning the information.

Communication is the most crucial element in implementing the policies and procedures in the Tenant Guide. To ensure effective communication, we at KPG Commercial would like you to designate a "tenant representative" as the contact between your company and the management office staff. Your tenant representative will be responsible for making requests or reporting problems as well as conveying important information from our office.

We suggest that all communication from your company to the management office be channeled through your tenant representative.

# THE GUIDE



## TABLE OF CONTENTS

**SECTION 1 – Management Office and Operations**

**SECTION 2 – Tenant and Building Services**

**SECTION 3 – Security and Life Safety**

**SECTION 4 – Housekeeping**

**SECTION 5 – Central Building Services**

**SECTION 6 – Financial Requirements**

**SECTION 7 – Building Rules and Regulations**

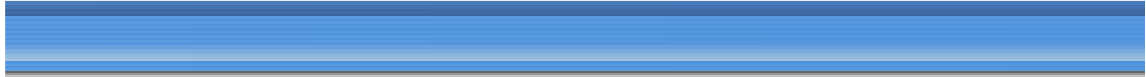
# THE GUIDE



## MANAGEMENT OFFICE AND OPERATIONS

<b>1.1 Management Office.....</b>	<b>5</b>
<b>1.2 Management and Leasing Directory .....</b>	<b>5</b>
<b>1.3 Operations Directory .....</b>	<b>5</b>
<b>1.4 Mailing Address and Postal Code Information .....</b>	<b>6</b>
<b>1.5 Business Hours .....</b>	<b>7</b>
<b>1.6 Statutory Holidays.....</b>	<b>7</b>
<b>1.7 Emergency Numbers .....</b>	<b>8</b>

# THE GUIDE



## 1.1 MANAGEMENT OFFICE

As the manager of One O'Connor Plaza, we want you to know that every member of our team is here to serve you. If you have any questions or comments, please feel free to contact the Property Management Office and we will be happy to assist you.

The management office is located at One O'Connor Plaza, Suite 250. Our office hours and telephone/fax numbers are:

Monday - Friday	8:30 a.m. 5:00 p.m.
Main Telephone Number	(361) 570-2028
Fax Number	(361) 570-2296

## 1.2 MANAGEMENT DIRECTORY (ONSITE)

Property Manager	Cynthia Leal Phone: (361) 570-2028 <a href="mailto:cynthia@oneoconnor.com">cynthia@oneoconnor.com</a>
Administrative Assistant	Marisol Venegas Phone: (361) 570-2028 <a href="mailto:frontdesk@oneoconnor.com">frontdesk@oneoconnor.com</a>
Leasing	Susan Rather Phone: (361) 649-3111 <a href="mailto:susan@oneoconnor.com">susan@oneoconnor.com</a>

## 1.3 OPERATIONS DIRECTORY (ONSITE)

Maintenance Engineer	David Villarreal Phone: (361) 570-2028
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# THE GUIDE



## 1.4 MAILING ADDRESS AND POSTAL CODE INFORMATION

One O'Connor Plaza  
101 W. Goodwin  
Suite \_\_\_\_\_  
Victoria, Texas 77901

Post Office boxes are located in the basement lobby at the southeast wall, across from the lobby elevator. Incoming mail is delivered Monday through Friday to the tenant mailboxes. Please call the management office to order keys for the mailboxes.

The daily mail pick-up schedule is posted at the drop box located on the 1st floor across from the Goodwin Street building entrance.

The following courier drop boxes are located adjacent or near the tenant mailboxes mentioned above:

Federal Express	1-800-GO FEDEX
Lone Star Overnight	1-800-800-8984
UPS Worldwide Service	1-800-742-5877

These drop boxes are particularly convenient for after-hour mail drop-offs. Tenants should make their own contractual arrangements with courier companies for a supply of waybills. Packages are delivered directly to tenant's office by the delivery service whenever possible. If no one is available in your suite to sign for a package, the package will be returned to the local delivery office. You may make prior arrangements with the management office to accept a delivery for you.

# THE GUIDE



## 1.5 BUSINESS HOURS

### Standard Building Hours:

Monday – Friday 7:00 a.m. to 6:00 p.m.

### After hours, weekends and holidays building access:

#### Restricted Access (Access cards only)

Tenants may operate extended hours by using access cards to obtain access. Additional charges are applicable should you require the HVAC to operate after normal business hours; 24-hour notice is required.

## 1.6 STATUTORY HOLIDAYS

Unless otherwise stipulated in your lease, the designated statutory holidays for the building are:

New Year's Day  
Memorial Day  
4th of July  
Labor Day  
Thanksgiving Day  
Christmas Day

# THE GUIDE



## 1.7 Emergency Numbers

<b>All Emergencies</b>	<b>911</b>
<b>Fire Department (non-emergency)</b>	<b>(361) 573-3221</b>
<b>Police Department (non-emergency)</b>	<b>(361) 573-3221</b>
<b>Management Office</b>	<b>(361) 570-2028</b>
<b>After Hours Building Emergency Number</b>	<b>(361) 570-2028</b>
<b>Report Power Outage to - AEP Texas</b>	<b>(866) 223-8508</b>
<b>Gas Company - CenterPoint Energy</b>	<b>(866) 427-7142</b>



# THE GUIDE



## TENANT AND BUILDING SERVICES

<b>2.1 Tenant Service Requests .....</b>	<b>10</b>
<b>2.2 Moving and Delivery Guidelines .....</b>	<b>12</b>
<b>2.3 Loading Dock.....</b>	<b>14</b>
<b>2.4 Signage .....</b>	<b>15</b>
<b>2.5 Tenant Insurance Requirements .....</b>	<b>16</b>
<b>2.6 Parking.....</b>	<b>17</b>
<b>2.7 Smoking Policy.....</b>	<b>17</b>
<b>2.8 Lost and Found .....</b>	<b>18</b>
<b>2.9 Alterations and Remodeling.....</b>	<b>18</b>
<b>2.10 Communications Installation.....</b>	<b>18</b>

# THE GUIDE

---

## 2.1 TENANT SERVICE REQUESTS

### Tenant Representative

Selected individuals should be designated as your company's Tenant Representative. These individuals will interact with the Property Management Team and be able to authorize:

- Service and maintenance requests
- Light bulb replacement
- Property removal
- Changing and picking up security access cards
- Cleaning requests and visitations
- Ordering signs
- Requests for after-hours air conditioning
- Booking service elevator for deliveries and moves

### Service/Maintenance Requests

Requests for service and/or maintenance-related issues should be made by contacting a member of the Property Management Team and they will attend to your request.

# THE GUIDE

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## 2.1 TENANT SERVICE REQUESTS (cont'd)

For emergency situations, please submit your requests as follows:

1. Call the management office at 361-570-2028.
2. Provide his/her name, company name and suite number.
3. Describe the problem as accurately as he/she can.

The management staff will address the problem as soon as possible, sending someone to assist you or making whatever other arrangements are necessary. If the repair or maintenance work is not the landlord's responsibility, then tenant will be charged for such work at landlord's cost-plus appropriate mark-up. Please make your service request on our online work order system. You can go to [WWW.ONEOCONNOR.COM](http://WWW.ONEOCONNOR.COM) and click the link – Online Work Order System to submit your service requests. Maintenance personnel are required to receive instructions and assignments from the management office only. This procedure helps the management staff keep track of your requests and ensure that they are resolved in a timely fashion.

- **Lighting/Electrical:** If you need light bulbs or ballasts installed, please contact the management office.
- **Keys:** New tenants receive two keys per lock set. You can request additional keys from the management office. Requests for lock work, except for desks and filing cabinets, should be made to the management office. Alterations to locks can be made only with approval from the management office. If you need to activate or deactivate a keycard, please contact the management office.

Typical requests that would be chargeable are:

- Replacement of non-base building lights and ballasts
- Moving furniture and boxes
- Plumbing requests for fixtures inside lease space
- After-hours HVAC
- Security pass-cards
- Lock repairs
- Keys
- Purchasing of access cards or parking tags
- General repairs to non-base building items

# THE GUIDE



## 2.1 TENANT SERVICE REQUESTS (cont'd)

Please note that all chargeable service and/or maintenance requests will be invoiced monthly based on the respective material and labor costs associated with providing the service plus a 15% administration fee.

## 2.2 MOVING AND DELIVERIES

These moving and delivery 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.

- Provide at least **48 hours** written notice prior to the date and time of scheduled moves. All moving arrangements must be cleared by Property Management and are scheduled on a first come, first served basis.
- All moves and deliveries must be handled through the freight elevator only.
- The loading dock is the only building entrance permitted for moves and deliveries. We strongly encourage you to reserve this area as well. Property Management must authorize any exceptions to this entry point. If other areas of access are approved, the mover must protect floors and walls with acceptable material to prevent damage.
- The moving contractor must provide evidence of the following liability insurance coverage at least five (5) days prior to the day of the move.

# THE GUIDE

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## MOVING AND DELIVERIES (cont'd)

- **Workmen's Compensation in statutory limits for the state, with employer's liability of \$1,000,000; bodily injury, personal injury, and property damage liability insurance in comprehensive general liability form. The certificate of evidence must be furnished to the management office before any items can be moved onto the premises.**
- **Comprehensive General Liability insurance that includes coverage of operation, elevators, and products, including personal injury and contractual liability coverage and shall designate the assumptions of liability under performance of the act of moving. Such insurance shall be in limits no less than \$1,000,000 per occurrence combined single limit bodily injury or property damage. Property damage insurance shall be in broad form including completed operations.**
- **In addition, the moving contractor must agree to protect, indemnify, and hold the Landlord harmless from and against all claims, demands and causes of action of every kind and character, arising in favor of moving contractor's employees, Tenant and its employees, or other third parties due to bodily injury, personal injury, death, or damage to property in any way resulting from willful or negligent acts or omissions on the part of the moving contractor, its agents, employees, representatives, or sub-contractors. The moving contractor shall be responsible for all damages and losses sustained to tools and equipment utilized in the performance of all work there under.**
- **Your moving contractor will be responsible for any damage to the building incurred during the move. To avoid unnecessary damage:**
  - **Pad or otherwise protect all entrances, doorways, and walls affected by the move.**
  - **Cover all floors traversed during the move with appropriate material.**
- **Your moving contractor is responsible for removing all garbage and bulky packing cartons.**

# THE GUIDE



## MOVING AND DELIVERIES (cont'd)

- Our building has a strict “No Smoking” policy. Moving crews are not permitted to smoke in any area of the building.
- The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Do not park moving vehicles in marked fire lanes.

## 2.3 LOADING DOCK

### Location, Hours of Operation and Deliveries

The Loading dock for the building is located off Goodwin Street with the maximum height being 13 feet 6 inches. The dock is available from 8:30 a.m. – 11:30 a.m. and 1:30 p.m. - 4:00 p.m.; the loading dock will not be open after 4:30 p.m. Monday through Friday (statutory and designated holidays excluded).

Tenants should specifically instruct their carriers that all deliveries or shipments, other than hand deliveries, are to be taken to or from the Tenant’s door via the loading dock. The Landlord assumes no responsibility for breakage, damage, theft, or personal injury, however caused.

Wheeled dolly and handcart access is to be solely via the loading dock. Tenants and their delivery firms are required to supply their own dollies, hand carts and pump trucks.

Please ask the moving contractor to contact the property manager well in advance of the moving date to schedule use of the service elevator. The service elevator is available during non-business hours only with the written approval of the management office. Approval is also required for moves that are scheduled to take place during the weekend.

The loading dock area or delivery entrance is located on the north side of the building and is easily accessible from Goodwin Street. The following rules are designed to ensure a smooth, continuous flow of material from the dock area to the tenants in the building:

# THE GUIDE

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## LOADING DOCK (cont'd)

- A 30-minute unloading limit is observed at the loading dock, except for move-ins and move-outs.
- Hand carried deliveries are permitted through the dock area.
- Two and four-wheel dollies, carts, and other types of material conveyors may not be taken in the passenger elevators. Only hand-held packages may be transported in passenger elevators during normal business hours.
- When moving bulky materials, office furniture or equipment in or out of the building, please contact the Property Management Office for assistance.
- Movement through building entrances and the lobby is restricted between the hours of 8:00 AM and 5:00 PM.

### Regulations

To provide efficient, expedient service in the loading dock, the following rules apply:

- Drivers are not permitted to leave their vehicle motors running.
- Keys are not to be left in the vehicle.
- Drivers are required to sign in and out in the loading dock register.
- The maximum time permitted to be in the dock area is 30 minutes during normal hours. If additional time is required, the delivery vehicle must be removed and parked outside the complex.
- Parking in the loading dock for any purpose other than loading and unloading is prohibited.

# THE GUIDE



## 2.4 SIGNAGE

A building standard sign program has been established for the building and at your premise entrance, which must be adhered to. Please contact the Property Management Office to obtain a Sign Request Form and return it to the Property Management Office.

### SIGNAGE (cont'd)

It is important that you enter the exact wording and punctuation, as the signs will be ordered exactly as they appear on the form. Please note that it will take approximately three (3) weeks from the time the signs are ordered until they are delivered to the building. Unless otherwise stipulated in your lease, the cost of all signs is at the tenant's expense.

Please note that signs and lettering shall not be inscribed, placed, or affixed in the leased premises or the building which is visible from the exterior of the building or common areas unless authorized by the Landlord.

The building directory in the lobby displays your company name and suite number. If you require additional listings or wish to make changes to your current listing, please contact the management office.

## 2.5 TENANT INSURANCE REQUIREMENTS

Your lease includes a provision requiring that you are to take out and keep in full force varying types of insurance for your premises in the building (please refer to your lease for details).

A certificate of insurance, verifying your coverage as required under the lease, must be delivered to the Property Management Office before assuming tenancy at the building. A new certificate must be forwarded to the Property Manager at least thirty (30) days prior to the expiration of the policy. Please note that the Owner (O'Connor Building Partners, L.P.) and the Property Manager (Woolson Real Estate Co.) must be named as additional insured.



# THE GUIDE

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## 2.6 PARKING

### Location, Operation Hours and Charges

The entrances to the parking garage are located off Main and Bridge Streets. Parking is on a first come first serve basis, except for reserved parking spaces indicated with a sign and associated permit number. Access to the parking garage may be gained from the bridge or across Goodwin Street.

#### Regulations:

- Illegally parked vehicles will be ticketed. Any vehicles parked in the designated fire route or reserved parking will also be ticketed.
- Vehicles parked in the garage are entirely at the risk of the vehicle owner. The Landlord and/or Property Management shall not be responsible for any loss or damage to vehicles parked in the garage however caused or incurred.

For your own safety, please remember to lock all doors and close all windows after you have parked your vehicle in the garage. Valuables and cellular phones should be brought with you. If not possible, store items out of view.

## 2.7 SMOKING POLICY

One O'Connor Plaza is a non-smoking building. Smoking is not permitted in the restrooms, stairwells, common corridors, lobbies, storage rooms, parking garage and within tenant premises. Those who wish to smoke will find a convenient smoking area located at the northeast and corners of the third level in the parking garage.

# THE GUIDE

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## 2.8 LOST AND FOUND

Lost and found items can be turned in or claimed at the Property Management Office, Suite 250. Items found on the premises are kept in the management office for one month.

## 2.9 ALTERATIONS AND REMODELLING

All contemplated changes to your leasehold improvements must be reviewed and approved by Woolson Real Estate Co, prior to the commencement of construction. Requests to make alterations should be sent, in writing, to the Property Management Office. Alterations can be performed only by Woolson Real Estate Co, staff or an approved contractor. All construction contractors including general, electrical, plumbing or phone contractors must register with the management office prior to performing any work in the building. Installation of communications equipment, computer or alarm systems must also be coordinated with the management office for further information regarding alterations and remodeling, please call the Property Management Office.

## 2.10 Communications Installations

When changes or additions to your communications network are necessary, your selected telephone installation contractor must contact the Property Management Office prior to the day on which the work is due to start to ensure code requirements are met.

# THE GUIDE



## TENANT AND BUILDING SERVICES

<b>3.1 Building Security .....</b>	<b>20</b>
<b>3.2 Card Access System .....</b>	<b>20</b>
<b>3.3 Locksmith Services .....</b>	<b>21</b>
<b>3.4 Additional Security Services.....</b>	<b>21</b>
<b>3.5 Solicitation .....</b>	<b>22</b>
<b>3.6 Suite Security Measures .....</b>	<b>22</b>
<b>3.7 Fire Alarm Systems .....</b>	<b>23</b>
<b>3.8 Fire Safety Team .....</b>	<b>25</b>
<b>3.9 Fire Drills .....</b>	<b>25</b>
<b>3.10 Flammable Materials .....</b>	<b>25</b>
<b>3.11 Medical Emergencies .....</b>	<b>25</b>
<b>3.12 Power Failure .....</b>	<b>26</b>
<b>3.13 Bomb Threats .....</b>	<b>27</b>

**(Please see One O'Connor Plaza's Life Safety Plan for more information on Fire Procedures, Fire Safety Teams, Fire Drills or Bomb Threats).**

# THE GUIDE



## 3.1 BUILDING SECURITY

The security and safety of the tenants of One O'Connor Plaza is one of our highest management priorities. With this interest for your safety in mind, this section should be distributed to all employees within your organization.

## 3.2 CARD ACCESS SYSTEM

### Base Building System

Access to the offices is restricted to authorized persons from 6:00 p.m. until 7:00 a.m. weekdays and from 6:00 p.m. Friday until 7:00 a.m., the first regular working day of the next week.

The locations of the base building card readers are:

- Goodwin Street Main Lobby Entrance
- 3rd Level of the Parking Garage at the Bridge Entrance
- Elevators 1, 2 and 3 for access to the tenant floor

Tenants, upon leasing space, are requested to contact the Property Management Office and arrange for the necessary access cards for all employees who may require access. Any lost or stolen cards will be subject to a \$35.00 replacement fee (Refer to Section 6 of this Guide for details). Once a card has been issued, its safekeeping and control is the Tenant's responsibility.

No trade person(s) will be permitted to access or work in off-hours without the prior approval of Property Management or Onsite Operations Personnel. All tower elevator movements from the lobby upwards or from floor to floor will be controlled by the preprogrammed data on the access card. Security officers or building staff will not, under any circumstances, open doors, or permit access to any building areas except for pre-authorized tradesmen limited to a specific area.

## 3.2 CARD ACCESS SYSTEM (Cont'd)

Please provide us with names and telephone numbers of those individuals who may authorize access to your suites during off hours (home and/or office). All individuals will be denied access during off-hours if they do not have an appropriate access card.

# THE GUIDE



## 3.3 LOCKSMITH SERVICES

All locks on both entrance and interior office doors must be keyed to the master key systems of the building. The system, while giving each tenant the option of having different keying arrangements within its offices, provides access for building staff in case of emergency and for cleaning purposes.

Building keys are approximately \$15.00 per key, plus tax and management fee. Quotes for other locksmith services are available upon request.

## 3.4 ADDITIONAL SECURITY SERVICES

### Theft

Report any suspected theft, no matter how small, to Property Management immediately. You may also notify the Police Department; they may be on the trail of a thief targeting office buildings and your report may help them complete their investigation more effectively. The insurance policy of the building does not cover the theft of tenants' personal belongings. Personal property insurance is the responsibility of each tenant.

### Incident Reports

To record the details of any accident, theft, or injury that occurs on the property, incident reports must be filed. Please notify the Property Management Office as soon as an incident occurs so we can follow up with the appropriate record taking. We appreciate your co-operation in answering any questions the building staff may have pertaining to the incident.

# THE GUIDE



## 3.5 SOLICITATION

Solicitation is not allowed in the building or on the building premises. Please notify the Property Management Office immediately if you notice a solicitor, peddler, or uninvited salesperson within the building. Report as much information about the person's appearance and behavior as you can. Building staff will locate the person as quickly as possible and escort him/her off the premises.

## 3.6 SUITE SECURITY MEASURES

Security often involves common sense. Because any building system is only as effective as the people relying on it, we encourage you to review these security reminders to help you avoid unnecessary loss and problems within your suite.

- When you secure your premises at the end of the business day, lock all doors, and then verify that they are properly locked. We recommend locking your suite entry door after 5 p.m. even if people are working late.
- Do not leave attaches or handbags in clear view. Coats should be hung in a coat closet since thieves often rifle through pockets looking for keys or money. Do not leave wallets in jackets hanging on chair backs and other articles of value unguarded even for a few minutes. Small articles, left in plain view, are easy targets for thieves.
- Laptop computers should be locked away when not in use.
- Keep all vault or safe combinations in a locked desk drawer.
- Notify the Property Management Office immediately if you notice a suspicious person loitering in or about your premises. Be suspicious of any person who enters your suite and when confronted makes excuses that they are lost or looking for another company.
- Offices are most vulnerable to thieves during lunchtime and right before closing. At these times, there is often a lot of movement, and people are frequently away from their desks.
- Put serial numbers on all business equipment to aid police in locating the equipment if it is stolen.

# THE GUIDE



## 3.6 SUITE SECURITY MEASURES (Cont'd)

- If an employee is terminated for any reason, consider changing cylinders on the lock, resetting any safe or vault combinations they may have been entrusted with, and cancelling security access cards. Keys kept on a key ring should never have an identifying tag. If they are lost, they may easily be used by thieves to access your property.
- If your firm will be closed when the rest of the building is normally open, arrange for building personnel to collect your mail and papers. A stack of newspapers outside your suite door is a clear signal that the premises are not occupied.
- If sidewalk or corridor deliveries of goods are made, do not leave items unattended.
- Never leave your reception area unattended when your suite entry door is unlocked.

## 3.7 FIRE ALARM SYSTEMS

This section is to familiarize both tenant and employees with Life Safety policies and procedures should a fire alarm occur in the building. All fire alarms should be taken seriously.

The fire alarm system consists of the following equipment:

- Alarm tone and voice communication systems.
- Manual pull stations (located at all exits, stairwell exits and beside magnetically locked doors)
- Sprinkler systems
- Heat and smoke detectors
- Central Alarm Control Facility

If you discover Fire or Smoke

- Remain calm. Leave the fire area, closing doors behind you.
- Activate the nearest fire alarm pull station.
- Immediately evacuate via the nearest fire exit. Follow the directions of your Fire Safety Team. Do not use elevators.
- Do not return until the alarm condition is declared cleared by a Fire Official or by Property Management Personnel

# THE GUIDE



## 3.7 FIRE ALARM SYSTEMS (Cont'd)

### The Evacuation Tone Sounds

- Follow the directions of your Fire Safety Team.
- Remain calm and immediately evacuate via the nearest fire exit, closing all doors behind you.
- If you encounter smoke in the corridor or stairwell, use the other Exit stairwell located on your floor area. Crossover floors are located on approximately every five floors with signs posted on the exit door.
- Do not use the elevators, as they will automatically home to the ground floor.
- Do not return until Fire Officials or Property Management Personnel have announced that the alarm condition has been cleared.
- DO NOT proceed to the roof; doors to the roof are locked.

### Evacuating Endangered Occupants

If you cannot leave your area, or must return to it because of heavy smoke or fire, remain calm and:

- Locate a room least exposed to the smoke or fire.
- Close the door.
- Do not lock the door in the event fire fighters may need to enter the area.
- Seal all cracks where smoke may get in (e.g., under the door, air conditioning and heating vents).
- Dial 911 and tell the 911 Operator where you are (floor, suite, and location).
- Crouch low to the floor if smoke comes into the room.
- Remain calm and wait to be rescued.



# THE GUIDE



## 3.8 FIRE SAFETY TEAM

The primary responsibility for the safety of employee's rests with each tenant. Tenants are encouraged to appoint responsible and dependable employees to act as Fire Wardens and Fire Warden Assistants forming your Fire Safety Team. The responsibility of the team is:

- Provide direction to fellow employees during a fire emergency.
- Create and maintain a plan for evacuating the suite during a fire emergency.
- Ensure orderly and complete evacuation on hearing the evacuation tones.
- Have a detailed knowledge of the floor and location of each stairwell and crossover floor.
- Compile a list of employees who require assistance to evacuate the building.
- Provide training to all employees on evacuation procedures.

## 3.9 FIRE DRILLS

KPG Commercial conducts an annual fire drill that simulates, as closely as possible, actual emergency conditions. At the time of the drill, the alarm system will be activated. All tenants are urged to participate in the drill.

## 3.10 FLAMMABLE MATERIALS

No flammable, explosive or dangerous materials shall be stored or used in the Premises and the Tenant shall not do, or omit to do, anything which may in any way breach Applicable Laws, increase the risk of fire or obstruct or interfere with the egress of other occupants of the Building.

# THE GUIDE



## 3.11 MEDICAL EMERGENCIES

If there is someone in your office in need of medical assistance due to illness or injury, please follow these steps:

- Call 911 – Provide your address, floor, and suite number. You may be asked to describe the condition of the person in distress.
- Post one person at the elevator lobby on your floor to direct medical personnel to the person in distress.
- Call the Property Management Office 570-2028 to assist with the elevators.

## 3.12 POWER FAILURE

While power failures rarely occur due to an internal building system problem, external occurrences can cause power loss. One O’Connor Plaza has been designed to minimize the risk of a general power failure resulting from causes within the building. The building is equipped with an emergency power generator providing power to the life safety equipment (i.e., exit signs, elevators, emergency lights and main fire equipment) and critical systems.

### Elevators

Once emergency power is restored each elevator, one at a time, will proceed to the ground level allowing the occupants to disembark.

“A reduced number of elevators will operate until full power is restored”.

One elevator in the building has the potential to run, but only for emergency purposes.

### Lights

In the event of an electrical failure, please observe the following guidelines:

- Contact the Property Management Office 570-2028.
- Open draperies and raise blinds to let in outside light.
- If you are instructed to evacuate the building, lock all areas of your premises, and remember to take your key.
- Do not congregate in the lobby areas or in the street.

# THE GUIDE



## 3.12 POWER FAILURE (cont'd)

- If you are trapped in an elevator during a power failure, do not panic. Wait for assistance. Your elevator will cease operation but will not fail. Do not attempt to force the doors open or escape through the roof hatch. Use the emergency call button in the elevator to contact security to notify them of your location.
- Building management will notify you as soon as possible when power will be restored.

## 3.13 BOMB THREATS

While the vast majority of threats and acts of terrorism are hoaxes. The potential injury to persons and damage to property is great and all situations must be dealt with as if they are real. If you receive a bomb threat, take it seriously.

If you receive a Bomb Threat by Phone:

- 1) The person receiving the call should be prepared to obtain precise information including:
  - Time of the call
  - Exact wording of the threat
  - Any distinguishing characteristics of the caller such as the voice or background noises.
- 2) Call 911 to notify police.
- 3) Call the Property Management Office at (361) 570-2028.

A search of tenant premises cannot be performed effectively by police or Property Management Personnel as they are unfamiliar with the environment and cannot readily identify items that are foreign or out of place. Personnel who work in the area of the threat are able to perform a more thorough search. It is recommended that your Fire Safety Team utilize employee volunteers to assist with the search.

# THE GUIDE



## 3.12 BOMB THREATS (cont'd)

During the search procedure remember this rule: Look for something that does not belong, that is out of the ordinary, or out of place. Conduct the search quickly but thoroughly. Keep the search time to a maximum of 15-20 minutes. If an unidentified or suspicious object is found, DO NOT TOUCH IT.

In the event that a suspicious object is found, local police or Property Management Personnel and Building Security may recommend a partial or complete evacuation.

The search of public areas is the responsibility of Property Management Personnel and Building Security.

For more information regarding Emergency Medical or Fire Procedures, Tenant Fire Safety Teams, Fire Drills or Bomb Threat Procedures, please see "One O'Connor Plaza's Life Safety Plan."

# THE GUIDE



## HOUSEKEEPING

<b>4.1 Nightly Services .....</b>	<b>30</b>
<b>4.2 Scheduled Housekeeping Services .....</b>	<b>30</b>
<b>4.3 Window Cleaning .....</b>	<b>30</b>
<b>4.4 Carton Disposal .....</b>	<b>31</b>
<b>4.5 Pest Control.....</b>	<b>31</b>

# THE GUIDE



## 4.1 NIGHTLY SERVICES

Office areas are provided with housekeeping services five days a week, excluding holidays. Nightly service includes:

- Emptying all trash receptacles and replacing all liners as necessary
- Removing all collected trash to a designated area
- Spot cleaning all horizontal and vertical surfaces
- Spot cleaning the carpeted areas as necessary
- Spot cleaning all partition doors
- Spot cleaning all walls, light switches, and doors
- Cleaning and polishing drinking fountains
- Dust mopping all hard surface floors with a treated mop.
- Wet mopping of all hard surface floors
- Vacuuming all carpeted areas

## 4.2 SCHEDULED HOUSKEEPING SERVICES

Housekeeping services will be provided in accordance with the following schedule:

- High and low dusting (picture, clocks, partition tops, etc.) – weekly
- All blinds, air vents/grills shall be cleaned on a rotational basis.
- Hard surface floors will be buffed weekly and waxed as needed.

## 4.3 WINDOW CLEANING

- Window exteriors are cleaned at least one time a year.
- Window interiors will be cleaned at least once a year.

#### **4.4 CARTON DISPOSAL**

**To dispose of cartons please follow these instructions:**

- **Flatten cartons.**
- **Retain flatten cartons in a designated area of your premises.  
Clearly mark the cartons "trash".**
- **All flattened cartons will be removed nightly.**
- **If you accumulate a large number of boxes or cartons it will be the tenant's responsibility to dispose of the boxes off site.**

#### **4.5 PEST CONTROL**

**Pest control services are provided monthly by an independent contractor.**

# THE GUIDE



## CENTRAL BUILDING SERVICES

5.1 Heating, Ventilating and Air Conditioning (HVAC).....	33
5.2 Elevators.....	34
5.3 Utility Service Access .....	35
5.4 Telephone and Cable TV.....	35



# THE GUIDE



## 5.1 HEATING & AIR CONDITIONING

### Central Operations

The Landlord will provide heating and air conditioning normally between the hours of 7:00 a.m. and 6:00 p.m., Monday to Friday, and Saturday 8:00 a.m. – 1:00 p.m. To ensure your premises are comfortable, the systems are in operation well in advance before the start of each day.

### Temperature Control

Requests for temperature adjustments within your premises should be directed to the Property Management Office at 361-570-2028.

### After Hours Requests

Requests for after-hour air conditioning must be in writing and authorized by the Tenant Representative and e-mailed or faxed to the Property Management Office 24 hours notice is required for after hours HVAC. Charges will be invoiced for service hours beyond those provided for in your Lease. An after-hour HVAC charge will apply.

### Suggestions to improve comfort levels:

- Keep furniture at least six inches from perimeter heating and air conditioning units.
- Close window blinds to restrict sun loads.
- Dress comfortably for the weather. Adjust your layers of clothing before adjusting the thermostat.

# THE GUIDE



## 5.2 ELEVATORS

One O'Connor Plaza is serviced by 4 elevators, as follows:

- Three passenger elevators serve the ground level to the 12th floor.
- One freight elevator services the ground level to the 12th floor.

Normal hours of operation are Monday to Friday from 7:00 a.m. to 6:00 p.m. Elevator #1, #2 and #3 are equipped with an access card reader and are operational from 6:00 p.m. to 7:00 a.m. Monday to Friday and on Saturdays, Sundays, and holidays.

### Emergency Intercom

Each elevator is equipped with an emergency telephone, which automatically dials into the elevator telephone 24 hour answering service when the elevator telephone button is depressed. The elevator telephone answering service will contact the elevator contractor to provide assistance. Remain calm; help will arrive shortly.

### Fire Alarms and Power Failure

During a fire alarm condition, the elevators will home to the ground floor and the doors will remain in the opened position once they reach this floor. Remember that the elevators must not be used during a fire alarm condition and are for the fire department use only.

During a power failure all elevators stop, once emergency power has transitioned elevators one at a time are brought down to ground floor.

# THE GUIDE

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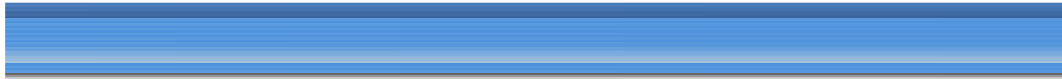
## 5.3 UTILITY SERVICE ACCESS

Access to a floor's mechanical, electrical or telephone rooms are not available except by prior arrangement and then only for specific authorized purposes. No dedicated tenant equipment will be permitted in these rooms without prior written approval from Property Management.

## 5.4 TELEPHONE AND CABLE TV

Please contact the Property Management Office for installations or additions to your communications network prior to the day on which the work is due to start to ensure code requirements and contractor insurance requirements are met.

# THE GUIDE



## FINANCIAL REQUIREMENTS

<b>6.1 Rental Statements.....</b>	<b>37</b>
<b>6.2 Building Services.....</b>	<b>37</b>
<b>6.3 Other Invoices.....</b>	<b>37</b>
<b>6.4 Payment.....</b>	<b>37</b>
<b>6.5 Standard Additional Service Rates .....</b>	<b>38</b>

# THE GUIDE



## 6.1 Rental Statements

A monthly rent schedule will be issued prior to the commencement of your lease and typically at the end of each year to reflect changes in additional rent (i.e., Operating Costs and Realty Taxes) for the upcoming year. In addition, a revised monthly rent schedule will be issued should there be a change in your rent (i.e., increase in basic rent).

The information on the schedule will include the Tenant's name, suite number, and rental amount due (broken down by charge and the applicable governing federal and provincial taxes). Please note that an invoice will not be issued, unless specified under the lease.

## 6.2 BUILDING SERVICES

Invoices will be issued for all Tenant Service/Maintenance Requests monthly.

## 6.3 OTHER INVOICES

A separate invoice will be issued for metered utilities and miscellaneous services provided by outside suppliers (i.e., door and lock repair, plumbing, or electrical work).

## 6.4 PAYMENT

Rental payments are due and payable, without demand in advance on the 1st day of each month. All payments for rent invoices must be addressed and made payable to:

O'Connor Building Partners, LP  
One O'Connor Plaza  
Suite 250  
Victoria, Texas 77901

For further information regarding the monthly rental schedules and general invoicing for chargeable services, please contact the Property Management Office at 361-570-2028.

# THE GUIDE



## 6.5 STANDARD ADDITIONAL SERVICE RATES

- **Lobby Directory Change \$70.00 plus tax and management fee for 2 strips (1<sup>st</sup> & 2<sup>nd</sup> floor)**
- **After Hours Air Conditioning \$35.00/hour**
- **Security Access Card \$20.00/card plus tax and management fee**
- **Fob Replacements \$35.00/card plus tax and management fee**
- **Mailbox key \$15.00/key plus tax and management fee**
- **Door keys and duplicates \$15.00/key plus tax and management fee**

# THE GUIDE



## 7.0 BUILDING RULES AND REGULATIONS

### Purpose

The following Rules and Regulations have been adopted for the safety, benefit and convenience of all tenants and other persons in the Building. The Tenant shall always comply with the Rules and Regulations from time to time in effect.

We shall use our best efforts to secure compliance by all tenants and other persons with the Rules and Regulations from time to time in effect but shall not be responsible to the Tenant for failure of any person to comply with such Rules and Regulations.

### Rules and Regulations

- The Tenant shall not permit in the Premises any cooking or the use of any apparatus for the preparation of food or beverages, space heaters. (except for the use of coffee makers, kettles, microwave ovens or refrigerators or where the Landlord has approved of the installation of cooking facilities as part of the Tenant's Leasehold Improvements) nor the use of any electrical apparatus likely to cause an overloading of electrical circuits.
- The sidewalks, entries, passages, corridors, lobbies, elevators, and staircase shall not be obstructed or used by the Tenant, his agents, servants, contractors, invitees or employees for any purpose other than ingress to and egress from the offices. The Landlord reserves entire control of the Common Area and all parts of the Development and the Land employed for the common benefit of the tenants.
- The Tenant, his/her agents, servants, contractors, invitees, or employees shall not bring in or take out, position, construct, install or move any safe, business machine or other heavy office equipment without first obtaining the consent in writing of the Landlord. In giving such consent, the Landlord shall have the right in its sole discretion, to prescribe the weight permitted and the position thereof, and the use and design of planks, skids, or platforms to distribute the weight thereof. All damage done to the

# THE GUIDE



## 7.0 BUILDING RULES AND REGULATIONS (Cont'd)

- Development by moving or using any such heavy equipment or other office equipment or furniture shall be repaid at the expense of the Tenant.
- The moving of all heavy equipment or other office equipment or furniture shall occur between 7:00 p.m. and 7:00 a.m. or any other time consented to by the Landlord and the persons employed to move the same in and out of the Development must be acceptable to the Landlord. Safes and other heavy office equipment will be moved through the halls and corridors only upon steel bearing plates. No deliveries requiring the use of an elevator for freight purposes will be received into the Development or carried in the elevators, except during hours approved by and scheduled through the Landlord. Only elevators so designated by the Landlord shall be used for deliveries of workers and materials, furniture, and other freight. The Tenant shall pay, as Additional Rents, any costs incurred by the Landlord in connection with the moving of the Tenant's equipment, furniture, etc.
- The Tenant shall not place or cause to be placed any additional locks upon any doors of the Premises without the approval of the Landlord, which approval shall not be unreasonably withheld, and subject to any conditions imposed by the Landlord. Additional keys may be obtained from the Landlord at the cost of the Tenant.
- The water closets and other water apparatus shall not be used for any purpose other than those for which they were constructed, and no sweepings, rubbish, rags, ashes, or other substances shall be thrown therein. Any damage resulting from misuse shall be repaired at the cost of the Tenant by whom or by whose agents, servants, or employees the same is caused. Tenants shall not let the water run unless it is in actual use and shall not deface or mark any part of the Development, or drive nails, spikes, hooks or screws into the walls or woodwork of the Development.



# THE GUIDE



## 7.0 BUILDING RULES AND REGULATIONS (Cont'd)

**No one shall use the premises for sleeping, apartments or residential purposes, or for any illegal purpose, or for the storage of personal effects or articles other than those required for business purposes.**

- **Canvassing, soliciting, and peddling in the Development or Common Areas are prohibited.**
- **Any hand trucks, carry-alls, or similar appliances used in the Development shall be equipped with rubber tires, side guards and such other safeguards as the Landlord shall require.**