

# *one* franklinsquare

## TENANT INFORMATION MANUAL

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# GENERAL INFORMATION

**CONTACT LIST**  
**Main Number (202) 371-1330**  
**FAX: (202) 371-1364**  
**Suite 1180**  
**West Tower**

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## Property Management:

<u>Name</u>	<u>Title</u>	<u>Contact Number</u>
Charmayne Martinez	Property Manager	(202) 371-1330
Kathie Chang	Assistant Property Manager	(202) 371-1330
Amanda Fletcher	Administrative Assistant	(202) 371-1330
Mark Jensen	Engineer Manager	(202) 371-1330
Sara Kim	Property Accountant	(202) 371-1330
Michael Moore	Security Manager	(202) 371-1330
Cynthia Campbell	Concierge	(202) 408-3555
Nemecio Cotoc	Janitorial Project Manager	(202) 408-3504
Ramiro Andrade	Parking Manager	(202) 216-4296

## **BUILDING ADDRESS**

1301 K Street, N.W.  
Washington, D.C. 20005

## **BUILDING HOURS OF ACCESS**

### 13th Street - East Tower

Monday - Friday: 7:30 a.m. - 5:30 p.m.  
Saturday: Closed  
Sunday: Closed

### 13th Street - West Tower

Monday - Friday: 7:30 a.m. - 5:30 p.m.  
Saturday: Closed  
Sunday: Closed

Authorized individuals may gain access to the building at other times by using their Security Card at the East or West Tower Entrances. Visitors may gain access after hours and on weekends by using the Security Telephones at the East Tower Entrance and by obtaining clearance at the Lobby Desk.

## **ENTRANCE - EXIT DOORS**

The main building entrances are located at the East and West Towers facing K Street. The garage is accessible from 13th Street.

## **ELEVATORS**

The building is equipped with eighteen (18) elevators as follows:

- Six (6) passenger elevators per office tower, serving the lobby level and floors 2 through 12. One passenger car per office tower services the penthouse level. These elevators are 8'0" high by 6'0" wide by 5'8" deep and have a weight capacity of 3,500 pounds. The cab entrances are 7'0" high by 3'6" wide.
- One (1) freight elevator per office tower, serving floors 1 through 12 and garage levels P1 through P3. These elevators are 9'10" high by 5'5" wide by 8'0" deep and have a weight capacity of 4,000 pounds. The cab entrances are 8'0" high by 4'0" wide.
- Four (4) parking elevators centrally located between the East and West Lobbies provide access to all parking garage levels and the underground facilities (storage, base building areas, and Almas temple entrance). These cabs have a weight capacity of 3,500 pounds.

All large deliveries, equipment, freight, and bicycles must be carried on the service elevators. In circumstances requiring the lengthy use of the service elevators (i.e. move-ins, move-outs, furniture deliveries), the tenants must coordinate access with the Property Management Office at least forty-eight (48) hours in advance.

Elevator emergency calls are monitored twenty-four (24) hours a day by security personnel. Should you ever get stuck in an elevator, please call for assistance using the telephone provided in the lower left of each elevator car. A Security Officer will immediately call an elevator mechanic to respond for assistance. Any elevator problems should be reported to the Property Management Office immediately.

**LOADING DOCK** -Loading Dock hours are: 7:00 a.m. - 6:30 p.m., Monday - Friday.

The Loading Dock for One Franklin Square is located on the north side of the building. Delivery access is through the alley located in the middle of 13th Street or 14th street between K and L Streets.

The Loading Dock is available at other times through prior coordination with the Property Management Office. There is a 15-minute unloading period for vehicles using the Loading Dock.

All delivery personnel must sign in and out at the Loading Dock Security Office. The Security Officer on Duty will direct all deliveries to their destination.

**Please remind all vendors that all deliveries are to be made via the Loading Dock and Service Elevators.**

### **MESSENGERS/COURIERS**

All messengers and couriers are required to enter and exit the building via the Loading Dock. **All messengers and couriers must sign in and out at the Loading Dock Security Office and are only permitted to use the One Franklin Square service elevators.**

### **STAIRWELLS**

Each respective tower of the building contains two (2) emergency stairwells for use in the event of emergency evacuation. For your safety please familiarize yourself with the location of these stairwells.

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**BUILDING RULES AND REGULATIONS**

## **ACCIDENTS**

Tenants shall provide immediate notice to the Property Management Office in the event of any accidents occurring in the Tenant's leased premises, the common areas of the building, or the parking garage.

## **BICYCLES**

One (1) bicycle rack and one (1) bicycle cage is provided for the use of Tenants at One Franklin Square. Both are located at the bottom of the ramp at the entrance of the garage. Bicycles may not be stored in any of the stairwells or in any other common areas within the building. Also, bicycles are not permitted in the lobby or in any of the passenger elevators. Any individuals wishing to store their bicycles within their office space must use the service elevators. The bicycle cage is a secured area where a programmed building security card must be used to gain access. Please contact security should you require access.

## **BUILDING HOURS**

The standard building hours of operation for heating and air conditioning are as follows:

	<b><u>EAST TOWER</u></b>	<b><u>WEST TOWER</u></b>
Monday - Friday:	8:00 a.m. - 8:00 p.m.	8:00 a.m. - 8:00 p.m.
Saturday:	9:00 a.m. - 4:00 p.m.	9:00 a.m. - 4:00 p.m.
Sunday:	OFF	OFF
Holidays:	OFF	OFF

Tenants may request heating and air-conditioning outside the standard building hours of operation by submitting an overtime HVAC request on the One Franklin Square website which is [www.onefranklinsquare.com](http://www.onefranklinsquare.com) Please see below for further explanation regarding HVAC services and after hour HVAC requests.

## **HVAC (AFTER HOURS)**

In the event that a Tenant requires air conditioning and heating at temperatures, amounts, or times which do not comply with the provisions of the Lease Agreement, then such service will be furnished during non-building standard hours upon the Tenant's written request and at the Tenant's cost and expense. All requests for additional services must be made on the building's Overtime HVAC Request Form and emailed to the Property Management Office. All building forms can be found at [www.onefranklinsquare.com](http://www.onefranklinsquare.com) and must be received **no later than 3:00 p.m.** on the weekday such service is required. For service on weekends or Holidays, requests must be received by **3:00 p.m.** on the preceding Friday or last preceding business day, as the case may be.

## **BUILDING SECURITY**

Access control is provided at One Franklin Square 24 hours a day, 7 days a week. All non-tenants entering the building between 5:30 p.m. and 7:30 a.m. on weekdays, any time on Saturdays and Sundays, and any time on building holidays, will be required to sign the register at the lobby security desk. One Franklin Square reserves the right to deny entry to anyone without proper authorization or identification.

One Franklin Square shall not be responsible for lost or stolen property, money, or jewelry from the leased premises or public areas regardless of whether such loss occurs when the area is locked against entry. One Franklin Square only provides access control to the common areas of the building and does not assume any responsibility for security of tenant spaces.

## **CANVASSING AND SOLICITING**

Canvassing, soliciting, and peddling in the building are strictly prohibited and the Tenant shall cooperate to prevent same. If you become aware of any such person or persons acting in such a manner, please notify the Property Management Office immediately.

## **CARPET DAMAGE**

Tenants are responsible for any damage to carpeting or flooring resulting from rust or corrosion of file cabinets, plant holders, roller chairs, metal objects, spilled beverages, and stains. The building janitorial service will only spot-clean carpets. More thorough carpet cleaning services can be provided by the Property Management Office upon request at above-standard cleaning charges.

## **COMMON AREAS**

All sidewalks, entries, passages, courts, corridors, stairways, elevators and other similar areas in or to the building shall not be obstructed or used for purposes other than entrance and exit of the leased premises by Tenants, their guests, or their agents.

## **COMPUTERS**

When cooling for the Tenant's computer systems is provided by the building electrical and mechanical system, One Franklin Square shall not be responsible for mechanical failures which may result in computer shutdowns. In the event of interruptions in service for preventive maintenance, the Tenant will be notified so that computers may be shut down while repairs are made.

## **DIRECTORY AND SIGNS**

Two (2) tenant directories are provided at the Lobby level identifying the tenants of One Franklin Square according to their tower location. These directories can be found in the East and West lobbies. One Franklin Square will provide a listing of the Tenant's name on the appropriate board. All requests for changes to the directory must be made by authorized personnel only on company letter head and with the correct spelling of the company or person(s) to be added or deleted from the directory. All listings must be approved by the Property Management Office.

No signs or advertisements shall be attached to the Building and no sign shall be put up or painted upon the building, the halls, staircases, or entrances, except upon the doors or walls within the Leased Premises that are not visible from the common area, without the prior written approval by the Property Management Office.

## **ELECTRICAL SERVICE**

If the Tenant requires additional electrical service for computers or other special uses, this request must be reviewed and approved by the Property Management Office. Unless otherwise expressly provided in the Lease Agreement, all electricity in excess of building standard will be separately metered and billed to the Tenant as additional rent and payment will be required within ten (10) days of the date of billing.

## **ELEVATOR SERVICE**

All large deliveries, equipment, freight, and bicycles must be carried on the service elevators. In circumstances requiring the lengthy use of the service elevators (i.e. move-ins, move-outs, furniture deliveries), the tenants must coordinate access with the Property Management Office at least forty-eight (48) hours in advance.

Elevator emergency calls are monitored twenty-four (24) hours a day by security personnel. Should you get stuck in an elevator, please call for assistance using the telephone provided in the lower left of each elevator car. A Security Officer will immediately call an elevator mechanic to respond for assistance. Any elevator problems should be reported to the Property Management Office immediately.

Due to COVID-19 social distancing protocols, we request limiting to two (2) persons in the elevator car to avoid crowding. Tenants and/or guests should consider riding the elevator with their own party, taking the stairwells from 7:00 to 11:00 AM Monday to Friday in the upward direction, or waiting for the next elevator.

## **HEALTH / TEMPERATURE SCREENING**

Notwithstanding anything to the contrary set forth in the Lease or these Rules and Regulations, in order to maintain a clean, safe and healthy environment for the tenants, patrons and employees



of the Project, Landlord reserves the right, but shall have no obligation, to implement a protocol for screening all individuals entering the Project, mandating the use of face coverings or other personal protective equipment, and/or establishing other measures in connection with any health emergency related to a virus, disease, pandemic, epidemic or similar cause. Landlord may preclude entry to those who refuse to participate in such screening or other measures or who fail to meet the screening or other requirements set forth in such protocol.

Temperature screening stations are available for tenant and guest use at all building entry points located on the first floor. A green response indicates normal body temperature. A red response indicates elevated body temperature (at or above 100.4 degrees per CDC standards). Employees and/or guests should contact their employer or visiting company in the event of a high temperature reading.

## **JANITORIAL SERVICES**

Standard janitorial services are provided five (5) days per week (Monday - Friday), except for certain building holidays. All special or above standard cleaning requests must be made through the Property Management Office and are subject to additional charges. Above grade janitorial services include specialized cleaning of high touch areas or full suite electrostatic cleaning.

Boxes which are to be disposed must be flattened and stacked within the Leased Premises and clearly marked "trash" or "basura" [Spanish for "trash"].

Disposal of any trash which will not fit into the usual trash receptacles should be coordinated through the Property Management Office. The Property Management Office will generate a work ticket to handle the trash. **Important papers, boxes, maps, plans, and the like, should not be left on or near waste baskets and recycling bins, for fear that they be mistaken for trash.**

Standard nightly janitorial services do not include the washing of dishes, glasses, coffee pots, utensils, or the cleaning of the kitchens or wet bars within the Tenant's Leased Premises. These services are available through the Property Management Office for an additional charge. Tenants shall not employ any janitorial service or other person to clean the Leased Premises other than the regular janitorial service of the building without the express written permission of the Property Management Office.

## **MODIFICATIONS OF PREMISES**

In order to maintain the integrity of the building systems and to permit the peaceful enjoyment of all Tenants, no painting, decorating, or alterations to the Leased Premises are to be performed without the prior written consent of the Property Management Office. All requests to make such alterations must be made in writing, and shall specify the requested modifications in such detail as Landlord requires. All alterations, painting, and decorating shall be performed by contractors approved by the Property Management office, at the Tenant's expense, unless otherwise specifically provided in the Tenant's Lease Agreement. Installation of communication, computer or alarm systems is to be done in coordination with the Property Management Office. Any

damage to the Leased Premises done or caused by the Tenant or its agents or employees will be repaired by One Franklin Square employees or contractors at the Tenant's sole cost and expense.

### **NOISE**

Tenants may not disturb the occupants of the building by the use of any musical or sound-producing instrument, by making unseemly noises, or by interference in any way.

### **OCCUPANCY**

Each Tenant's Leased Premises must be and remain in compliance with applicable fire codes at all times.

### **PHOTOGRAPHS**

Photographs, video, and motion pictures in the Lobby or other common areas of the building may not be taken without the prior consent of the Property Management Office. Anyone taking unauthorized photo images will be asked to cease immediately.

### **PLUMBING AND LEAKS**

All appliances installed in the Leased Premises, including but not limited to refrigerators, ice-makers, dishwashers, showers, and water lines for coffee makers must be properly operated and maintained by the Tenants of the building. All water leaks or suspected leaks must be reported immediately to the Property Management Office. All leak repairs shall be done by One Franklin Square employees or approved contractors at the Tenant's sole cost and expense. The cost of any repair of any damage to the Leased Premises, another Tenant's space or personal property, or the building resulting from the use or maintenance of such appliances will be paid by the Tenant as additional rent under the terms of the Lease Agreement. Plumbing fixtures shall be used for their designated purpose, and no foreign substances of any kind shall be deposited therein. Damage to any such fixture resulting from misuse by Tenant or any employee or invitee of Tenant shall be repaired at the sole expense of Tenant.

### **PROPERTY MANAGEMENT OFFICE**

The day-to-day operation of the building is handled by the Property Management Office, located in Suite 1180 West of One Franklin Square. The telephone number of the Property Management Office is (202) 371-1330 or fax us at (202)371-1364. Unless otherwise instructed, all inquiries, requests, and other matters should be directed to the Property Management Office.

### **RECEPTIONS AND PARTIES**

When planning an open house or reception, approval and coordination with the Property Management Office and Concierge is required.

### **RECYCLING**

In accordance with the laws of the District of Columbia, One Franklin Square participates in single stream recycling. All paper, cardboard, aluminum, glass can be throw in the recycling containers. Food waste, some soiled food containers, napkins and plastic bags cannot be recycled. Recycling receptacles are emptied on a nightly basis. If you would like advice on how to collect recyclable materials more efficiently within your tenant space, please contact the Property Management Office.

### **SMOKING**

The Property Management Office, with the consent of the Owners of One Franklin Square, has designated One Franklin Square as a NO SMOKING building as described under Section 6 of D.C. Law 3-22, the District of Columbia Smoking Restriction Act of 1979, as amended by D.C. Law 8-262, the Smoking Regulation Amendment Act of 1990. As such, there will be no smoking in any of the common areas of the building, including the main lobby, entrance vestibules, elevator lobbies, hallways, garage, and restrooms. The Property Management Office is unable to regulate the Leased Premises of individual tenants. It is the responsibility of each office/company to establish a written policy for their areas as detailed under the D.C. law. Smoking is permitted only at the Loading Dock located along the north side of the building.

### **TENANT HOUSEKEEPING**

- No flammable or explosive fluids or materials shall be kept or used within the building except in areas approved by the Property Management Office, and the Tenant shall comply with all applicable building and fire codes related hereto.
- Doors leading to all sidewalks, entries, passages, courts, corridors, stairways, elevators, and other similar areas in or to the building shall be kept closed when not in use. The Tenant shall lock all doors leading from the Leased Premises to all sidewalks, entries, passages, courts, corridors, stairways and elevators and turn out all lights at the end of their working day.
- No room(s) shall be occupied as sleeping or lodging apartments at any time.
- No vending machine or machines other than usual office equipment shall be installed, maintained, or operated upon the Leased Premises without the written consent of the Property Management Office.

### **THERMOSTAT SETTINGS AND BLINDS**

Tenants should not tamper with or attempt to adjust temperature control thermostats (or obstruct air flow from vents) in the Leased Premises. The building Engineers of One Franklin Square shall adjust thermostats as required to maintain the building standard temperature. Management requests that all window blinds remain down and tilted at a 45-degree angle toward the exterior of the building to help maintain comfortable room temperatures and conserve energy.

## **CHANGES**

The Property Management Office reserves the right at any time to rescind any of these building Rules and Regulations, or to make such other and further reasonable rules and regulations as in the Management's judgment may from time to time be necessary for the safety, care and cleanliness of the building and Leased Premises, and for the preservation of order therein.

## **MOVING AND DELIVERY GUIDELINES**

These Moving and Delivery Guidelines have been developed to ensure a safe and efficient move for you and your organization. Following these Guidelines will expedite your move and protect the people handling the move as well as your property and the building itself. These Guidelines are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. Please let us know how we can best assist you with your move. We would be happy to answer any further questions you may have. Please call the Property Management Office at (202) 371-1330.

1. Notify the Property Management Office as soon as possible as to the date and time of your scheduled move. All moving arrangements must be cleared by the building's Manager. All moves will be scheduled on a first come, first served, basis.
2. Large office moves (anything over 5,000 sq. ft. or full floors) may only occur on the weekends or after 11:00 p.m. Monday through Friday. All Large moves must be handled through the freight elevator. Security personnel, paid by the tenant, will be required to monitor the freight elevator and loading dock.
3. The loading dock is the only building entrance permitted for all moves. We strongly encourage you to schedule this area for all large moves and deliveries. Any exceptions to this entry point must be authorized by building management. If other areas of access are approved, the mover must protect floors and walls with acceptable material to prevent damage.
4. The moving contractor must provide a Certificate of Insurance prior to the move. The mover must be bonded and carry a minimum of \$1 million combined single limit, property damage, and public liability insurance. We suggest that you secure a Certificate of Insurance for your firm as well.
5. Your moving contractor will be responsible for any damage to the building incurred during the move. To avoid unnecessary damage:

- Pad or otherwise protect all entrances, doorways, and walls affected by the move.
  - Cover all floors traversed during the move with appropriate material.
6. Your moving contractor must report any electrical problems or equipment breakdowns that occur during the move which may affect building operation. They are also responsible for removing all trash and bulky packing cartons from the building and the loading dock.
  7. One Franklin Square has a strict “NO SMOKING” policy. Moving crew members are not permitted to smoke in any area of the building except at the loading dock.
  8. The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Do not park moving vehicles in marked Fire Lanes.
  9. Please use the service elevator for all deliveries. Exterior access to this elevator is from the loading dock located on the north side of the building in the alley between K Street and L Street. The loading dock doors are open 7:00 a.m. - 6:30 p.m. Any deliveries to be made outside of those hours must be scheduled and approved by the building Manager using a Special Access Request Form.

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**MAINTENANCE SERVICES**

## **SERVICES AVAILABLE AT NO ADDITIONAL COST DURING NORMAL BUSINESS HOURS**

- Heating and Air Conditioning adjustments to building standards.
- Elevator repairs and adjustments.
- Building standard light bulb replacements.
- Base building restroom plumbing repairs.
- Replacements of building standard fluorescent lights.

## **SERVICES AVAILABLE AT REASONABLE COST**

- Extended heating and air conditioning hours
- Installation of door closures.
- Additional keys.
- Lock changes.
- Minor alteration or remodeling work.
- Painting.
- Minor electrical, plumbing, and carpentry work.
- Minor appliance repair and maintenance.

## **MAJOR ALTERATIONS AND/OR REMODELING**

In order to maintain the integrity of the building systems, all alterations and remodeling work must be approved in writing by Hines prior to construction. Please contact the Property Management Office for further information.

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## **TENANT SERVICES / RETAIL INFORMATION**



## **FITNESS CENTER**

The One Franklin Square Fitness Center is accessible to tenant's 24 hours a day, 7 days per week provided that the tenant has submitted a Waiver and Release form to the property management office. The Waiver Release Form can be found on the website at [www.onefranklinsquare.com](http://www.onefranklinsquare.com) There are four (4) panic buttons throughout the Athletic Club as well as a telephone for use at anytime for local calls.

**Please remember that the Fitness Center is for Tenants only and is not to be used by spouses, friends, or guests of those individuals having proper authorization.**

## **CONCIERGE**

The Concierge is available to assist you with a wide variety of special needs. The Concierge can handle your catering, gifts, flowers, hotel, car rental, and entertainment options and tickets for events. The Concierge has a network of service providers on call. Let the Concierge help make your work time as productive and efficient as possible. East and West Penthouses are available by reservation only. You may contact the Concierge at (202) 408-3555 from 8:00 a.m. to 5:00 p.m., or stop by the desk near the East Lobby entrance area.

## **MAIL**

All tenant postal deliveries will be made to the One Franklin Square mailroom, located on the Lobby level at the east end of the building. Individual tenant mailboxes are provided as well as parcel boxes for large quantities of mail. Outgoing mailboxes and overnight delivery services (Federal Express and UPS) are available at this location as well.

## **METROBUS**

Metrobus stops are located in front of the East tower along K Street and near the 13<sup>th</sup> Street and K Street corner. Since pick-up times and destinations vary, please contact Metro at (202) 637-7000 for a schedule.

## **METRORAIL**

Access via the Blue line and Orange line is available at the *McPherson Square Station* at the corner of 14<sup>th</sup> and I Streets. Access via the Blue line, Orange line, and Red line is available at the *Metro Center Station* at the corner of 13<sup>th</sup> and G Streets.

## **COMPASS COFFEE**

Compass Coffee is located on the lobby level of One Franklin Square. Operating hours are 6:00 AM to 7:00 PM, 7 days a week.

## **SOHO CAFÉ & MARKET**

SoHo Café and Market is located on the lobby level of One Franklin Square at the corner of 13<sup>th</sup> and K Street. They offer a full array of specialty sandwiches, self serve salads, and “hot food” bars, as well as a comprehensive newspaper, magazine, and “notions” stand. Operating hours are Monday through Friday from 7:00 a.m. – 4:00 p.m. and may be contacted at (202) 347-SOHO.

## **UNION KITCHEN**

Union Kitchen is located on the lobby level of One Franklin Square. They offer coffee, prepared foods, snacks, and much more. Operating hours are 7:00 AM to 7:00 PM, Monday to Friday and 8:00 AM to 7:00 PM on weekends.

## **ATHLETIC CLUB: WAIVER AND RELEASE**

**Please Reference Exhibit A**

**Please email the completed form in Exhibit A to Property Management at [Amanda.Fletcher@hines.com](mailto:Amanda.Fletcher@hines.com) for processing.**

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**SECURITY**

## **ACCESS TO SECURED BUILDING AREAS**

Occasionally, it will be necessary for various people to gain access to secured areas of the building, i.e., telephone closets, air handling rooms, etc. In order to maintain the integrity of these areas, the vendors should report to the Security Desk in either lobby to present their credentials and they will be escorted to the area where access is needed.

## **BUILDING ESCORTS**

Any tenant requesting an intra-building escort will be readily accommodated on that request, especially any individual requesting an escort to the parking garage levels. The security officers are not permitted to provide any escort outside the property to any person requesting same.

## **CARD ADMINISTRATION**

The administration and maintenance of access security cards is accomplished on site via a proprietary access control system. The on-site system can activate access cards for base building access only, i.e., building entrance doors, garage doors, and elevator lobby doors. Access to tenant suites must be requested by the tenant to the tenant's access provider. To ensure that the card population for the building is accurate and valid, the Property Management Office will submit on a quarterly basis a list of all individuals authorized by that tenant. The Tenant must review the list and add, delete, or modify names as appropriate. A \$10.00 fee applies to each additional card that is issued.

## **GARAGE PANIC ALARMS**

Garage panic alarms are located throughout the parking garage. These push-button alarms are located on all orange colored columns on each garage level. When activated, these alarms emit a strobe light and send an electronic message to the East Desk Security Post; a security officer will be dispatched immediately to that area. These alarms should only be used in an emergency situation and not used to summon a parking attendant.

## **KEYS**

For additional security, the One Franklin Square keying system is based on a restricted keyway. Key Request Forms are available and additional keys can be obtained only from the Property Management Office at a nominal charge. Requests for additional locks and for lock changes are to be addressed to the Property Management Office. **NO ADDITIONAL LOCKS ARE TO BE INSTALLED ON THE PROPERTY WITHOUT THE WRITTEN CONSENT OF THE PROPERTY MANAGER.**

## **AFTER-HOURS ACCESS PROCEDURES**

After-hour perimeter building access can be obtained by using your access card at the East Tower entrance on K Street.

Visitors or individuals without a Genesis Security Card who require access to the building after-hours must utilize a hands-free intercom at this location. Visitors will be required to sign in at

the East Security Desk. All visitors will require an escort from the party they are visiting in order to gain access to the elevators and the tenant office suite.

### **REPORTING A PROBLEM**

If you have a security problem, see a suspicious person, see a suspicious event, or have a safety concern, call the Property Management Office immediately (202) 371-1330. The phone will be answered during normal business hours by the Property Management staff and after hours by the Security Personnel. Remember, if you are in doubt, call.

### **SPECIAL ACCESS TO BUILDING**

When a tenant is not able to provide access to a vendor/contractor after regular business hours on weekdays or weekends, a Tenant may still rely on the Property Management office to provide access. In order for the Property Management Office to provide the requested access, a "Special Access Request" form must be completed and submitted to the Property Management Office along with all appropriate keys and access cards needed. These keys will be returned to the tenant on the next business day following the date of access. Please submit a form no later than 4:00 p.m. on the weekday such service is required and no later than 3:00 p.m. on the preceding Friday or last preceding business day for weekend and holidays.

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**PARKING GARAGE**

## **GARAGE**

The present Garage Operator is Park America. The Garage Manager's Office is located on the P-1 Level of the garage to the left of the cashier's booth as you enter the garage. The telephone number is (202) 216-4296 and the Garage Manager's Office is open from 7:00 a.m. to 6:00 p.m., Monday through Friday.

The garage is opened 24 hours a day, 7 days a week. Monthly parking can be arranged by the Garage Manager. If you are a monthly parker your access card will allow you access to the garage after hours. For further details regarding garage parking please visit [www.onefranklinsquare.com](http://www.onefranklinsquare.com)

## **HEIGHT RESTRICTION**

The maximum garage clearance is 6'-6". Please be aware that due to the low-hanging sprinkler lines, there are some areas of the garage that are lower than 6'-6". Drivers of taller vehicles need to be particularly cautious.

## **SPEED LIMIT**

For everyone's safety, the garage speed limit is 5 M.P.H.

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**JANITORIAL SERVICES**



## **GENERAL CLEANING SPECIFICATIONS**

### **Daily:**

- Offices vacuumed.
- Common areas dusted, vacuumed.
- Waste and recycle receptacles emptied.
- Carpeted areas vacuumed.
- Smudges removed from glass.
- Stairwells and uncarpeted areas swept.
- Restrooms cleaned and disinfected.
- Tile floors mopped and buffed (3 times per week).

### **Performed Periodically or as Required:**

- Waste receptacles washed.
- Recycling receptacles emptied.
- Window sills washed.
- Uncarpeted floors damp-mopped.
- Carpet spots removed.
- Tile floors stripped and waxed.
- Light fixtures dusted.
- Mini-blinds dusted.

## **SPECIAL SERVICES**

Additional cleaning services are available to all tenants by contacting the Property Management Office. Above-standard building services are available at an additional time and material charge.

## **PROBLEMS**

Should you experience any problems with the quality of the housekeeping in your office suite, please request your Office Manager to contact the Property Management Office at (202) 371-1330 to address the situation.