

**Waterfront Place
Electronic Tenant® Portal**

Created on February 3, 2023

Amenities: Overview

On-Site Amenities at Waterfront Place include:

- [Covered Parking](#)
- [Showers and Lockers](#)
- [Conference Center](#)
- [Yarrow Bay Marina](#)

Amenities: Parking

Waterfront Place has onsite parking available to its tenants on a first come first serve basis or per the lease agreement. Parking stalls are not reserved unless noted; feel free to park in a location of your choice.

Current parking rates are set by the Landlord, if interested in additional stalls; monthly parking or early bird parking rates please contact the [Management Office](#) at (425) 289-4900.

Always lock your car and close windows/sunroofs, even if you're only gone a few minutes. **DO NOT LEAVE ANYTHING IN SIGHT IN YOUR VEHICLE...**That includes: coins, packages, CD's, sunglasses, cellular phones, duffel bags...not so much as an empty paper bag should be left in sight in the vehicle.

REMOVE ITEMS - VALUABLE OR NOT. Alarms still are a deterrent. Park in a well-lit area.

REPORT...REPORT...REPORT all car crimes to the Kirkland Police Department, your employer, garage and building management and security. The Kirkland Police Department will not personally respond, but your reports to 9-1-1 help determine the following year's budget for the Kirkland Police Department and also allow for better tracking of specific problem areas within the city.

Amenities: Showers & Lockers

Tenants have access to the on-site shower and locker facility with complimentary towel service.

Amenities: Conference Center

The conference center features board room style seating, audio visual equipment and on-line reservations.

Please click on the links below to access our on-line booking system and instructions how to utilize the Building Engines Resource Schedule.

Please allow 30-minutes between each booking so you have time to set up and test your equipment prior to your meeting's start. Call (425) 289-4900 if you have any questions.

[Resource Schedule How-to Guide \(opens in new window\)](#)

[BOOK YOUR ROOM \(opens in new window\)](#)

Amenities: Yarrow Bay Marina

Our lakeside location is adjacent to [Yarrow Bay Marina \(opens in new window\)](#). For additional questions about the marina please contact: service@yarrowbarymarina.com.

Emergencies: Overview

This Emergency Operations Plan (EOP) is promulgated in furtherance of Cushman & Wakefield's mission to be a responsible steward over the assets it manages and the core value of positively impacting the lives of people.

PURPOSE

Institute a plan for effective responses to emergency incidents in order to limit loss to people, property and the community. An emergency incident is defined as an occurrence, natural or manmade, that requires a response to protect life, property or reputation and may include but is not limited to the following: fire; flood; severe-weather; tornado; hurricane; active assailant; radiological, biological, or chemical release; civil disorder or terrorist attack.

REGULATORY COMPLIANCE

This plan is intended to satisfy OSHA requirements for an Emergency Action Plan under section 1910.38 of the Federal Code of Regulations.

GOALS

- Protect the lives and safety of team members, residents, and invitees
- Minimize disruptions to business operations
- Protect facilities, physical assets and information
- Protect Cushman & Wakefield's brand, image and reputation

RESPONSIBILITIES

Regional Presidents and Regional Vice-Presidents are responsible for ensuring all properties under their individual purview have an Emergency Operations Plan (EOP) in place and all employees are trained on its content.

Regional Property Managers are responsible for guiding Property Managers in developing an EOP, improving the EOP semi-annually, and ensuring employees have adequate knowledge of the plan and their role within the plan to affect an emergency response.

Property Managers are responsible for using this template to develop an EOP tailored to the specifics of their property, training employees on the content of the plan and their individual roles within the plan; additionally, improving the plan and conducting exercises semi-annually.

PROGRAM IMPROVEMENT

Jesus Diaz and Tyler Jones will act as the Program Coordinator and will be responsible maintaining and improving the property's EOP; and for the four phases of Program Management: Planning > Implementation > Testing & Exercises > Program Improvement.

Each property's EOP is a living document that must be improved and updated semi-annually on March 1st and September 1st of each year.

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Emergencies: Emergency Contacts

Emergency: 911
Fire Department (425) 587-3650
(non-emergency):
Police Department (425) 587-
(non-emergency): 3400
[Management Office:](#) (425) 289-
4900
After-Hours: (425) 698-
2188
Electric Company
[Puget Sound (888) 225-5773
Energy]

External Emergency Contacts

COMPANY/AGENCY	SERVICE TYPE	PHONE AND ADDRESS
Kirkland Police	Police Department	(425) 587-3400
911 Dispatch	Police Dispatch	911
Kirkland Fire	Fire Department	(425) 587-3650
Kirkland Fire	Fire Dispatch	911
City of Kirkland	Local Emergency Management Office	(425) 587-3650
AAPCC	Poison Control	(800) 222-1222 https://www.weather.gov/sew (opens in new window) w-sew.webmaster@noaa.gov
National Weather Service – Seattle/Tacoma, WA	Local Weather Information	(206) 526-6087
Guardian Security	Fire Alarm Monitoring	(206) 622-6545
Pacific Fire and Security	Fire System Maintenance	(206) 788-3865
Pacific Fire and Security	Electronic Security	(206) 788-3865
Puget Sound Energy	Natural Gas	(888) 225-5773
Puget Sound Energy	Electricity	(888) 225-5773
City of Kirkland	Domestic Water	(425) 587-3800
Waste Management	Trash	(800) 592-9995
David Thompson	HD Supply Account Manager	(480) 244-8503
Whitman Carpet	Disaster Recovery & Emergency Response	(425) 408-8341
Synergy Janitorial	Cleaning & Restoration	(206) 510-9527

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Emergencies: Incident Commander & Emergency Response Team

The Incident Commander is the person in charge during an emergency incident. This person has been pre-determined to be the foremost subject-matter expert regarding emergency operations. The Incident Commander may not be your normal supervisor but is the person in charge during an emergency incident.

The Incident Commander Succession List for activating and utilizing the EOP is as follows:

Name	Job Title	Cell Phone
<i>Admir Halilovic</i>	Building Engineer	(206) 458-5207
<i>Tyler Jones</i>	Property Manager	(206) 419-5059
<i>Shawn Safavi</i>	Director of Commercial Management	(206) 423-7202

The ERT consists of employees who have volunteered or have been assigned to assist in an emergency response. These employees have received training on emergency response procedures and have been given authority to direct all employees during an emergency event. On properties with a staff of 5 or less all staff members will be part of the ERT.

All employees can assist in an emergency. The ERT members will receive directives from the IC and provide direction to the other employees.

Emergency Response Team

The ERT consists of employees who have volunteered or have been assigned to assist in an emergency response. These employees have received training on emergency response procedures and have been given authority to direct all employees during an emergency event. On properties with a staff of 5 or less all staff members will be part of the ERT.

All employees can assist in an emergency. The ERT members will receive directives from the IC and provide direction to the other employees.

Emergency Response Team members:

Name	Job Title	Cell Phone
<i>Tyler Jones</i>	Senior Property Manager	(206) 419-5059

IC and ERT Preparedness

Incident Commanders and Emergency Response Team members should take ownership of the plan and ensure they are adequately prepared and trained to execute the plan.

The plan shall be improved and updated semi-annually on March 1st and September 1st to ensure contact information is current and accurate.

Training

Employees shall be trained on the content of the Emergency Operations Plan:

- Upon first hire or transfer to the property; and
- Semi-annually thereafter on March 1st and September 1st

Records of plan revision and semi-annual employee training shall be kept on the Plan Revision & Training Record included as an appendix to this plan.

Promote Awareness

Print and post the EMERGENCY RESPONSE PROTOCOLS poster found in the appendix section of this plan to promote awareness and reinforce understanding of the core elements of this plan.

The poster can also be shared with residents so they can become informed partners in executing the plan.

Leverage Smartphone Technology

Consider using tools on smartphones that would be beneficial before and during an emergency:

- Enroll for emergency text notifications on your local city or county Emergency Management Office's website
- DO NOT DISABLE emergency notifications on your Wireless Emergency Alert (WEA) capable smartphone
- Install a weather warning application
- Install a Flashlight application
- Put IC and ERT contacts into a single group in the phone contacts, this will allow for a single text to reach all members of the group
- Use document management software to upload the entire EOP to your smartphone

Emergency Response Kit

- A copy of the EOP
- Pen and paper
- Water: 3 gallons per employee
- Non-perishable food: 3 days per employee
- Latex gloves
- Flashlights
- N95 respirators (Dust masks)
- Duct Tape
- Any tool or key needed to turn off gas, water and electric
- Garbage bags
- Baby wipes
- First-aid kit
- NOAA Weather radio
- Rain ponchos
- Additional Batteries

Activation

The EOP is activated upon the occurrence of an emergency incident. The plan can be activated by notification from the fire alarm system, weather warning sirens, directions from civil authorities, building managers, the Incident Commander, Emergency Response Team members or from other affected parties based upon actionable intelligence of a verifiable emergency incident.

In situations that are not emergency incidents, the Incident Commander shall have the sole authority to activate the EOP, examples include: a training exercise or when the potential for an emergency incident exists but has not yet materialized.

Notification and Communication

In the event the Emergency Operations Plan is activated you will be notified to take action by one or more of the following methods:

1. From a horn/strobe as part of the fire alarm system
2. From a Public Address (PA) system
3. Directly from the Incident Commander, an Emergency Response Team member, building management, building security, or a first responder
4. From a hand held radio
5. An e-mail notification
6. A Windows Messenger notification
7. From a phone as part of a phone call tree
8. A text message

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Emergencies: Incident Communication

Call 911 immediately for any incident that involves an active assailant, criminal activity, an injury requiring emergency medical care, fire, natural or manmade disaster.

INCIDENT COMMUNICATIONS PLAN is an established protocol for communications with internal contacts, external entities, residents and media.

Based on the nature and extent of an emergency incident, an Incident Management Team (IMT) will be formed to ensure rapid and effective management of an incident. Composition of the IMT will be based on the nature of the emergency incident to ensure the foremost subject-matter experts are immediately available to manage the incident.

An INCIDENT REPORT should be submitted as soon as possible, after the occurrence of any and all incidents, including but not limited to the following:

- Someone was injured
- Property was damaged
- Contact by, or presence of, media
- Contact by OSHA or EPA
- Fire or sprinkler activation
- Flood
- Criminal activity
- Death
- Theft
- Natural disaster
- Inclement weather creating property damage or injuries
- Mold when property damage or injury is alleged
- Explosion
- Bomb threat
- Significant utility disruption
- Allegation of negligence or misconduct
- Manmade disaster

INCIDENT REPORTS shall be submitted electronically using the INCIDENT REPORTING SYSTEM on the Cushman & Wakefield Intranet. (From the home page > click on the favorites icon [a star], a drop-down box will uncover > click "File an Incident Report").

In the event of a loss of electricity or internet service, Incident Reports can be reported via phone at: (214) 891-7824.

A completed and submitted Incident Report will immediately notify senior leadership, owner contacts, media spokespersons, Risk Management, Human Resources and insurance carriers. This notification will allow internal resources to assist in managing the incident.

INTERNAL COMMUNICATIONS

An emergency incident is defined as an occurrence either natural or manmade, that requires a response to protect life, property or reputation and may include (but is not limited to) the following: fire; flood; severe-weather; tornado; hurricane; active assailant; criminal activity; media presence; personal injury; loss of confidential information; radiological, biological, or chemical release; civil disorder or terrorist attack.

In the event of an emergency incident where the urgency or scope of the event requires immediate assistance, implement the following Internal Communications Protocol:

INTERNAL COMMUNICATIONS PROTOCOL assigns each Team Member responsibility and accountability for reporting and managing the incident.

1. Employees: contact your Manager immediately regarding any and all incidents.
2. Property Manager/ Department Manager: notify Regional Property Manager/ Department Head.
3. Regional Property Manager/Department Head: assess the incident, and immediately contact as warranted:
 1. Regional Vice President;
 2. National Director of Safety;
 3. Vice President of Legal/General Counsel;
 4. Regional Human Resources Director;
 5. Communications Spokesperson/ Public Information Officer.

4. Regional Human Resources Director: assess the incident and immediately contact as warranted:
 1. Vice President of Human Resources.
5. Regional Vice President: assess the incident, ensure Regional Property Manager has contacted appropriate parties, and immediately contact as warranted:
 1. Property Owner/Client Contact(s);
 2. President;
 3. Chief Financial Officer;
 4. Chief Operating Officer;
 5. Senior Vice President of Operations.
6. Risk Management: assess the incident, ensure the IMT is in place and an Incident Commander has been assigned, and immediately contact as warranted:
 1. Cushman & Wakefield brokers, third party administrators and insurers;
 2. Vice President of Development Services;
 3. Restoration vendors;
 4. OSHA, EPA or other regulators;
 5. National Director of Maintenance.

INCIDENT MANAGEMENT TEAM (IMT)

The actual composition of the IMT will change depending on the location and nature of the emergency incident. The following is an example of typical personnel involved in an IMT:

- Chief Operating Officer
- Chief Financial Officer
- Regional Vice President
- Regional Property Manager
- Regional Maintenance Director
- Vice President of Legal/General Counsel
- National Director of Safety
- Communications Spokesperson/ Public Information Officer
- Regional Human Resources Director
- Vice President of Operations

MEDIA COMMUNICATIONS

If you are approached (in person or via phone) by media, do not provide any comment, statement or information at any time, even if prompted as “off the record.” Respond in a helpful, respectful and professional manner:

“I am happy to assist you, but I am not the best person to answer those questions. I will have our designated Media Spokesperson contact you shortly.”

Use the Media Request Form (Located in the Appendices section of this plan) to obtain the following information in order to adequately equip the Media Spokesperson:

- Requestor’s name.
- Affiliate - who Requestor is representing (name of newspaper, television station, etc.).
- Requestor’s contact information: phone and email.
- To what is this in reference.
- What are Requestor’s specific questions.
- Requestor’s deadline to obtain the information (deadlines are usually very short timeframes).

Confirm that the appropriate person will contact the requestor shortly.

Immediately implement the Incident Communications Plan

It is appropriate to respectfully ask Media to leave the Property by saying:

“This has been a stressful day for our [residents/tenants/employees]. Please respect their privacy and remove your reporters and equipment from the Property. If you refuse to do so, we have no option except to consider your presence as trespassing and take appropriate action.”

Media Spokesperson (Public Information Officer) is a professional spokesperson engaged by the Company to partner with the IMT and speak on behalf of stakeholders. The spokesperson is trained to deliver proactive, positive and accurate verbal or written responses on behalf of stakeholders to ensure the Company is perceived as credible, concerned and effective at dealing with emergencies.

MEDIA SPOKESPERSON

Cushman & Wakefield has contracted with HCK2 for media communications services.

Name	Title	Office	Cell
<i>Kerri Fulks</i>	VP - PR Operations	(972) 499-6617	(214) 549-9837
<i>Drew Wilson</i>	Account Director, PR	(972) 499-6642	(765) 215-0145

ONGOING COMMUNICATIONS As facts are gathered, reports developed, and information becomes available, ongoing timely communication between all parties is critical. Regional Property Manager /Department Head normally acts as liaison between the parties within the IMT.

REMEMBER TO ALWAYS:

- Focus first on the human element; the well-being of our residents/associates is top priority.
- Assess the incident from a safety perspective; always keep yourself out of harm's way.
- Engage the proper authorities and subject-matter experts in lieu of handling emergency incidents yourself.
- Dress, speak, act, and carry yourself in a calm, confident, conservative, compassionate, professional and helpful manner.
- Present yourself as a representative of the Property, not the Company.
- Positively represent the property, residents, and property owner (client).
- Look the requestor, resident, tenant or official in the eye and allow them to speak.
- Escort third parties if the IMT has determined they should be allowed on the Property.

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Emergencies: Evacuation Procedures

Defined: An organized and supervised withdrawal of people from dangerous or potentially dangerous locations; accounting for their arrival and managing their stay in designated external collection areas until the cause has been disproved or eliminated

An Evacuation will be ordered when there is a need for people to leave the building or location due to causes such as:

1. Fire
2. Flood
3. Bomb inside the building
4. Chemical release inside the building
5. Biological hazards inside the building

Prepare for an Evacuation

Evacuation Plan

- All tenants and employees of Cushman & Wakefield will be notified of a fire or other emergency necessitating evacuation. The local fire alarm system at the property will alert using a bright strobe light along with a loud horn or siren. Smoke detectors in the common areas will put the elevators into fire recall and will not be in use for evacuations.
- The exit route out of the building is mapped with EXIT signage. Tenants will have their own gathering points after evacuating the building.
- ERT members need to do to assist in the evacuation.

PROPERTY WIDE EVACUATION PLAN

- Designate evacuation routes out of each building and/or out of each room in a building.
- Do not route people past inherently dangerous areas such as where flammable liquids are stored.
- Each room or building should have 2 exits routes drawn on the map.
- For buildings with interior hallways evacuation maps for that building shall be posted in readily visible locations.
- Designate one or more Rally Points where residents and employees will be instructed to gather once they have exited the building(s).
- Rally points should be at least 200 feet away from other buildings, where possible.
- Using arrows draw evacuation routes on the map from building exits to the nearest Rally Point.

- Rally Point defined: A designated place where scattered groups can come together.

MOBILITY IMPAIRED

- Identify residents that are mobility-impaired and create a list of unit numbers.
- Share the list of mobility impaired residents with your local fire department, and the residents' planned Area of Refuge where they will be waiting for evacuation assistance.
- For residents on the first level of a building able to self-evacuate, have them move away from the building.
- For residents on above ground level units, have them proceed to an area of refuge on the same level and wait for emergency responders.
- Areas of Refuge include enclosed stairwells, external staircases, and fire rated enclosures.
- For residents who are immobile, they will need to stay in place, preferably in a room with a window, a fire-rated door, and a telephone.

- Area of Refuge defined: A location in a building designed to hold occupants during a fire or other emergency when evacuation may not be safe or possible .

MAINTAINING LIFE SAFETY

LIFE SAFETY CODE addresses those construction, protection, and occupancy features necessary to minimize danger from the effects of fire, including smoke, heat and toxic gases created during a fire. All properties must maintain the physical elements of the property committed to life safety.

- Smoke detectors in common areas shall be tested monthly.
- Smoke detectors in units shall be tested whenever possible during maintenance calls and on unit turns.
- Emergency lighting devices shall be tested quarterly.
- Illuminated EXIT signs shall be tested quarterly.
- All evacuation routes shall have a minimum width of 32 inches.
- All “crash bars” on exit doors shall be maintained in good working condition.
- Portable fire extinguishers in common areas shall be visually inspected monthly and inspection records maintained on the inspection tag.
- Sprinkler control valves shall be inspected monthly to ensure they are fully open.
- Buildings with interior hallways shall have posted evacuation route maps.

EVACUATION INSTRUCTIONS

- ONCE NOTIFIED TO EVACUATE, follow instructions from Emergency Response Team (ERT) members and/or First Responders.
- EXIT THROUGH THE NEAREST DOOR MARKED WITH AN EXIT SIGN, or
- EXIT THROUGH THE NEAREST HALLWAY OR STAIRWELL.
- If smoke is blocking the primary exit, use the secondary exit.
- Smoke is toxic. If there is smoke, crawl to the exit.
- FOLLOW THE EXIT SIGNS OUT OF THE BUILDING.
- PROCEED TO THE DESIGNATED RALLY POINT.
- Do not use the elevators.
- Help persons who require assistance.
- Any person who cannot negotiate the stairs should stay on the landing in the stairwell. First Responders, once notified of the person’s location, will evacuate the person.
- Stay away from the building as heat, smoke, explosions and chemical releases are still hazards.
- Wait until you are given further instructions.
- DO NOT REENTER THE BUILDING UNTIL THE ALL CLEAR HAS BEEN GIVEN BY CIVIL AUTHORITIES OR THE INCIDENT COMMANDER.

AFTER AN EVACUATION

- Actively gather team members and residents at the designated rally point(s).
- If anyone is injured, call 911 or alert first responders.
- Communicate to first responders all designated Areas of Refuge and residents known to be mobility impaired.
- Using rent rolls and communication with residents try to determine if all persons known to be in the buildings have safely exited buildings.
- Communicate to first responders all persons suspected to be missing.
- Wait for further instructions from first responders.
- Do not reenter affected buildings until given the ALL CLEAR by first responders.
- Follow the Incident Communication Protocols to inform Cushman & Wakefield and ownership about the incident.
- Some residents may be displaced due to building damage and may need to be relocated. Residents may be relocated to another unit on the same property, to another property, a hotel or other facility.

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Emergencies: Shelter-in-Place

Defined: An organized and supervised movement of people from dangerous or potentially dangerous areas into areas within the building which provide greater safety from external conditions; accounting for their arrival and managing their stay in designated safer areas until the threatening conditions have ceased or become more favorable

A Shelter in-Place will be ordered when there is a need to move people into the stairwells or other designated safer areas due to causes such as:

- Severe-weather
- Chemical hazards outside of the building
- Biological hazards outside of the building
- Radiological hazards outside of the building
- Earthquake

PREPARE FOR SHELTER-IN-PLACE

SEVERE-WEATHER SHELTER

A room shall be designated as a severe weather shelter. Evaluate the rooms on your property and choose the one that best matches the following criteria:

- Innermost room of the building
- Does not have a wall that is an exterior wall of the building
- Does not have any windows
- The door opens inward
- Is on the first floor of the building
- One or more of the walls is a structural support wall for the building
- Has emergency back-up lighting
- No heavy or glass items stored on upper shelves

The Severe-weather Shelter shall be designated with the following sign available for purchase from Benson Media.

TORNADO AND SEVERE-WEATHER

PREPARE

- Tornadoes evolve quickly; if a tornado watch has been issued, monitor media for changing conditions
- Sign up for text alerts from your local Emergency Management Office
- Sign up for text alerts from weather websites
- Purchase and use a NOAA Weather Radio

KNOW THE TERMS

- **TORNADO WATCH** - Tornadoes are possible. Remain alert for approaching storms. Watch the sky and stay tuned to NOAA Weather Radio, commercial radio or television for information
- **TORNADO WARNING** - A tornado has been sighted or indicated by weather radar. Take shelter immediately
- **OUTDOOR WARNING SYSTEM** - Traditionally referred to as **TORNADO SIRENS**, they are only activated when acute local weather conditions exist. Activation of this system means wind speeds have reached a dangerous level, a tornado has been detected in your immediate vicinity, hail has been reported exceeding 1.25 inches in diameter, or other acute emergencies. **INSTITUTE THE SHELTER-IN-PLACE PROTOCOL IMMEDIATELY. SEEK SHELTER. DO NOT WAIT. DO NOT LOOK OUTSIDE.**

DURING SHELTER IN-PLACE

ONCE NOTIFIED TO SHELTER IN-PLACE, follow instructions from the Incident Commander, Emergency Response Team (ERT) members and/or First Responders.

SEVERE-WEATHER

- REACT TO TORNADO SIRENS. Upon hearing a tornado siren or receiving a notification of a severe-weather WARNING immediately execute the Shelter In-Place protocol
- LOCK PERIMETER DOORS to prevent unauthorized entry
- If it is safe to do so, take your cell phone and personal belongings and put away sensitive material
- MOVE IN AN ORDERLY FASHION INTO THE DESIGNATED SEVERE-WEATHER SHELTER
- The innermost room provides structural protection from severe-weather
- KEEP DOORS CLOSED. Keeping the door closed will provide protection from flying glass and debris
- Do not open windows
- DO NOT EXIT THE SEVERE-WEATHER SHELTER UNTIL THE ALL CLEAR HAS BEEN GIVEN BY CIVIL AUTHORITIES OR THE INCIDENT COMMANDER

EARTHQUAKE

Earthquakes happen very suddenly and you need to Shelter In-Place in your immediate vicinity. Seek shelter underneath the nearest horizontal structure.

- DROP down onto your hands and knees. This position protects you from being knocked down by earth movement but still allows you to move
- COVER your head, neck and body by getting underneath the nearest table, desk, chair or counter
- HOLD ON to your shelter and be prepared to move with your shelter until the shaking stops

AFTER SHELTER-IN-PLACE

- Look around to make sure it is safe to move. Then exit the building.
- Help injured or trapped persons. Remember to help others who may require special assistance such as infants, the elderly and people with access and functional needs.
- Give first aid where appropriate. Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.
- Look for and extinguish small fires.
- Listen to a battery-operated radio or television for the latest emergency information.
- Stay away from damaged areas.
- Open cabinets cautiously. Beware of objects that can fall off shelves.
- Inspect utilities
- Check for gas leaks. If you smell gas or hear a blowing or hissing noise, open a window and quickly leave the building. Turn off the gas at the outside main valve.
- Look for electrical system damage. If you see sparks or broken or frayed wires, or if you smell hot insulation, turn off the electricity at the main fuse box or circuit breaker.
- Check for sewage and water line damage.

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Emergencies: Business Continuity

In the event the business office is destroyed or damaged beyond the point of safe use, you will need to implement a business continuity plan to restore business activities, to limit disruption to residents, and financial losses for Cushman & Wakefield and the client.

BUSINESS OPERATIONS

In the event of a total loss additional computer hardware will be supplied by Information Technology. Once computer hardware and an internet connection are established at the temporary business office, then the majority of business operations can resume. Property management systems, HR systems, and other needed documentation are available through the internet on Cushman & Wakefield servers.

All documents saved directly to property level hard drives are NOT automatically backed-up in the system. Documents needed for continued business operations should be backed-up on a portable flash drive or external hard drive and kept at a separate location.

RECOVERY

If possible after a disaster recovery efforts should be focused on the recovery of:

- Lease files
- Unit keys

Emergencies: Medical Emergency

MEDICAL EMERGENCIES

- For medical emergencies involving any person, immediately phone 911
- Be prepared to give an address and location of the person involved
- Wear latex gloves when touching blood or other potentially infectious material
- A portable first-aid kit should always be kept stocked and available

MEDICAL TREATMENT FOR EMPLOYEE INJURIES

- Call 911 - For medical emergencies for employees in acute trauma
- Call Priority-Care-365 at (855) 389-9701 - If an employee has sustained a work related injury that is not life, limb or eyesight threatening. Employees will be able to speak directly with a Registered Nurse, who will advise them on the appropriate care for their injury including where to seek medical treatment.
- Ambulance transport should be limited to acute emergency situations
- Injured employees should utilize hospital emergency rooms only in acute emergency situations or when an occupational care clinic or urgent care clinic is unavailable
- Do not allow an injured employee to drive themselves to a medical care provider
- Prior to bringing an employee back to work after a work-related injury, contact: CUSHMAN & WAKEFIELD CLAIMS MANAGER, PATRICIA BRADSHAW, PH (214) 891-7824

TO LOCATE COVENTRY NETWORK OCCUPATIONAL INJURY PROVIDERS:

[Coventry Website \(opens in new window\)](#) or PHONE: (800) 370-0594, SELECT OPTION 6, THEN 1

Always call Priority care-Care-365 at (855) 389-9701 prior to referring an injured employed to a medical provider, in cases where the employee is not in acute trauma.

Cushman & Wakefield's Workers' Compensation Carriers:

GALLAGHER-BASSETT
(800) 370-0594
POLICY # 41WC10501304

MONOPOLISTIC STATES

WA ACCT# 328,624-000
WA L & I

UBI# 603-421-021

(888) 667-4277

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Emergencies: Fire

Fire is perhaps the most common and most frightening safety hazard. To combat this hazard effectively requires a thorough knowledge of the building safety features, escape routes and fire and evacuation procedures.

The building must be evacuated when a fire alarm signal is sounded. An effective evacuation depends on the orderly "phasing" of floor clearance, which means that the emergency floor is evacuated first and immediately. The next floor to evacuate should be the floor above the emergency floor, followed by the floor below. The Building Engineer will be in charge of the evacuation until the Fire Chief arrives.

1. The person who discovers the fire:
 - Dials 911 and reports the fire to the Kirkland Fire Department;
 - Calls the [Management Office](#) at (425) 289-4900.
2. The Designated Person(s) assume full control of their floor and activate the Emergency Preparedness and Evacuation Plan.
3. The Designated Person(s) go into immediate action. Absolute silence and decorum must prevail for maximum effectiveness.
4. As each floor is evacuated, the Designated Person(s) make sure all stairway doors are closed after the last person evacuates the floor.
5. Designated Person(s) distribute the flow of people evenly via all available stairway exits. Everyone should know where the stairwells are.
 - If a stairway is filled with smoke or on fire, get out of the stairwell into any clear corridor and proceed to an alternate stairwell.
 - Each stairway designated as an evacuation stairway is identified by signs on the inside and outside of the door at eye level.
6. The orderly phasing of floor clearance continues until all occupants are evacuated to the outside safety area, which is located no less than 300 feet north east of the building. The Tenant's Designated Person should notify Building Management of the location of their outside safety area.
7. When the "all clear" is announced, a member of the property management staff will signal the Designated Person to lead the employees in an orderly fashion back to their work places. If available, elevators will be back in service. A member of the property management staff coordinates the loading of the elevator cars to prevent over-crowding. Single floor groups should enter an elevator together. Those capable of walking up the stairs are encouraged to do so.
8. The intermittent Alarm Signal is silenced when the "all clear" is announced. (The alarm signal continues throughout the state of emergency).

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Emergencies: Chemical, Biological or Radiological Event

- CALL 911.
- If asked to evacuate the area; do so IMMEDIATELY.
- Go to a designated public shelter if you have been told to evacuate or you feel it is unsafe to remain in place.

- Text SHELTER + your ZIP code to 43362 (4FEMA) to find the nearest shelter in your area (example: shelter 12345).

- If asked to stay indoors; do the following:
 - EXECUTE THE SHELTER-IN-PLACE PROTOCOL.
 - LOCK PERIMETER DOORS to prevent unauthorized entry.
 - TURN OFF THE HVAC system to prevent the intake of harmful materials into the building.
 - SHUT WINDOWS.
 - If it is safe to do so, take your cell phone and personal belongings and put away sensitive material.
 - MOVE ORDERLY INTO THE DESIGNATED SEVERE-WEATHER SHELTER.
 - SEAL THE ROOM use the garbage bags and duct tape from your Emergency Response Kit to block HVAC vents, spaces around doors and windows or other openings that would allow airborne contaminants to enter the room.
 - DO NOT EXIT THE SEVERE-WEATHER SHELTER UNTIL THE ALL CLEAR HAS BEEN GIVEN BY CIVIL AUTHORITIES OR THE INCIDENT COMMANDER.

HAZARDOUS CHEMICAL EMERGENCIES

BEFORE

- Buy only as much of a chemical as you think you will use.
- Keep products containing hazardous materials in their original containers and never remove the labels.
- Never store hazardous products in food containers.
- Never mix hazardous chemicals or waste with other products. Incompatibles, such as chlorine bleach and ammonia, may react, ignite or explode.
- Follow the manufacturer's instructions for the proper use of the chemical.
- Never smoke while using chemicals.
- Never use aerosols, cleaning solutions, paint products, or pesticides near an open flame (e.g., pilot light, lighted candle, fireplace, wood burning stove, etc.) Although you may not be able to see or smell them, vapor in the air could catch fire or explode.
- Clean up any chemical spill immediately. Use rags to clean up the spill. Wear gloves and eye protection. Allow the fumes in the rags to evaporate outdoors, and then dispose of the rags by wrapping them in a newspaper and placing them in a sealed plastic bag.
- Take hazardous waste to an approved hazardous waste disposal facility.

DURING

- Get out of the area immediately if there is a danger of exposure, fire or explosion. Call 911 once you are safely away from danger.
- Stay upwind and away from the area to avoid exposure to poisonous fumes, vapors or particulates.
- Recognize and respond to the symptoms of poisoning including:
 - Difficulty breathing;
 - Irritation of the eyes, skin, throat, or respiratory tract;
 - Changes in skin color;
 - Headache or blurred vision;
 - Dizziness;
 - Clumsiness or lack of coordination;
 - Cramps or diarrhea.

- If someone is experiencing poisoning symptoms or has been exposed to a hazardous chemical, call 911 and the national poison control center at (800) 222-1222 and find any containers of the material in order to provide requested information.

- Follow the emergency operator or dispatcher's first-aid instructions carefully. The first aid advice found on containers may be out of date or inappropriate. Do not give anything by mouth unless advised to do so by a medical professional.

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Emergencies: Pandemic Preparedness

THE DIFFERENCE BETWEEN SEASONAL INFLUENZA, PANDEMIC INFLUENZA AND AVIAN INFLUENZA

Seasonal influenza refers to the periodic outbreaks of respiratory illness in the fall and winter in the United States. Outbreaks are typically limited; most people have some immunity, and a vaccine is prepared in advance of the seasonal influenza.

Pandemic influenza refers to a worldwide outbreak of influenza among people when a new strain of the virus emerges that has the ability to infect humans and to spread from person to person. During the early phases of an influenza pandemic, people might not have any natural immunity to the new strain and a vaccine to protect people against illness may not be widely available until many months after an influenza pandemic begins. It is important to emphasize that currently there is no influenza pandemic. Pandemics can vary in severity from something that seems like a bad flu season to an especially severe influenza pandemic that could lead to high levels of illness, death, social disruption and economic loss.

Avian influenza (aka bird flu) is caused by virus that infects wild birds and domestic poultry. Avian influenza viruses are generally divided into two groups: low pathogenic and highly pathogenic. Low pathogenic avian influenza naturally occurs in wild birds and poses little threat to human health. Highly pathogenic avian influenza spreads rapidly and has a high death rate in birds. Highly pathogenic H5N1 is one of the few avian influenza viruses to have crossed the species barrier to infect humans. Most cases of H5N1 influenza infection in humans have resulted from contact with infected poultry or surfaces contaminated with excretions from infected birds. Thus far, the spread of H5N1 virus from person to person has been limited to rare, sporadic cases.

HOW TO PROTECT YOURSELF IN THE WORKPLACE DURING A PANDEMIC

The best strategy to reduce the risk of becoming ill with pandemic influenza is to avoid crowded settings and other situations that increase the risk of exposure to someone who may be infected. Some basic hygiene and social distancing precautions that can be used in every workplace include the following:

- Stay home if you are sick
- Wash your hands frequently with soap and water for 20 seconds or with a hand sanitizer if soap and water are not available
- Avoid touching your nose, mouth and eyes
- Cover your coughs and sneezes with a tissue, or cough and sneeze into your upper sleeve
- Dispose of tissues in no-touch trash receptacles
- Wash your hands or use a hand sanitizer after coughing, sneezing, or blowing your nose
- Avoid close contact (within 6 feet) with coworkers and customers
- Avoid shaking hands and always wash your hands after physical contact with others
- If wearing gloves, always wash your hands after removing them
- Keep frequently touched common surfaces clean
- Try not to use other workers' phones, desks, offices, or other work tools and equipment
- Minimize group meetings; use e-mails, phones and text messaging. If meetings are unavoidable, avoid close contact (within 6 feet) with others
- Limit unnecessary visitors to the workplace
- Maintain a healthy lifestyle; attention to rest, diet, exercise and relaxation helps maintain physical and emotional health

STRATEGIES TO PROTECT TEAM MEMBERS DURING A PANDEMIC INFLUENZA

1. Administrative Controls
 1. Telecommuting and teleconferencing
 2. Discontinue nonessential travel
 3. Flexible work hours
2. Work Practices
 1. Personal hygiene resources, e.g. hand sanitizer, no-touch trash cans
 2. Seasonal influenza vaccine
 3. Education materials on risk factors and protective behaviors
3. Personal Protective Equipment – Only for emergencies or very specific work applications
 1. Respirators
 2. Goggles and/or Face shields

3. Gloves

BLOODBORNE PATHOGEN EXPOSURE CONTROL

Bloodborne pathogens are pathogenic microorganisms (viruses, bacteria, fungi, or parasites) that are present in human blood and other potentially infectious materials (OPIM) and can cause disease in humans. Some infections that can be transmitted through contact with blood and body fluids include:

- HIV; Hepatitis A, B, C, Staph and Strep infections; Gastroenteritis-salmonella; Pneumonia; Syphilis; TB; Malaria; Measles; Chicken Pox; Herpes; Urinary tract infections; and Blood infections. The greatest risks are from HIV and Hepatitis B and C.

How to Prevent Infections: Universal Precautions

Universal precautions is an approach to infection control to treat all human blood and OPIM as if they were known to be infectious for HIV, HBV and other Bloodborne pathogens.

- Other Potentially Infectious Materials (OPIM) include:
- The following human body fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, anybody fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids
- Any unfixed tissue or organ (other than intact skin) from a human (living or dead)
- HIV-containing cell or tissue cultures

Universal precautions do not apply to feces, nasal secretions, sputum, sweat, tears, urine, and vomitus unless they contain visible blood.

Universal Precautions

All Team Members will use universal precautions in order to prevent contact with blood or OPIM during the administration of first aid, the removal of materials and waste used in first-aid, clean-up of any blood or OPIM, and housekeeping of any areas contaminated with blood or OPIM. All blood and OPIM will be considered infectious regardless of the perceived status of the source.

- Personal Protective Equipment: Anytime there is a potential to exposure to blood or OPIM whether engaged in first-aid, cleaning a blood spill, or housekeeping Team members shall wear disposable latex gloves and safety glasses
- After removal of PPE used during exposure to blood or OPIM, wash hands or other exposed skin areas with running water and soap immediately
- When mucous membranes are exposed to blood or OPIM, flush with an eye-wash station or running water immediately
- Remove PPE after it becomes contaminated and before leaving the work area

Cleaning Procedures for Blood

Significant blood spills shall be cleaned by using a Bloodborne pathogens spill kit (HD Supply #129444). Blood from minor first-aid or housekeeping should be cleaned with an absorbent material such as paper towels. Even dried blood should be treated as potentially infectious; Hepatitis B can live in dried blood for several days.

Steps for Cleaning

- Don PPE including latex gloves and safety glasses
- If a needle or sharp is involved put the needle into an empty plastic bottle
- Clean-up blood using an absorbent material and place material in a plastic bag
- Saturate area with a 1/10 bleach-water solution and leave for 10 minutes
- Clean up solution with absorbent material and place in plastic bag
- Remove gloves inside out and place in a plastic bag
- Wash hands
- All biological material, other than a de minimis amount, should be disposed of at an approved biological hazardous waste disposal facility

Exposure Incident

Procedures if a Team Member experiences a needle stick, or a puncture from a sharp:

1. Wash the affected area immediately with soap and water
2. Report the incident to your supervisor
3. Your supervisor will refer you to a healthcare facility
4. The healthcare provider will determine the appropriate course of action for your medical needs
5. The supervisor should try to determine the source person, the person who owned or used the needle or sharp. The supervisor should then provide that person's contact information to the medical provider.

Significant Biological Remediation

Any needed biological remediation, decontamination and removal of significant size should be performed by a licensed biological hazardous waste remediation vendor. Examples include: a deceased person, gunshot or laceration with significant bleeding, any unfixed tissue or organ.

EBOLA RESPONSE PLAN

Overview

Ebola is a severe and often fatal disease in humans. It is also known as Ebola virus disease (EVD) and Ebola hemorrhagic fever. The symptoms of Ebola include fever (greater than 101.5°F), severe headache, muscle pain, weakness, diarrhea, vomiting, abdominal (stomach) pain, unexplained hemorrhage. Symptoms may appear anywhere from 2 to 21 days after exposure to the Ebola virus, although 8-10 days is most common.

Transmission

Ebola is spread through direct contact (through broken skin or mucous membranes in, for example, the eyes, nose, or mouth) with:

- Blood or body fluids (including but not limited to urine, saliva, sweat, feces, vomit, breast milk, and semen) of a person who is sick with Ebola
- Objects (like needles and syringes) that have been contaminated with the virus
- Infected animals
- Ebola is not spread through the air or by water, or in general, by food

Procedures to protect against illness

- Wash hands frequently with soap or use an alcohol-based hand sanitizer
- Avoid contact with blood and body fluids of any person (Bloodborne pathogens such as Hepatitis B & C and HIV/AIDS cannot be transmitted through urine, feces or sweat, but Ebola can be transmitted through any bodily fluid)
- Do not handle items that may have come in contact with another person's blood or body fluids
- In general, when handling bodily fluids always use Universal Precautions including latex gloves and safety glasses. In cases where Ebola is suspected do not attempt any clean-up, removal or decontamination.

Cases of Ebola at Your Property

If a resident at your property is suspected or confirmed to have contracted Ebola, you should:

1. Immediately contact public health authorities before taking any action involving the resident, occupants, the apartment unit and its contents.
 1. Contact information for state and local health departments can be found on the [CDC website \(opens in new window\)](#) or by phone at (800) 232-4636
 2. It is important to cooperate with public health authorities and to follow their instructions and guidance in dealing with incidents involving Ebola
 3. Avoid direct contact with the affected resident, occupants, the apartment unit and its contents
 4. Do not enter the affected apartment unit until notified by public health authorities that it is safe to do so

5. All work to decontaminate the apartment and common areas for Ebola, including the removal, transport and disposal of contaminated materials should be performed by certified hazmat contractors under the direction of public health authorities
2. Follow the Internal Communications Protocol in the Emergency Operations Plan
 1. Property Managers should contact the Regional Property Manager
 2. Regional Property Managers should contact the Regional Vice President, National Director of Safety, Vice President of Legal/General Council, Regional Human Resources Director and the Communications Spokesperson.
3. Report all inquiries from the media, ownership, or a governmental agency to your Regional Vice President and Cushman & Wakefield's media spokesperson. Senior leadership and Cushman & Wakefield's media spokesperson will respond timely based upon known information.
4. For general inquiries from residents, respond with the following: "We are not experts in public health matters and public health officials are better equipped to answer your questions. Please contact the public health department directly for answers to your questions."
5. Team members should not distribute any written communications to residents regarding Ebola, unless specifically directed by public health authorities responding to an incident.
6. If a Team Member has been exposed or potentially exposed to someone sick with the Ebola virus, call 911 and seek medical attention immediately.

Resident Welfare Checks and Incidents Involving Death

Ebola can be transmitted through direct contact with the body, contaminated clothing, bedding and other personal effects of someone who has died from the disease.

- When performing a welfare check, if attempts to reach a resident by phone or by knocking on the door are unsuccessful, contact the police or fire department and request a "welfare check". Team members should not enter a resident's unit to perform a welfare check.
- In the event a death is discovered on site, immediately contact 911 and avoid direct contact with the body, clothing, bedding and other personal effects of the deceased.

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Emergencies: Bomb Threats

In the event you receive a bomb threat or other threat of violence either verbally or in a written form, immediately phone 911. Follow the instructions given by the police. Immediately notify co-workers of the situation, if possible.

If the threat is in the form of a phone call:

- Remain calm. Do not hang up and keep the caller on the phone as long as possible.
- Gather as much information from the caller as possible
- Pay attention to their voice, accent, and background information

Please find the Bomb Threat Checklist in the [Forms section](#).

Suspicious Packages

If you see a suspicious package or a resident informs you of a suspicious package on property:

- Do not touch or move the package
- Do not use two-way radios or cellular devices
- Do not evacuate the building until the police arrive and evaluate the threat
- Do not activate the fire alarm

Signs of a suspicious package include:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

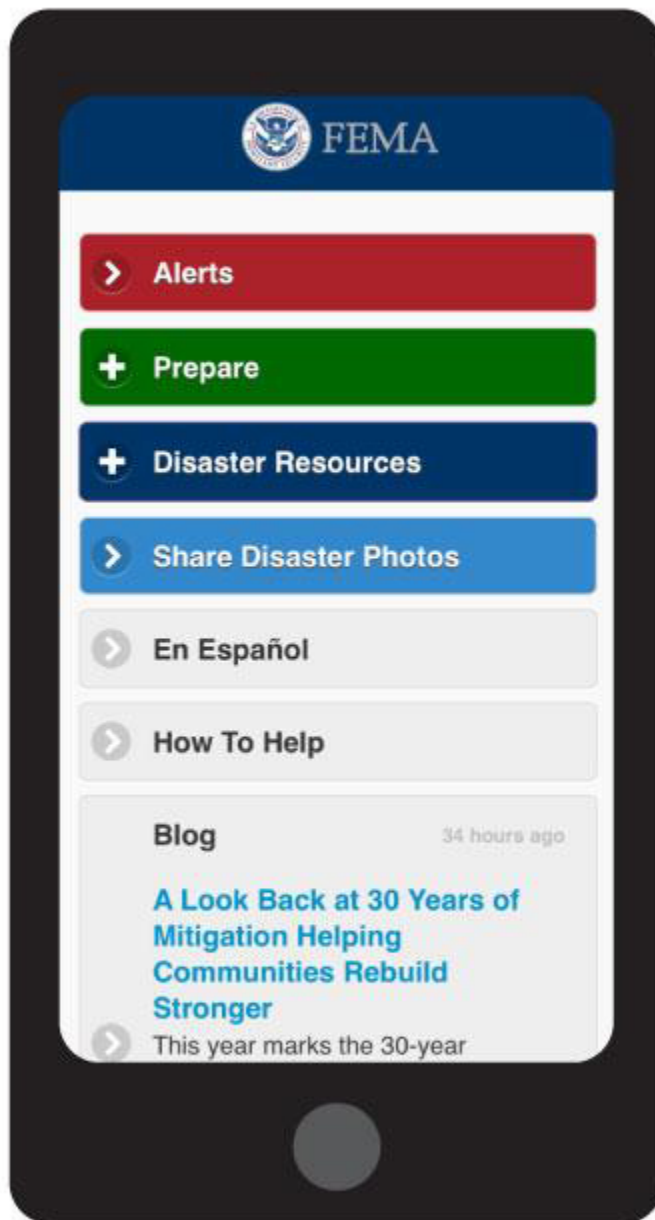
Download, then print and post a copy of Suspicious Package Indicators Tips from the National Explosives Task Force: <https://www.fbi.gov/file-repository/suspicious-package-indicators.pdf/view> (opens in new window)

Emergencies: Workplace Shooting

Refer to the [Department of Homeland Security \(opens in new window\)](#) as a reference.

Emergencies: FEMA Alerts

Install the FEMA App, available for Apple and Android mobile devices.





Receive **real-time alerts** from the National Weather Service for up to five locations nationwide.



Learn **emergency safety tips** for over 20 types of disasters, including earthquakes, fires, hurricanes, tornadoes and more.



Locate open **emergency shelters** in your area and find **disaster recovery centers** where you can talk to FEMA in person.



Toggle between **English** and **Spanish**.

Operations: Access

Building Entry

Waterfront Place main entry doors will be unlocked from 7:00 a.m. to 6:00 p.m. Monday through Friday. After-hours entry requires the use of a building card key.

Vendor/Contractor Access

There may be special instances when vendors or contractors need to perform work in your suite during non-business hours. In such instances, please call the [Management Office](#) and notify us of the name(s) of the individual(s) and the company, the date they will be coming and the approximate time. We will ensure that security is made aware of this and provides access to the required areas. For all contractors performing work on-site, a certificate of insurance must be filed with the building management office prior to services being performed.

Special Keying

Waterfront Place is equipped with a key card access control system. This system utilizes a proximity card reader that provides controlled access to the building entry doors at the northeast and northwest sides of the building. The non-metallic cards need only be presented within a few inches of the reader to unlock the door or provide access to the elevator floor. A full-floor tenant may elect to add access control to their floor (s) according to their specific hours.

Operations: General Rules & Regulations

Tenant shall faithfully observe and comply with the following Rules and Regulations:

1. The Common Areas shall not be obstructed by any of the tenants or used by them for any purpose other than for ingress to and egress from their respective premises. The Common Areas are not for the general public, and Landlord shall in all cases retain the right to control and prevent access thereto of all persons whose presence in the judgment of Landlord would be prejudicial to the safety, character, reputation, and interest of the Building and its tenants; provided that nothing herein contained shall be construed to prevent such access to persons with whom any tenant normally deals in the ordinary course of its business, unless such persons are engaged in illegal activities. If the responsibility for the HVAC system is not a tenant's, no tenant and no employee or invitee or any tenant shall go upon the roof of the Building except in the case of maintenance of the HVAC system.
2. The Premises shall not be used for the storage of merchandise held for sale to the general public or for lodging. No cooking shall be done or permitted on the Premise except that private use by Tenant of approved microwave ovens, equipment for brewing coffee, tea, hot chocolate, and similar beverages shall be permitted, provided that such use is in accordance with all Laws.
3. No tenant shall employ any person or persons other than the janitor or Landlord for the purpose of cleaning its Premises unless otherwise agreed to by Landlord in writing. Except with the consent of Landlord (which consent may be withheld in Landlord's sole discretion), no person or persons other than those approved by Landlord shall be permitted to enter the Building for the purpose of cleaning the same. No tenant shall cause any unnecessary labor by reason of such tenant's carelessness or indifference in the preservation of good order and cleanliness. Tenant shall promptly notify Landlord of any carpet or wall stains requiring attention. Janitor service will not be furnished on nights when rooms are occupied after 6:00 p.m. unless, by agreement in writing, service is extended to a later hour for specifically designated rooms.
4. Landlord will furnish each tenant free of charge with two (2) keys to each door provided in the premise by Landlord. Landlord may make a reasonable charge for additional keys. No tenant shall have any such keys copied. No tenant shall alter any lock or install a new or additional lock or any bolt on any door of its premises. Each tenant upon the termination of its lease shall deliver to Landlord all keys to doors in the Building. Should Tenant install a locking system that requires a code, such code shall be provided to Landlord in writing, and all subsequent changes to the code will be provided in writing twenty-four (24) hours prior to such change taking place.
5. Landlord shall designate appropriate entrances for deliveries or other movement to or from the premises of equipment, materials, supplies, furniture, or other property, and Tenant shall not use any other entrances for such purposes. Landlord must have approved all means or methods used to move equipment, materials, supplies, furniture, or other property in or out of the Building prior to any such movement. Landlord will not be responsible for loss of or damage to any such property from any cause, and all damage done to the Building by moving or maintaining such property shall be repaired at the expense of tenant. Tenant shall move all freight, supplies, furniture, fixtures, and other personal property only at such times as Landlord may designate. Unattended vehicles will be towed at the vehicle owner's expense.
6. No tenant shall use any method of heating or ventilation or air conditioning other than that supplied by Landlord.
7. No animals (except for service animals) shall be brought or kept in the Premise of the Building.
8. Landlord shall in no case be liable for damages for any error with regard to the admission to or exclusion from the Building of any person in the case of invasion, mob, riot, public excitement, or other circumstances rendering such action advisable in Landlord's opinion. Landlord reserves the right to prevent access to the Building during the continuance of the same by such action as Landlord may deem appropriate, including closing doors.
9. No curtains, draperies, blinds, shutters, shades, screens, or other coverings, hangings, or decorations shall be attached to, hung, or placed in, or used in connection with, any window of the Building. Such items shall be installed on the office side of the Landlord's standard window covering and shall in no way be visible from the exterior of the Building. Tenant shall keep window coverings closed when the effect of sunlight (or the lack thereof) would impose unnecessary loads on the Building's heating or air condition systems.
10. Tenant shall ensure that the doors of the Premises are closed and locked and that all water faucets, water apparatus, and utilities are shut off before Tenant or Tenant's employees leave the Premises so as to prevent waste or damage, and for any default or carelessness in this regard, Tenant shall make good all injuries sustained by other tenants or occupants of the Building or Landlord. On multiple-tenancy floors, all tenants shall keep the doors to the Building corridors closed at all times except for ingress and egress.
11. The toilet rooms, toilets, urinals, wash bowls, and other apparatus shall not be used for any purpose other than that for which they are constructed, no foreign substance of any kind whatsoever shall be

- thrown therein, and the expense of any breakage, stoppage, or damage resulting from the violation of this rule shall be borne by the tenants who, or whose employees or invitee, shall have caused it.
12. No tenant shall sell retail newspapers, magazines, periodicals, theater or travel tickets, or any other goods or merchandise to the general public in or on the Premises, nor shall any tenant carry on or permit any employee or other person to carry on the business of stenography, typewriting, printing, or photocopying or any similar business in or from the Premises for the service or accommodation of occupants of any other portion of the Building; nor shall the premises of any tenant be used for manufacturing of any kind, or any business or activity other than that specifically provided for in such tenant's lease.
 13. No tenant shall install any radio or television antenna, loudspeaker, or other device on the roof or exterior walls of the Building. No TV or radio or recorder shall be played in such a manner as to cause a nuisance to any other tenant.
 14. There shall not be used in any space, or in the public halls of the Building, either by any tenant or others, any hand trucks except those equipped with rubber tires and side guards or such other material handling equipment as Landlord may approve. No other vehicles of any kind shall be brought by any tenant into the Building or kept in or about its premises.
 15. Each tenant shall store all its trash and garbage within its premises. No material shall be placed in the hallways or in the trash boxes or receptacles if such material is of such nature that it may not be disposed of in the ordinary and customary manner of removing and disposing of office building trash and garbage in the locale without being in violation of any law or ordinance governing such disposal. All garbage and refuse disposal shall be made only through entryways provided for such purposes and at such times as Landlord shall designate. Each tenant shall comply with any and all Laws regarding recycling.
 16. Canvassing, soliciting, distribution of handbills, or any other written material and peddling in the Building are prohibited, and each tenant shall cooperate to prevent the same.
 17. Except in a case of emergency, the requirements of tenants will be attended to only upon application in writing at the office of the Building or by facsimile transmitted to the office of the Building manager. Employees of Landlord shall not perform any work or do anything outside of their regular duties unless under special instructions from Landlord.
 18. Tenant shall not occupy the Building or permit any portion of the Building to be occupied for the manufacture, distribution, or direct sale of liquor, narcotics, or tobacco in any form, or as a medical office, barber shop, manicure shop, music or dance studio, or employment agency. Tenant shall not conduct in or about the Building any auction, public or private, without the prior written approval of Landlord, with consent may be withheld in Landlord's sole discretion.
 19. Tenant shall not use in the Building any machines, other than standard office machines, such as typewriters, calculators, desktop computers, copying machines, and similar machines, without the prior written approval of Landlord. All office equipment and any other device of any electrical or mechanical nature shall be placed by Tenant in the Premises in settings approved by Landlord, so as to absorb or prevent any vibration, noise, or annoyance. Tenant shall not cause improper noises, vibrations, or odors within the Building.
 20. Tenant shall not enter the mechanical rooms, air conditioning rooms, electrical closets, janitorial closets, or similar areas or go upon the roof of the Building.
 21. Tenant shall not mark, paint, drill into, cut, string wires within, or in any way deface any part of the Building, without the prior consent of Landlord, and as Landlord may direct.
 22. Tenant will not place objects on window sills or otherwise obstruct the exterior wall window covering.
 23. Tenant will keep all doors opening to the exterior of the Building, all fire doors, and all smoke doors closed at all times.
 24. Tenant shall not obstruct, alter, or in any way impair the efficient operation of Landlord's heating, ventilating, electrical, fire, safety, or lighting systems, nor shall Tenant tamper with or change the setting of any thermostat or temperature control valves in the Building.
 25. If Tenant uses the Premises after regular business hours or on non-business days Tenant shall lock any entrance doors to the Building or to the Premises used by Tenant immediately after using such doors.
 26. Tenant shall not use any portion of the Premises for lodging.
 27. Landlord reserves the right to exclude or expel from the Building any person who, in the judgement of Landlord is intoxicated or under the influence of liquor or drugs, or who shall in any manner do any act in violation of any of these Rules and Regulations.
 28. Tenant shall not park or attach any bicycle or motor driven cycle on or to any part of the Premises or Building.
 29. Tenant shall not install any artwork that could give an artist or any other party a right under applicable Law to prevent removal of the same.
 30. This is a non-smoking facility. Smoking is prohibited within the confines of the building in all public areas, which includes interior common area hallways and restrooms.
 31. Provided Landlord acts in good faith pursuant to sound operating procedures, Landlord may waive any one or more of these Rules and Regulations for the benefit of any particular tenant or tenants, but

no such waiver by Landlord shall be construed as a waiver of such Rules and Regulations in favor of any other tenant or tenants, nor prevent Landlord from thereafter enforcing any such Rules and Regulations against any or all of the tenants of the Building.

32. These Rules and Regulations are in addition to, and shall not be construed to in any way modify or amend, in whole or in part, the agreements, covenants, conditions, and provisions of any lease of premises in the Building.
33. Landlord reserves the right to modify the foregoing and promulgate such other rules and regulations as Landlord may from time to time decide are needed for the safety, care, or cleanliness of the Building, for the preservation of good order therein, or as changed conditions or particular circumstances may require.

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Operations: Hours & Holidays

Normal hours of building entry for Waterfront Place are 7:00 a.m. to 6:00 p.m. Monday through Friday. Access to the building at other times requires the use of a card key. Waterfront Place will be officially closed on the following holidays:

- New Year's Day
- Labor Day
- Independence Day
- Memorial Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

Should you require any routine cleaning, heating, ventilation, air conditioning or other special services on any of the above holidays or after normal building hours, please contact the [Management Office](#). There will be an additional charge for services outside of the normal building hours. We will be glad to provide you with an estimate for any of the above services. For further information, please [click here](#).

Operations: HVAC

HVAC is provided Monday through Friday from 7:00 a.m. to 6:00 p.m. and Saturday 7:00 a.m. to 12:00 p.m. The temperature of the building is controlled by remote thermostats within preset parameters to meet the comfort of standards for most offices and employees. Should the temperature level change abruptly or exceed a reasonable level in your suite, or in a particular office, please call the [Management Office](#) at (425) 289-4900.

Energy Management

As you may expect, energy is the single largest expense at Waterfront Place. In an effort to reduce cost to all tenants, we have an on going program to identify and implement energy conservation.

Individual switches control the lights in each tenant suite. In order to conserve energy and reduce operating cost, please turn off all the lights in your suite when you leave in the evenings. The night cleaning staff, when cleaning your suite will utilize only the necessary electricity and turn all lights off when finished. Calculators, radios, computer monitors, and other eclectic office appliances should also be turned off each evening as well. Every tenant will benefit from these simple measures to conserve energy.

Please keep in mind that personal heaters are considered a fire hazard and their use is against building policy. Also we require that all coffeepots be on a timer.

Operations: Leasing Team

The leasing company for Waterfront Place is Broderick Group, located at:

10500 NE 8th Street, Suite 900
Bellevue, WA 98004

Listed below is the Leasing Agent:

Al Hodge

Principal / Co-Founder

(425) 646-5240

Hodge@broderickgroup.com

Eric Meussner

Principal

(425) 274-4282

meussner@broderickgroup.com

Operations: Management

Talon | M Management Partners is the Property Manager for Waterfront Place. It is our objective to provide you with the highest quality management service to ensure your comfortable and continued tenancy.

The management office is located at:

1450 114th Ave SE
Suite 205
Bellevue, WA 98004

The office hours are from 8:00 a.m. to 5:00 p.m. Monday through Friday. To contact your property management team, please call (425) 289-4900. During non-business hours, we have an answering service available for emergencies. This number is (425) 698-2188.

The management team of Waterfront Place is comprised of the following individuals, all of whom can be reached through the management office.

Director of Real Estate
Senior Property Manager
Property Administrator
Building Engineer

Tamara Maloney
Tyler Jones
Sandie Young
Jesus Diaz

tmaloney@talon-m.com
tjones@talon-m.com
syoung@talon-m.com

Operations: Moving-In

There are many things to consider when moving into, out of, or just within a building. To ensure that your move goes as smoothly as possible we have compiled the following checklists and highlighted pertinent building rules and/or information to assist you in planning your move into Waterfront Place. All tenant moves must be coordinated with the management office. Please notify the office as soon as you begin planning your move. We will be able to assist you with:

- Ordering Suite Signs & Directory Listings - When you move, you will want your clients to find you quickly and easily
- Obtaining the necessary entrance keys - This will ease the confusion for your employees.
- Recommending Movers and/or Sub-Contractors - Who are familiar with the building procedures, and who have proven reliable in the past if you find yourself at a loss.
- Establishing your Tenant Representative Contact - This will be the person who will serve as your primary liaison with property management. We will provide this person with a Tenant Services Handbook, which will highlight building rules and/or services.
- Scheduling trash and recycling dumpsters for cleanup after your move.
- Scheduling after hours elevators service through the management office.

To safeguard the smooth business operations of our tenants, we require all moves to be completed weekdays after 5:00 p.m. or Saturday and Sunday. Tenants will be held responsible for any damages that occur during a move. Therefore, it is important that a Certificate of Insurance from your mover/contractor be received by the management office prior to the move being initiated. The Certificate of Insurance must provide the following:

1. 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.
2. 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 \$2,000,000 per occurrence combined single limit bodily injury or property damage. Property damage insurance shall be in broad form including completed operations.
3. Please list P3 Waterfront Place, LLC as the certificate holder and Talon M Management Partners, LLC. as additional insured.

In addition, the moving contractor must agree to protect, indemnify, and hold the Landlord and its Agent 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 work thereunder.

Things to remember for your move:

- Notify [Management Office](#) of your move dates.
- Provide billing address to the management office or a forwarding address if you are leaving the building.
- Ensure that mover has provided an original Certificate of Insurance to the management office.
- Ensure that the building management office has received your Certificate of Insurance
- Notify your internet/phone provider to arrange for service for your space.
- Provide the U.S. Postal Service with a change of address:
5209 Lake Washington Blvd
NE, Kirkland, WA 98033
- Closest Post Office:
2265 Carillon Pt, Kirkland
WA 98033
(800) ASK-USPS
- Schedule Elevator Services with the [Management Office](#).

Operations: Security

The security of Waterfront Place and our tenants are one of our highest priorities. We have developed and implemented a sophisticated system to maximize personal safety and minimize property damage and theft. Our security system is composed of many elements, including fire, life and safety equipment and communications between the management office, security, engineering and building maintenance staff. Specific elements of our system are outlined below.

Bear in mind, however, that the ultimate responsibility for security in the individual tenant suites rests with our tenants and their employees.

Tenant Precautions

In a public building such as Waterfront Place, ultimate responsibility for security must rest with each tenant and their employees. Please ensure, upon leaving the complex, that all entrances and exits to your suite are locked. During the day, entrance areas should never be left unattended. Valuables, such as purses, should be locked up or taken with an employee whenever they leave their workstation.

Soliciting and Loitering

Canvassing, soliciting, peddling and loitering are not permitted within Waterfront Place. If you are approached by a solicitor of any kind, or if you observe an individual engaged in such activities, contact the [Management Office](#) immediately. Please be prepared to give a description of the individual(s).

Theft and Insurance

Any suspected theft, no matter how small, should be reported to the management office immediately. The Seattle Police should also be notified as soon as possible. Police need to be kept informed of any thefts in the building to establish a pattern to the thefts and to effectively complete the investigation. The insurance policy for Waterfront Place does not cover the personal belongings of tenants. Personal property insurance is the responsibility of each tenant. Please refer to your lease agreement for more details.

Incident Report

To provide an accurate record of every incident, the property management security staff will complete an incident report for any accident, theft, or other incident occurring on the property. We will appreciate your cooperation in answering any questions the building staff may have.

Lost & Found

Items found by building staff or tenants should be turned in to the building management office.

Emergency Telephone Number

In case of an emergency in your suite, such as theft, fire or other incident after normal business hours, we require that you provide the management office with the name and phone number of a designated emergency contact from your company. This procedure allows us to alert you as soon as possible in case of any unforeseen circumstances.

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Operations: Smoking

In compliance with Washington State Law RCW 70.160, smoking is prohibited inside the building and within 25 feet from any entrance, exits, windows that open, and ventilation intakes that service enclosed areas where smoking is prohibited. As defined in RCW 70.160, "Smoke" or "smoking" means the carrying or smoking of any kind of lighted pipe, cigar, cigarette, or any other lighted smoking equipment including e-cigarettes and vape pens. For the convenience of building employees who smoke, we have a designated smoking area on the south side of the building. Ash urns are provided in this area.

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

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

Services: Alterations & Remodeling

Alterations and remodeling work can be either minor or major and may include any of the following:

- Installing electrical or phone outlets
- Installing or relocating light fixtures
- Relocating doors
- Repairing carpets
- Installing new flooring/carpets
- Adding or removing walls
- Painting or wall covering

All alterations require the approval of the [Management Office](#). Requests to make alterations should be sent, in writing, to the Property Manager. Only Talon | M staff or an approved contractor may perform alterations. All construction contractors including general, electric, plumbing or phone contractors must register with the property management office prior to performing any work in the building as well as submit a valid certificate of insurance prior to commencing work.

Installation of communications equipment, computer or alarm systems must also be coordinated with the [Management Office](#).

Services: Bus & Taxi Service

King County Metro provides convenient bus service to and from Waterfront Place throughout the metropolitan area. For information on routes, fares and schedules please call their 24-hour information line at (206) 553-3000 or their [website \(opens in new window\)](#).

Taxicab service telephone numbers are:

Farwest Taxi	(206) 622-1717
Orange Cab	(206) 522-8800
Yellow Cab	(206) 622-6500

Services: Forms & Helpful Documents

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from [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 ([opens in new window](#)).

- [Bomb Threat Checklist \(opens in new window\)](#)
- [Emergency Phone Numbers \(opens in new window\)](#)
- [Handicapped Personnel \(opens in new window\)](#)
- [Hazardous Materials Inventory \(opens in new window\)](#)
- [Holiday Closure \(opens in new window\)](#)
- [Media Request Form \(opens in new window\)](#)
- [Moving Agreement \(opens in new window\)](#)
- [Plan Improvement and Training \(opens in new window\)](#)
- [Tenant Contact Sheet \(opens in new window\)](#)

Services: Janitorial Services

As a businessperson, you have a strong interest in the type of image you present to the business community. You want the level of your work to be evident to the most casual visitor. To convey your expertise you have chosen a distinctive business environment, which you feel, will enhance the reputation you have built for quality and style. How well your work location is maintained also contributes to your image of efficiency and effectiveness.

Tenant common areas and bathrooms are provided with building standard janitorial services. These services are provided Sunday through Thursday between the hours of 6:00 p.m. and 2:30 a.m.

RESTROOMS

Nightly Services (Five nights per week)

1. Clean and sanitize mirrors and enameled surfaces.
2. Wash and disinfect sinks, urinals, and toilet bowls. As necessary they will use scouring material to remove stains. Clean undersides of urinal and toilet bowl rims.
3. Disinfect toilet seat tops and bottoms.
4. Clean and dust horizontal and vertical partition surfaces.
5. Restock toilet paper, hand soap, paper towels, and coin operated sanitary napkin dispensers.
6. Clean and polish faucets, flush valves, piping, toilet seat hinges, and other metal features.
7. Empty, clean, and damp wipe all waste receptacles.
8. Sweep, wet mops and sanitize all floors.
9. Spot wash walls, partitions, and doors.

COMMON AREAS

(Lobbies, corridors & entry ways etc.)

Nightly Services (Five nights per week)

1. Sweep all hallway floors.
2. Dust and spot wash walls.
3. Dust and polish bright metal surfaces.
4. Dust fire extinguisher cabinets.
5. Spot clean entry/exit doors.
6. Clean glass entrance doors.

TENANT JANITORIAL

Waterfront Place is a NNN property, meaning per the lease agreement, janitorial services to direct tenant space is the responsibility of the tenant.

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Services: Maintenance & Repairs / Work Orders

The Building Engineer is on duty Monday through Friday during normal business hours. The building engineer is here to maintain building operations and to provide standard building maintenance. To ensure that maintenance requests are tracked properly, work order requests should be submitted through Building Engines.

For urgent maintenance or repair requests, please contact the [Management Office](#) at (425) 289-4900.

For general maintenance requests not requiring immediate attention, please use our Tenant Online Work Order System, Building Engines.

Building Engines is a password protected system that will allow you to submit and track work order requests.

Please contact the [Management Office](#) to add or change employees designated to submit work order requests for your company. Designated employees will receive an email with instructions on how to access the system.

Follow the links below to access the Tenant Online Work Order System and instructions how to utilize Building Engines.

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

- Your name, company name and suite number
- Contact phone number
- Clearly identify the nature and location of the problem

[Building Engines How-to Guide \(opens in new window\)](#)

[WORK ORDER REQUEST \(opens in new window\)](#)

Services: Mail & Deliveries

Incoming Mail

All incoming mail should be addressed as follows:

Tenant Name
5209 Lake Washington Blvd NE, Suite #
Kirkland, WA 98033

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

U.S. Mailbox Locations

- Mail is provided in our limited service Post Office on level 1 by the elevators. Mailbox assignments to tenants are made through the Property Management Office. Mail slots for outgoing mail are located next to the mail pick up slots.

Pick-Up/Delivery Hours

- Mail delivery, distribution, and pick-up hours are determined by the U.S. Postal Service.
- Closest Post Office:
2265 Carillon Pt
Kirkland, WA 98033

Services: Vendor Regulations

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

Inform the [Property Management Office](#) at (425) 289-4900.

A vendor shall be permitted access to the building only pursuant to the request of the tenant and only for the purposes of direct deliveries to the specified suite.

Tenant's outside vendors are allowed access to the building during normal business hours. Vendors requiring after-hours access will only be admitted if tenant has completed coordinated in advance with the Property Management Office.

Vendors may not solicit work from other tenants in the building.

Vendors must provide a Certificate of Insurance covering General Liability, Worker's Compensation and Auto Liability in the amount of two million dollars.

If you have any questions regarding the above requirements, please feel free to call the [Property Management Office](#).

Sustainability: Energy Star

Waterfront Place is an [ENERGY STAR \(opens in new window\)](#) certified building.

ENERGY STAR building certification is part of the U.S. Environmental Protection Agency's (EPA) broader program for rating the energy efficiency of a wide range of products.

The ENERGY STAR program rates the energy efficiency of buildings on a 1 to 100 percentile scale. A score of 75 means that a building is more efficient than 75% of comparable buildings.

Sustainability: Energy Conservation & Recycling

Energy Conservation

This building is equipped with motion sensors that control the lights. If you find any sensor in your space is too sensitive or not sensitive enough, please contact the [Management Office](#).

Recycling

Waterfront Place takes pride in providing its tenants with a recycling program. This program includes paper and cardboard products used on the premises. Do not mix recyclable materials with normal trash and other forms of waste. Services are currently with Waste Management.

Your cooperation is greatly appreciated, and your help and encouragement to your office workers is needed if our recycling program is to remain a success. Large recycle boxes for kitchen and copy rooms and recycle boxes for under employee work stations are also available to support recycling efforts. If you have questions or comments about the program, please contact the management office.

Regarding King County recycling procedures, please visit the [City of Kirkland \(opens in new window\)](#) website.

Sustainability: Tips

Energy

Heating and cooling accounts for 48% of a building's energy use. Strategies to reduce the amount of energy consumed by the HVAC system include:

- Close blinds to keep the summer sun out
- Open blinds to let the winter sun in
- Do not use portable electric heaters

Lighting consumes 17% of the energy used in an office building. Strategies to control the amount of energy consumed by lighting include:

- Take advantage of natural day light
- Reduce ambient lighting and use task lighting
- Turn off all lights that are not being used
- Install occupancy sensors in conference rooms, break rooms and offices

Items that are plugged into outlets consume approximately 15% of a commercial building's direct electrical load. These items also tend to increase the building's temperature which in turn increases cooling costs.

The strategies below provide simple changes that can cut costs and save energy in your office:

- Use power strips with built in occupancy sensors
- Optimize the energy settings on computers and other electronic devices
- Unplug printers, scanners and copiers that are only used occasionally
- Turn off any audio/visual equipment that is not being used
- Consider buying laptops and use LCD flat screen monitors
- Purchase ENERGY STAR Certified appliances and electronics

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