

**CENTRE SQUARE  
1500 MARKET STREET**



**TENANT MANUAL**

# **Tenant Manual**

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## QUICK REFERENCE INFORMATION

Building Management Office (BMO) Phone: (215) 665-9797; e-FAX: (215) 399-2720

### **THINGS TO REPORT IMMEDIATELY BY PHONE AND FAX:**

- Electrical problems that prevent you from doing your work due to no power or no lighting.
- An uncomfortable temperature in the work area.
- Sightings of rodents and/or insects.
- To report a
  - Theft
  - Accident
  - Incident
  - Unsafe condition (odors, smoke, hazards, etc...)
  - Solicitors
- Flooding regardless of the source.
- Trash not removed the night before of a weekday.
- Elevator problems - note the car number posted in the elevator cab above the floor buttons and the floor where the elevator is positioned.
- What to do when the BMO is closed?
  - After 5:30 p.m. Monday-Friday and all day on weekends report any problems to the Control Center at 215-665-9797 or 215-399-2746. The Control Center is located in the East Tower lobby.

### **THINGS REQUIRING AN APPROVED WORK ORDER**

All tenant requests should be directed to Angus AnyWhere, the tenant request system, which can be accessed through the page of the NG 1500 Market St LLC website at:  
<http://www.ng1.angusanywhere.com/tenant/143632/Main/default.aspx>

If you have not received information on accessing Angus AnyWhere, or require assistance with entering request, please contact the management office and we will be happy to assist you.

## **INTRODUCTION**

At Centre Square, our objective is to make your occupancy as pleasant as possible.

The management staff of Centre Square is dedicated to providing you with building services in a professional and courteous manner. Your comfort and safety are important to us. We solicit your constructive criticism and welcome any suggestions concerning the building operation and environment. Please do not hesitate to call the Building Management Office if we may be of assistance.

For your convenience, we have enclosed information that we hope will be of assistance to you throughout your tenancy.

Centre Square Management  
NG 1500 Market St., LLC  
Managed by Nightingale Realty, LLC

## **BUILDING MANAGEMENT OFFICE**

### **HOURS OF OPERATION:**

Weekdays: 8:00 a.m. to 5:30 p.m.

Weekends and Holidays: Closed

**LOCATION:** Lower Mezzanine, West Tower (Suite LM 525)

### **MAILING ADDRESS AND TELEPHONE NUMBER:**

NG 1500 Market St., LLC  
Managed by Nightingale Realty, LLC  
Centre Square  
Building Management Office  
1500 Market Street – Suite LM 525  
Philadelphia, PA 19102

(215) 665-9797  
(215) 399-2720 e-Facsimile

### **STAFF:**

|                             |                 |
|-----------------------------|-----------------|
| General Manager:            | John McCullough |
| Operations Manager:         | Dennis Rudloff  |
| Property Manager:           | Robbin Baker    |
| Assistant Property Manager: | Pamela Fracassi |
| Tenant Service Coordinator: | Sherry Jones    |

## **GENERAL INFORMATION**

### **BUILDING HOURS, AFTER HOURS ACCESS AND ASSISTANCE:**

Entrances to the building will be open as follows:

| <b><u>Entrance</u></b>        | <b><u>Monday-Friday</u></b> | <b><u>Saturdays</u></b> | <b><u>Sundays<br/>and<br/>Holidays</u></b> |
|-------------------------------|-----------------------------|-------------------------|--|
| 15 <sup>th</sup> & Market St. | 6:00 a.m. – 8:00 p.m.       | 7:00 a.m.-1:00 p.m.     | Closed                                     |
| 16 <sup>th</sup> Street       | 6:00 a.m. – 8:00 p.m.       | Closed                  | Closed                                     |
| Market St. (NW)               | 6:30 a.m. – 6:30 p.m.       | Closed                  | Closed                                     |
| Concourse                     | 6:00 a.m. – 7:00 p.m.       | Closed                  | Closed                                     |

To gain access to the building when entrances are closed:

- Go to the 15<sup>th</sup> Street entrance.
- Present access card to the face of the card reader located on the left side of the door and enter.
- Proceed to the East or West Tower console and present access card to the face of the card reader mounted on the turnstiles.

If you require assistance after hours:

The Control Center is staffed twenty-four hours seven days a week. There are security officers posted at both the East and West Towers. In addition, there is always at least one operating engineer present to assist you with any problems.

## **DIRECTORY**

A computerized Building Directory is in the Lobby. Building Management should be notified of any changes/additions/deletions so that we may have the most accurate information in our database.

## HOLIDAYS

The building management office will be closed on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving (Black Friday)
- Christmas Eve Day
- Christmas Day
- New Year's Eve Day

During these holidays, security officers are posted in the control center and at both the East and West Towers. Additionally, at least one operating engineer will be present at all times to provide any needed assistance. Individuals with an authorized access card may gain entry to the building using the card reader at the 15<sup>th</sup> Street entrance.

## LOADING DOCK

All vehicular deliveries gain access to the building via Ranstead Street, which travels one way between 15<sup>th</sup> and 16<sup>th</sup> street.

|                     |  |
|---------------------|--|
| Dock Location:      | Southside of the building on Ranstead Street     |
| Capacity:           | Four (4) trucks and a trash compactor            |
| Overhead Clearance: | 12 feet  |
| Operating Hours:    | 6:00 a.m. until 6:00 p.m., Monday through Friday |

The loading platform has (4) freight elevators. The East Tower freight (freight 1) and the West Tower freight (freight 4) are provided with an operator during dock operating hours. Individuals with material or furniture entering the building will be directed to use these elevators. The capacity and dimensions of these elevators can be found below:

| <b><u>Freight Elevator #</u></b> | <b><u>Location</u></b>                       | <b><u>Dimension</u></b>                 |
|----------------------------------|--|---|
| 1                                | East Tower                                   | door: 94" x 53"<br>cab: 119" x 70"x 74" |
| 4                                | West Tower                                   | door: 94" x 53"<br>cab: 117" x 81"x 74" |
| 2 & 3                            | West Tower<br>(concourse to upper mezzanine) | door: 94" x 53"<br>cab: 119" x 71"x 83" |

Because of the limited space available at the loading platform for accommodating building deliveries, parking in this area is not permitted. In addition, unless special arrangements have



been made through the Building Management Office, delivery trucks are not permitted to remain at the loading platform for more than thirty (30) minutes. There is a full-time Loading Dock Master on site from 6:00am until 6:00 pm, Monday through Friday.

## **MAIL INCOMING/OUTGOING**

### **Outgoing Mail**

For your convenience, there are two United States Postal boxes located behind turnstiles in both the East and West Tower entrances.

## **GARAGE PARKING**

The parking garage is located on the P-1 and P-2 levels of the building. Automobile access to the garage is via 16<sup>th</sup> Street (underground), between Ranstead and Market Street. Two elevators provide access from the garage to the main lobby. The parking garage management can be reached at 215-416-5096.

## **PHYSICALLY DISABLED ACCESS**

Level access is provided throughout the building. In addition, there is a ramped access at the concourse entrance to provide entry to/from the underground concourse. The garage elevators can be utilized to get to the main lobby. The names of physically disabled tenants should be on file in the Building Management Office. Tenants should notify Building Management on a continual basis as soon as possible when an employee becomes disabled and will require assistance during a building emergency.

## **SMOKING AND GENERAL BUILDING POLICIES**

- No smoking will be permitted throughout the building, this includes the entire Parking Garage as well as the Loading dock. This also includes tenant space, lobbies, corridors and stairwells. Your cooperation in observing this policy is appreciated. **(This includes the Fire Towers Stairs)**
- No skateboards or roller skates/blades will be permitted in or around the building.
- No pets, of any kind, will be permitted in the building, with the exception of service dogs.

## **BICYCLE PARKING POLICY**

Parking for bicycles is available to the tenants on the P2 Level opposite the elevators.

Parking is at the bike owner's own risk. Neither the building manager nor its Owners take the responsibility for items lost or stolen from this area.

In accordance with the building rules and regulations bicycles are not permitted in the building.

## **GARAGE OPERATING PROCEDURES**

### **Entering/Exiting the Garage:**

- To enter the garage, proceed down the ramp and drive to the entrance gate. Scan your card in front of the card reader (if you have a monthly pass), or push the button to obtain a parking ticket stub.
- Once the gate is raised, proceed through to find a parking space. Please observe and obey all directional signage.
- Turn off your car lights, close all windows and lock your car.
- Proceed to the garage elevators, which will transport you to the concourse or lobby level.
- Upon exiting the garage, drive to the exit lanes. Present your card to the reader or your stub to the attendant. After the exit gate has raised, proceed through and up the exit ramp. Please drive slowly in case of pedestrian traffic on the ramp.

### **Additional Procedures/Information:**

- Should there be problems with the operation of the equipment at the entrance area, please see the on-duty attendant.
- Please observe the directional arrows painted on the floor and any signage. Please park in the middle of the space parallel to the painted lines.
- Do not leave any valuables visible in your car. Lock these items in your trunk.
- All accidents within the garage should be reported to your insurance company and the parking garage manager at 215-416-5096. Claims for damages must be settled through your insurance carrier.
- After you enter the garage, no one else can use your card to gain access. The system has incorporated an anti-pass back feature to prevent multiple uses of a card.
- It is necessary for each driver to present his/her card to the card reader (or to obtain a ticket) before entering or leaving the garage. Please do not attempt to enter or leave on the up swing of the mechanical gate activated by a driver in front of you (i.e. "piggy

backing”). The gate will descend before you can get by and will come down on the hood or roof of your car.

- Please report any suspicious incidents to the Centre Square Security at 215-399-2746 and the Parking Garage Manager at 215-416-5096.

## **OPERATIONAL SYSTEMS**

### **ELECTRICAL SYSTEM**

The main electric service is a dual 13.2 KV primary service, provided by the Philadelphia Electric Company (PECO).

A series of primary circuit breakers and disconnect switches distribute the power from the switchgear to four substations.

At each substation location the voltage of 13.2 KV is reduced to a secondary voltage of (277/480) for further distribution throughout the building. The power to office floors is distributed via a bus duct riser, with a disconnect switch on the riser at each floor’s electrical closet. Each electrical closet contains one or more transformers as well as power and lighting panels with capacity for standard office circuitry and lighting fixtures.

The building has been provided with two (2) diesel powered emergency generators designed with enough electrical capacity to keep essential equipment functioning, such as lighting in the fire towers, elevators, and the fire alarm system.

### **ELEVATOR DESCRIPTION AND OPERATION**

#### **Passenger Elevators**

Centre Square is equipped with 47 high performance elevators controlled by a mini-computer/micro processor group supervisory system. This system coordinates the movement of the individual cars to provide maximum speed and efficiency. The elevators are divided into the following groups (banks):

| <b><u>Elevator Group</u></b> | <b><u>Cab Nos. In Group</u></b> | <b><u>Floors Served</u></b> | <b><u>Cross Over Transfer Fl.*</u></b> |
|------------------------------|---------------------------------|-----------------------------|--|
| <b><u>EAST TOWER</u></b>     |                                 |                             |  |
| Low-Rise                     | #12 - #11                       | LM – 15                     | 15                                     |

|           |          |         |     |
|-----------|----------|---------|-----|
| Mid-Rise  | #8 - #11 | 15 - 22 | 22  |
| High-Rise | #1 - #7  | 25 - 36 | N/A |

### **WEST TOWER**

|           |            |         |     |
|-----------|------------|---------|-----|
| Low-Rise  | #21 - #28  | LM – 18 | N/A |
| Mid-Rise  | # 29 - #33 | 19-30   | 30  |
| High-Rise | #35 - #40  | 30 - 41 | N/A |

### **PARKING GARAGE**

|       |           |                           |
|-------|-----------|---------------------------|
| Lobby | #19 & #20 | P1, P2 Concourse, & Lobby |
|-------|-----------|---------------------------|

### **SANTANDER BANK**

|       |           |                   |
|-------|-----------|-------------------|
| Lobby | #16 & #17 | Concourse & Lobby |
|-------|-----------|-------------------|

### **MARKET STREET**

|       |           |                                |
|-------|-----------|--------------------------------|
| Lobby | #41 & #42 | Concourse, Lobby, 19, 39, & 41 |
|-------|-----------|--------------------------------|

### **SHUTTLES**

|                             |           |              |
|-----------------------------|-----------|--------------|
| 41 <sup>st</sup> West Tower | #43 & #44 | 41, 42, & 43 |
|-----------------------------|-----------|--------------|

### **FREIGHT ELEVATORS**

|              |         |                           |
|--------------|---------|---------------------------|
| East Tower   | #1      | P1 – 36                   |
| West Tower   | # 4     | P1 – 41                   |
| Loading Dock | #2 & #3 | Concourse, Dock, LM, & UM |

The locations of the various elevator groupings are identified at the ground floor lobbies.

All passenger elevators are equipped with a two-way voice communication system connecting the elevator cab to the Control Center. The cab number for each elevator is located on the floor selection panel of each cab. Please refer to this number when reporting any problems with the elevator.

All elevator cabs are equipped with a card reader. During non-business hours a building access card is required to register a floor selection on the panel in the elevator cab.

NOTE: Please be advised that passenger elevators are **not** to be used for deliveries. All deliveries must be made via the freight elevators. Luggage carts and plastic/rubber carts can be used on elevators. However, pallet trucks, dollies, metal mail carts, etc., must be used on freight elevators.

## **OPERATIONAL SYSTEMS**

### **Freight Elevators**

The building is serviced by (4) freight elevators:

| <b><u>Freight Elevator</u></b> | <b><u>#1</u></b> | <b><u>#4</u></b> | <b><u>#2 &amp; #3</u></b> |
|--------------------------------|------------------|------------------|---------------------------|
| Capacity                       | 3,500 lbs.       | 4,000 lbs.       | 4,000 lbs                 |
| Floors Served                  | East P1 - 36     | West P1 – 41     | Concourse -UM             |
| Cab Dimensions                 | 74’’x70’’x119’’  | 74’’x81x117’’    | 71’’x83’’x119’’           |

- The elevators are provided with an operator between the hours of 6:00 a.m. and 6:00 p.m. daily, Monday through Friday.
- No one is permitted to operate the freight elevators except the assigned operator.
- There will be an approximate four (4) hour period for maintenance of each freight elevator monthly.

## **HEATING AND AIR CONDITIONING DESCRIPTION**

### **Cooling**

The air distribution system is an overhead variable air volume system connected to ceiling diffusers supplying filtered air at a constant temperature. Comfort levels are maintained by thermostatic controls strategically located throughout each floor.

Condenser water for the units is supplied by cooling towers located on the roof of the building. The system has sufficient capacity to accommodate additional cooling requirements such as computer rooms, telephone rooms and other 24-hour loads.

### **Heating**

Heating is provided by electric resistance heating coils located in fan-powered variable air volume (VAV) boxes mounted in the ceiling at various locations along the perimeter of the building. There is one VAV box for each zone controlled by a thermostat. The overhead heating system is totally flexible on a zone by zone basis so that the heating output is controlled to specific requirements of each zone.

### **Building Automation System (BAS)**

The heating, ventilation and air conditioning (HVAC) systems at Centre Square are controlled by a computer based direct digital control system. This totally electronic system constantly monitors all environmental conditions throughout the building to provide exact operational control of all HVAC systems, to maintain design conditions and to optimize the operation of the systems to ensure energy efficiency. It maintains close control of the HVAC systems during normal and non-business hours.

## **LIFE SAFETY SYSTEMS**

The life safety systems include a fire alarm, fire control, communications and emergency power systems.

The Control Center monitors all smoke detectors, fire alarm pull stations, emergency communications, sprinkler system tampers and water flows. When an alarm is initiated:

- The location of the alarm is indicated at the Control Center located in the East Tower lobby. This indicates the floor and zone location, sounds the alarm throughout the building, and the Philadelphia Fire Department is notified.

### **Standpipe and Sprinklers**

Combined fire standpipe and sprinkler systems protect all areas and are monitored in the Control Center. The sprinkler system is supplied by four fire pumps that provide built-in redundancy. Automatic transfer equipment permits the fire pumps to operate on emergency power.

### **Communications**

Communication equipment in the Control Center permits the Fire Department to issue instructions to occupants through a fire alarm system with speakers located throughout the building.

An additional system permits two-way voice communication with emergency telephones located in each fire tower.

### **Emergency Power**

The two diesel driven emergency generators with automatic transfer switches provide emergency electrical power for:

- All fire pumps
- Domestic water
- Elevators (selected one in each bank) and escalators
- Stair and exit lighting
- Fire alarm control and communication
- Sewage ejector pits

### **Garage Life Safety System**

The parking garage is also provided with carbon monoxide monitoring devices that will, at a predetermined level, initiate an alarm at the lobby console and automatically control supply and exhaust fans.

## **SECURITY SYSTEMS**

### **General**

The security system for the building combines the interacting components of security personnel, card access control, locks, closed circuit television and, most importantly, you the building occupant.

- Security personnel are on duty in the building 24 hours a day, 7 days a week, throughout the year. There is always at least one officer on duty at the East and West Tower entrances during normal business hours, and one security supervisor inside the fire command center.
- Fire Tower stairwell doors permit entry into the stairwell, but only allow exiting at the ground floor. Motion detectors and video cameras have been installed inside each fire tower to monitor unauthorized use. Audible alarm devices are also located at the ground floor of each fire tower, alerting security of any door openings.
- You must have your access card to gain entry into the East and West Towers of the building at all times.
- Clients, guests and vendors can be registered as authorized visitors through Centre Square's computerized visitor management system ("PassagePoint"). Authorized tenant employees are given access to this web-based system. Security officers at the East and West Towers print out badges for each pre-registered visitor as they arrive. For groups of 25 or more visiting guests, a tenant representative will be required to greet and accept your large group of visitors at our front entrance Concierge desk. Your group can be preregistered into our system and your representative can provide each guest with a access sticker. Alternately, your representative can provide your guests with a preapproved sticker, bracelet, lanyard, or other identifying item for our security to allow your guests access into the building. Your representative greeting your guests will be permitted to set up preapproved temporary signage for your large group at the Concierge Desk.
- Contractors performing work in the building must first be cleared through the building management office. All contractors are required to sign in at the loading dock upon arrival to the building. A certificate of insurance must be on file with the Building Management Office.

- Removal from the building of any equipment such as typewriters, computers, furniture, plants, etc. will require a MATERIAL RELEASE AUTHORIZATION form (See Exhibit Section) or written notification by the Building Management Office.

### **Access Card System**

A computer controlled electronic card access system is utilized for the following reasons:

- To control entry into the main lobby of the building after hours:
  - A card reader is located at the Market Street entrance - See “Building Hours, After Hours Access and Assistance”
- To control entry into the “non-public” areas of the building:
  - Upon entering the building, proceed to the East or West tower entrances. Scan your card over the card readers mounted on the ends of the “entrance” turnstiles. Enter through the turnstile when the turnstile “arms” have opened and the green-colored “Proceed” indicator is lit.
  - Utilize the “exit” turnstiles when leaving the East or West tower.
  - Should the turnstiles not open after you present your card (or should a red light and an alarm sound while you walk through the turnstiles), ask for assistance from a security officer. Your access card may need to be updated in our system.
- To restrict elevator access during non-business hours:
  - Proceed to the elevators and present your access card in front of the card reader panel inside the elevator cab.
  - Press the button corresponding to any authorized floor.

### **PROCEDURES**

#### **WORK ORDERS**

**All work order request should be submitted through our Tenant Portal – AngusAnywhere <https://www.ng1.angusanywhere.com/AA/>. Usernames and passwords will be provided by the Building Management Office at 215-665-9797.**

#### **AUTHORIZED SIGNATURES**

The following is a list of requests that should be sent via e-mail to the BMO by the tenant

- Contractor/Vendor Access



- Freight Elevator/Loading Dock Usage
- Lobby Directory Changes
- Property Removal from the Building (Equipment, furniture, etc.)
- Visitor Management System Registration
- “Do Not Permit” forms (forms used to identify anyone who should not be granted permission to enter the building)

## **DELIVERY OF SPECIAL MAILINGS, PERSONAL ITEMS, MESSENGER SERVICES**

The building staff is not authorized to sign receipts, nor accept **any** deliveries whether from messenger, courier or U.S. Postal Services. You should arrange for all such deliveries to be made directly to your office/suite.

The delivery of newspapers and other periodicals usually are made prior to normal business hours, and before the loading platform would be open to accept delivery. You should notify your news print distributor to enter the building from the Market Street entrance. Once in the building, the lobby attendant will provide the delivery person access to the location that you have selected for your deliveries. Please provide the Building Management Office with information regarding the location you have selected for delivery of these items.

## **ANNUAL CHECK OF EMERGENCY POWER EQUIPMENT**

The emergency generators are started weekly and once a year all emergency equipment, devices and procedures will be tested by simulating a full power loss. This full day test will be announced in advance and the building will be closed for all business on that day. A weekend or holiday will be selected as the test day to minimize disruption of normal business activities.

## **ENERGY CONSERVATION**

Observe the following procedures to help conserve energy in the building:

- Portable electric space heaters **are not permitted.** Portable cooking appliances or heating devices **are not permitted** at individual workstations
- Keep curtains and blinds closed on sunny days to maintain office comfort
- Turn off lights in offices that are not in use, even if you will be out only a few minutes and at the end of each day
- Turn off calculators, typewriters, copy machines, etc. when not in use or when you leave the office
- Turn off coffee machines each evening

## **PROPERTY REMOVAL**

Your employees must have authorization to remove any company or personal property from the building. Two different forms of authorization are used for this purpose.

### **Frequent Removal**

A one-time authorization can be given to an individual who must remove the same or similar item(s) frequently over a stated period of time. As an example, you may authorize an employee to remove a lap top computer for use at home on any number of days over a three-month period. Please follow these steps to institute this authorization:

- Notify the Building Management Office of your need for a Material Release Form. Give the name of the individual to whom the pass is to be issued, a description of the item(s) to be removed (serial number if applicable), the date the pass is to expire and the individual granting the authorization
- The Building Management Office will prepare the Material Release Form and will bring it to the individual who is authorized to sign the pass for his/her signature. The pass will be countersigned by either the Assistant General Manager or General Manager.
- A copy of the signed pass will be kept on file in the Freight Elevators and /or Lobby Desk

### **Occasional or One-Time Removal**

Material Release Forms are required for the removal of any items from the building. These forms are available from your company representative. The color of the Material Release Forms changes each calendar year, and tenants are supplied with new Material Release Forms in January. A material release form must be issued for each and **every** removal of an item. Please follow these steps to institute this authorization:

- Employee's supervisor will fill out the Material Release Form and have it signed by a person in the company authorized to approve property removal
- Make a photocopy for your records
- The employee will take the form along with the item to be removed and present it to the lobby attendant before exiting the building
- The lobby attendant will return it to the Building Management Office

## **SAFETY PROCEDURES AND PRECAUTIONS**

Please observe the following procedures which will help in maintaining a safe environment.

- Guns, firearms, and other dangerous weapons (concealed or otherwise) are not allowed at the project, subject to applicable law (if any) requiring the Building Manager to so permit at the project.
- Avoid electrical overloading by **not** using “octopus” plugs
- Limit the use of extension cords of the proper electrical capacity
- Never use an electric cord or outlet that appears to be defective. Alert your supervisor to any failure of electrical equipment
- Verify that all coffee pots, hot plates, extension cords and other electrical appliances must have the UL (Underwriters Laboratories) label
- Heating of liquids (coffee, soup, etc.) should be done only with devices in facilities (kitchenette, vending areas) provided for that purpose. Small portable heating devices are not to be used at individual workstations
- Turn off all coffee pots, hot plates and other food heating equipment before leaving each day
- Never put matches, cigarettes, and cigar or pipe ashes directly in wastebaskets. Remember that this is a non-smoking building
- Practice “Wire Management” and eliminate any tripping hazards within or around your workstations
- Practice good housekeeping; prevent the accumulation of litter in your work and storage areas
- Wipe up spills immediately. If assistance is required, please contact the Building Management Office for janitorial service

## **SECURITY PROCEDURES AND PRECAUTIONS**

### **Notification of an Incident**

All reports of theft, forced entry, suspicious persons should be telephoned into Building Management Office. The Building Management Office does not have the expertise to conduct technical/scientific investigations. Should you judge the situation to be serious or of a criminal nature, contact the Philadelphia Police Department directly for their help, then notify the Building Management Office.

An INCIDENT REPORT will be prepared by building security immediately after it is reported to the Building Management Office.

## **Security Precautions**

- Do not leave purses, wallets, or valuables on your desk in plain view or unattended in/near your workstation
- Do not leave jackets with wallets in the inside pocket hanging in unattended areas
- If you leave your workstation, lock your personal property in your desk
- Do not leave the reception area unattended
- Report all suspicious persons and activities to the Building Management Office as well as your Supervisor
- Require all service people, contractors, and vendors to show proper identification. Do not accept a uniform as identification
- Visitors should be escorted to the person being visited or should remain in the reception area until someone comes for them
- Safeguard building and company keys at all times
- Report the loss of keys and access cards **immediately** to your Supervisor and the Building Management Office.

## **SERVICES**

### **INTRODUCTION**

The following paragraphs give information on the available building services and how to best obtain and utilize these services. As always, we welcome your input on improving these processes and you are welcome to visit our offices to see the procedures in action.

### **ACCESS CARD ADMINISTRATION**

The entire access card administration process is handled within the Building Management Office. Send your request via the Angus Anywhere work order portal to initiate changes in your card access, such as:

- Adding personnel to the system.
- Deleting personnel from the system.
- Changing extent of accessibility.

- Replacing lost/damaged cards (there is a charge for replacing cards).
- Obtaining information on cards issued.

## **AIR CONDITIONING/HEATING ADJUSTMENTS**

Requests for adjustments to space temperatures should be submitted through the Angus Anywhere work order portal by your designated representative. Please remember that controls are set to give a space temperature that is in a range which is acceptable to most people. Adjustments to satisfy space temperatures should be a consensus of all individuals in the affected area.

## **CUSTODIAL SERVICES**

Custodial service is provided five days per week, Monday through Friday, except those days designated as holidays. For complete cleaning of horizontal surfaces, desks, tables and counter tops should be cleared off nightly. Custodial personnel are instructed **not** to disturb papers, etc. left on desks tops or office furniture.

Any trash to be removed at night by custodial personnel, but not in waste receptacles, must be **clearly marked** “TRASH”. Trash must not be left in corridors, hallways or outside of your suite/office.

## **RECYCLING AND TRASH REMOVAL PLAN**

Centre Square actively participates in recycling with a local trash hauler to perform single stream recycling of office trash. Handling our recycling requirements in this manner reduces trash disposal costs and decreases the burden of recycling on your organization and on valuable resources.

### **SINGLE STREAM RECYCLABLE**

- |                    |   |  |
|--------------------|---|--|
| <b>Paper</b>       | - | Shredded Paper, Brown Paper Bags, Office Paper, Newspaper, Magazines |
| <b>Metal Cans</b>  | - | Empty Steel, Tin, & Aluminum Soda, Vegetable, Fruit, or Tuna Cans    |
| <b>Glass</b>       | - | Empty Glass Bottles and Jars   |
| <b>Other Paper</b> | - | Paper Cardboard, Empty Dairy and Juice Containers                    |
| <b>Plastic</b>     | - | Empty Plastic Bottles and Containers #1-7                            |

All of the above materials can be co-mingled in your recyclable containers typically located at each desk, printer, and in copy rooms. These cans will **not** have a liner (bag) because only clean recycled materials should go in these containers.

*In our program, we require that you only have a blue recycled container at each desk/work station and the above materials should be placed in these containers. All wet trash should be taken to “Trash” receptacles/containers in your kitchens and cafeterias. Our custodians will leave a “Please Remember We Recycle” coaster on your chair if you forget and contaminate the recycled materials with “wet” trash in the blue recycling containers at your desk/work station. They will remove the contaminated materials and record the location. **If you fail to recycle a second time, our custodians will leave another coaster but they will not remove the contaminated “wet” trash until the location comes into compliance.***

**Non-Routine Removal of Recyclable Trash:** There are occasions when large quantities of recyclable trash, which are too voluminous for wastebaskets, are generated. For example, one such occasion may be when old files are purged.

On these occasions, you must order brutes and/or dumpsters in advance. Your request should be directed to Angus AnyWhere, the tenant request system, which can be accessed through the page of the Nightingale Realty website at:

<http://www.ng1.angusanywhere.com/tenant/143632/Main/default.aspx>

### **OTHER ITEMS RECYCLED AT CENTRE SQUARE**

**Batteries** - All types of batteries including: mercuric oxide, silver oxide, NiCad, alkaline, lithium metal, nickel metal hydride, lithium ion and lead acid.

**Lamps** - Acceptable lamps include traditional straight, U-shaped and coated fluorescents, mercury vapor, high pressure sodium, metal halide, ultraviolet, ARC & compact fluorescent lamps.

Lamps and batteries are recycled in accordance with existing environmental regulations and should not be mixed with non-recyclable trash. Please request this service through our Angus AnyWhere, tenant request system, which can be accessed through the page of the Nightingale Realty website at: <http://www.ng1.angusanywhere.com/tenant/143632/Main/default.aspx>.

**Electronics** - Centre Square has partnered with vendors on a quarterly program to e-cycle virtually all devices with a plug. Accepted items include televisions, calculators, computers, and computer related equipment, typewriters, laptops, telephones, small appliances, fax machines, microwaves, monitors, cameras, keyboards, and cell phones. Stations are set up on the East and West Towers quarterly for your recycling of this equipment. Please contact the Management Office for more information on recycling larger items such as copiers and refrigerators.

### **DAILY - NON-RECYCLABLE**

Food waste, tissues, hand towels, films, plastic bags, plastic wrap, or foam cups and containers

All of the above should be placed in your “Wet Trash” containers lined with black bags and should be centrally located in your cafeterias or lunchrooms.

**Non Routine Non-Recyclable** - Metal, wood, furniture, equipment, construction debris, etc.

On these occasions, you must order brutes and/or dumpsters, in advance. Your request should be directed to Angus AnyWhere, the tenant request system, which can be accessed through the page of the Nightingale Realty website at:

<http://www.ng1.angusanywhere.com/tenant/143632/Main/default.aspx>

### **DISPOSAL COSTS**

The cost of collecting and disposing of all recyclable materials and wet trash is included as part of the Operating Maintenance Charges for the building.

The cost of collecting and disposing of garbage, non-recyclable and non-routine recyclable trash is billed directly to the tenant using this service.

Please feel free to contact the Building Management Office at (215) 665-9797 for disposal fees. If you have any questions or require further information concerning the information provided in this memo,

### **GARBAGE COLLECTION AT CENTRE SQUARE**

**Garbage (Retail Food Operations):** For Centre Square retailers preparing meals of any kind, the food waste from this operation is classified as garbage. You must place all garbage in plastic or metal leak-proof containers with lids. Your organization’s name must be on the containers that must be taken to the trash room located on the west side of the loading dock. Your company must arrange for a pick up every day the kitchen is operated by a garbage collection hauler. The Building Management Office can assist you in locating a hauler if you do not have one available.

Please call the Building Management Office if you have any requests, questions or concerns regarding custodial services.

### **FREIGHT ELEVATOR USAGE**

No interaction is required with the Building Management Office for deliveries of goods and supplies typically utilized by your company in its day-to-day business and received during normal business hours.

The following circumstances require that you contact the Building Management Office in regards to use of the freight elevator:

- Any delivery time outside of normal loading dock hours. (6:00 a.m. to 6:00 p.m.)
- Any delivery of furniture regardless of the time of delivery.
- Delivery of any bulky equipment or machinery - regardless of time of delivery.

Should you encounter any of these circumstances, please notify the Building Management Office at 215-665-9797 and provide all available information at least 24 hours in advance of the expected delivery. Reservation of the freight elevator is on a first-come-first-serve basis.

### **KEY/LOCK ADMINISTRATION**

The entire building is under a Grand Master Key System. There is also a master key for each floor and individual keys which operate:

- Restrooms.
- Service Vestibules.
- Janitor Closets.
- Telephone Closets.

Keys are issued to only those individuals authorized by your management staff. You must sign a building key receipt form approved by your management before any key is issued.

Requests for the following should be sent via the Angus Anywhere work order portal:

- Initial request for new keys.
- Change/Addition of any lock.
- Turn-in of old keys.
- Report of lost keys.
- Replace lost keys.
- Report improper operation of any lock.
- Request additional copies of keys.

There is a charge for the following:

- Replacement of lost keys.
- Duplicates in excess of two (2).
- Remove or re-key existing lock.
- Add new lock.

### **LOBBY DIRECTORY CHANGES**



To make changes to the Lobby Console Directory System, please send a request to the Building Management Office at 215-665-9797. For information about the system and procedures, please contact the Building Management office.

## **MAINTENANCE/ASSISTANCE REQUESTS**

The Engineering and Maintenance personnel report to the Building Management Office. All requests for their services must be directed through this office to ensure a proper response. Requests are logged for control purposes.

If there are problems or repairs needed, be sure to follow these steps to ensure that information concerning your request is complete.

1. Your designated person should notify the Building Management Office via the Angus Anywhere work order portal.
2. Provide company name.
3. Provide suite/floor number and Tower (East or West).
4. Provide your name.
5. Provide contact name (person having problem or needing assistance).
6. Describe problem as accurately as possible. Please state if it is a recurring problem.

For each floor or department, please assign **one** Office Manager or responsible person to report all problems to the Building Management Office to avoid duplicate reports.

Our primary job is to maintain the building and to service you. Your cooperation in promptly notifying us of any problems is greatly appreciated.

**Please note that the Engineering and Maintenance personnel do not move furniture.**

## **MOVE-IN/MOVE-OUTS**

The Building Management Office requests that you engage a reputable moving company with a **union affiliation**. Provide your sales representative's name and company address, a certificate of insurance and discuss the details of your move with the Building Management Office.

Please note the following when scheduling your move:

- Moving in or out of the building must be done before 6:00 a.m. or after 6:00 p.m., Monday through Friday, or any time on the weekends. A minimal charge of four (4) hours is mandatory on weekends.
- Requests to reserve the freight elevator for move-ins or move-outs must be made to the Building Management Office, in writing, at least two weeks prior to the move. Reservations are taken on a first-come-first-serve basis.

## **TELECOMMUNICATIONS/TELEPHONES**

Contact your vendor of choice concerning installation and repair of your telephone and/or telecommunications system.

Installation of systems and access to telephone closets must be coordinated with the Building Management Office. Please inform the Building Management Office on every occasion work is to be performed. Instruct your contractor that all cored holes must be fire sealed.

## **VENDING MACHINES**

Vending companies are **not** permitted to park at the loading platform or in the parking garage while servicing vending machines. They **are** permitted to stop at the dock, unload and transport their supplies to the vending machine location. They must then return and remove their vehicle from the dock, before actually servicing the machines. Please notify your vending company of this policy so we may avoid any misunderstanding.

Notify the Building Management Office for the coordination and approval to replace existing vending machines, to add more vending machines, or the creation of a new vending area in your space.

For reasons of safety and cleanliness, tenants are requested to encourage their employees to place lids on beverage containers in transit.

In the event of a spill, the person responsible should take immediate action to remove the liquid from the floor surface. If the spill cannot be removed, notify the Building Management Office and post a sign to prevent slips or falls.

## **VISITORS**

All visitors are required to check in at the East Tower, West Tower, or Market Street entrance security desks upon arrival. We strongly encourage all tenants to pre-register all visitors utilizing our web-based visitor management system at [www.1500marketstreet.com](http://www.1500marketstreet.com). If a visitor has been pre-registered, issuing a badge, and granting access to the visitor can be a very smooth process. However, potential delays will occur for those visitors who have not first been pre-registered.

Please contact the building management office at 215-665-9797 to receive information on becoming an authorized user of the visitor management system.

## **TENANT IMPROVEMENTS/ALTERATIONS/CONSTRUCTION**

### **INTRODUCTION**

Tenant construction work must first be approved, then monitored and controlled to ensure proper coordination of the many simultaneous projects taking place throughout the Building which require use and access to the building's common areas. In addition, the procedures, as developed, are intended to protect the collective best interests of all parties involved.

At no time shall the involvement of Centre Square's Building Management Office (BMO) be interpreted or construed as fulfilling the responsibilities of a design professional (Architect or Engineer).

Submission to and review by the Building Management Office of proposed plans and specifications shall be for the sole purposes of verifying adherence to the procedures, the updating of building records as to current uses of building space and changes to building systems.

### **PRE-CONSTRUCTION PROCEDURES**

#### **Notification**

Please notify the BMO once any renovation or alteration work is planned. This notification will ensure that projects are planned properly and in accordance with accepted procedures. Additionally, the planning stages will be expedited as pre-project communication will afford all parties the opportunity to coordinate all new work with existing building conditions, thereby avoiding costly work-around and errors of omission once work starts. Notification to the Building Management Office must be in writing and include as a minimum the following information:

1. Specific location of proposed work.
2. Specific scope of the proposed changes as they affect major building systems (Electrical, Plumbing, HVAC, Fire Protection, Elevators, Communications).
3. Proposed schedule for performance.
4. Preliminary drawings or specifications.

#### **Design Drawings and Specifications**

- Submit complete drawings and specifications to the BMO at least fifteen (15) calendar days prior to the start of any work. Completed drawings and specifications must bear the seal of a registered architect or engineer.
- Projects involving changes to the Building's structural, mechanical, electrical or fire protection systems may require consultation with a design professional of the BMO's choosing for the purposes of proper coordination and integration with these systems. The cost of the retention of such a consultant shall be borne fully by the Tenant.
- All recommendations of the design consultant shall be binding on the Tenant and shall be incorporated into the project scope. All costs incurred to incorporate any changes into the design, and construction thereof, shall be borne entirely by the Tenant.
- Electrical drawings, as submitted, shall show circuitry in its entirety as well as connected loads.
- All modifications and/or connections to, or within, the Fire Communication and Smoke Detection Systems must be made by the Building's contractor - regardless of location. All costs to perform this work (professional, technical, craft, permits) shall be borne by the Tenant.

For every project furnish the BMO with one reproducible set and two sets black and white prints of 1/8" working drawings showing the following details:

1. Partition layout (dimensions).
  2. Door location and door schedule.
  3. Reflected ceiling plan.
  4. Mechanical, electrical, and plumbing specifications.
  5. Occupancy requirements by room or space.
  6. All necessary sections and details for special equipment and fixtures.
  7. Dimensioned locations of all floor loads beyond sixty (60) pounds per square foot.
- The work of all contractors, suppliers and subcontractors shall be performed in accordance with all applicable Federal, State and Local Codes and Regulations.
  - The Tenant shall utilize the services of Professional Engineers or Architects who, in the opinion of the BMO, are proficient in their knowledge of the technical aspects of the Centre Square.

### **List of Contractors**

The Tenant shall submit a complete list of all proposed contractors, subcontractors and suppliers scheduled to perform any work within the Building. This list shall include key contacts and telephone numbers.

### **General Requirements**

- All costs, direct or indirect, resulting from any construction, alteration or renovation work shall be paid for in their entirety by the Tenant unless specific alternate arrangements have been made in advance and agreed to, in writing, by the Tenant and the BMO. All payments for any construction, alteration or renovation shall be made in a manner consistent with the construction agreement or work between the Tenant and their contractor.
- The Tenant shall not take any action which may result in the creation of any mechanic's liens or other encumbrance which cause or have the potential to cause injury to the marketability of the title to the property.
- The BMO reserves the unconditional right to direct any prime contractor, subcontractor, supplier, or consultant to modify or change their methods of performance to fully comply with any conditions stated within in an effort to protect the interests of the Owner or to preserve the rights of other tenants to quiet enjoyment.
- The BMO reserves the unconditional right to terminate or otherwise bar the presence, on the premises, of any prime contractor, subcontractor, supplier, or consultant who, in its opinion, has not or is not complying with its requests or directives.
- At no time is any Tenant, prime contractor, subcontractor, supplier or consultant permitted to act in behalf of the BMO or as an agent for the BMO.
- Any costs incurred by the BMO on behalf of any Tenant, classified as reimbursable, shall be considered due or payable within thirty (30) days of invoice from the BMO.
- Tenant shall not contract for any work or service which involves the employment of labor incompatible with the employees of the Building or with employees of contractors doing work or performing services by or on behalf of Landlord, or which would disturb harmonious labor relations.



- 9) **Should any of the above described policies be cancelled before the expiration date thereof, at least 30 days notice will be provided to the certificate holders.**

**Mail certificate to NG 1500 Market St, LLC C/O Nightingale Realty LLC, 1500 Market Street, Centre Square, Suite LM525, Philadelphia, PA 19102.**

**Waiver of Liens**

Prior to the commencement of any work, the General Contractor and all Subcontractors will submit a fully executed Waiver of Liens in a form and content satisfactory to the BMO.

The Waiver of Liens must be notarized and will be recorded with the local Government Agency having jurisdiction.

A separate Waiver of Liens will be required for each project.

**AUTHORIZATION TO PROCEED**

Once the Pre-Construction procedures have been satisfied by the Tenant and/or its general contractor, the BMO shall issue an Authorization-to-Proceed with the project. The BMO may, at its discretion, revoke this Authorization if, in its opinion, the intent of this regulation is violated or a risk to life, limb or property is created.

Once an Authorization-to-Proceed is received by the Tenant, no material substitutions may be incorporated into the project without the expressed written consent of the BMO or Project Manager.

**PROCEDURES DURING CONSTRUCTION**

**General Requirements - Contractors Subcontractors and Suppliers**

- Should, in the opinion of the Building Manager, any contractor, subcontractor, supplier or consultant fail to perform their work in a manner consistent with these procedures, the BMO may take actions deemed necessary to correct their deficiencies and charge back the responsible Tenant in the amount of 1.75 times actual costs.
- All workmen and mechanics must work in harmony, and not interfere with any labor employed by the BMO, BMO mechanics or contractors or by any other Tenant or its contractors.
- Tenant's contractors shall comply with the BMO's policies as to the hours of availability of the building freight elevators and the manner of handling materials, equipment and debris to avoid conflict and interference with regular building operations.

- All construction deliveries shall be scheduled between the hours of 6:00 p.m. and 6:00 a.m., Monday through Friday or on Saturday or Sunday. Please make arrangements with the BMO to reserve the freight elevator(s). Freight reservations on Freight Elevator #4 (for access to all floors in the West Tower) also require the reservation of Freight Elevator #2 and/or #3 (for access to the loading dock).
- Tenant shall be required to pay for the use of service elevators after business hours, at the standard rate specified by the BMO.
- Cleaning must be controlled to prevent dirt and dust from infiltrating into adjacent tenant or mechanical areas. This includes protecting floors and walls as required. Telephone and electrical closets, as well as freight elevator bays, must always be kept free of debris and cleaned daily upon the completion of any work.
- Tenant's contractors shall make available fire extinguishers based on the following:
  - Alterations up to 2,500 s.f. - one (1) fire extinguisher.
  - Alterations over 2,500 s.f. - one (1) fire extinguisher for every additional 2,500 S.f. or part thereof.
  - The fire extinguisher shall be the 25 lb. type approved for type A, B, C fires and shall be kept and maintained on the premises by Tenant's contractor for the duration of the alteration.
- The BMO must be notified in advance of any burning, soldering, heavy demolition, electric wiring, sweeping or any work which could activate life safety equipment alarms. During this work, the Tenant's contractor must maintain a fire watch. The Building Management Office must be notified once this work is completed in order to verify normal operating mode for life safety systems. It shall be the duty and responsibility of the contractor performing any cutting and/or welding to comply with the safety provisions of the "National Fire Codes" and the Occupational and Safety Health Administration (OSHA) pertaining to such work and the contractor shall be responsible for all damage resulting from a failure to so comply.
- A trash dumpster will be supplied and maintained by the contractor at the loading dock for the removal of inorganic, non-hazardous waste materials. Reservation of times for removal and disposal of construction waste will be strictly monitored. Due to the physical limitation of space in the dock area as well as concerns for cleanliness, debris may be removed between the hours of 4:00 p.m. and 7:00 p.m. each workday (Monday-Friday) or on Saturdays and Sundays with prior notice.
- Security clearance is required for all persons wishing to gain access to the building. To arrange this access, please contact the BMO twenty-four (24) hours in advance.
- No parking for any contractor employees will be permitted on the premises.



- The tenant and their prime contractor are responsible to coordinate and maintain the use of sanitary facilities on a daily basis and are required to ensure their cleanliness. The BMO reserves the right to direct the use of sanitary facilities deemed most appropriate for contractor use.
- No shutdowns of any building systems will be permitted without prior written notification of and approval from the BMO.
- The use of any passenger elevator for the transport of workmen or materials is expressly forbidden at all times.

### **Requirements of General Contractor**

- A walk through will be conducted with representatives of the BMO, Tenant and its contractor prior to the commencement of construction and again upon completion of construction. A Certificate of Completion signed off permit, as issued by the City of Philadelphia, Department of Licenses and Inspections shall be supplied to the BMO on behalf of the Tenant upon completion. “As built” drawings must be submitted to the BMO upon completion of construction. The Tenant shall be responsible to pay all costs associated with updating the building’s records.
- All existing duct, piping, electrical and communications wiring, etc. not intended for use must be removed during the demolition phase from all areas being renovated.
- All wood or lumber used in construction must have a two (2) hours fire rating (a certificate must be submitted to the BMO).
- Coring through floors or walls, or any other work that may create a disturbance to other Tenants, must be done at other than business hours, which are 8:00 a.m. - 6:00 p.m.
- All holes in floors or walls, as well as in electric and telephone closets, must be fire and smoke stopped with a two (2) hour fire rating.
- A Certificate of Insulation Material (if used) must be submitted to Building Management.
- The Tenant will be certain that its contractor abides by all city, state, federal codes, rules and regulations, and all permits must be displayed on a project bulletin board. Copies of all documentation should be submitted to the BMO.
- There is to be no spray painting (or any painting of oil base paint), during normal working hours, which includes Saturdays between 8:00AM and 1:00PM.

- No open flames or torches of any kind are to be used without prior written approval from the BMO (the Building will supply a fire watch at the expense of the Tenant).
- Clean-up each day of each trade is required.

#### **Additional Requirements - Electrical Trades**

- There will be absolutely no inter-floor circuitry permitted except for emergency power, with prior approval from the BMO.
- Any wiring located above the finished ceiling (return air plenum), must be approved for environmental air spaces.
- All circuit breakers, switches, transformers, etc., must be precisely labeled as to circuitry controlled.
- Electric and telephone closets must be broom clean and free of debris and material during and upon completion of construction. All covers and panel trims shall be properly reinstalled.
- Connections to all building systems shall be coordinated through the BMO. This includes but is not limited to the fire system, emergency lighting system, main switch gear system, etc. The Tenant's electrical subcontractor shall be responsible to properly coordinate the need for this assistance through the Tenant and BMO.
- No doubling up on circuit breakers. A modification, alteration or movement of any fire alarm system component is absolutely forbidden.
- Upon completion of work, circuit breaker panels will be checked for phase balancing.
- All circuits that are cored and run under the floor should be marked at intervals with yellow paint. This will protect the circuit if the floor below is to be demolished.
- Clean-up each day is required.

#### **Additional Requirements - HVAC Trades**

- All return air stub-outs must be filtered before any work is started. Filters must be regularly maintained and changed throughout the construction period.
- No flexible duct work is to be used in the building HVAC system. All duct work shall be sheet metal.
- No domestic or air cooled condenser water air-conditioning units are to be installed.

- Balance reports and “As Built” drawings shall be submitted no later than twenty (20) working days after completion of work.
- Equipment cuts and design data must be submitted to the Management Office for approval.
- All condenser water pumps will be installed in a curbed waterproof enclosure, with a floor drain provided.
- All pumps, equipment and piping must have vibration isolation.
- All copper to iron connections must have dielectric fitting Clean-up each day is required.

The BMO shall not be responsible for any disturbances or deficiency created in the air conditioning or other mechanical, electrical, or structural facilities with the building as a result of Tenant’s work. It shall be the Tenant’s responsibility to correct the resulting conditions and to restore the services to the complete satisfaction of the BMO, its architect and engineers. The foregoing shall include but not be limited to openings and/or damage to the demised premises and/or the building caused by the telephone company while making its installations which Tenant agrees shall be repaired at Tenant’s expense to the BMO’s satisfaction.

**Additional Requirements - Plumbing Trades**

- \* No lead of any kind is to be used in the domestic water system, this includes joint connections.
- \* Shut-off valves are to be provided as close to equipment as possible, but no further away than the ceiling above the equipment.

Clean up each day is required.