



Tenant Handbook

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TFO REVA OA Crestwood, LLC OA Management Inc.

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Building Management

The Building Management Office is located at 3440 Preston Ridge Road, Suite 675. The office is open from 8:00 a.m. to 5:30 p.m. Monday through Friday, and is closed on Saturdays, Sundays, and holidays. Should you need assistance at a time the management office is closed, please call the after-hours answering service at **877-772-9506**. They will notify the “on-call” engineer or appropriate staff member. If it is not an emergency situation, email or call property management at **678-441-0001** or candy@oadevelopment.com and we will respond to your inquiry at the earliest opportunity.

The Management Team of Crestwood Pointe I & II is comprised of the following individuals, all of whom can be reached through the Building Management Office at **678-441-0001**.

Broker

Matt Davis
404-429-7464
mdavis@lpc.com

Senior Property Manager

Leigh Ann Gantt, RPA, FMA, SMA
678-441-0001 ext. 1016
leighann@oadevelopment.com

Property Manager

Candy Walton
678-441-0001 ext. 1009
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Chief Engineer

Mitch Smith
678-315-6556
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Building Engineer

David Peterson
678-315-9333
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Building Hours

The Crestwood Pointe I & II buildings are open:

8:00 a.m. to 6:00 p.m. – Monday through Friday

8:00 a.m. to 1:00 p.m. - Saturdays

Card Access Only- after 6:00 p.m. weekdays, after 1:00pm on Saturdays, all day on Sundays and Holidays.

The building will be locked at all other times and on the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day.

The Crestwood Pointe I & II Management Office will be closed on the following holidays:

New Year's Day

Labor Day

Memorial Day

Thanksgiving Day & Day After

Independence Day

Christmas Eve & Christmas Day

***Holidays are subject to change. Any changes will be communicated in advance**

Should you require any cleaning, heating, ventilating, air conditioning or other special services on any of the above holidays, please contact the Management Office at least 48 hours in advance because the Management Team and contractors also observe these days. We will be glad to provide you with a prior estimate for these services.

Security

The security of our Building and our tenants is one of our highest priorities. Consequently, we have developed security measures to control access to the buildings.

Security Staff

We have security service inside the building as well as patrol service around the property. Our security officers patrol the building and parking lot, enforce building regulations, maintain order, and are on the alert for any unusual activities around the building.

During the building's non-operating hours, the building is only accessible through use of the electronic card key system. Each tenant employee should have his or her own individualized card key, which is issued at the tenant's request. A replacement card key may be obtained at a cost of \$15.00 through the Management Office.

Please contact the management office when an employee resigns or is terminated so that their card may be deleted from the system. This will prevent unauthorized personnel from accessing the building.

Tenant employees should also carry the correct key for their suite, security guards do not provide tenants access to any suites or other building areas. All deliveries should be scheduled during normal business hours, or prearranged via written notification to the Management Office. The Management Office should receive this notification at least 24 hours in advance of the delivery.

Please notify the Management Office at least 48 hours in advance of special events, such as open houses, meetings, etc., to be held after hours so that Security Patrol Service will be aware and can prepare for any necessary changes in routine.

Card Access & Keys

Crestwood Pointe I & II are equipped with a DSX proxy card reader system. Standard business hours are 7:00am until 6:00pm. For the security of the building, when utilizing your access card, please do not let others tailgate behind you into the building.

Access Cards will be issued at a cost of \$15.00 per card. Your office or facilities manager should initiate the request. Turnaround time for card processing will be 24 hours upon receipt of the request. Only one card per person will be processed. At the expiration of the lease, all cards must be returned. In the event an access card is lost, stolen, or damaged, a \$15.00 fee will be required to issue a replacement card. Additional cards for new employees will also be subject to this fee.

All keys in the building are included in a Building Master Key system. This key system is necessary so that the Management Team has access to all areas in the event of an emergency.

For this reason, we require that no locks are changed or additional locks/bolts added to any door within your suite. If additional lock work for your suite is necessary, this service must be coordinated through the Management Office.

As standard building policy, we re-key each suite before new tenants move in. This ensures the security of that space for the new tenant. If you would like additional keys to any of the locks in your suite, they can be obtained through the Management Office.

In response to your internal security needs, we can provide additional services at your cost that include:

- Separately keying individual offices
- Re-keying the entire suite
- Installing security systems throughout the space

Building personnel are not authorized to open any locked area for tenants or guests. Tenants, visitors and guests must have a card or key to gain entry.

Visitors & Vendor/Contractor Access

When possible, please notify the Management Office in advance of any and all visitors to Crestwood Pointe I & II. This prior notification allows all visitors to gain access swiftly and conveniently. Should a visitor arrive without prior authorization, Property Management or Security (as appropriate) will place a call to your office to request authorization. Please refer to the previous section regarding card access for more detailed information or you may call the management office at 678-441-0001.

There may be special instances where vendors or contractors need to perform work in your suite during non-business hours. In such instances, you must provide written notification to the Management Office, which states the name(s) of the individual(s) and the company, the date, and the approximate time of arrival. A brief description of the work to be performed should also be included. We also ask that you request the individual/company to provide some form of identification to the security guard on duty.

Tenant Precautions

While one of the Building Staff's primary goals is to maintain a safe working environment, in public buildings such as Crestwood Pointe I & II, substantial responsibility for security must rest with each tenant. All entrances and exits to your suite should be deadbolt locked when you leave the Building. During the day, offices, desks, and entrance areas should never be left unattended. Valuables, such as purses and wallets, should be locked up or taken along when an employee leaves his or her workstation. Petty cash, blank checks, and endorsement stamps should be locked up when not in use.

Solicitors are not permitted within the Building. If a solicitor enters your suite, or if you notice a suspicious person within the Building, please call the Management office at 678-441-0001 at once and provide as much detailed information as possible regarding the person. The individual will be escorted

off the premises. We also suggest that you require identification from repairmen who come to work in your office suite.

Theft and Insurance

Any suspected theft, no matter how small, should be reported to the Management Office immediately. A security report will be filed and the police will be notified if necessary. Note that our insurance policy does not cover the personal belongings of tenants. Tenants are required by the terms of their lease to provide their own insurance to cover the personal property contained within their space.

Incident Reports

To provide an accurate record of every incident, the management office staff is required to write an incident report for any accident, theft or other incident, which occurs on the property. We would appreciate your cooperation in answering any questions the staff may have. This helps us investigate patterns to incidents, and aids our security efforts.

Emergency Procedures

Emergency Telephone Numbers

Building Management Office	678-441-0001
Police Department (Emergency)	911
Fire Department (Emergency)	911

Building Address:

3805 & 3885 Crestwood Parkway
Duluth, GA 30096

BUILDING SAFETY FEATURES

Crestwood Pointe I & II are equipped with life-safety systems that are designed to detect, report and in some cases, extinguish a fire completely.

A. Fire Alarm System

The fire alarm panel is the "brain" of the building fire alarm system. The system is designed to immediately notify building occupants when a fire or other emergency situation has been detected. It receives signals from system components and responds automatically (or manually) in a number of ways based upon specific type of information received.

The fire alarm **system components** may be broadly categorized by function and action into the categories listed below:

Detection components automatically recognize an alarm situation and notify the Fire Alarm Panel. They include smoke detectors, duct detectors, tamper devices and sprinkler water flow switches.

Reporting Components respond to manual activation and notify the Fire Alarm Panel. They include manual pull stations.

Extinguishing Components function automatically or manually and respond by putting out a fire. This includes the building sprinkler and standpipe system which automatically triggers an alarm when activated. Another component is a hand held fire extinguisher (which is operated on a stand- alone basis and does not interact with the Fire Alarm Panel).

Limiting Components limit the fire's spread and restrict its consequences. A duct detector alarm will automatically result in shutdown of the Heating, Ventilating and Air Conditioning (HVAC) system. Another limiting component is the fire rated walls and doors in the stairwells and the Fire Control Room

Alarming Components automatically notify building occupants and monitoring entities of an alarm condition following initiation of the building fire alarm panel. These components include audible alarms (horns) and flashing strobes throughout the building. Additionally, signals are sent to a 24-hour alarm monitoring service firm.

In any alarm situation, numerous building safety features are automatically put into action. Elevators will automatically report to the Lobby or Lower Level of the building. In alarm situations, the HVAC systems automatically shut down in order to avoid the potential spread of smoke. Fire strobes and horns become the primary vehicle for notifying building occupants of a potential emergency.

B. Fire Control Room

The fire panel is housed in the main electrical room and the annunciator panel is in the lobby. This room contains the on-site monitoring equipment for the building emergency systems and is located in the lobby level of the building behind the security console. The fire panel is monitored by an outside 24-hour service firm. In the event of an alarm, the monitoring service firm immediately notifies the Fire Department and then follows up with building management, security and engineering personnel. In the event of a power outage, an emergency generator back-up system ensures that the panel remains operative. Finally, the walls surrounding the Fire Control Room are two-hour rated. This means that it would take approximately two hours for a fire to penetrate these walls.

C. Smoke Detectors

Smoke detectors are located in all critical or potential fire spawning areas of the building. These areas include the elevator lobbies, mechanical rooms and HVAC supply and return ducts. These smoke detecting devices provide the initial warning signal of a fire in the common areas of the building.

Smoke detectors operate based on ion detection and photoelectric cell. The smoke detectors in the duct work and air handlers (part of the HVAC system) operate on ion detection. This means that the smoke detector does not sense the smoke visibly, but rather senses the molecular form of the actual combustion process. These products are invisible to the naked eye and are emitted in large quantities prior to the emergence of smoke and flame. Smoke detectors in the public areas of the building typically function based on a photoelectric cell with a complementary source aimed so the light beam is on the photoelectric cell. In the event of a fire, any smoke will partially stop the light source and will activate the alarm system.

The activation of any smoke detector will result in an alarm condition on the fire panel which automatically initiates the life safety system operations of the building.

D. Manual Fire Pull Stations

Fire pull stations are typically located next to the stairwell doors and are activated by pulling in a downward motion. As the name implies ("pull" station"), a person must manually activate the pull station to notify the fire control panel and building personnel of an emergency condition.

E. Ventilation System

Activation of a duct detector will automatically result in the shut-down of the HVAC system in order to prevent the supply of air to a fire, as well as the spread of smoke.

F. Fire Strobes, Horns & Exit Lights

The building has fire lights, horns and exit lights throughout each floor. Fire lights are often called strobes since they flash when the building is in an alarm situation. The purpose of the strobe light is to alert the hearing impaired of a possible emergency situation. They also provide additional illumination to assist building occupants during an actual evacuation.

G. Stairwells and Stairwell Doors

Stairwell exits are to be clearly marked with lighted "EXIT" signs. There are two stairwells located on opposite sides of Crestwood Pointe I & II Parkway. The stairwells are two-hour fire rated enclosures and are always the safest location within the building.

All stairwell doors are solid core and are one and one-half hour fire rated. The purpose of the stairwell door is to seal off the stairwell from the remainder of the floor, thereby preventing the spread of fire and smoke from floor to floor. Stairwell doors that electronically lock must be tied into the building fire alarm system so that they may be automatically unlocked in the event of an emergency. It is important that the stairwell doors never be held open or blocked in an actual fire emergency. The result may be smoke entering the stairwell presenting a potentially dangerous situation during evacuation.

H. Sprinkler System

Sprinkler heads are located in the main elevator lobbies, tenant suites and all common areas. They are activated when temperatures reach 165 degrees Fahrenheit. At that point, a fusible link is melted causing the sprinkler to discharge water.

Water for the sprinkler system enters the building via a high-pressure water main supplied by the city water supply. The water pressure must be maintained at 140 pounds per square inch (PSI) in order to provide adequate flow of water at all times.

Standpipes and sprinkler risers are located inside the stairwells. The standpipes and sprinkler risers are both pressurized by means of the fire pump and are ready for immediate operation. The fire fighter may attach a hose to the valve and utilize the standpipe, sprinkler riser or both as a source of water when needed. The standpipes and sprinkler risers are monitored continuously by the fire control panel by means of tamper devices and flow switches. Tamper devices are set with sprinkler control valves fully open. The closing of any valve, even slightly, puts the fire control panel in alarm. Flow switches are devices mounted in the sprinkler pipes which detect movement of water. This movement will trigger the switch and activate an alarm. The tamper and flow switches are part of a weekly inspection by building personnel.

I. Fire Extinguishers

You should find fire extinguishers at all stairwell landings and within all tenant suites. These portable fire extinguishers are also called "first aid" extinguishers because they are intended for small fires or fires in their beginning stage. The fire extinguisher is a self-contained fire-fighting piece of equipment that is of course, independent of the building emergency systems.

The fire extinguishers contain a dry chemical and are rated ABC, which indicates they will extinguish all three classes of fires. Class A fires consist of a combustible material such as wood and textiles. Class B fires consist of gasoline, oil, grease, paint or other liquids that gasify when heated. All electrical fires are classified as Class C.

If you encounter a fire that you feel can be safely extinguished, follow these steps:

- Activate a manual pull station.
- Follow the four-step "PASS" procedure to extinguish the fire. When extinguishing a fire, remember to keep your back to an exit and stand six to eight feet away from the fire. If the fire does not begin to go out immediately, leave the area at once.
- **The P.A.S.S. Procedure:**

Pull the pin: This unlocks the operating lever and allows you to discharge the extinguisher.

Aim low: Point the extinguisher hose at the base of the fire.

Squeeze: Squeeze the handles together. This discharges the extinguishing agent.

Sweep: Sweep from side to side, moving carefully toward the fire, continuing to aim the extinguisher at the base of the fire until the fire appears to be out.

J. Emergency Power Service

In the event of an emergency or power outage, Crestwood Pointe I & II are equipped with battery backup for emergency lighting and the fire alarm system. The emergency battery supports exit lights, the fire alarm panel system, elevators and building emergency lighting.

EMERGENCY TEAM

A. Safety Director

The Property Manager serves as the Safety Director at the property. After normal business hours, the Security Supervisor assumes responsibility as the Safety Director until the fire department or designated property management personnel arrive on the property.

Responsibilities of the Safety Director include a thorough understanding of the emergency evacuation plan. The Director will manage the maintenance, repair and readiness of all building safety features. The emergency plan will be updated as required to include any administrative, technical or operational changes. The Safety Director will ensure that Tenant Wardens, Assistant or Deputy Wardens, Search Wardens, and Aids for the Disabled are assigned to each floor and that a current list of all emergency team members is on file. A list of all disabled occupants should also be maintained and updated regularly by the Tenant. Finally, the Safety Director will coordinate regularly scheduled evacuation drills.

B. Tenant Wardens

The Tenant firm is responsible for appointing their own Tenant Warden(s). A full floor tenant should have a minimum of at least two (2) Tenant Wardens. Small tenant firms should have at least one Tenant Warden who is familiar with the building emergency plan.

Tenant Wardens must be alert and resourceful individuals who are capable of performing in a leadership role in an emergency situation. Due to the importance of the position and the impact of their knowledge in an emergency situation, it is imperative that the Tenant Wardens be present every day during normal business hours. The Tenant Wardens should notify their Assistant and Deputy Wardens of any planned absences from the property.

Tenant wardens are the connecting links between the property management team and their respective tenant employees. As such, they have direct responsibility for decisions impacting the safety of their employees and visitors during the emergency. Tenant Wardens are responsible for communicating preplanned emergency procedures to all Tenant employees through training sessions, hand-outs, company bulletin boards and other means. They also manage the selection and training of Assistant and Deputy Wardens, Search Wardens and Aids for the Disabled.

Tenant Wardens must fully understand the evacuation plan for their office and actively participate in the prescheduled evacuation drills. They should be completely familiar with the layout of their floor, including all exits and the locations of pull stations and fire extinguishers. Wardens need to know how to properly operate a fire extinguisher and will be expected to do so if necessary. It is critical they have full knowledge of all disabled persons in their space (including any visitors) who might require assistance in the event of an actual emergency evacuation. These individuals may be described as physically or mentally disabled, visually or audibly impaired, children or infants, those who have a heart or other serious medical condition, those who are pregnant or with broken bones, etc.

Tenant Wardens should be aware of these basic building life safety procedures and should be proactive in assisting property management, security and emergency personnel whenever required. Tenant Wardens should report to the Property Management Office, any areas of non-compliance that they might discover related to the safety of the building. For example, things to keep in mind include the following:

Stairwell doors should always remain in the closed position and should never be obstructed, inoperable, or illegally blocked.

Building and suite entrances, exits, lobbies, corridors and aisles should be free from any obstruction at all times.

Exit lights should always be on and operable.

C. Assistant or Deputy Wardens

Assistant or Deputy Wardens are appointed by the Tenant Wardens. They should take direction from the Tenant Wardens and will perform the duties of the Tenant Warden in the event of an absence. A Tenant Warden may appoint as many Assistant or Deputy Wardens as they feel are necessary for their particular size office.

D. Search Wardens

The Tenant Wardens should also appoint Search Wardens. These individuals should be very familiar with their work area and under normal circumstances, be present every working day. Search Wardens should be alert to any fire hazards and should report them immediately to the Tenant Warden(s). Most importantly, Search Wardens should know the correct route to the exit stairwells for their area of the floor.

E. Aids for the Disabled

Two (2) individuals should be appointed by the Tenant Warden for each disabled person. An Aid for the Disabled should be someone whose working space is near that of their assigned disabled person and who is normally present every working day. The Aids for the Disabled will assist the disabled person to get to the nearest stairwell landing where he or she can safely await further assistance from emergency personnel.

F. Emergency Assistance Team

The Emergency Assistance Team shall be comprised of property management, building engineering, maintenance, and security personnel. These individuals will assist in every emergency at the direction of the Safety Director and Fire Department personnel.

EMERGENCY EVACUATION

A. Evacuation Procedures

ANY TIME THE ALARM IS SOUNDING ON YOUR FLOOR, YOU SHOULD GO TO THE NEAREST STAIRWELL AND EVACUATE THE FLOOR WITHOUT HESITATION!

Upon initial activation of any alarm, the sirens will be heard and the fire lights will be flashing on all floors. In every alarm situation, engineering and property management personnel will respond immediately to the fire control panel. Other personnel from these departments will proceed to the location of the alarm to see if an emergency actually exists. Once the responding units arrive on the alarm floor, they will advise personnel in the fire control room of the status of the alarm.

PLEASE REMEMBER THAT THE ELEVATORS ARE NOT AVAILABLE FOR YOUR USE IN AN ALARM SITUATION. DO NOT WAIT IN THE ELEVATOR LOBBY FOR AN ELEVATOR BUT PROCEED IMMEDIATELY TO THE NEAREST STAIRWELL.

When evacuation is necessary, proceed down your designated stairwell to the Lobby Level of the building and exit through lobby entrance or the loading dock doors to your designated assembly area.

Women should remove and carry high-heeled shoes and both men and women should loosen tight neck collars or any other restrictive garments. Food and drink should not be carried during an evacuation due to the slip hazard created by spillage.

Remember to close, but not lock, all doors behind you to slow the spread of smoke and fire.

Tenant Wardens should consider performing a roll call at their assembly area location to ensure that all occupants of the suite have safely vacated. The Tenant Warden would then report to the security officer checkpoint located near the fire truck, whether or not all occupants have vacated.

Once it is announced that the building is safe for re-entry, Tenants may return to their offices in an orderly fashion

B. General Instructions for Building Occupants

Accurate, specific and prompt notification of any emergency to the authorities and property management office is essential. The telephone numbers for these areas are as listed:

Local Fire/Police:	911
Property Management:	678-441-0001
Poison Control:	(800) 222-1222

Should you discover a fire on your floor, or if you see or smell smoke, activate the manual pull station at the nearest stairwell immediately. **DO NOT ATTEMPT TO EXTINGUISH A FIRE UNTIL YOU HAVE ACTIVATED A PULL STATION AND NOTIFIED THE PROPERTY MANAGEMENT OFFICE.** Follow the instructions of the Tenant Wardens on your floor. Proceed down the designated stairwell to the lower lobby and to the assembly area as outline in the prior section entitled "Evacuation Procedure".

If caught in heavy smoke, take short breaths. Breathe through your nose, stay low to the floor- crawl if necessary. There is usually less smoke at floor level.

C. Specific Instructions for Emergency Team Members

Upon the sound of an alarm, the Safety Director or his/her designee will report to the Fire Control Room to assist the Fire Department.

Tenant Wardens will put on their identification vests, gather flashlights, and report immediately to their designated stairwell entrance. The Tenant Warden's responsibility is to ensure that all floor occupants begin proceeding down the stairwell immediately. Everyone should be reminded as they enter the stairwell to remain quiet so that any announcements can be heard. Tenant Wardens should instruct everyone to stay to the right inside stairwell and remain in single file.

Assistant or Deputy Wardens should put on their identification vests and check their designated stairwell to ensure that the Tenant Warden is in place. If not, the Assistant Warden should assume this position. Once the stairwell is manned, Deputy Wardens will return to their assigned duties to ensure that all occupants follow the correct route to the stairwells. Whenever possible, it is the specific responsibility of the Assistant or Deputy Wardens to check the restrooms on their floor, both public and private, to ensure that no one remains inside.

Once the Assistant or Deputy Wardens are sure that everyone in their area has exited, they will report to the Tenant Warden and follow the remaining evacuation procedures. **Please remember, Wardens should never put themselves or others in a dangerous situation while trying to perform these duties.**

Search Wardens should double check behind the Assistant or Deputy Wardens to ensure again that all occupants have vacated the floor.

Aids for the Disabled will immediately locate the assigned individual who requires assistance and help that person to the stairwell. Once at the stairwell, the Aids will report to the Tenant Warden that they and their assigned individual have safely arrived inside the stairwell landing. Aids for the Disabled will then need to determine whether they will require additional assistance to safely evacuate the disabled person. One person should always remain with the disabled person until additional help arrives.

Tenants may want to involve disabled personnel in the prescheduled evacuation drills in order for everyone to better understand responsibilities as well as limitations. This will enable everyone to be better prepared in the event of an actual emergency.

The Emergency Assistance Team will report at once to their predetermined posts and begin implementing their assigned responsibilities.

Once the Assistant or Deputy Wardens, Search Wardens and Aids for the Disabled have reported to the Tenant Wardens that their areas are evacuated, the Tenant Wardens should then also exit via the stairwell. The Tenant Wardens should then report to their predetermined assembly point outside the building and perform roll call to ensure that all individuals are accounted for.

After confirming roll call, Tenant Wardens should report to a designated building management representative.

MEDICAL EMERGENCIES

If there is a medical emergency within your office, **call 911 FIRST**, then call the property management office at **678-441-0001**. Please be sure to relay the following information:

- Your Name
- Your Location (Tenant Company Name, Address, Suite)
- Your Phone Number
- Nature of the Medical Emergency
- Provide status of notification of medical personnel/ambulance

Assign someone to wait at the lobby and service elevators on your floor to direct the ambulance attendants or rescue squad to the sick or injured person(s). The emergency attendants should arrive via the service elevator, as this is usually the only elevator that is certain to accommodate a gurney.

Reassure the victim that emergency assistance is on the way.

FIRE PREVENTION

1. In the interest of life safety, all OA Development Properties have been designated as a non-smoking building. No smoking is allowed in any area of the building, including restrooms, stairwells, and corridors.
2. Any flammable or combustible supplies should be stored in NFPA approved fire cabinets.
3. Be sure all electrical appliances are turned off when not in use.
4. Arrange for proper use and storage of adhesives, cleaning fluids, and other flammable liquids and, where possible, substitution of less flammable products.
5. Eliminate extension cords where possible, by providing more power outlets or relocating some electrical equipment. The Building recommends 6 foot, UL approved extension cords. NO LAMP EXTENSION CORDS OR MULTI-JACKS SHOULD BE UTILIZED. Extensions cords should NEVER be placed in walk paths as this can cause serious accidents as the result of tripping.
6. Provide adequate ventilation for office equipment like copying machines, printers or computers.
7. Do not use candles or exposed flames in the office. The building is equipped with emergency lighting so no additional lighting is necessary.
8. Report any potential fire hazards in the building to the Management Office immediately.
9. Only fireproof artificial Christmas trees should be decorated with lights.
10. **No space heaters are allowed.**

BOMB THREATS

Bomb Threats should be treated as real threats until it is determined by Management and local authorities that it is not real. Should your office receive a bomb threat, please adhere to the following guidelines.

Bomb Threat Received by a Tenant

Should an employee of your firm receive a bomb threat, the following guidelines should be used:

1. Follow the checklist. Try to obtain as much information possible. Be prepared to relay this information to the police when they arrive.
2. Immediately call the Police by dialing 911. If possible, have a second individual call the Management Office at 678-441-0001 while the bomb threat is still in progress. The Management Office will give the order to evacuate if necessary.
3. Inform your Tenant Emergency Warden of the situation.
4. Ask the caller to repeat the message. Record each word spoken by the caller.
5. If the caller does not indicate the location of the bomb or the time of possible detonation, ask for this information.
6. Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people.
7. Pay attention to background noises & distinguishing characteristics in the caller's voice.
8. Be alert for any unfamiliar people and/or objects to point out to the police or building staff upon their arrival. DO NOT touch or handle any suspected object.
9. The Tenant Emergency Warden, accompanied by the police and building staff, will make a complete search of the suspected areas. It will be the responsibility of the Tenant Emergency Warden to identify any suspicious items which do not belong in the space.
10. The person receiving the call should remain on site and be available for an interview by building management and local authorities (i.e., police, fire, investigator).

Bomb Threat/Tenant Ordered to Evacuate

The Management Office will have the responsibility of deciding whether a tenant space should be evacuated. If you are ordered to evacuate, all the following steps should be followed:

1. The Tenant Emergency Warden will be given the order to evacuate. At this time, an announcement will be made, with instructions for tenants to evacuate.
2. Everyone should proceed quickly, but calmly, to the nearest stairway exit. **DO NOT RUN!** You will follow the same procedure as you would for a fire alarm evacuation.
3. Searcher Wardens should walk the suite to assist employees and make sure everyone is aware of the evacuation order.
4. Once the situation has been evaluated, the building will be evacuated immediately. Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the Fire/Police Department.
5. The Tenant Emergency Warden or Assistant should proceed to take a head count to determine if anyone is missing from their office. If someone is missing, this information should be immediately relayed to the security personnel on duty at the rendezvous floor.

SUSPICIOUS ITEMS

1. Letters that are unusually bulky, weighty, lopsided, or rigid.
2. Parcels or envelopes with oily stains or discoloration.
3. Parcels or envelopes without a return address.
4. Handwritten or poorly typed address.
5. Foreign mail, airmail, or special deliveries.
6. Restrictive markings such as “confidential”, “personal”, etc.
7. Use of titles but no names
8. Excessive postage
9. Parcels or envelopes that simply do not look or feel ordinary.

HANDLING INSTRUCTIONS

1. **DO NOT** handle the item.
2. **DO NOT** attempt to open the parcel.
3. **DO NOT** place the parcel in water.
4. **DO NOT** remove any binding material.
5. **DO NOT** pull or cut any material that protrudes.

Bomb Threat/Nuisance Call

PROCEDURES/CHECK LIST

At _____ a.m./p.m., a telephone call was received at telephone number _____, extension _____.
The following message was received.

1. TRY TO GET THE CALLER TO REPEAT THE MESSAGE!
("I'm sorry, would you say that again please?")
2. DO NOT INTERRUPT THE CALLER WHILE HE/SHE IS TALKING.
3. TRY TO KEEP THE CALLER TALKING!
(Use your imagination - try to act natural.)
Questions to ask the caller: What does the bomb look like?
 When is the bomb going to explode?
 Where is it right now?
 What kind of bomb is it?
 Did you place the bomb?
 What is your address?
 What is your name?

4. CALL DESCRIPTION

SEX OF CALLER _____, RACE _____, AGE _____

LENGTH OF CALL _____

CALLERS VOICE

<input type="checkbox"/> Calm	<input type="checkbox"/> Nasal
<input type="checkbox"/> Angry	<input type="checkbox"/> Stutter
<input type="checkbox"/> Excited	<input type="checkbox"/> Lisp
<input type="checkbox"/> Slow	<input type="checkbox"/> Raspy
<input type="checkbox"/> Loud	<input type="checkbox"/> Deep
<input type="checkbox"/> Laughter	<input type="checkbox"/> Ragged
<input type="checkbox"/> Crying	<input type="checkbox"/> Cleared
	Throat
<input type="checkbox"/> Normal	<input type="checkbox"/> Crackling
	Voice
<input type="checkbox"/> Distinct	<input type="checkbox"/> Disguised
<input type="checkbox"/> Familiar	<input type="checkbox"/> Accent
<input type="checkbox"/> Slurred	<input type="checkbox"/> Deep
	Breathing
<input type="checkbox"/> Fouled	<input type="checkbox"/> Well
	Spoken/(Educated
<input type="checkbox"/> Taped	<input type="checkbox"/> Reading
<input type="checkbox"/> Irrational	<input type="checkbox"/> Other

BACKGROUND NOISES

<input type="checkbox"/> Street Noises	<input type="checkbox"/> Factory
<input type="checkbox"/> Crockery	<input type="checkbox"/> Animal Noises
<input type="checkbox"/> PA System	<input type="checkbox"/> Clear
<input type="checkbox"/> Music	<input type="checkbox"/> Static
<input type="checkbox"/> House Noises	<input type="checkbox"/> Local
<input type="checkbox"/> Motor	<input type="checkbox"/> Long Distance
<input type="checkbox"/> Machinery	<input type="checkbox"/> Phone Booth
<input type="checkbox"/> Normal	<input type="checkbox"/> Office
	Machines
<input type="checkbox"/> Familiar	<input type="checkbox"/> Voices

POWER FAILURE

Should a power failure occur, it will affect either an isolated area of the Building or some larger portion of surrounding geographic area.

In case of a power failure, emergency generator powered light fixtures will supply emergency lighting in offices, corridors and stairwells. These will remain lit in a general power failure. If a failure does occur, the following guidelines should be observed.

1. Contact the Management Office 678-441-0001.
2. Raise blinds to let in outside light.
3. If you are instructed to evacuate, lock all areas.
4. Do not congregate in lobby areas or in the street.
5. If you are trapped in an elevator during a power failure, use the emergency telephone and wait for assistance. Your elevator will cease operation, but WILL NOT FALL. Do not force open the doors. If the power is restored while an escape is attempted, severe or fatal injuries could result. DO NOT PANIC. If an emergency rescue is required, it will be performed only by the Fire Department or the elevator service company.
6. The Management Office will attempt to advise you regarding the length and cause of the power failure as soon as possible.

SEVERE WEATHER

A Tornado Watch means conditions are favorable for the development of a tornado. A Tornado Warning means a tornado has been sighted in the vicinity of a given area or the conditions are right for a tornado to develop.

Each tenant should develop its own plan of how, where and when to go in the event of a Tornado Warning. We suggest that you listen to the radio, TV and/or the Internet to monitor the path of the Warning and if the building is in the path of the storm.

Building Management will begin to track the storm by radio, TV and the Internet at the onset of severe weather conditions. If a tornado warning is issued and tracking reports indicate the storm cell is near or approaching the property, tenant contacts will be contacted by phone to alert them to the situation. We suggest you begin to monitor the storm as well and make your own determination whether to implement the emergency procedures for tornado warnings.

Basic Instructions for Severe Weather Emergency

1. If a Damaging Storm or Tornado Warning Occurs:

- a) Move away from the exterior of the Building to a central area near the corridor or elevator lobby. Stairwells are safe. **DO NOT USE THE ELEVATORS.**
- b) As you move, try to close the doors of rooms which have windows. Also, be sure the door to your suite is closed tightly, but not locked.
- c) Move to an interior corridor within your office or in the building, away from glass or windows and assume a position to protect your head.
- d) **DO NOT** go to the ground and first floor **lobby** or outside of the Building.
- e) Keep your radio or television set tuned to a local station for information. **DO NOT** use the telephone to get information or advice.
- f) **KEEP CALM.** If you are trapped in an outside office, seek protection under a desk.
- g) Once the weather has subsided, report any damage or storm related leaks to the Management Office at 678-441-0001.

ELEVATOR ENTRAPMENT

Should an elevator malfunction prevent you from reaching the floor you have selected, please follow these procedures:

1. Remain calm.
2. Do not force the elevator doors open.
3. Use the EMERGENCY telephone speaker which is in every car to communicate with a monitoring company at any time, 24 hours each day, seven days a week including Holidays.
4. Provide them with the following information:

The building address

You are in elevator #

(found on the control panel inside the car)

You are located at floor #

(found on the position indicator on the control panel)

Your name and employer

5. The monitoring company will first summon the Elevator Maintenance Company for an Emergency-Priority dispatch of a mechanic to the building regardless of the time of day, and then will also communicate with the Property Management staff.
6. Once contact has been made with elevator company, assistance will reach you as rapidly as possible. The amount of time will vary, however, depending upon the time of day, traffic conditions, travel distance etc.
7. If on site, a building staff member or security officer will arrive until the elevator company can arrive. Building staff and security **cannot** remove persons during an entrapment.

CIVIL DISTURBANCES

Should a riot or civil disturbance start outside the building:

1. The building staff or security will immediately secure all entrances to the building.
2. The police will be notified.
3. We will keep the tenants advised of the situation when possible.

If the disturbance should occur in the main lobby:

1. All elevators will be turned off at the first floor
2. The police will be summoned.
3. Lock your exterior office door.
4. We will keep the tenants advised of the situation when possible.

TERRORIST THREAT

Although we have no control over a terrorist threat our best defense is to be aware. Please adhere to the following:

1. Property employees as well as tenants should be aware of suspicious people in the building.
2. Cars are not to park in front of the building. All delivery trucks should be at the loading dock - no exceptions.
3. People lingering at the entrances of the building, lobbies or in the parking deck should be questioned. If the person is not familiar, ask who they are and where they work.
4. All equipment rooms should be locked at all times. Access to all roofs will be locked at all times. Contractors requiring access to ANY area must check in with the Management Office as they must be informed of anyone working in the building.
5. Unfamiliar vendors in the building are to be questioned and prove that are delivering to the tenant suite. Ask the tenant if they are expecting a package or if it is clear for the vendor to be in the area.

BIOLOGICAL HAZARDS

The most typical biological hazard would be substances passed through the mail or the delivery of a package. In the event a suspicious package or letter is received, the U.S. Department of Justice and the FBI recommend the following guidelines be implemented.

- If a person handles a letter with a suspicious substance, odor or threat of a biological hazard, they should immediately STOP. The letter or substance should be **left where it is** and access to the area should be restricted immediately.
- If possible, put the envelope or substance in a plastic bag that can be sealed. This should be done only if the person who handled it is comfortable doing it.
- Close the nearest set of doors to isolate the area. Make sure someone is posted to keep others from entering the area.
- The person who came in contact with the package or letter should immediately wash their hands with warm water and soap.
- The incident should be reported to 911 and to the building management office 678-441-0001.
- Anyone exposed to the letter or package must be isolated until professional assistance is on site. This includes any and all persons in the vicinity of the area when the substance was discovered. The isolation area should be a point located away from the suspected contamination area to reduce exposure in case the threat is real.
- Remain calm. Many toxins have no immediate reactions. Exposure can be treated and in cases such as anthrax, there is ample time to seek medical advice and assistance.
- Tenant Emergency Warden will need to separate people into groups as to who has been exposed and who has not.
- Management Office will shut off the building HVAC system and authorities will be notified.
- No one is to leave the area if they have come in contact with the substance.

Local Authorities will advise if the area needs to be evacuated and if other steps need to be taken for decontamination.

Active Shooter

An active shooter is an individual engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations often are over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared mentally and physically to deal with an active shooter situation. The below is a recommended course of action provided by the Department of Home Land Security.

Procedure

When an active shooter is in your vicinity quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

1. Run / Evacuate

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your personal belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instruction of any police officer
- Do not attempt to move wounded people
- Call 911 when you are safe

2. Hide Out

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (e.g., an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Blockade the door with heavy furniture & if possible lock the door
- Silence your cell phone
- Turn off lights
- Turn off any source of noise (e.g. cell phones, radios, televisions)
- Hide behind large items (e.g., cabinets, desks)

If evacuation or hiding out is not possible:

- Remain calm
- Dial 911, if possible, to alert the police of the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

3. Fight / Take Action Against the Active Shooter

As a last resort, and only when your life is in imminent danger, you may choose to attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions and follow through

How to Respond when Law Enforcement Arrives

Law enforcement's goal is to locate, contain and stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in pairs
- Officers may wear regular patrol uniforms or external bulletproof vests, helmets and other tactical gear
- Officers may be armed with rifles, shotguns and handguns
- Officers may shout commands and push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (e.g., bags or jackets)
- Immediately raise your hands and spread fingers
- Keep hands visible at all times
- Avoid pointing, screaming or yelling
- Do not ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information to Provide Law Enforcement or 911 Operator:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter(s)
- Number and type of weapons held by the shooter(s)
- Number of potential victims at the location

Tenant Responsibilities

- Develop an Active Shooter Plan for your employees.
- Make sure your employees are trained on how you would like them to respond if an active shooter situation happens in your space
- Make your employees familiar with safe areas within your space.
- Make sure your employees understand that the building stairwells will remain locked during an active shooter situation. Once you are in the stairwell, if you are not a multi-floor tenant, you will have to exit the stairwell on ground level.

Building Staff Responsibilities

When the property management team is notified of the situation it most likely will be well underway. You will need to adhere to your company's active shooter plan. The following will take place if our building team is safe to do so:

- Call 911.
- Elevators will be redirected to bring everyone down to the lobby. You will not be able to take elevators to other building floors.
- Stairwells will NOT be unlocked as done in a fire alarm.

Things to think about...

Talk through different scenarios with your employees. How will your plan change based on where the event is taking place in the building? It is better to be over prepared for these situations. Please contact the management office if you would like to discuss your office plan with our team. We would welcome the opportunity to share with you the information we obtained from our work on active shooter policies so that you can have the benefit of this additional information as you and your company develop your active shooter policy.

Preventive Measures

Recognizing Potential Workplace Violence

An active shooter in your workplace may be a current or former employee, or an acquaintance of a current or former employee. Intuitive managers and co-workers may notice characteristics of potentially violent behavior in an employee. Employees should inform their supervisor of the potential for workplace violence due to direct knowledge, reasonable suspicion, observable warning signs or direct threat.

Indicators of Potential Violence by an Employee

Employees typically do not just snap but display indicators of potentially violent behavior over time. If these behaviors are recognized, they often can be managed and treated. Historically, many attackers have had no prior violent criminal record.

Potentially violent behaviors may include one or more of the following (this list of behaviors is not comprehensive nor is it intended as a mechanism for diagnosing violent tendencies):

- Increased use of alcohol and /or illegal drugs
- Unexplained increase in absenteeism; vague physical complaints
- Noticeable decrease in attention to appearance and hygiene
- Depression / withdrawal
- Resistance and overreaction to changes in policy and procedures
- Repeated violations of company policies
- Increased severe mood swings
- Noticeably, unstable, emotional responses
- Explosive outburst of anger or rage without provocation
- Suicidal; comments about “putting things in order”
- Behavior that is suspect of paranoia “everybody is against me”
- Increasingly talks of problems at home
- Empathy with individuals committing violence
- Increase in unsolicited comments about firearms, other dangerous weapons and violent crimes

Standard Janitorial Services

We provide extensive daily cleaning as part of our standard building services. To provide you with thorough and comprehensive cleaning, we have developed schedules for different services on daily, weekly, and monthly rotations.

Our daily building cleaning includes:

- Vacuum carpeted areas and rugs
- Empty and clean waste baskets
- Sweep and dust mop
- Clean main glass doors
- Dust and wipe horizontal surfaces of furniture and fixtures
- Spot clean carpet as needed

At least one time every 7 days:

- Vacuum in desk wells
- Clean glass and marble tops
- Dust chair rails and furniture legs
- Dust vertical surfaces of furniture

At least one time every 30 days:

- Wash and wax resilient flooring as needed
- Dust picture frames and wall hangings
- Dust windowsills
- Damp wipe base molding
- Dust blinds
- Clean interior glass

At least one time every 90 days:

- Clean all horizontal and vertical surfaces
- Scrub all resilient floor areas

Special Janitorial Services

Your offices represent a significant investment of corporate dollars. Even with the extensive cleaning program that we offer you, there are many items that must be considered to protect that investment. The following is a list of services offered by our night cleaning crew, at an additional charge:

1. Carpets - thorough carpet care requires a professionally organized program that includes deep shampooing in combination with power pile lifting as well as ongoing spot cleaning. Carpeting is the most expensive and most used appointment per square foot of your space. Instituting an ongoing maintenance program to keep carpeting free from grit will maintain the carpet in peak condition for many years. This type of program has the added advantage of enhancing the fresh, clean look in your space and contributes to employee satisfaction and productivity.

2. Floors - to prolong the life and beauty of any floor requires a combination of proper maintenance techniques, including sealing, waxing and buffing, and specialized equipment. Wooden and tile floors often require special care on a regular basis to preserve their natural appeal and life span.
3. Upholstery - upholstery should be vacuumed and cleaned on a regular basis with spot cleaning done as necessary. Dirt in furniture retains odors and mutes the colors of the fabric. Stains make the furniture appear unsightly. This can be critical when considering the professional, first class image of your offices and the buildings.
4. Drapes - as with upholstery, draperies should be cleaned on a regular basis. This helps to maintain color and a fresh, crisp appearance as well as removing any odors that might be trapped in the fabric.
5. Kitchen - as an added convenience it is possible to set up a program to clean kitchen areas in the space on a daily or weekly basis. This frees up the time of any employee that might have been delegated this chore and helps to increase productivity by allowing everyone to concentrate on business rather than housekeeping.
6. Miscellaneous - other areas in your space might also have special cleaning needs. Private bathrooms, interior glass walls, wood furniture etc. all have special cleaning and care needs to keep them in top condition. Putting a program into place to provide this specialized care will maintain your investment without involving your time and energy.

Please contact the Management Office at 678-441-0001 to discuss setting up a cleaning program specifically tailored to your business needs. You'll be surprised at how quick and easy it can be to maintain your investment in peak condition and you'll appreciate the benefits for years to come.

Heating, Ventilation and Air Conditioning

Building Standards

The standard operating hours for the HVAC system at Crestwood Pointe I & II are as follows:

Monday – Friday	8:00am-6:00pm
Saturday	8:00am-1:00pm no charge (after 1pm by request only and after hours HVAC rate applies)
Sunday	By Request Only (after hours HVAC rate applies)
Holidays	By Request Only (after hours HVAC rate applies)

The temperature is maintained at a standard temperature of 72 to 76 degrees Fahrenheit. To ensure that proper settings for heating and cooling tenant spaces are maintained, **tenants should not attempt to reset thermostats.** Should the temperature level in your suite change abruptly or exceed a reasonable level, please contact the management office at 678-441-0001 and we will correct the situation as soon as possible.

After Hours HVAC

Heating and air conditioning beyond the standard operating schedule is available upon request. Please contact the management office at 678-441-0001 at least 24 hours to make arrangements for additional HVAC. Should the request include a weekend, please contact the management office no later than 12:00pm on the Friday prior. The hourly rate for after-hours HVAC is included in your lease agreement. (**Rates may vary depending on your lease agreement or market rate. Please contact the management office if you have any questions regarding the billable rate.*)

Additional Cooling Requirements

Computer equipment and conference rooms can require additional cooling systems. OA Management and the Engineering Team can recommend several contractors able to design and install such equipment. Once installed, maintenance of all supplemental air conditioning units is the responsibility of the tenant. For additional information, please contact the Management Office at 678-441-0001.

Energy Management

As you may expect, energy costs are the single largest expense for office buildings. In an effort to reduce costs to all tenants, we developed and implemented an automated energy management system. While the Building is heated/cooled at all times, a lower/higher temperature is maintained in the evenings and on weekends.

Individual switches in each tenant suite control the lights. In order to reduce operating costs for all tenants, please turn off all lights in your suite when you leave in the evenings. The night cleaning staff uses only the necessary electricity and will turn off the lights they have turned on when they have finished. All calculators, radios, computers, and coffee machines should also be turned off. All tenants will benefit from these simple measures to conserve energy as energy costs are passed back to tenants in operating expense overage charges.

Deliveries

Regular Deliveries

The loading dock areas at Crestwood Pointe I & II are open Monday through Friday 7:00 A.M. to 6:00 P.M. Tenants should arrange to receive all standard operating deliveries between the above stated hours. Deliveries of above standard items such as furniture, appliances, and filing cabinets must be arranged for after hours. Please see the section on above standard deliveries for more information or you may contact the management office at 678-441-0001 with questions. Please notify all vendors, caterers and delivery personnel that they must use the loading dock areas. OA Management assumes no responsibility for receiving goods on behalf of the tenant. The loading dock areas are reserved for incoming and outgoing deliveries only. **All deliveries are to be made at the loading docks.**

Above Standard Deliveries

Delivery of items such as furniture, filing cabinets and appliances are considered to be above standard deliveries. These deliveries can be made either after 5:00pm or before 8:00am Monday through Friday and all day Saturday or Sunday. A layer of material, such as Masonite, must protect all common corridor and lobby floors. All door jams must be protected by a material such as cardboard or cotton padding. It is the responsibility of the moving company to remove boxes and packing materials from the Tenant's suite and the building within 48 hours after completion of the move. The building dumpsters are not able to accommodate packing or moving materials. Please note any damage to the building caused by your moving company is your responsibility. Please advise the on-site Property Manager and the moving company of any damage. Any required repairs to the building will be performed by our contractors and invoiced to you. Do not park moving vehicles in marked Fire Lanes.

Use of the Freight Elevator

For above standard deliveries, use of the freight elevator should be scheduled through the Management Office. The freight elevator can also be used Saturday and/or Sunday by appointment with the Management Office. This will ensure no conflicts with other tenants while your use is scheduled. Please notify the Management Office of your need for the elevator as early as possible to avoid any scheduling conflicts.

Mail

Standard Mail Services

Crestwood Pointe I & II do have a Mail Room on site. The mail is delivered daily to each tenant mailbox by mail personnel.

For more information you may call the United States Postal Service at 1-800-275-8777.

Local US Post Office:
3628 Satellite Blvd, Duluth, GA 30096
(800) 275-8777

Express Mail Services

Crestwood Pointe I has both UPS & FedEx drop boxes and Crestwood Pointe II has a FedEx drop box, all located at the loading docks.

Couriers & Delivery

Some tenants of the Building have couriers who bring mail or express mail to their offices at times other than regular delivery times. We ask that these couriers abide by the Building's delivery procedures. Mailbags and large package deliveries should not be brought through the lobby doors into the lobby area. The loading dock entrance and the freight elevator should be used for these deliveries. **Please make sure all courier companies are aware of these guidelines.**

Move-In/Out Procedures

Guidelines

The moving and delivery guidelines below have been developed to ensure a safe and efficient move for you and your organization. Following these guidelines will expedite your move and protect the people handling the move as well as your property and the building itself. These guidelines are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. Please let us know how we can best assist you with your move. We would be happy to answer any further questions you may have. Please call 678-441-0001.

The property management office **MUST** be notified at least five (5) days prior to move-in. Elevators will only be available for move-in after 6:00 p.m. Monday through Thursday, and 6:00 p.m. Friday through 6:00 p.m. Sunday. All debris is the responsibility of the Tenant and should be removed before regular business hours, Monday through Friday, 8:00 a.m. to 6:00 p.m. The loading dock is the only building entrance permitted for large moves. Please use the freight elevator **ONLY** for moving the furniture and equipment from the ground floor to your suite floor.

The following requirements must be observed by the Tenant's moving company:

1. A layer of material, such as Masonite, **MUST** protect all common corridor and lobby floors.
2. All door jams must be protected by a material such as cardboard or cotton padding.
3. The entrance doors (building and suite) must be protected by covering them with a material such as a furniture pad or cotton padding.
4. All vulnerable walls and corners must be protected by a material, such as Masonite, or cardboard.
5. At least 48 hours prior to actual move-in date, the moving company **MUST** deliver evidence of the following insurance coverage:
 - A. General liability with a minimum of \$1,000,000 per occurrence with a general aggregate of \$2,000,000
 - B. Vehicle Coverage not less than \$1,000,000 combined single limit per accident
 - C. Workers' compensation per statute
 - D. Employers' Liability in the amount of \$500,000 per accident

**See Exhibit A*

The Insurance Certificate should be delivered to the Property Management Office.

6. It is the responsibility of the moving company to remove boxes and packing materials from the Tenant's suite and the building within 48 hours after completion of the move. The building dumpster cannot accommodate packing or moving materials.
7. Please note any damage to the building caused by your moving company is your responsibility. Please advise the on-site Property Manager and the moving company of any damage. Any required repairs to the building will be performed by our contractors and invoiced to you.

8. For your protection, it is recommended that a walk-through of your suite with the Property Manager and the moving company be done 24 hours prior to your move to observe existing conditions.
9. Our building has a strict “No Smoking” policy. Moving crew members are not permitted to smoke in any area of the building.
10. The Fire Marshal prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Do **not** park moving vehicles in marked Fire Lanes.

Protection

- Corner boards must be secured on elevator door jams
- The cab must be padded (pads supplied by building)
- Walk-off mats must be provided to protect door thresholds
- Mirrors in elevators must be protected if applicable

Damage to Elevators

Damaged safety edges, doors, and controls are to be repaired by the building’s designated contractor at tenant’s expense.

Remodeling and Redecorating

All remodeling of tenant spaces, including work the tenant contracts for directly, must be coordinated through the Management Office.

Remodeling or redecorating work can be either major or minor and includes the following:

- Installing electrical or telephone outlets
- Installing or relocating light fixtures
- Relocating or installing doors
- Repairing or replacing carpet
- Adding or removing walls
- Painting or wall covering

Prior to beginning any projects including but not limited to those listed above, tenants are asked to do the following:

- Submit any drawings, plans, etc. to the management office for approval
- Coordinate with the management office to arrange access for the contractors
- Contact the engineering department with any questions regarding the building and the impact the improvements will have on existing spaces, systems, etc.
- Provide the management office with a copy of the contractors Certificate of Insurance

Tenant Service Requests

We have a user-friendly online maintenance service for our tenants that will allow you to go online and place service calls directly to our engineering staff. Please contact the Management Office to obtain a username and password. Once you have been set up in the Workspeed work order system, you will receive a link to log in to the website.

Additional Services

Above Standard Services Authorization

Your company's office or facility manager may call the Management Office to request additional building services such as after-hours HVAC. After the service is performed, a signature on the appropriate form acknowledging receipt of the service will be required.

Property Management will respond to any and all requests for repair and maintenance evaluation. Items which are considered above standard services and charged to the tenant increase the convenience of our building and may include:

1.) After hours HVAC

HVAC is provided from 8:00 AM to 6:00 PM Monday-Friday (excluding building holidays) and 8:00 AM to 1:00 PM on Saturdays. Additional time will be charged to the tenant at a rate determined in your lease. (**Rates may vary depending on your lease agreement or market rate. Please contact the management office if you have any questions regarding the billable rate.*)

2.) Installation of additional electrical outlets, light fixtures, and lock sets

3.) Duplicate keys

4.) Replacement of non-standard light bulbs

5.) Additional building signage and directory board listings

Due to insurance restrictions, the engineering staff cannot move any furniture or office equipment. When new office equipment or kitchen appliances are being added to the suite, please contact the Management Office to discuss any electrical or plumbing regulations.

Signage

The building has a directory located in the lobby. Additionally, each tenant's suite requires building standard signage, which should be ordered through the Management Office. Also, if you wish to make additions or corrections to your listing, please submit requests in writing to kayla@oadevelopment.com or candy@oadevelopment.com.

Pest Control

The common areas around the buildings are inspected and treated for pests each month. Tenant suites are treated on "as needed" basis. Please report any pest control concerns to the Management Office immediately. Our pest control program covers problems with cockroaches, certain types of ants, rats and mice. A charge may be incurred for this service.

Billing Procedures

Rental Remittance/Payments

Rent and tenant charges are due and payable by the first of the month or the date specified in your lease. Rent statements are only sent upon request as the lease dictates all payments are due without demand. Above standard charges are invoiced on a monthly basis.

Please remit payments to:

**TFO REVA OA Crestwood, LLC
3440 Preston Ridge Road
Suite 675
Alpharetta, Georgia 30005**

Insurance

Crestwood Pointe I & II leases include a provision requiring tenants to have public liability insurance and fire and extended coverage insurance for all tenant belongings located on the tenant premises. The insurance policy will not cover the personal belongings of tenants. Evidence of coverage required in the lease naming TFO REVA OA Crestwood, LLC, OA Development and OA Management, Inc as additional insured should be sent to the Building Management Office prior to move in.

Miscellaneous

Handicapped Persons

Restroom facilities are provided for handicapped persons on all floors. The parking lot is equipped with handicapped spaces adjacent to the building. Please advise building management of any special requirements for handicapped personnel.

Elevator Information

Each elevator unit is equipped with a telephone for use in an emergency. Of these elevators, one is designated the freight elevator, and will be the only elevator allowing hand trucks, dollies or flatbeds.

Smoking Policy

As of August 2, 1991, in accordance with the Smoking Regulation Amendment Act of 1990, smoking has been regulated in the work place. Each tenant is responsible for complying with these regulations. Therefore, in compliance with these regulations, smoking is prohibited in the following building areas: common area hallways, stairwells, restrooms, elevators, elevator lobbies, and main lobby. Smoking is not permitted within 20 feet of the building entrances or within tenant spaces. **Smoking is permitted in designated areas only.**

Solicitation Policy

Solicitation is not permitted at Crestwood Pointe I & II. If persons are seen soliciting or loitering anywhere on the premises, please report them to the Management Office immediately. Please identify yourself by name, company affiliation, and suite number in addition to the location of the suspicious party.

Floor Load

Code requirements prohibit placing loads upon floors that exceed the load per square foot for which the floor was designed. Should you find it necessary to utilize equipment of excessive weight, you must receive prior written approval from the Management Office. We require adequate documentation from a licensed structural engineer verifying that such an installation at a specific location is safe to accommodate your request. The architect and the General Manager will review your request and accompanying documentation. When we receive confirmation from them that the installation is safe, we will send you a written approval.

Electrical/Telephone/CRT Line Installation

Access to space occupied by other tenants is sometimes required for the installation of electrical and telephones floor outlets and CRT conduits. We will try to contact you ahead of time to request access for the electrician at a convenient time. Work of this nature is usually scheduled in the evening or on weekends so as not to disrupt tenants during business hours. Please notify the Management Office 678-441-0001 prior to scheduling any installations or work of any type.

Amenities

Parking

One of the most desirable amenities that Crestwood Pointe I & II has to offer is plentiful free parking. However, because it is necessary to keep the thoroughfare and restricted areas clear, please park in the designated parking areas only.

Fire lanes are clearly marked in and around Crestwood Pointe I & II and parking lots, and are required to remain unobstructed at all times by the order of the Fire Department. Do not park in these areas. Unauthorized parking in the fire lane, loading dock area, or handicapped zone will result in your car being towed.

Tenants who need to use the loading dock for deliveries and/or move-ins are requested to obtain prior approval from the Management Office.

Please lock your car. We assume no liability for fire, theft or damages. We are not responsible for your vehicle while parked at Crestwood Pointe I & II. Please do not leave valuable items in visible areas of the car's interior. Please do not leave vehicles on-site overnight.

Visitor parking is designed for visitors. This does not include tenants on short trips to the office. Please refrain from using these spaces incorrectly, for the enjoyment of all tenants and guests.

Spiffy On-Demand Car Care

Spiffy is a mobile car washing service that washes and details your vehicle for you while you are at the office. Spiffy uses a mobile app that lets you choose the services you would like performed, the time you would like them completed, and allows you to pay through the app as well. Simply give your keys to the technician and pick them up when your vehicle is finished.

Conference Room

Crestwood Pointe I has a conference center on the first floor that is available to reserve through the management office free of charge.

We appreciate you reading this handbook carefully to familiarize yourself with our operations, regulations and services. If you have any questions after reviewing it, please call a member of the Crestwood Pointe I & II Management Team at any time at 678-441-0001.

Thank you.



Exhibit A
Request for Certificate of Insurance
Vendor Contractors

Please provide us with a Certificate of Insurance listing the following:

Insured:	Vendor entity	
Coverage:	Commercial General Liability	\$1,000,000 per occurrence and \$2,000,000 general aggregate
	Workmen's Compensation	Statutory Limits
	Employer's Liability	\$500,000 per accident \$500,000 disease/policy \$500,000 per employee
	Commercial Automobile Liability	\$1,000,000 per accident
Waiver of Subrogation:	Waiver of Subrogation applies per agreement.	
Additional Insured(s):	TFO REVA OA Crestwood, LLC, OA Development and OA Management, Inc. <i>Additional Insureds as required per Agreement for General Liability, Auto, and Umbrella/Excess Liability; insurance afforded is primary and non-contributory per Agreement.</i>	
Additional Insured Endorsement:	If the certificate of insurance has any disclaimers regarding additional insured status, Contractor shall provide an endorsement of the policy to Owner, Manager and requested additional insureds.	
Certificate Holder:	TFO REVA OA Crestwood, LLC <i>c/o OA Management Attn: Property Manager 3440 Preston Ridge Road, Suite 675 Alpharetta, Georgia 30005</i>	
Cancellation:	Must be 30 days written notice	

Please note that the Certificate of Insurance must be received by the OA Management Office prior to the commencement of any work to be completed.

Please email to: kayla@oadevelopment.com

- OR -

Mail the original to:

***TFO REVA OA Crestwood, LLC
3440 Preston Ridge Road, Suite 675
Alpharetta, Georgia 30005***