

**2500 CityWest
Electronic Tenant® Portal**

Created on May 30, 2023

Building Amenities: Conference Rooms

2500 City West has four meeting rooms located on the lower level next to the Property Management Office. The meeting rooms are available for rent to all tenants at very reasonable rates. The rooms will be reserved on a first-come first-served basis.

Overview/Scheduling Policy

To schedule use of a conference room, please book online using the online service request system.

Meeting rooms are not considered “booked” or “reserved” until confirmation has been received from the Property Management Office.

Use of Conference Rooms

Scheduling

- Meeting room requests must be requested at least 24 hours in advance.
- Any application may be rejected and previously granted permission withdrawn for violation of these rules at the discretion of the Property Management Office.
- Late-night meeting arrangements must be made in advance and will incur an additional charge.
- Any conference room cancellation must be submitted through the Tenant Handbook.

General Rules

- Rooms may only be used for business purposes related to tenant company business.
- Smoking and/or alcoholic beverages are not permitted in the conference rooms.
- Use of materials or decorations on walls is prohibited without specific written approval.
- No items may be sold.
- Room set-up must include fire aisles. Fire aisles must be kept clear, by order of the fire Marshall.

Room capacity must be limited to the following maximums:

- Westchase Room – Seats 90 auditorium style or 50 classroom
- Bluebonnet Room – Seats 45 auditorium or 30 classroom
- Pecan Room – Conference seating for 6
- Lone Star Room – Conference seating for 175

Meetings are to be concluded with members leaving the building and clean-up completed by the time indicated on the reservation request. The evening the meeting is concluded janitorial will remove all remaining items and they will be thrown away or donated.

Rooms must be returned to their standard configuration upon completion of the event.

Be sure to request after-hours HVAC for any meetings that will continue beyond standard hours.

The following equipment/furniture/service is available:

- Projector in Westchase, Blue Bonnet and Lonestar Rooms
- Internet
- Speaker Phone
- Podiums
- Reception Area
- Kitchen Prep-Area
- Tables & Chairs

Equipment may not be removed from any room.

Groups may provide their own qualified operator for any equipment used. Use of electrical or other equipment must conform to normal fire and safety standards. Equipment not supplied by 2500 City West is prohibited without written approval.

Personal extension cords are permitted, but must be certified.

The entity renting rooms is responsible for damage to any City West equipment used and any damages to meeting room itself (walls, carpeting, furniture).

Cost

Room and equipment rates are as follows:

- Westchase Room - \$300.00 daily
- Bluebonnet Room - \$150.00 daily
- Pecan Room - \$50.00 per day
- Lone Star - \$300.00 per day

Availability is only 7 a.m. to 6 p.m. NO HALF DAY RATES AVAILABLE.

Check with the Property Management Office for current rates on the following:

- After-hours HVAC
- Additional security
- Janitorial assistance

Building Amenities: On-Site Amenities

As a tenant of 2500 City West, you have convenient access to a variety of restaurants, retail and other amenities located in the 2500 City West building. We have provided a list of businesses, with phone number and Web site Information. For additional information regarding any business listed, please contact the business directly.

High Tower Deli

Lower level, #30, (346) 571-8945

hightowerdeli10@outlook.com

ATM

Lower level

Gateway Newsstand

Lower level, #35, (281) 772-6652

Building Amenities: Parking

The parking garage is located on the north and west sides of the building. Please review your lease for parking privileges and rates.

Parking Policy

General Information

- Entrances to the parking garage are located off the service road at the west end of the property. One entrance is designated for visitors and the other two entrances are for tenant contract parkers. The main visitor entrance to the parking garage is accessed from the Plaza located on the south side of the building.
- Contract parking is available on levels 2-7.
- Reserved parking is available on level 2.
- The first level is strictly for short-term visitors. Violators will be subject to one courtesy warning; upon the second offense, the violator's car will be towed at their expense.
- Handicapped parking is available on levels 1-6.
- Garage elevators are located on the southeast side of the garage.
- The parking garage is open 24 hours a day, seven days a week.
- Please observe all speed limits and stop signs. They are there for a reason – your safety and the safety of all your fellow employees.

Although the garage is patrolled by building security, we cannot be responsible for theft or damage to your vehicle. Please make sure your vehicle is locked at all times. Vehicles should not be left overnight in the garage.

Contract Parking Card

As a tenant of 2500 City West, you will be provided with a number of Access Cards equal to the number of parking spaces allotted in your lease agreement. These cards will allow access to the parking garage and your respective building.

Access cards will be issued or deleted only upon written authorization from an Authorized Tenant Contact. For your protection, each tenant parker is asked to complete an information sheet which includes a description of his/her vehicle, license plate number, extension and signed Parking Rules and Regulations sheet.

In order to keep parking records as current as possible, please advise the Management Office of any card additions or deletions, as well as any vehicle changes, as soon as possible. Any changes to card status, such as lost, stolen, damaged or transferred to another employee, must also be reported to the Management Office, using the Card Request Form.

Parking Payments

Your monthly parking bill is sent to you with your rent invoice. Your statement includes an individual listing of card numbers and names of the individuals to whom these cards were assigned. Please check the accuracy of this listing and report any discrepancies to the Management Office.

All checks for parking rent should be made payable and mailed to [2500 CityWest Blvd](#), LLC

2500 CityWest JVLLC
P.O. Box 203574
Dallas, TX 75320-3574

ACH Remittance Information:
ABA# 111900659
Wells Fargo, N.A.
San Francisco, CA
Account # 9918464422

Lost, Stolen or Damaged Contract Parking Cards

- The request must have the following information in order for the process to be initiated:
 - Name of the person authorizing the request
 - Name of the employee to whom the card is being issued
 - Whether the employee is authorized for parking – specify Reserved or Unreserved
 - Vehicle license number, year, make and model of vehicle.
- The request will be processed within 24 hours and the Access Card will be delivered to the appropriate floor.
- A non-refundable fee of \$10.00 will be charged to replace lost, stolen or damaged cards.

Visitor Parking

- Level 1 is strictly for short-term visitors. Violators will be subject to one courtesy warning; upon the second offense, the violator's car will be towed at their expense.
- Temporary employees should be advised that they are not considered visitors and should park on levels 2-7 once an Access Card has been issued to them.

Visitor Parking Validation Coupons

Companies wishing to pay for visitor parking must validate the visitor's initial parking ticket with trailing pre-paid validation tickets. Visitor validation tickets are available in blocks of 100, in the values of \$1.00 and \$5.00 for all day parking. The first 60 minutes in visitor parking are free. After that, the rate is \$1.00 per hour with a maximum of \$5.00. Validations are non-refundable.

Please complete a work order in Angus for validations. Under the Description section please type out the kind of validation tickets you need and the quantity you want.

Parking Rules

The following Parking Rules and Regulations (Parking Rules) shall be in effect at the Property. Landlord reserves the right to adopt reasonable, nondiscriminatory modifications and additions to the Parking Rules by written notice to Tenant. In the case of any conflict between these Parking Rules and the Lease, the Lease shall control.

1. Parking areas shall be used only for parking vehicles no larger than full-size, passenger automobiles herein called "permitted size vehicles." Vehicles other than permitted size vehicles are herein referred to as "oversized vehicles."
2. Tenant shall not permit or allow any vehicles that belong to or are controlled by Tenant or Tenant's employees, suppliers, shippers, customers or invitees to be loaded, unloaded or parked in areas other than those designated by Landlord for such activities.
3. Parking stickers, Access Cards or identification devices shall be the property of Landlord and be returned to Landlord by the holder thereof upon termination of the holder's parking privileges. Tenant shall pay to Landlord a non-refundable fee on such devices as reasonably established by Landlord from time to time. Tenant will pay such replacement charge as is reasonably established by Landlord for the loss of such devices.
4. Landlord reserves the right to refuse the sale of monthly identification devices and/or parking Access Cards to any person or entity that willfully refuses to comply with the applicable rules, regulations, laws and/or agreements.
5. Landlord reserves the right to relocate all or a part of the parking spaces on the Property from one location on the Property to another and/or to reasonably adjacent offsite location(s), and to reasonably allocate them between compact and standard-size spaces, so long as the same complies with applicable laws, ordinances and regulations.
6. Users of the parking area will obey all posted signs and park only in the areas designated for vehicle parking.
7. Unless otherwise instructed, every person using the parking area is required to park and lock his or her own vehicle. Landlord will not be responsible or liable to Tenant, its visitors or employees for any damage to vehicles, injury to persons or loss of property, all of which risks are assumed by the party using the parking area.
8. Parking validation, if established, will be permissible only by such method or methods as Landlord and/or its licensee may establish at rates generally applicable.
9. The parking facilities shall be used only for parking vehicles. The maintenance, washing, waxing or cleaning of vehicles in the parking structure or common areas of the Property is prohibited. Tenant

shall have no right to install any fixtures, equipment or personal property (other than vehicles) in the parking facilities, nor shall Tenant make any alteration to the parking facilities.

10. Tenant shall be responsible for seeing that all of its employees, agents and invitees comply with all applicable Parking Rules, regulations, laws and agreements.
11. Such parking use as is herein provided is intended only as a license and no bailment is intended or shall be created hereby.
12. In no event shall Tenant or its employees park in reserved spaces leased to other tenants or in stalls within designated visitor parking zones. Tenant shall comply with Landlord's Parking Rules in its use (and in the use of its visitors, patrons and employees) of the parking facilities.
13. Tenant shall, upon periodic request of Landlord, furnish Landlord with a list of its employees' names and of Tenants' and its employees' vehicle license numbers. Tenant agrees to notify its employees and visitors of these Parking Rules as the same are modified from time to time, and assumes responsibility for compliance by its employees and visitors with these Parking Rules, and shall be liable to Landlord for all unpaid parking charges incurred by its employees. Tenant authorizes Landlord to tow away from the Building and/or parking facilities any vehicle belonging to Tenant or its employees or visitors parked in violation of these Parking Rules, and/or to attach violation stickers or notices to those vehicles.
14. Persons using the parking facilities shall observe all directional signs and arrows and any posted speed limits. Unless otherwise posted, in no event shall the speed limit of five miles per hour be exceeded. All vehicles shall be parked entirely within painted stalls, and no vehicles shall be parked in areas which are posted or marked as "no parking" or on ramps, driveways and aisles. Only one vehicle may be parked in a parking space. In no event shall Tenant interfere with the use and enjoyment of the parking facilities by other tenants of the Building or their employees or invitees.
15. Should any parking spaces be allotted by Landlord or Tenant, either on a reserved or unreserved basis, Tenant shall not assign or sublet any of those spaces, either voluntarily or by operation of law, without the prior written consent of Landlord, except in connection with an authorized assignment of this Lease or subletting of the Premises.
16. Landlord reserves the right to modify these rules and regulations and to adopt such other reasonable and non-discriminatory rules and regulations as it may from time to time deem necessary for the proper operation and safety of the parking area. Tenant agrees to abide by these and such other rules and regulations.
17. Landlord reserves the right at any time to change or rescind any one or more of these rules and regulations, or to make such other and further reasonable rules and regulations as in Landlord's judgment may from time to time be necessary for the management, safety, care and cleanliness of the Premises and the Property, and for the preservation of good order therein, as well as for the convenience of other occupants and tenants therein. Landlord may waive any one or more of these rules and regulations for the benefit of any particular tenants, but no such waiver by Landlord shall be construed as a waiver of such rules and regulations in favor of any other tenant, nor prevent Landlord from thereafter enforcing any such rules or regulations against any or all tenants of the Property. Tenant shall be deemed to have read these rules and regulations and to have agreed to abide by them as a condition of its occupancy of the Premises.

Extended Parking Policy

While we realize many of our tenants travel and their personal vehicles are left parked in our garage while away, please be mindful of the following:

1. Although the garage is patrolled by building courtesy officers, we cannot be responsible for theft or damage to your vehicle. Please make sure your vehicle is locked at all times.
2. Notify Security of the extended parking arrangements and fill out the Overnight Parking Form found in [Forms](#) on the Tenant Handbook.
 - Vehicle Owner name
 - Cell phone or other contact number
 - Company Name and Suite Number
 - Vehicle make, model, license number, color
 - What are the dates expected for the extended parking.
3. Park on the 6th floor in the parking garage.
4. Leave the vehicle clean, so that it does not appear abandoned.
5. Remove any valuable items from plain sight. Additionally, do not leave any personal identification items in the vehicle.
6. Failure to comply with the parking policy may result in a vehicle being towed. In the event a vehicle is towed, management is not responsible for any fees associated with this, including, but not limited to, damage, towing fees, storage fees, etc.

Building Operations: Accounting

Rental Remittance

Rent should be paid by the first day of each calendar month during the term of the lease. Please send checks to the following address:

Regular Mail:

2500 CityWest JVLLC
P.O. Box 203574
Dallas, TX 75320-3574

Overnight Mail:

Lockbox Services
Lockbox #203574 - 2500 Citywest JVLLC
Wells Fargo Lockbox
2975 Regent Blvd
Irving, TX 75063

Building Operations: Building Hours

Building hours of Operation

The building is open to the public from 7:00 am – 6:00 pm, Monday through Friday, and 8:00 am – 1:00 pm on Saturday.

After Hours

After normal business hours, a Parking Garage and Building Access Card (Access Card) will be necessary to enter the building.

Security

Hours: 24 hours a day, seven days a week - Dispatch Telephone: (713) 783-2613

Engineering

Hours: 7:00 am – 6:00 pm, Monday through Friday, on call after hours

Telephone: (713) 255-2388

Facsimile: (713) 780-7395

Building Operations: Building Management

The team at 2500 City West is dedicated to making your work environment as safe and pleasant as possible. The Building Office is located in the lower level, Suite #50.

Please do not hesitate to contact the Management Office at:

Address:

Patrinely Group
2500 City West Boulevard, Suite 50
Houston, Texas 77042

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

Telephone: (713) 255-2380

Facsimile: (713) 337-9000

Please direct all requests and questions concerning the building to the Management Office at the above number. Engineers are on call 24 hours a day, seven days a week, for building emergencies.

The following personnel are available to address your needs:

Property Manager

Kathy Quinn

(713) 255-2302

kquinn@patrinely.com

Building Operations: Customer Service

Patrinely Group is committed to a high standard of excellence in the management of commercial office buildings.

Building Operations: Holidays

The building will be closed in observance of the following holidays. All tenants may access the building by use of an Access Card during the following holidays:

- New Year's Day
- Martin Luther King Day (reduced operations)
- President's Day (reduced operations)
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

Your holiday schedule may vary from the schedule above based upon the holiday provision in your lease. Please review your lease for additional holiday information.

Building Operations: Leasing

The leasing company for 2500 City West is Colvill Office Properties, located at 5847 San Felipe, Suite 600. The main phone number is 713-877-1550. Listed below is the contact information for the authorized representatives.

Name	Phone Number	E-Mail
Win Haggard	713-877-1550	win@colvilloffice.com
Vince Strate	713-877-1550	vince@colvilloffice.com

Building Operations: Leasing Center

Please contact [Colvill Office Properties](#) for space available:

Win Haggard Jr.
Colvill Office Properties
5847 San Felipe, Suite 600
Houston, Texas 77057
Direct: 713.260.0234
Fax:713.877.8230
win@colvilloffice.com

Building Operations: Parking Garage

Parking at 2500 City West.

Patrinely Group handles the billing of monthly parking charges for your firm.

Tenants will use ANGUS for the for the following requests;

- Additions
- Deletions
- Name Changes
- Replacement Access card (billed as a bill back charge)
- Building Access Cards (billed as a bill back charge)
- Validations

The monthly parking charges will appear on your invoices along with Rent, Operating Expenses and Sundry charges.

Parking Charges:

Monthly Parking charges are derived from the exact card information we have in the card access system on the 15th of every month. The monthly charge begins on the 16th of the previous month and ends on the 15th of the current month. All parking adding, deleting, name change and/or adjustments must be submitted through the work order system to be valid.

Credits:

Parking charge credits will only be given for a half of a month. Credits are not issued for any charges greater than 15 days or a half month. For example, if John Doe resigns on the 20th of the month, then his parking charge could be credited for half a month.

Tenants are responsible to review their parking charges. Any discrepancies must be submitted no later than 30 days after the invoice was received. No exceptions!

Phone Tabs and Card-Keys:

The parking garage is accessed via a card reader located at every contract garage entrance. The card readers are activated by either a phone tab or a card key. Please contact your tenant contact for requesting either device.

Replacement costs:

Replacement cost for the phone tab is \$15.00.

Replacement cost for a card key is \$10.00.

Pay on Foot and Pay-In-Lane Machine at 2500 City West.

Pay on Foot and Pay-In-Lane is the process for collecting visitor parking charges in the garage. The Pay-In-Lane machine accepts multiple methods of payment including: cash, credit, debit and pre-purchased validations.

How it works:

Pay on Foot and Pay In Lane pay station is unmanned and will provide complete automation of cashiering services to our patrons in our ground-level visitor parking area. The visitor will simply put their parking ticket into the machine and the device will read the magnetic stripe on the ticket.

The Pay-In-Lane will automatically calculate and display the parking fees. Pay on Foot makes change. Both print a receipt.

There is an intercom at the pay station, to offer assistance in the event any visitor has questions upon exiting.

If you have visited the Texas Medical Center, The Galleria, the airport or an upscale hotel, you have most likely seen and used this type of device.

Validation Tickets at 2500 City West.

Your firm will also use the ANGUS work order system to place orders for validation tickets. It is important to note that validation requests may only be requested via ANGUS, as this software will track all requests. Phone calls and emails requesting validation tickets are not an approved method of validation requests. Entering a validation request should include the quantity (increments of 8) and type of request (i.e. 1 hour, 2 hour or full day). Please note, validations are final sale and no refunds will be given. Validations will be invoiced separately and remitted to Patrinely Group by check only.

All VALIDATION REQUESTS will be invoiced separately and payments (checks only) are to be made payable to Crimson Services, LLC (FEIN# 76-0458499) and mailed to the following address below:

Crimson Services, LLC
Attention: Jane Mosby
1980 Post Oak Blvd, Suite 1600
Houston, TX 77056

Building Operations: Tenant Information Form

The Tenant Information Form is to be completed when you move into 2500 City West and/or if you have any changes in contact information.

This form includes:

Authorized Tenant Contact Information
Physically Disabled Employees List
Tenant Fire Warden Contact Information
After-hours/Weekend Emergency Contact Information
After-hours/Weekend Authorized Tenant Information
After-hours/Weekend Power Outages Notification
Work Order/Service Request System

The Property Management Office requires that each tenant provide a list of its representatives who may authorize various services which are billable as over-standard.

This form requests the names, e-mail addresses and signature samples of your selected representatives.

The original should be forwarded to the Property Management Office for our records.

[Click here to download a Tenant Information Form](#)

[Click here to download a Move-In Package Form](#)

Building Security: Overview

The security staff is on-site 24 hours a day, seven days a week. If you have an emergency or need security assistance, please call (713) 783-2613 or by cellular phone (281) 898-1378. Security will provide garage / vehicle escorts by request.

Building Security: After Hours Access

Tenants and Employees

2500 City West is closed to normal access prior to 7:00 am and after 6:00 pm, Monday through Friday, and prior to 8:00 am and after 1:00 pm on Saturday. Tenants and employees requesting access into the building after hours will be required to use their Access Card to enter the building.

Visitor After-Hours Access

During after-hours operations, visitors will be authorized access through one of the following:

- Telephone verification from a tenant company representative currently on the floor
- Telephone verification from tenant company's office manager and/or emergency contact
- Written notice by the tenant listing individuals' names and suite that will be visited

Visitors must provide photo identification in order to be processed.

Building Security: Building Access

Normal Business Hours Access

All persons may enter the building during normal business hours (7:00 am – 6:00 pm, Monday through Friday, and Saturday 8:00 am – 1:00 pm) without the use of an Access Card.

Parking Garage and Building Access Cards

Overview

To maintain a secure environment in the building, all tenants are required to have a Parking Garage and Building Access Card to gain access into the building after hours and into the parking garage.

Missing/Forgotten Cards

In the event an Access Card is lost or stolen, tenants may obtain a new Access card for \$10.00 by completing a request online via the [online service request system](#) or by submitting a Parking Garage and Building Access Card form to the Property Management Office.

The request must have the following information in order for the process to be initiated:

- Name of the person authorizing the request
- Name of the employee to whom the card is being issued
- Whether the employee is authorized for parking – specify Reserved or Unreserved
- Vehicle license number, year, make and model of vehicle

The request will be processed within 24 hours and the Access Card will be delivered to the appropriate floor. A charge of \$10.00 per card will be assessed to the tenant's company.

Building Access Without a Card

If an employee has lost their Access Card and needs to enter the building after hours, they will need to check in with security. Employee must provide photo identification to be admitted into the building. Security will then call the Tenant After-hours Contact to obtain authorization to grant the employee access to the building.

Visitor Parking Validation Tickets

Visitor parking validation tickets may be purchased by contacting the Management Office: (713) 255-2380, **Fax:** (713) 337-9000

Building Security: Deliveries and Loading Dock

In order to ensure that all deliveries are dispatched quickly, efficiently, and safely to tenant floors, 2500 City West requests that the following procedures be utilized.

- All deliveries must be made through the service entrance.
- Only the freight elevator may be used for deliveries.
- Small, normal deliveries should only be made during the hours of 7:00 a.m. through 6:00 p.m.
- Any deliveries that will require more than one (1) load on the freight elevator must be scheduled after business hours.

If at any time a delivery cannot be made during the established hours, special arrangements must be made in advance with the Management Office. However, no responsibility will be accepted by the building for loss of, or damage to, any items being delivered.

Reservations for the freight elevator are made on a first come-first served basis. Loading dock space and freight elevator usage is limited. 2500 City West recommends making freight elevator reservations as early as possible.

Parking in the loading dock is not allowed during business hours as dock space is in high demand. We ask that trucks remain in the dock area for the period of time needed to load or unload. Parking is available in the parking garage or on the service road.

Very Important:

Delivery vehicles can be no longer than 45 feet in length to access the loading dock. Any vehicle larger than 45 feet must park on the service road and off load the delivery. The critical dimensions for deliveries are as follows:

Dock Entry	25'W x 14'-6"H
Truck Dock Height	25'W x 14'-6"H
Number of truck docks	3

Freight Elevators Dimensions	5'-5 ½" W x 8'2"D x 9'-5 ½ "H
Door Opening	4'W x9'H
Freight Service	Levels B-25

We encourage you and your delivery company to visit the property and inspect the clearance height, loading dock, freight and route for all move-ins, move-outs and large deliveries to ensure a smooth process and prevent any potential delivery and/or pickup problems or delays.

Loading Dock

Loading Dock Hours and Access

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

- A 30-minute unloading limit is observed at the loading dock, except for move-ins and move-outs. Please note that all move-ins and move-outs must be scheduled through the management office and must be done after business hours and/or weekends.
- Hand carried deliveries are not permitted through the dock area.
- Two and four-wheel dollies, carts, and other types of material conveyors may not be taken into the passenger elevators. Only hand-held packages may be transported in passenger elevators during normal business hours.
- When moving bulky material, office furniture or equipment in or out of the building, please contact the Management Office for after hours scheduling and assistance.
- Movement through building entrances and the lobby is restricted between the hours of 7 a.m. and 6 p.m.

Building Security: General Office Security

Security Checklist

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

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

Suspicious Persons

If you see suspicious or offensive persons in the building, please call Management immediately or you can contact the Security Console at 713-783-2613. If possible, make note of appearance, clothing, etc. in order to assist building security in locating them.

Please be aware of strangers in your Tenant areas and halls. Quite often a question such as "May I help you locate someone?" will be enough to deter a potential thief. Suspicious encounters of this type should be reported to the management office immediately.

Building Security: Key and Lock Policy

Tenants should contact the Property Management Office no later than two weeks prior to move-in, in writing, and specify the number of keys required for company personnel. Two keys for the entry door of your office will be provided. If necessary, additional keys will be provided at the tenant's expense.

Building Security: Lost and Found

Lost and Found for the building is located at the security console in the lobby. Identification will need to be presented to the security officer on duty to retrieve lost property.

Building Security: Prevention

To reduce crime, emphasis should be placed on preventive rather than reactive measures. Preventive measures against office thefts and crimes against persons can best be achieved through the individual efforts of each employee.

All suspicious or criminal activities should be reported immediately, first to the police department and then to the management office.

Building Security: Property Removal

A Property Removal Report is required when individuals depart from your floor any time via the freight elevator and/or the building lobby with property belonging to your firm. Property Removal Report Forms are provided by the Property Management Office.

It is the responsibility of each tenant to complete a Property Removal Report in conjunction with their internal company requirements. All Property Removal Report Forms must be signed by an authorized representative from your company.

A completed Property Removal Report Form will provide the following information:

- List of items allowed to be removed from the property
- Serial number(s)/model number(s) (if necessary)
- Name (printed) and signature of authorized signatory

After completion, the form will be kept on file with security.

Each time you or one of your employees removes materials or equipment from the building, security has been instructed to verify that the equipment being removed is authorized. If the item is not listed, the security officer has the ability to contact an Authorized Tenant Contact at home for the purpose of notification, with prior approval from the Property Management Office. This information is considered confidential, and our security officers will be instructed accordingly.

Building Security: Solicitation

In the unlikely event a solicitor gains entrance to your suite, ask him or her to have a seat while you contact your Office Manager. Your Office Manager should call the Property Management Office at (713) 255-2380 immediately to request that a security guard be dispatched to your suite to escort the solicitor off the premises. The solicitor should never be left alone or unobserved while in your suite.

If the solicitor leaves your suite prior to the arrival of the security officer, please make note of his or her general description, approximate age and color of clothes. This information will assist the security officer in identifying the solicitor.

Building Services: Overview

Providing excellent service to you is our primary goal. Through frequent inspection of the property and careful management of the building's resources and personnel, our intent is to promptly and courteously respond to your needs and operate the building in a manner that exceeds your expectations. Therefore, we request your assistance by notifying us of any situation or condition that you feel requires attention.

Building Services: Additional Space Requirements

Should your organization have the need for additional space, please contact the Property Management Office. They will direct you to Leasing, who will be glad to assist with your expansion efforts.

Building Services: Building Maintenance

Angus Anywhere is 2500 City West's Web-based tenant services system where tenants can correspond with the Property Management Office for all typical service needs. Once the tenant accesses the link to the Angus work order system for Patrinely Group, the user registration is a secure and quick process. All tenant service requests, such as the following examples, can be sent to the Property Management Office from your desktop computer.

- Maintenance Requests
- HVAC calls
- Janitorial requests
- After-hours HVAC
- Conference room reservations
- Special security arrangements

Using this system simplifies the process and improves responsiveness to tenant requests. All requests are archived permanently and can be searched to track work requests, visits and reservations.

Access

Access the Angus work order system by logging on to the Web site at:

<http://www.ng1.angusanywhere.com/tenant/53763/Main/default.aspx>

You will be asked to provide your user name and password to enter the Web site and using the work order system. Once you log in, click on the My Profile link and update your password.

Please make your service request directly through Angus, which helps the management staff to keep track of your requests and ensure they are resolved in a timely fashion.

Charges

If the repair or maintenance work is not the landlord's responsibility, the tenant will be charged for the work at landlord's cost plus appropriate mark-up.

It is assumed by the Property Management Office that, if you have authorization to access Angus, you are authorized by your employer to approve any costs related to the work order requests you submit. The Property Management Office is not responsible for submitting work order costs to your employer. It is your responsibility to have all work order-related costs approved (if necessary) by your employer prior to submitting your work order.

Building Services: Building Signage

Signage / Graphics

Except as otherwise provided in your lease, no sign, placard, picture, advertisement, name or notice shall be inscribed, displayed, printed or affixed on or to any part of the outside or inside of the building or premises. The Property Management Office shall have the right to remove any such sign without notice and at the tenant's expense.

Requests for change of listing on the electronic directory or corridor signage must be made in writing to the Property Management Office. Please allow two to four weeks for graphic changes. All changes are the responsibility of the tenant.

Building Services: Cleaning

Janitorial Services

Janitorial services are provided nightly Monday through Friday. Special janitorial requests can be arranged through the Property Management Office.

Upon completion of their nightly duties, our janitorial personnel have been instructed to ensure that all corridor doors are locked and to leave all interior doors as they find them (e.g., locked or unlocked, open or closed) unless otherwise instructed by the tenant contact. The janitors are also instructed to turn lights off when they leave unoccupied offices.

Building Services: Elevators

Freight

2500 City West has one freight elevator which is located in the southwest corridor of the building. The elevator is available for use 24 hours a day, seven days a week, but must be reserved in advance by contact the Property Management Office using the online service request system.

The inside dimensions of the freight cabs are:

- 5' 5 ½ " wide
- 8 '2" deep
- 9' 5 ½ " high
- The doorway to the freight elevator is 4' wide by 9' high
- The maximum weight capacity of the cab is 4,500 pounds.

It is your responsibility to ensure that the cab is not overloaded, which could result in damage to the equipment and/or cab finishes. Be sure that your employees and all vendors providing services to your company are aware of the weight limitation. A power jack used to move pallets can add up to 1,000 pounds in addition to the weight of the pallet(s). Also be aware that improperly balanced loads can cause damage to the elevator rails and related equipment.

Exclusive Reservations

Reservations are made on a first-come, first-serve basis.

All reservations must be requested at least 24 hours in advance (48 hours is preferred) via the online service request system, and are not guaranteed unless approved by the Property Management Office. As part of the approval process, all vendors or delivery companies must have a Certificate of Insurance on file.

Do not schedule deliveries or construction until you have received final approval from the Property Management Office.

Passenger

Overview

2500 City West has 15 passenger elevators serving the building and garage:

- 13 in the building
- Six cabs serving floors 1 – 13
- Six cabs serving floors 14 – 25
- One cab from Prosperity Bank to lower level
- Two cabs in the garage serving floors 1 – 7

The maximum weight capacity of the passenger cabs is 3,500 pounds. Under no circumstances are large deliveries to be made using these cabs.

Security

- Each elevator, including the freight elevator, is equipped with an emergency phone system that connects to a security monitoring service.
- If an elevator malfunctions, and you are unable to exit the elevator:
- Press the emergency phone button (a signal will ring to a monitoring service that operates 24 hours a day, seven days a week).
- The monitoring service will notify the appropriate personnel to assist you in safely exiting the elevator.
- While inside the elevator, please remain calm.
- Under no circumstances should you attempt to climb out on top of the cab roof or pry open the doors while it is between floors.

Building Services: Energy Conservation

Tenants can assist in our efforts to reduce building operating costs through energy conservation. Please make a special effort to educate your employees about the importance of using energy wisely.

Following are examples of how your employees can help in our efforts to reduce energy costs:

- Window treatments should be closed during those times when there is direct sun (including weekends).
- Employees should be reminded to turn off all lights, computers, copiers, etc., when not in use or before leaving for the evening or weekend.

Building Services: Forms

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

[Move-In Package Form](#)

[Key Authorization Form](#)

[Property Removal Report Form](#)

[Sample Liability Insurance Form](#)

[Signage – Door Graphics Form](#)

[Tenant Information Form](#)

[Angus Customer Authorization Form](#)

[Fitness Center Consent and Release Form](#)

[Overnight Parking Form](#)

Building Services: HVAC

After-Hours Heating, Ventilation and Air Conditioning (HVAC)

The Building's heating, ventilation and air conditioning is provided during the following standard building hours unless otherwise stated in your lease.

Monday through Friday: 7:00 am – 6:00 pm

Saturday: 8:00 am – 1:00 pm

You can request after-hours HVAC by submitting an After-Hours HVAC Request Form via the online service request system no later than 3:00 pm on the day service is required or 3:00 pm on Friday for weekend service.

For any requests made after 3:00 pm, a two-hour minimum charge of \$70 will be assessed for engineer labor, in addition to the standard overtime HVAC hourly charge.

When completing a request for overtime air, please be sure to include the following information:

- Company name
- Your name
- Suite number
- Floor(s) on which the air is needed
- Date(s) on which the air is needed
- Time(s) during which the air is needed
- Total number of hours requested

Rates

There is no charge for HVAC Monday through Friday 7:00 a.m. to 6:00 p.m. or Saturday 8:00 a.m. to 1:00 p.m. Overtime HVAC is \$45.00 per hour.

Building Services: Mail Service

New Tenants need to arrange for mail delivery with the US Post Office. Tenants will receive two mailbox keys from the Property Management Office upon move-in. Requests for additional keys should be made via the online service request system or to the Property Management Office.

Mailboxes are located in the lower level. Incoming mail is delivered once per day to tenant mailboxes, Monday through Saturday. The daily mail pick-up schedule is posted at the drop box. Your company's mailing address should read:

Firm Name (or individual name)
2500 City West Blvd.
Suite _____
Houston, Texas 77042

New Tenants need to arrange for mail delivery with the US Post Office. Tenants will receive two mailbox keys from the Property Management Office upon move-in. Requests for additional keys should be made via the online service request system or to the Property Management Office.

[US Postal Service](#)

Location: Lower Level

Scheduled pick-up: 3:45 pm, Monday through Friday

[Federal Express](#)

Location: Lower Level

Scheduled pick-up: 6:00 pm, Monday through Friday

[UPS](#)

Location: Lower Level

Scheduled pick-up: 7:00 pm, Monday through Friday

Building Services: Recycling

Single Stream Recycling Program:

Patrinely Group is committed to a sustainable future and environmental responsibility. 2500 City West is proud to offer recycling onsite. Waste Management, our partner in recycling, has specialized equipment for separating materials. Therefore, there is no need to separate plastics, aluminum, and paper, as all items go into one recycling container, thus saving time, money and resources.

You can recycle the following:

- Plastic containers (no grocery sacks, please recycle those at the store)
- Aluminum Cans (rinse)
- Plastic water bottles & their caps (remove the caps)
- Newspapers
- Copy paper & Colored paper, (staples and window envelopes ok)
- Corrugated Cardboard & Boxboard (please break down the boxes and place near recycling container)

Do not recycle the following:

- Nothing that has touched food (no exceptions)
- Paper towels, facial tissue, toilet tissue
- No spiral notebooks, or paper with metal attached. (again, staples are ok)
- Plastic bags or packaging
- Wax coated paper containers, i.e. milk containers
- Food waste & wet waste
- Paper, plastic, or Styrofoam
- Glass

Shredding Services Available:

Locked shredding totes are available by request and replaced as needed. Please contact the management office for more information.

Emergency Procedures: Overview

In the unlikely event a solicitor gains entrance to your suite, ask him or her to have a seat while you contact your Office Manager. Your Office Manager should call the Property Management Office at (713) 255-2380 immediately to request that a security guard be dispatched to your suite to escort the solicitor off the premises. The solicitor should never be left alone or unobserved while in your suite.

If the solicitor leaves your suite prior to the arrival of the security officer, please make note of his or her general description, approximate age and color of clothes. This information will assist the security officer in identifying the solicitor.

Emergency Procedures: Building Safety Solutions

BSSonline is 2500 City West's Online Safety Training Program. The training program will help you and your employees prepare for and respond safely to emergencies in the building. This state-of-the-art tool provides emergency preparedness information specific to 2500 City West through an aesthetically pleasing mechanism that integrates 3-D graphics, digital images, animation, and voice narration.

From the comfort of your desks, you can receive detailed training on the safety features of our building. As you may know, life safety training is mandated by city code and the safety of our tenants and their employees is our highest priority. If you have any questions, please call the management office 713-255-2380 or BSSonline technical support at 1-800-315-5676.

Click here to download the BSS Online Safety Training Program or for more information please visit <http://2500CityWest.bssnet.com>

Emergency Procedures: Bomb Threat

Bomb Threat Facts

- Should you see a suspicious or unknown object in your space, do not touch it. Notify the Property Management Office and/or public safety authorities on-site immediately.
- If the caller gives a very detailed description of the bomb and where it was placed (e.g., "I placed a bomb in the third-floor men's room in the first stall. It is equipped with a mercury switch and a screw face clock detonator"), it would indicate a real device had been placed.
- Evacuation creates a greater exposure to danger; falls may occur and stress may cause heart attacks.
- Please stay in your area unless directed by building security to evacuate. Evacuation of your suite will be determined by the police department/bomb squad, and communicated by building security.

If You Receive a Bomb Threat

Dial 9-1-1.

When you notify the emergency response authorities of the threat, keep in mind that unless the threat indicates imminent danger, you probably will not be directed to vacate the facility.

Once you have completed the telephone report and followed all emergency response team directions, you should contact the Property Manager.

If Received by Telephone

Listen for background noise, ask the following questions and record the answers specifically:

- When is the bomb going to explode?
- Why did you place it?
- Where is the bomb right now?
- What kind of bomb is it?
- What does it look like?
- What is the detonation time?
- What is your name and call back number?

Keep the caller on the telephone as long as possible.

Do not hang up the phone on which you received the call.

Call and report the threat to 9-1-1 on a separate telephone.

Record the Call (if applicable)

If you have the equipment, record the call. If you can't record, take notes as detailed as you can, including the following information:

- Time and date of call
- Exact words of caller (or as close as possible)
- Gender and approximate age of caller
- Accent and speech pattern/tone of voice
- Background noises
- Time call concluded.

If Written Threat Received by Mail

- Safeguard the object (letter, envelope or package) as evidence.
- Do not handle it further.
- Notify the emergency response authorities at 9-1-1. Do not use a cellular phone in the vicinity of the suspicious object.
- Notify the Property Management Office.

If Suspected Bomb Received by Mail

If you are uncertain about an object (letter, package, envelope), treat it as a suspected bomb. Some characteristics to look for are:

- Parcel marked "personal" or "confidential"
- Poorly typed or handwritten address
- Incorrect title of person addressed
- No return address
- Excessive or uneven weight.

Handling a Suspected Bomb

- Do not touch, move or disturb the letter, package or envelope.
- Notify other employees and evacuate the immediate area, prevent reentry and leave doors and windows open.
- Notify the local authorities and give exact location and brief description of the object. Do not use a cellular phone in the vicinity of the suspicious object.
- Shut off gas or fuel lines and remove flammables.

The emergency response team and/or the Property Manager will evaluate the situation and determine appropriate action.

Notification

Immediately following the receipt of information regarding the bomb threat, the Property Management Office will:

- Notify the police department
- Call for the building security and operations personnel to report to the designated assembly location
- Initiate the search of the public areas of the building and other designated spaces.

Tenant notification procedures

When the Property Management Office is notified of a bomb threat, all Authorized Tenant Contacts or their alternates will be notified of the threat.

Bomb Search

If You Locate a Suspicious Object:

- Assume it is dangerous
- Do not touch, move or disturb the object
- Do not use cell phones, remote controls or transmit radio calls on the same floor as the suspicious object
- Attempt to locate a possible owner of the object in the immediate vicinity
- Notify other employees and evacuate the immediate area, and prevent anyone from re-entering
- Leave doors and windows open
- Notify the emergency response authorities and give exact location and brief description of the object
- The engineering department will shut off gas lines, if applicable.

The Property Management Office will evaluate the situation and determine appropriate action.

After each area has been searched, the Authorized Tenant Contacts will report their results to the Property Management Office.

Emergency Procedures: Chemical, Biological, Or Radiological (CBR) Event

There is a heightened awareness of the emerging threat of terrorism by unconventional weapons. The most dangerous forms of these weapons are often the most difficult to manufacture, transport, and weaponries because they are volatile, difficult to produce and employ. The response to an incident involving CBR agents is similar to any other incident involving hazardous materials.

Procedure

If you discover a CBR incident:

Call 911 or the local emergency number.

Provide the dispatcher with the following information:

- Name
- Type of Emergency
- Company Name
- Physical Building Address [not building name]
- Floor and Suite Number
- Telephone Number

Listen to the dispatcher for any additional instructions before hanging up.

- Call the Management Office.
- Remain calm.
- Isolate the CBR object, area, and those exposed.
- Evacuate the area, move occupants up wind at least 300 feet away from the contaminated site, closing doors as you move away.
- Notify 911 and the Management Office.
- A partial or full evacuation may be ordered if the incident is deemed credible, or if mandated by the local authorities. The Management Office will call each tenant's primary contact to inform him or her of the incident.

If danger is unsubstantiated, the building may remain open for business, The Management Office will call each tenant's primary contact to inform him or her of the incident. It is up to each tenant, to decide whether to evacuate the building or remain open for business. If the building remains open and your company chooses to close and evacuate the building, please notify the Management Office so there is a record that your suite is empty. This information will be important if the incident escalates.

Emergency Procedures: Civil Disturbance

Demonstrations or Civil Disturbance

Take the Following Actions:

- Stay in the building, away from demonstrators
- Continue business as usual and do not become part of the problem
- If passing the demonstration and the situation appears tense, move quickly away from the area, but stay alert and obtain as much useful information as possible
- If peace keeping authorities are not present in a tense situation, notify the Property Management Office to call the local emergency response authorities
- Upon notification through the Property Management Office, the Property Manager will:
- Post security officers as monitors at exits nearest to the demonstrators to redirect building occupants away from the demonstration
- Take steps to prevent access of unauthorized persons into restricted areas such as limiting elevator access.
- Notify the appropriate Tenant Emergency Representatives.

Most demonstrations are peaceful, but be on the alert for any quick mood changes.

Emergency Procedures: Earthquake

In the event of an earthquake, **DO NOT ATTEMPT TO LEAVE THE BUILDING.** Reports indicate that you are safer within a building until the tremors subside to avoid falling debris and downed power lines. If evacuation is necessary, know where the locations of possible safe refuge areas are located outside and away from the building. Have a plan for reuniting with your family. Have a predetermined out-of-state person for your family members to contact.

Procedure

During

- Remain calm. Do not exit the building. **DO NOT USE ELEVATORS.**
- Move away from the perimeter of the building. Stay away from windows, bookcases, filing cabinets and any objects that may fall or shatter.
- Take cover under a desk or another sturdy object, in a corner or against the wall in the core of the building. Protect your head and body with your arms and legs.
- **DROP, COVER and HOLD.**

After

- Be prepared for aftershocks.
- Check for injured and assist if possible. Do not move a seriously injured person unless they are in immediate danger. Call 911 and notify the Property Management Office of injuries. [See the Medical Emergencies section of this Guide].
- Check for fires, gas and water leaks and electrical shorts. **DO NOT** use matches, cigarette lighters or turn on electrical switches or appliances. If you smell gas, call 911 immediately, and then call the Management Office.
- Open doors carefully. Watch for falling debris.
- Stay away from windows/glassed areas.
- Replace telephone receivers, in case the telephone system works. Use telephones for emergency calls **ONLY.**
- Listen to the radio for emergency reports.
- Do not spread rumors regarding the building condition, extent of damage and injuries. This may cause a panic.
- Report all damage to the Management Office as soon as possible.
- Notify the Management Office if your company chooses to close and leave the building.

Emergency Procedures: Elevator Malfunction

In case of power failure or any other elevator malfunctions, use the phone which is located in each elevator cab.

What to Do:

- Open the emergency phone box and push the call button. (a signal will ring to the emergency monitoring station that operates 24 hours a day, seven days a week).
- The monitoring service will notify the appropriate personnel to assist you in safely exiting the elevator.
- While inside the elevator, please remain calm. Someone will be there to get you out.
- Under no circumstances should you attempt to climb out on top of the cab roof or pry open the door when the elevator is between floors

Emergency Procedures: Emergency Contacts

Building Security (713) 783-2613

***Please notify building security when an emergency occurs.

Fire Department	9-1-1
Paramedic/Ambulance	9-1-1
Police Department	9-1-1

*Other useful numbers:

Poison Control Center	(800) 222-1222
Memorial Hermann Memorial City	(713) 242-3000
West Houston Medical Center	(281) 558-3444

Emergency Procedures: Evacuation

Evacuation Plan

In an emergency that requires building evacuation, time saves lives. Knowing and following the evacuation plan is one of the most important things you can do to ensure your own safety and that of your co-workers. It is your firm's responsibility to assign responsible personnel to assist the property team, and be responsible for controlling the movement of your employees and visitors during a full or partial evacuation of the building. Crimson Services will adhere to Federal, State and local codes and statutes.

The Evacuation Plan includes information on the following topics:

- Emergency Response Team Members and Responsibilities
- Evacuation Relocation Sites
- Emergency Response Training
- Evacuation Drills
- Emergency Procedures for:
 - Evacuation
 - Fire
 - Medical Emergencies
 - Power Failure
 - Bomb Threats
 - Chemical, Biological, or Radiological (CBR) Event
 - Terrorist Activities
 - Civil Disturbance
 - Workplace Violence
 - Earthquake
 - Hurricane and Tropical Storms
 - Tornado and Severe Weather

Emergency Response Team Positions and Responsibilities

Each tenant should establish an Emergency Response (ER) Team based on the positions described below. We understand that no two buildings are alike, therefore, positions can be added to your Evacuation Team, if necessary, to provide ample coverage. In some cases, tenants may want to share responsibilities in common areas on the floor. Additionally, each tenant is encouraged to establish an after hours calling tree for contacting its' employees in the event of an emergency.

The Emergency Response Team consists of Floor Wardens, Searchers, Special Assistants, and Alternates. It is each Emergency Response Team member's responsibility to be familiar with the Plan, the emergency exits, and the location and operation of any available fire alarm system, equipment, and extinguishers.

See Roles and Responsibilities of Emergency Response Team members

Alternates

Sufficient alternates for each Emergency Response Team position must be assigned so that a principal or alternate is in the building at all times during working hours to supply leadership under the Plan. Coverage during vacation, sick leave, etc. must be taken into account.

Initial Assembly Area

In the event of a full building evacuation, the property team will direct evacuees out of the building toward an initial assembly area. This procedure accomplishes two goals. 1) helps provide a safe direction of travel that does not interfere with the emergency, emergency equipment, and responding emergency vehicles. 2) helps prevent a back up of evacuees in the building's lobby and stairwells. The initial assembly area is located far enough away from the building to allow all occupants to evacuate out of the building and relocate to an assembly area away from the emergency. Once the initial assembly area is reached, tenants may move to the tenant designated meeting location and wait for instructions from the Floor Warden.

Tenant Designated Meeting Location

Each tenant is responsible for designating its own company meeting location for employees to congregate, in the event of a full building evacuation. The meeting place should be located well away from the building (300ft. minimum), and provide safe refuge. After the evacuation, the Floor Warden is responsible for taking attendance to ensure that all of their company's suite occupants and visitors are accounted for, and should report missing individuals to the local authorities.

Crimson Services Partial Relocation and Full Evacuation Standards

Crimson Services will adhere to Federal, State, and local codes and statutes.

Emergency Response TEAM Training

Each tenant must establish an Emergency Response Team based on the positions described above. The names of team members must be kept up to date and communicated to the property manager. All members of the tenant's Emergency Response team will be asked to attend training sessions conducted by the fire department, police department and Crimson Services. Training is essential to the readiness of the Emergency Response Team, and will be scheduled by the property manager.

Cross training is recommended to enable knowledge and role sharing among team members. This is especially important if one or more team members are unexpectedly out of the office when an emergency occurs. Cross training helps to ensure a seamless evacuation in a minimally staffed environment.

General Population Fire Life Safety Training

In some jurisdictions, it is required by local fire code for all tenant employees to receive fire/life safety training. Where not required by code, Crimson Services strongly encourages all tenants to participate in training. In addition, tenants should conduct their own in-house training in accordance with this Plan. Tenants may call the property manager for assistance with presentations, and to review the tenant's company specific plan.

Evacuation Drills

The property team, often with the assistance of the fire department, conducts periodic emergency evacuation drills in accordance with the approved Plan. Crimson Services' evacuation drill standard includes following local code or in the absence of code at minimum, drill each tenant on each floor once per year as defined locally by fire department officials. Conducting drills will help tenants and property teams prepare for the unlikely event of a true emergency. Building occupants are urged to participate in drills and in some jurisdictions, participation is required by code.

Written records of the drills and compliance results are kept on the premises readily available for inspection by the fire department.

Evacuation Procedure

The following process outlines the procedures that the Evacuation Team will follow during an evacuation.

1. Evacuation Team receives notification of an emergency and relocation/evacuation.
2. Floor Warden ensures that the Evacuation Team reports to assigned posts and begins duties.
 - Floor Wardens & Assistant Floor Wardens - direct the evacuation of the assigned suite. They also search and evacuate persons from all rooms and common areas.
 - Special Assistants - Assist those with special needs to evacuate safely.
3. Follow relocation/evacuation instructions provided by the local authorities or the management staff.
4. Evacuation Team members report the status of the evacuation, the names and locations of persons needing assistance and other issues to the Floor Warden.
5. Evacuation Team members may leave the floor when duties have been completed, or if a life threatening conditions exist.
6. Floor Wardens report the names and locations of persons needing assistance and other issues to the local authorities.
7. If a full building evacuation is required, move to the Initial Assembly Area, and then relocate to the Tenant Designated Meeting Location.
8. Floor Wardens take attendance of employees and visitors at the Tenant Designated Meeting Location and report all absentees to the local authorities.
9. Return to the building when authorized by the local authorities.

Emergency Procedures: Fire and Life Safety

The Houston Fire Department requires that all tenants participate in regularly scheduled fire drills. Please refer to the Houston Fire Department's "High Rise Office Building Fire Safety Plan of Procedure for Evacuation," dated August 13, 2014, for specific information on how fire drills will be conducted.

Emergency Procedures: Flooding

Sudden, Severe Flooding

- Evacuate all affected office spaces immediately and relocate to a safe place on an upper floor. If you have a portable radio, take it with you. Know your general public information stations.
- The greatest flood danger in most buildings is in the basement. In case of flood or potential flood, the utilities officer and building engineers may disconnect electricity in the basement. If this is necessary, as much advance notice as possible will be given via the public address system. Computer room emergency staff will be notified if electrical power may be disrupted after hours and on weekends and holidays.
- In case of severe flooding, the elevators should not be used.
- The Property Management Office will seek direction from the local authorities and further instruction via the public address system.

Slow Flooding

- The local authorities should be able to tell the Property Management Office about the timing and estimated depth of the flooding.
- The Property Management Office will evaluate the expected results of the flooding and recommend actions with the advice of emergency response authorities.
- Services to the public may be suspended long enough to resolve problems caused by the flooding. Computer room emergency staff will be notified if electrical power may be disrupted after hours and on weekends and holidays.

Damage Prevention

- The Property Management Office and emergency personnel must take immediate action to prevent or reduce damage. This may include:
 - Shutting down all power and utilities as soon as possible. When possible, computer room emergency staff will be notified if electrical power may be disrupted.
 - Removing records and supplies from danger areas.
 - Cooperating with local law enforcement, coworkers and emergency authorities.

Emergency Procedures: Homeland Security

Terrorist Activities

If we experience what we believe to be a credible threat in this building, we will alert our customer contacts. Unless authorities dictate, the decision to evacuate the premises will remain with each tenant. Ultimately, security is everyone's responsibility, and no security measure can completely prevent terrorist attacks. By working together, however, we hope to create a more secure environment.

If you encounter a suspicious package or substance, please remember these keys to guide your response: Isolation, Notification, and Evacuation.

- **Isolate-** Do not attempt to move or pickup the suspicious package/substance, restrict access to the area if safe to do so.
- **Evacuate-** Evacuate if danger is obvious, otherwise await direction from authorities.
- **Notify-** Call 911 and contact the Management Office.

The following are resources for additional information:

Center for Disease Control (CDC) Emergency Response
(770) 488-7100
<https://www.cdc.gov/>

U.S. Department of Defense (DOD)
877-438-8222
www.anthrax.osd.mil

Federal Bureau of Investigation (FBI), special Information.
Homeland Security Website <https://www.defense.gov/>

Emergency Procedures: Hurricane

If a hurricane is imminent

1. Keep abreast of weather conditions via radio, internet, or television.
2. Notify the Management office of any changes in contact information. Once the storm passes, updates will be sent via email, texting and voice messaging.
3. Notify the alarm company (if your company has one) of the probable discontinuance of electrical service during the storm.
4. Back up all data.
5. Remove all papers, plaques, hanging objects, calendars, desktop items, and other loose items from perimeter offices and store in interior rooms.
6. Close all perimeter office doors and drapes. Leave blinds open.
7. Unplug all electronic equipment.
8. Move all expensive equipment and important documents to interior rooms. Cover equipment with plastic sheeting or plastic bags.
9. Leave all interior doors open in order to prevent atmospheric pressure problems.
10. Clean out the refrigerator(s) completely. Remove ice. Unplug and leave slightly open for ventilation. DO NOT LEAVE IT CLOSED.
11. Turn off all lights.
12. Immediately notify the Management Office at 713-255-2380 of all leaks, fires, and structural damage.
13. Provide a list of "Essential Personnel" for your company that will need access to the building in the event the building is closed or locked after the storm. No one will be permitted access approved clearance from building management.
14. Building status and updates will be found on the building's website www.2500citywest.info

Business Continuity

If the storm causes a loss of primary power, the local power company will work to restore service via a standby source. Tenants with vital energy power requirements should consider auxiliary generators for their own use.

Telephone service may be disrupted. Local telephone companies may be able to install emergency service lines to tenants with compatible switching equipment. Tenants should ask their telephone representative for specific information. Forward phones to a location outside of the disaster area.

Emergency Procedures: Incident Command System

The Incident Command System is widely used throughout the United States by fire agencies, and is increasingly used by law enforcement, first responders, and other public safety applications, for emergencies and event management. The system was designed to provide clear lines of authority, clear objectives and clear communication.

The most senior member of the Crimson Services team on site during the emergency is the Crimson Services Person In Charge (CSPIC). If there is no Crimson Services team member on site, then the most senior contact security officer on site is temporarily the Crimson Services Person In Charge (CSPIC), until a Crimson Services team member arrives on site.

The Crimson Services Person In Charge (CSPIC) role is fluid and shifts to more senior personnel as they arrive on the scene during the course of an emergency.

The CSPIC is subordinate to any local authorities upon their arrival, but he or she remains in charge of all Crimson Services activities. Above all, the Crimson Services Person In Charge (CSPIC) has the responsibility to protect life and property.

Emergency Procedures: Medical Emergency

Injury or Illness

All employees should be familiar with Authorized Tenant Contacts prior to any emergency.

Major Injury or Illness: Requires Emergency Medical Response

- Remain calm.
- Dial 9-1-1 to summon assistance immediately. Call security dispatch to inform them that medical assistance is needed and will be responding.
- Summon first-aid/CPR employees, if necessary.
- Check with the Authorized Tenant Contacts on your floor.
- DO NOT MOVE the victim unless you must do so to remove him/her from immediate danger.
- Keep victim warm and comfortable and ensure they are monitored at all times.
- Notify the employee's supervisor of the injury or illness.

Minor Injury or Illness: Can Be Treated by First Aid on Site and/or With Referral

- Summon assistance and notify first-aid personnel.
- Check with the Authorized Tenant Contacts on your floor.
- Take necessary follow up actions, including notifying the employee's supervisor of injury, arranging for hospital service or arranging for a doctor's appointment or office treatment.
- Each tenant Office Manager should maintain emergency information on each of his or her employees, including emergency contact, insurance and doctor/hospital preference.

Emergency Procedures: Power Failure

The following emergency preparedness activities are for short-duration power outages.

Emergency Location

During a short-duration power outage, building occupants should stay in their current location. Generally, areas with the most natural light are the best areas to temporarily relocate employees. This would mean that employees in interior offices, or those meeting in areas without a natural light source, would relocate to areas within the facility that do have good natural light.

Accessibility Issues

In the event of a blackout, all tenants with employees or visitors that have mobility restrictions should plan ahead for their accommodation and safe movement through the building or to exit. If rolling blackouts are announced in advance, accommodations for employees with mobility restrictions may include allowing them to leave early to avoid potential risk associated with exiting the facility during a blackout or relocating their work space to an area where such risk can be avoided.

Emergency Backup

The Property Management Office and Engineering Department will ensure the emergency generators are tested and readily available to power critical life-safety functions of the building. In the case of battery-operated devices, batteries will be checked and fully charged; in the case of diesel generators, tanks will be topped off and ongoing testing scheduled.

Emergency Procedures: Severe Weather

The U.S. Weather Service reports the movement of severe weather that may present a threat to metropolitan areas. Severe weather includes but is not limited to thunderstorms, tornados, windstorms, snowstorms, etc. If a tornado warning has been issued by the weather service, a tornado siren may sound in your area to notify you that a tornado warning is in effect.

If an alert for severe weather is announced by the U.S. Weather Service:

1. The Emergency Response Team should move all occupants away from the perimeter of the building instructing tenants to close perimeter doors when exiting.
2. If time permits, close all drapes and blinds.
3. Take cover in core areas of the building such as interior offices, hallways, corridors, or restrooms away from glass doors and windows.
4. When the all clear is announced, the Emergency Response Team will direct employees to return to regularly scheduled duties
5. Call 911 and notify the Management Office of injuries. [See the [Medical Emergencies section of this Guide](#)]
6. Report any damage such as broken windows, leaks, or fire to the Management Office.
7. Tenants should maintain an inventory of first aid and emergency supplies to be used during severe weather. [See the [Medical Emergencies - First Aid/Emergency Supplies section of this Guide.](#)]

Emergency Procedures: Suspicious Activity

If you see any suspicious activity on the property or in the parking garage call and report the suspicious activities to security at (713) 783-2613, the Property Management Office at (713) 255-2380, a police officer or a security guard as soon as possible. Try to be specific in your description: what happened, where did it happen, who did it, and when did it happen?

Emergency Procedures: Tornado

Tornado

The weather service will announce a tornado warning, along with the approximate time of detection and direction of movement. Public warnings will come over the radio, TV or sirens by the local defense warning system.

Should a severe storm or tornado occur, the following safety guidelines are recommended:

- Move away from the exterior of the building to a corridor or elevator lobby.
- As you move, try to close the doors of rooms that have windows. Also, be sure the door to your suite is closed tightly, but not locked.
- Go to the center corridor and protect yourself by either putting your head close to your lap or by kneeling to protect your head.
- Stairwells are safe. If crowded, move down to a Lower Level for shelter. **DO NOT USE THE ELEVATORS.**
- **DO NOT** go to the first-floor lobby or outside building.
- Keep your radio or television set tuned to a local station for information.
- Do not use the telephone to get information or advice (if there is lightening, risk of injury, etc.).
- **KEEP CALM.** If you are trapped in an outside office, seek protection under a desk.

Once the weather has subsided, report any damage or storm-related leaks to the Property Management Office.

NOTE: Even in the event of extremely high winds, employees and visitors should move to areas of the building offering the greatest protection such as an inner hallway or stairwell. Under no circumstances should anyone be allowed to remain near outer walls containing windows.

Emergency Procedures: Workplace Violence

Violence in the workplace is a serious safety and health issue. Its most extreme form, homicide, is the third-leading cause of fatal occupational injury in the United States. Workplace violence can strike anywhere. However, some workers are at increased risk, such as those who:

- Work with cash.
- Deliver passengers, goods, or services.
- Work alone or in small groups.
- Work during late night or early morning hours.
- Work in high-crime areas.
- Work in community settings and homes where they have extensive contact with the public.

If you observe an incident of workplace violence:

- Do not attempt to confront or stop the perpetrator.
- Quietly move out of the area and signal others to follow.
- Call 911 from a safe area.
- Call the Management Office from a safe area.
- Alert supervisors and individuals working on the floor, and ask them to move out of the office to a safe location until the local authorities have the situation under control.

For more information on workplace violence, please reference the following web sites:

<http://www.osha.gov/SLTC/workplaceviolence/index.html>
<https://www.cdc.gov/niosh/topics/violence/>

Introduction: Welcome

Welcome to [2500 City West!](#)

Thank you for choosing [2500 City West](#) as the new location for your business. As our tenant, you are an integral part of 2500 City West. Patrinely Group is committed to a high standard of excellence in the management of commercial office buildings, including 2500 City West.

2500 City West offers an on-site Property Manager and maintenance staff; 24/7 on-site security consisting of a card-entry system, paired with roving security patrols after hours; efficient passenger elevators and easy access for deliveries. All of these services combined make the building run efficiently so that you can run your business smoothly.

This Tenant Portal (website) includes information covering the main areas of building operations. Each section covers the information on the building services and policies, as well as the [Property Management Office](#) contact information. We also have included information that will assist you in understanding the building's emergency procedures and systems. Please take the time to review the manual in order to become familiar with the building services and policies.

The contents of this Tenant Portal do not amend the terms of your lease agreement or change any rules and regulations of the building. In case of informational updates or changes of policy, Management will provide supplemental updates to this portal.

On behalf of [Patrinely Group](#) and the entire Management Team, we are glad you're here; we look forward to working with your team to produce a more satisfying office environment.

Introduction: About Patrinely Group

Patrinely Group provides property management, leasing, due diligence and construction management services to real estate owners and users. Our highly skilled professionals provide clients with expert advice at every stage of the commercial real estate transactions.

Since 1995 we have positioned ourselves as a national firm, focusing on the art of building real estate wealth for our clients. We deliver personalized, custom service while remaining dedicated to each assignment from start to finish.

Patrinely Group currently manages 4 million square feet of office space for third parties as well as its own account throughout the United States and is recognized for providing tenants the highest level of professional service in a first-class office environment.

Introduction: About 2500 City West

2500 City West is a “Class A” office tower located on City West Boulevard and Westheimer Road, approximately fourteen miles west of the Houston central business district and ¼ mile west of the intersection of Westheimer Road and West Sam Houston Tollway/Beltway 8, enabling easy access to the city’s major freeways. 2500 City West is a parallelogram-shaped twenty-five story concrete parking garage that provides 2,098 parking spaces. The building was designed by Sikes, Jennings, and Kelly and was completed in 1982. The floors of the building have an average size of 22,500 square feet. Notable tenants in the tower are Sabic, Loomis, Aspen Technology and Marsh McLennan. Hospitality and retail amenities are nearby for the use of employees and visitors of 2500 City West.

Introduction: Operating Instructions

Navigation

You move through The Electronic Tenant® Handbook just as you would a traditional Internet site. It's as simple as pointing and clicking. The main page features a Table of Contents that provides links to each Chapter. Upon entering a Chapter, you will find links to the specific information provided in that chapter's Sub-Sections. You may return to the Table of Contents or Chapter Overview at any time by clicking the clearly labeled link on every page.

Special Features

This Electronic Tenant® Handbook has special features, such as a [Building Calendar](#) and [Search engine](#). In order to take advantage of these useful features, you must have Adobe Acrobat Reader installed on your computer. This software is free and easy to use, and can be obtained by [clicking here](#).

Updates

The Electronic Tenant® Handbook is updated on a regular basis, so please be sure to periodically check for updates and new information. In order to keep you abreast of your property's operations, we have included a monthly [Building Calendar and Announcement Board](#). Here, you will find information regarding scheduled maintenance and events taking place at the property.

If you are having trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the Management Office.

Policies and Procedures: Contractors

Tenant contractors doing any work in the building for tenants are required to submit a Security Clearance Form to notify the Property Management Office and building security of the times and location of their work in the building. The form also includes notification of any needs for access to the freight elevator, electrical or other control rooms, and the loading dock.

Contractors will be required to provide proof of insurance before beginning any work, so please submit your Security Clearance Form at least 24 hours in advance of any scheduled work.

The General Contractor/Contractor/Vendor/Supplier ("Contractor") must assemble and submit prior to obtaining building permits when required and commencing construction, the following for review by Owner:

- Certificate of Insurance naming 2500 CityWest Blvd, LLC, Crimson Services and US Real Estate Limited Partnership in addition to the Owner above (general liability and workers' compensation)
- List of trades and corresponding Subcontractors
- Schedule of construction
- Complete and current set of the approved construction/contract documents
- Building permits and other governmental clearances
- Name and emergency telephone number(s) of the responsible Project Manager for the Project
- Foreman/Field Superintendent's home phone and pager number.

1. Contractor shall advise all Subcontractors, Suppliers, etc., of the following building rules and regulations concerning their proper conduct within the Building. It is the Contractor's responsibility to ensure everyone reads and understands these rules and regulations. Ignorance of it is not a waiver of liability or responsibility. Failure to comply with any of these rules may result in contract cancellation, the workers being asked to leave the job site and/or fines given to the Contractor. The Contractor is ultimately responsible for the conduct of his Subcontractors, Suppliers, Employees, etc.
2. No one shall be allowed to endanger the Building, its Premises or its occupants in any manner whatsoever. If such a situation occurs, the Contractor, Subcontractor, Supplier, etc. shall immediately take steps to correct and eliminate the hazardous condition. In the event that the Contractor's personnel fail to perform in a satisfactory manner, the Owner reserves the right to immediately take steps to remedy the hazard at the Contractor's expense. All work shall be performed after normal business hours, between 6:30 PM and 7:00 AM, unless approved in advanced by the Property Management Office.
3. In the event that the Building is equipped with a freight elevator to serve all floors, all Owner improvement Contractors and Contractor personnel are to use only the freight elevator for transportation of men, materials and equipment. No personnel or equipment are permitted within the finished passenger cabs (unless written permission is given); these are reserved for occupants of the Building and their guests. If any Contractor personnel are found in the passenger cars with tool belts, material, equipment or tool chests, the elevators will be immediately inspected for damage and contractor shall be required to repair such damage. The individual(s) may be required to leave the site.
4. All Contractors and all personnel shall enter and exit through the loading dock at all times, or other locations as determined by Property Management. All Contractors shall sign in at the security desk located in the Building Lobby, first floor.
5. All deliveries are to be accepted, moved and delivered to the work area by the Contractor. When accepting deliveries, Masonite must be laid to protect floor finishes. It is the Contractor's responsibility to keep public areas clean at all times.
6. All material deliveries shall be made at the loading dock or area designated by Property Management. Contractor, where applicable, shall coordinate any and all deliveries with the Property Management Office. Contact security if you have any concerns regarding the size of the vehicle. Material will be brought through the loading dock to the freight elevator. Hazardous material is not allowed on site without prior written notification of type and quantity, and authorization by the Property Management Office. All deliveries consisting of bulk material must be made between the hours of 6:30 PM and 7:00 AM, and must be scheduled at least 24 hours in advance with the Property Management Office. If deliveries are to be made at other times, prior approval must be obtained from the Property Management Office. At no time will material be transported through the building lobby or public areas unless specifically authorized in writing.
7. All construction waste and debris shall be removed via the freight elevator to the loading dock. Construction waste and debris shall only be removed between the hours of 6:30 PM and 7:00 AM. No construction waste or debris may be placed in the building dumpster/compactor. The Contractor will provide for removal of waste and debris from the Building at his own expense. If a dumpster is

required (space allowing), the location shall be authorized by the Property Management Office. The Contractor will keep the loading dock free from debris.

8. Construction personnel shall at all times maintain the highest level of Project cleanliness. All construction debris shall be removed through the service elevator on a daily basis and shall never be allowed to produce a fire hazard. In the event that the Contractor fails or refuses to keep the demised premises free of accumulated waste, the Property Management Office reserves the right to enter said premises and remove the debris at the Contractor's expense. In addition, all public areas (e.g., corridors, restrooms, janitor's closets, etc.) shall be maintained and kept free of construction debris, dust, etc. Contractor shall provide moistened walk-off mat at all exits from the construction site to the common corridor. Any flammable or hazardous materials (e.g., paint) may only be stored on the Premises with prior permission of the Property Management Office, which shall designate an area for such storage.
9. Pre-filters shall be installed over regular air filters on all return air openings on floors under construction. Pre-filters will be replaced every 14 days. If building filters or equipment requires replacement or cleaning due to construction dust, the Contractor will be charged. Contractor will temporarily install filters in any demising firewall damper. Contractor is to remove these filters at the end of the job, prior to final punch list walk.
10. All Owner entrance and exit doors are to be kept closed to restrict the movement of dust, dirt and noise. All temporary openings are to be closed off with polyurethane. Due to local fire codes, no openings may be made on an occupied floor to the corridor unless the Premises are under a fire watch. See No. 16 for fire watch procedures and penalties. All corridor doors must remain closed unless materials are being delivered to the construction site. All HVAC filters in fan rooms shall also be delivered in operable condition at time of completion.
11. Specific restrooms will be designated for Contractor use. Anyone found using restrooms (other than specifically designated restrooms for Contractor use) or janitorial closets will be subject to dismissal. Said restroom, any/all sinks and/or drinking fountains, will NOT be used for disposing of anything or washing of anything. Contractor will be fined \$300.00 per offense, and the person will be asked to leave the Project. No one is permitted to use the janitorial closets without management's permission. Upon completion of each Owner improvement, the Contractor will be responsible for restoring the facility to its original state.
12. All corrective work or work performed in occupied spaces at any time must be scheduled and approved by the Property Management Office and must be immediately cleaned up by the workers prior to leaving the job, or at the end of the business day if the Project is ongoing. The Contractor shall be responsible for all costs incurred by the Property Management Office if this clean-up work is not performed satisfactorily.
13. All traffic control, flagmen, barricades, etc., as may be necessary, or required by any agency having jurisdiction, shall be the sole responsibility of and at the expense of Contractor.
14. All Contractors are to take precautions to prevent the accidental tripping of the fire alarm system. False alarms shall be fined to the Contractor at \$ 300.00 each offense.
15. No gasoline-operated devices (e.g., concrete saws, coring machines, welding machines, etc.) shall be permitted within the building premises. All work requiring such devices shall be by means of electrically operated substitutes.
16. All welding equipment (gas and oxygen canisters) will be pre-approved by the Property Management Office, and shall be properly chained and supported to eliminate all potential hazards. Welding will only be done with a qualified, properly equipped fire watch present. Violation of this will result in a \$1,000.00 fine to Contractor. All areas around any welding will be protected from spark. Contractor is to notify the Property Management Office 24 hours in advance of any welding. At the completion of use, said containers shall be removed from the Building.
17. Please contact the Property Management Office 24 hours in advance to schedule work on the following building systems: (Any disruption of services will be scheduled at the Property Management Office's discretion.)
 1. Domestic water
 2. Fire Life Safety (FLS) System (alarm, speaker or strobe) installation, tie-ins or testing. All FLS final tie-ins will be done by Building Owner's approved FLS contractor at Contractor's expense. A 24-hour notice to the Property Management Office is required. Testing will be conducted between 6:30 PM and 7:00 AM
 3. Electrical tie-ins to base building or the addition of equipment to any area other than the Owner suite except sub-panels located within the Owner premises
 4. Sprinkler system
 5. Telecommunication and satellite dish
 6. Any work that will take place outside the demised Owner space (e.g., floor coring, electrical, etc.) requires a 48-hour advance notice
 7. Any tie-ins that may affect other Owner spaces

8. Noise- or odor-producing work
9. Vertical riser cabling or access

Note: If a utility or building alarm is to be turned off for Contractor's work, Contractor must notify the Property Management Office prior so security can disarm the system. Any system that is turned off will need a person to stand guard as fire watch. If it is discovered that a fire watch is not posted, the Property Management Office will post a security guard at market rate around the clock. Said expense will be deducted from the Contractor's contract along with a \$1,000.00 penalty. If a security system or fire life safety system is disabled, it must be enabled by the end of each day's work.

18. Construction personnel are not permitted to block open any entry door, stairway doors and electrical room doors. These doors provide the fire protection required by code. Violation of this provision shall be subject to a \$200.00 fine and/or removal of Subcontractor from site. Janitorial doors shall be kept closed at all times.
19. Contractors shall provide and keep available the required amount, based upon square footage, of fire extinguishers within the demised premises during construction.
20. The Contractor and Subcontractor shall inaugurate and maintain an accident prevention program and an employee safety training program.
21. All employees on the job, regardless of whose direct payroll they are on, shall be required to respond to safety and emergency (e.g., evacuation) instructions, including alarms, from the Contractor's supervision. Persons who do not respond shall be removed from the job.
22. Respect must be shown to the building tenants and personnel at all times. Rude and obscene behavior, including foul and abusive language, will not be tolerated. All clothing will be appropriate and non-offensive. Offenders will be asked to remove themselves from the Premises and shall not be permitted to return.
23. Any persons not on the approved Contractor list will be denied access to the Property, with no exceptions. All Contractors, vendors, employees, guests, invitees, agents, etc., must sign in with security at the security console.
24. All workers are required, when and where applicable, to wear on their person approved vendor badges. These badges can be checked out on a daily basis from security at the security console. The Contractor will be charged \$25.00 for each badge not returned from his trades.
25. No tobacco smoking or chewing will be permitted in the Building. Smoking is permitted in designated areas only.
26. No radios or other sound-producing equipment will be permitted in the Building or parking structure.
27. "Wet Paint" signs must be posted in all public areas when appropriate.
28. All exterior/site and interior common areas, near or adjacent to construction area(s), shall be protected from all damage during the course of construction. The Contractor shall erect barriers and take other practical measures to assure protection of these areas. Areas to protect include, but are not limited to:
 1. Paved parking areas, sidewalks, planters or landscaping
 2. Building shell surfaces, entries/exits, systems service rooms
 3. Building lobby, corridors, elevators, elevator lobbies and stairways
 4. Building toilet facilities, telephone access rooms, signage/directories.
29. Soiled surfaces and/or damages occurring as a result of negligence or carelessness on the part of construction personnel shall be immediately remedied or returned to its original condition at the Contractor's sole expense.
30. Contractor shall provide temporary electrical devices within the demised premises for their Subcontractor's use. Contractor will not be permitted to run extension cords through public space (e.g., across corridors) on occupied floors or through occupied Owner spaces.
31. The Contractor shall use reasonable measures to minimize energy consumption in the construction area when possible. The Building shall pay for normal electrical consumption during the construction process. All lights and equipment must be extinguished at the end of the Contractor's business day. In the event that the Contractor continues to leave lights and equipment on during off-hours, the Property Management Office reserves the right to receive just compensation for excessive electrical consumption.
32. Loading dock parking will only be used for temporary loading or unloading of equipment and supplies. Any vehicles found in unauthorized spaces will be subject to posted parking rates/regulations.
33. No Contractor shall be allowed to start any work in the Building without having a current Certificate of Insurance on file with the Property Management Office. Contractor must keep current insurance certificates on all Subcontractors. Any Contractor or Subcontractor performing work without a current insurance certificate will be immediately ordered off the Premises. Contractors shall list the following,

in addition to the building Owner, as additionally insured: Its agents, employees, partners, and shareholders.

34. Contractor/Subcontractor shall obtain and pay for a City Business License, as required.
35. The Contractor/Subcontractor shall obtain at his expense, all permits and licenses necessary to perform the work and shall comply with all laws, ordinances, State and Federal government regulations, and of any Board or Commission or other duly qualified body.
36. All work shall be performed in accordance with all applicable laws and the rules and regulations of all City, State and Federal agencies having jurisdiction over the work.
37. Loading dock doors may only be opened for delivery of material after hours; otherwise, the dock doors will be locked down.
38. The Owner and/or the Property Management Office reserve the right to inspect work, stop work and /or have a worker removed from the job at any time during the contract.
39. No work is to be performed nor materials stored in any area other than the suite under construction without prior written authorization. Any material found in any location, other than the suite under construction, will be confiscated and disposed of (this includes electrical and telephone rooms). No staging of trucks or materials will be allowed in areas which may affect traffic flow to the adjoining properties.
40. Ceiling spaces shall be left clear of all debris. No debris, equipment or materials shall be allowed to rest on the ceiling grid or tile. Contractor shall inspect for and remove any debris found on the ceiling grid or tile. This shall include residual ceiling tile or cuttings.
41. Access to the roof and electrical rooms of the Building shall be permitted only with prior consent of the Property Management Office.
42. Any penetrations of the drywall below or above the ceiling shall be patched in such a manner as to maintain the rating of the wall and leave no opening. Any penetration through fire-rated areas must be sealed with an approved fire-rated sealant and conduit intended for that application.
43. All space above the ceiling is an HVAC return air plenum. As such, the use of PVC and other flammable material that does not display a factory label stating an intended use in such an area or an acceptable flame/smoke rating will not be installed in that space. Therefore, only plenum rated wire or cabling will be allowed in this area. Rating must be factory stamped and must read "CMP 4 with 100% FEP wire insulation" or equivalent on the insulation jacket. The only acceptable alternative is to provide EMT conduit and encase the non-rated cable within.
44. Exposed plenum rated cabling shall not rest on ceiling tile, fire sprinkler lines, ductwork, VAV boxes, air conditioning units, or electrical conduit. Subject cabling shall be supported from the deck above by properly anchored hangers. Under no circumstances will cabling run through dampers. Cabling shall not penetrate rated walls without conduit enclosure and rated caulking or approved fire block.
45. All equipment or conduit in the ceiling spaces that can be viewed through a return air grill shall be painted flat black. Ensure all HVAC controls are properly masked off during texturing and painting.
46. Service access to existing equipment shall not be hampered or obstructed by added equipment or newly constructed members.
47. Contractor is responsible for implementing Indoor Air Quality (IAQ) as set forth by the Property Management Office. All return air to the building air system shall be covered with proper filter media prior to any construction and removed after all construction is completed.
48. Property Management's selected roofing contractor will seal all roof penetrations. Contractor will remain responsible for watertight integrity of any penetration until sealed.
49. EMT conduit is not to contact or be supported by HVAC units, ducts or piping.
50. If hazardous material or dangerous conditions are suspected, the Contractor is required to advise the Property Management Office before disturbing subject material.
51. Should there be a need to deviate from any of the regulations contained in this document, only the Property Management Office is authorized to allow such changes.
52. All Contractors working over the weekend and after normal business hours shall provide the Property Management Office a list of workers 24 hours prior to the workers being on site or they will be denied access. The list should also include an estimated time the Contractors will be working, the location of the work to be done, the number of employees and the working Supervisor who will be present in the Building during the performance of the work.
53. Rubber non-marking wheels are required on all vehicles transporting materials in the Building or floors shall be protected. Said wheels and vehicles will be kept clean and free of debris that could be tracked onto common areas.
54. The Contractor will be required to furnish the Property Management Office with a list of Subcontractors prior to commencement of the job. This list will include phone numbers and contacts for each Contractor/Subcontractor, including home and emergency telephone numbers.
55. Contractor and Subcontractor are not allowed to smoke, eat or drink in the suite under construction or in any part of the Building, unless written permission is given. Contractor shall not bother or remove any personal items from the tenant's desk, furniture, etc., unless instructed by the Property Management Office. Contractor shall not enter into any tenant's refrigerator or use any appliances

such as microwave ovens, toasters, coffee machines, etc., nor should they consume any food or beverage that is the property of the tenant.

56. The Contractor, or his agent, shall provide safety barricades or cables at floor penetrations. Such penetrations will be put under a fire watch as described in No. 16.
57. Any existing vertical and/or horizontal area separation is required to remain intact during construction. If any separations are compromised and not immediately sealed, a fire watch will be required. See No. 16 for fire watch procedures and penalties.
58. Contractor will exercise construction noise abatement by the use of proper scheduling practices. The peaceful enjoyment of existing, adjacent leases (above, below or to the sides) shall not be disturbed as a result of the contractors' work. Noisy and odor-producing work, (such as, but not limited to hammering or drilling, core drilling, shooting of studs, carpet tack strips, painting, wall covering, or other Owner disturbances) will only be allowed between the hours of 6:30 PM and 7:00 AM, Monday through Friday. All work of this nature must be scheduled 24 hours in advance with the Property Management Office. Contractor will be asked to leave if this is violated.

Policies and Procedures: General Rules and Regulations

BUILDING RULES

1. Sidewalks, doorways, vestibules, halls, stairways, freight elevator lobbies, and other similar areas shall not be used for the disposal of trash, be obstructed by tenants, or be used by tenants for any purpose other than entering or leaving the leased premises and for going from one part of the Building to another. If special trash haulings are required, please contact the Management Office.
2. No sweepings, rubbish, rags or other unsuitable materials shall be disposed into plumbing fixtures or appliances. Damage resulting to any fixtures from misuse by a Tenant shall be the liability of said tenant.
3. Movement of furniture or office equipment in or out of the Building, or the dispatch or receipt of any bulky material, merchandise or materials which requires the use of the elevators or the stairways or movement through the Building entrances or lobby will be restricted to such hours as Landlord shall reasonably designate. All such movement will be under the supervision of Landlord and in the manner agreed to between tenant and Landlord by prearrangement. Such prearrangement, initiated by tenant, is subject to Landlord's control as to the time, method, routing of the movement and as to limitations for safety or other concerns which may prohibit any article, equipment or other item(s) from being brought into the Building. Tenant is to assume all risks for damage to articles moved or injury to persons engaged or not engaged in such movement and for any damage to Landlord's equipment or property or injury to Landlord's personnel as a result of any act in connection with fulfilling this service for tenant. Landlord shall not be liable for any acts of any person(s) engaged in, or any damage or loss to any of said property of person(s), resulting from any act in connection with such service performed for tenant unless the damage or injury is caused by the gross negligence or willful misconduct of Landlord.
4. All routine deliveries to a tenant's leased premises during 8:00 a.m. to 5:00 p.m. weekdays shall be made through the elevators designated by Landlord. Passenger elevators are to be used only for the movement of people, unless an exception is approved by the Management Office.
5. To insure orderly operation of the Building outside the hours set forth in the preceding paragraph, no ice, mineral or other water, towels, newspapers, packages, etc. will be delivered after hours to tenants' leased premises except as approved by Landlord in writing.
6. Corridor doors, when not in use, shall be kept closed.
7. Tenant space that is visible from public areas must be kept neat and clean and is subject to Landlord's approval.
8. Tenants shall not tamper with or attempt to adjust temperature control thermostats in the leased premises. Landlord shall adjust thermostats as required to maintain the Building standard temperature. Landlord requests that all window blinds remain down and tilted at a 45 degree angle toward the street to help maintain comfortable room temperatures and conserve energy.
9. All requests for overtime air conditioning or heating, as applicable, in the leased premises must be submitted in writing to the Management Office by 2:00 p.m. on the day desired for weekday requests, by 2:00 p.m. Friday for weekend requests, and by 2:00 p.m. on the preceding business day for Holiday requests.
10. Access to the Building at all times other than during the Building hours is provided by the card key security system.
11. Tenants will comply with all security procedures during business hours and after hours and on weekends.
12. Landlord will provide all locks for doors in the leased premises and no additional lock(s) will be placed on any door within the leased premises without Landlord's written consent. All requests for duplicate keys will be made to the Management Office.
13. Tenants will cooperate with Landlord's employees in keeping leased areas neat and clean. Landlord will in no way be held responsible by any tenant, its agents, employees or invitees for any loss of property from the leased premises or public areas or for any damage to any property within the leased premises even if such loss or damage occurred when the premises were locked against entry.
14. Signs, advertisements, or notices visible in or from public corridors or from outside the Building shall be subject to Landlord's prior written approval.
15. Personal space heaters are not energy efficient and do not support 2500 City West's energy conservation plan. In addition to the energy conservation perspective, personal space heaters can interfere with a building's heating and cooling system if placed too near a room thermostat or sensor. Although personal space heaters are designed, tested and built to be safe during normal use, they do pose serious electrical shock and burn hazards. Product defects, poor design or improper use can create hazardous situations that increase the risk of a fire hazard as well as injuries to employees. The use of personal space heaters are not permitted at 2500 City West.

Personal space heaters are not permitted, under any circumstances, in any area of the 2500 City West building or any other areas not actively occupied by personnel.

16. Proposed plans for alterations within the Building must be approved in writing by Landlord. This provision will apply to all work performed in the Building including, but not limited to, installation of telephones, telegraph equipment, electrical devices and attachments, and all installations affecting or affixed to floors, walls, woodwork, trim, windows, ceiling, equipment or any other portion of the Building. Tenant shall ensure that all alterations comply with applicable building and fire codes.
17. Landlord reserves the right to prescribe the weight and positioning of safes, files, filing systems and other heavy equipment and written approval must be obtained from the Management Office before work begins. All damage done to the Building by the movement of property of tenant, or done by tenant's property while in the Building, will be repaired at tenant's expense.
18. Should a tenant require telegraphic, telephonic, annunciator or other communication service, Landlord will direct the electricians where and how wires are to be introduced and placed and none shall be introduced or placed except as Landlord shall direct. Electric current shall not be used for power or heating without Landlord's prior written permission. Tenant shall ensure that all wiring and electrical work comply with applicable building and fire codes.
19. Tenants are requested to lock all office doors leading to corridors and to turn out all lights at the close of their working day.
20. Tenants, their agents, employees and invitees shall observe no smoking in all public areas including elevators, restrooms, etc.
21. No flammable or explosive fluids or materials shall be kept or used within the Building except in areas approved by Landlord, and tenants shall comply with all applicable building and fire codes relating thereto.
22. Tenant shall conduct its business and control its agents, employees, invitees and contractors in such a manner as not to create any nuisance or interfere with Landlord in its operation of the Building in accordance with the lease.
23. No animals other than service animals as permitted pursuant to applicable law including the Americans with Disabilities Act shall be brought into or kept in, on or about the Building.
24. The carrying of firearms of any kind in any leased premises, the Building, any related parking garages, or the Project of which the foregoing are a part, or any sidewalks, drives, or other common areas related to any of the foregoing, is prohibited except in the case of unconcealed firearms carried by licensed security personnel hired or contracted for by tenants for security of their premises as permitted by such tenants' leases or otherwise consented to by Landlord in writing.
25. The Premises shall not be used for the storage of merchandise held for sale to the general public, lodging, manufacturing of any kind or any business or activity other than specifically provided for in tenant's lease. No cooking shall be done or permitted on the Premises, except that the use by tenant of approved microwaves or equipment for brewing coffee, tea or other hot beverages shall be permitted; provided that such use is in accordance with all applicable federal, state and local laws, codes, ordinances and regulations.
26. No curtains, drapes, 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 Premises without the prior written approval of Landlord. In the event such consent is granted, such items shall be installed on the office side of Landlord's standard window coverings and shall in no way be visible from the exterior of the Building.
27. Landlord reserves the right to rescind any of the foregoing rules and regulations and to make such other and further rules and regulations as, in its reasonable judgment, shall, from time to time, be required for the safety, protection, care and cleanliness of the Building, the operation thereof, the preservation of good order therein and the protection and comfort of the tenants and their agents, employees and invitees. Such rules and regulations, when made and written notice thereof is given to a tenant, shall be binding upon it in like manner as if originally herein prescribed.
28. In the event that any rule or regulation herein or otherwise prescribed by Landlord shall conflict with any provision of tenant's lease with Landlord, the provisions of the lease shall control.

Policies and Procedures: Insurance Protection

Overview/Building Policy

A copy of the tenant's updated Certificate of Insurance should be on file with the Property Management Office. The required coverage and policy limits are stated in your lease. To the extent that a certificate does not cover the full lease term, periodic updates are required in accordance with the lease. It is your responsibility to ensure that all expired certificates are replaced on a timely basis.

Proper proof of insurance applies both to tenants and all visitors who are on the premises to perform work or services (e.g., vendors, movers and contractors) not including standard deliveries. These certificates must be sent to the Property Management Office at least 48 hours in advance.

Visitor access will be denied to vendors and contractors if proper insurance has not been received prior to their arrival.

Any inquiries regarding the required insurance information should be directed to the Property Management Office at (713) 255-2380. We request that the insurance carriers/agents coordinate compliance with this information directly with the tenant or contractor for whom the certificate is required.

Insurance Requirements

The following are standard coverage limits; however, insurance requirements vary by individual lease. Please ensure that your coverage of the following is in compliance with your lease.

Commercial General Liability Insurance: \$2,000,000
Commercial Automobile Liability Insurance: \$1,000,000
Employer's Liability Insurance: \$1,000,000
Professional Liability Insurance: If applicable
Excess/Umbrella Liability Insurance: \$2,000,000

Worker's Compensation must comply with all statutory regulations in the state where work is being done.

Issued By:

The Certificate of Insurance must be issued, and signed, by an agent of the insurance carrier(s). This must be evidenced by the agent's signature (not a stamp) and the specific title of "agent" indicated on the certificate next to the signature.

List Additional Insured as the Following:

2500 CityWest Blvd, LLC
Crimson Services
US Real Estate Limited Partnership

List Certificate Holder as the Following:

2500 CityWest Blvd, LLC
1980 Post Oak Boulevard, #1600
Houston, Texas 77056

Additional Insured Endorsement:

Attach an Additional Insured Endorsement to the certificate of Insurance.

Policies and Procedures: Indoor Air Quality Reporting

Policies and Procedures: Indoor Air Quality Reporting - OCCUPANT COMPLAINTS: Building occupants should contact their Office Manager (tenant's representative). The Office Manager will use the web based work order system to report the IAQ issue. On-site Engineering staff will be dispatched by and a work order will be automatically created in the Angus AnyWhere Work Order System. Engineering will make the initial site visit. Property Management is then responsible to ensure that appropriate action is taken to discover and mitigate the issue. Resolution is reported to the Office Manager.

Policies and Procedures: Moving Procedures

The Property Management Office must be notified two weeks in advance of any scheduled move.

Loading/ Unloading- Move-Ins, Move-Outs, Relocations

When moving into, out of or within the building, please contact the Management Office for assistance and scheduling. Patrinely Group requires that the moving contractor provide a certificate of insurance and protection for building carpets, walls and elevators during loading and unloading. Even if you are not using a moving contractor, please call the Management Office for assistance in coordinating the use of the elevator and protection of carpet. All move-ins, move-outs and relocation moves are to be scheduled after hours or on weekends.

The following rules pertain to moving furniture, equipment and supplies in and out of the property.

- Clean Masonite sections will be used as runners on all finished floor areas where heavy furniture or equipment is being moved with steel or skid dollies. The Masonite must be at least ¼-inch thick, with 4' x 8' wide sheets in elevator lobbies and corridors, and 32" wide sheets through doors and in tenant space. All sections of Masonite must be tapped down to prohibit sliding.
- The mover must provide and install protective coverings on all walls, door facings, elevator cabs and other areas along the route to be followed during the move.
- Any damage to the building or fixtures caused by the move will be repaired or paid for by the tenant or the moving company.
- The landlord will designate which of the freight elevators is to be used for the movement of furniture, equipment and supplies after having received a written request from tenant or their moving company.
- Move-ins of large quantities of furniture, equipment or supplies must be accomplished after 6:00 pm on weekdays or any time on weekends.
- The tenant must make arrangements with the Property Management Office for use of the freight elevator for each move. A firm arrival time will be established.
- The moving company will be required to remove all boxes, trash, etc., when leaving the building. Any materials left behind will be disposed of and charges for this disposal will be billed to the tenant.
- Any movers that do not adhere to the above rules will not be allowed to enter the premises and / or will be required to discontinue the move.

Moving Procedures - Insurance Requirements

Tenants must submit a request via the online service request system to alert management that a move will be taking place. The moving company must comply with the following insurance requirements:

All certificates of Insurance submitted to the Property Management Office at least 48 hours before the move takes place must, at a minimum, include all entities noted below as the "additional insured" on the general commercial liability policy to be in compliance with your lease/contract.

Insurance Requirements

The following are standard coverage limits; however, insurance requirements vary by individual lease. Please ensure that your coverage of the following is in compliance with your lease.

- Commercial General Liability Insurance \$2,000,000
- Commercial Automobile Liability Insurance \$1,000,000
- Employers Liability Insurance \$1,000,000
- Professional Liability Insurance If Applicable
- Excess/Umbrella Liability Insurance \$2,000,000

Workers' Compensation must comply with all statutory regulations in the state where work is being done.

Issued by:

The certificate of Insurance must be issued, and signed, by an agent of the insurance carrier(s). This must be evidenced by the agent's signature (not a stamp) and the specific title of "Agent" indicated on the certificate next to the signature.

List Additional Insured as the Following:
2500 CityWest Blvd, LLC

Patrinely Group
US Real Estate Limited Partnership

List Certificate Holder as the Following:
2500 CityWest Blvd, LLC
1980 Post Oak Boulevard, #1600
Houston, Texas 77056

Additional Insured Endorsement to the Certificate of Insurance.

Loading Dock Policy

Access restrictions are 13' high and 45' maximum length. NO EXCEPTIONS!

1. All vehicles will be given a 30-minute time restriction for loading and unloading at the docking locations; any extension of time will be at the discretion of the Property Management Office.
2. Extended docking privileges will be given only after written permission has been granted by the Property Management Office.
3. All deliveries requiring loading dock parking in excess of 30 minutes must be scheduled between the hours of 6:00 pm and 7:00 am and must be approved in writing by the Property Management Office. There is no time limit for after-hours deliveries that have been approved by the Property Management Office.
4. Any deliveries that will require more than one (1) load on the freight elevator must be scheduled after business hours.
5. After-hours deliveries require a Security Clearance Form in order for security to authorize access to the loading dock. Tenants may submit a request via the online service request system, call or e-mail the Property Management Office.
6. Moving vans under contract to the office tenants must be scheduled in advance with the Property Management Office to avoid congestion in the loading dock.
7. Moving vans, contractors and vendors must exercise extreme care so as to protect 2500 City West's common areas and work and service corridors. Specifically, such companies are to provide protection for existing carpets and wall coverings in the public corridor between the freight elevators and the work area. Carpets shall be completely covered with Masonite or similar material. Moving vans, contractors and vendors shall be responsible for all damages resulting from any work performed at the property.
8. All delivery truck operators will be responsible to furnish their own dollies, carts and manpower to load and unload cargo and remove all pallets, cartons and shipping material from dock area.
9. Construction deliveries at the loading dock should not be made between normal business hours of 7:00 am – 6:00 pm.
10. Loading and unloading on the loading dock during normal business hours (7:00 am – 6:00 pm) is restricted to one vehicle per company/vendor at a time, for a period of up to 30 minutes (unless the Property Management Office has granted prior written permission).
11. All correspondence and requests for approval must be forwarded to the attention of the Property Management Office.
12. No motorcycles are allowed in the loading dock.

NOTE: LOADING DOCK PRIVILEGES MAY BE REVOKED FROM ANYONE NOT FOLLOWING THESE POLICIES.

Loading Dock Entrance

Entrance to the loading dock is located off the service road on the west side of the building.

Policies and Procedures: Pet Policy

Guide dogs for the visually impaired are the only pets permitted on the property.

Policies and Procedures: Smoking

This policy applies to the building, parking garage and loading dock.

This policy includes cigarettes, electronic cigarettes, vape pens, cigars, pipes, etc.

1. There is no smoking allowed at the main entrances to the buildings.
2. The only designated area for smoking is on the first floor of the parking garage and the 7th level of the parking garage which are clearly marked.
3. No smoking is allowed within the building or loading dock.
4. Please remember to place cigarette butts in an appropriate container and not extinguish them on the ground or in any landscaping features.
5. Persons violating these rules and procedures will be approached by security officers and asked to move to the designated smoking areas or to leave the area.
6. Further rules and restrictions may be made depending on conditions or building activities.

Policies and Procedures: Tenant Alterations and Remodeling

Alterations to tenant suites require the approval of the management office. Requests to make alterations should be sent in writing to the Property Manager. Only contractors approved by the management office can perform alterations. All construction contractors including general, electrical, plumbing and phone contractors must register with the management office at least one week prior to performing any work in the building. Installing or maintaining systems that affect the building's infrastructure, such as HVAC equipment, electrical, or communication equipment, computer or alarm systems, power or fire protection, must also be coordinated with and approved by the management office.

Policies and Procedures: Tenant Functions and Guidelines

If you are planning a tenant function, such as a party, reception or fundraiser, please notify the Property Management Office. The Property Management Office maintains certain policies and procedures that assist in coordinating the event, limit liability of the building and provide for the safety of all visitors and guests.

The Property Management Office may ask the following:

- Date and time of the event
- Number of guests
- Presence of alcohol
- Parking requirements
- Overtime HVAC requirements
- Service elevator use
- Janitorial needs
- Electrical requirements (for sound equipment)
- Security requirements and Certificate of Insurance

No function may be held in the common area or on the grounds without prior management approval.

Sustainability: Green Tenant Programs

LEED

2500 City West has earned LEED EBO&M Silver Certification from the United States Green Building Council (USGBC). 2500 CityWest is a premier 578,284 square foot office tower located in Houston's Westchase submarket.

The management team wants to thank our tenants for their assistance and patience as we worked towards our goal.

LEED for Existing Buildings Rating System (LEED O&M) helps building owners and management company's measure operations, improvements and maintenance on a consistent scale, with the goal of maximizing operational efficiency while minimizing environmental impacts.

LEED, or Leadership in Energy and Environmental Design, is redefining the way we think about the places where we live, work and learn. As an internationally recognized mark of excellence, LEED provides building owners and operators with a framework for identifying and implementing practical and measurable green building design, construction, operations and maintenance solutions.

The LEED for Existing Buildings Rating System helps building owners and operators measure operations, improvements and maintenance on a consistent scale, with the goal of maximizing operational efficiency while minimizing environmental impacts. LEED for Existing Buildings addresses whole-building cleaning and maintenance issues (including chemical use), recycling programs, exterior maintenance programs, and systems upgrades. It can be applied both to existing buildings seeking LEED certification for the first time and to projects previously certified under LEED for New Construction, Schools, or Core & Shell.

Energy Star

2500 City West has earned the EPA's Energy Star rating every year since 2006.

Energy efficiency is the fastest, cheapest, and largest untapped solution for saving energy, saving money, and preventing greenhouse gas emissions. Through ENERGY STAR, EPA has helped thousands of businesses and organizations tap these savings in the places where we work, play, and learn.

EPA's ENERGY STAR energy performance scale helps organizations assess how efficiently their buildings use energy relative to similar buildings nationwide. A building that scores a 75 or higher on EPA's 1-100 scale may be eligible for ENERGY STAR certification.

ENERGY STAR certification, which signifies that the building performs in the top 25 percent of similar facilities nationwide for energy efficiency and meets strict energy efficiency performance levels set by the EPA.

Commercial buildings that earn EPA's ENERGY STAR certification use an average of 35 percent less energy than typical buildings and also release 35 percent less carbon dioxide into the atmosphere. 2500 Citywest has improved its energy performance by managing energy strategically across the entire building and by making cost-effective improvements to the building.