

# Welcome to L'Enfant Plaza's Electronic Tenant® Handbook

## L'ENFANT PLAZA

470-490 955 L'ENFANT PLAZA SW, WASHINGTON DC 20024

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## Welcome

Thank you for choosing L'Enfant Plaza as your operating location. We are very pleased to have your tenancy. We understand that you have many choices among the Washington, D.C. metro area and we will work diligently to deserve your business.

This Electronic Tenant® Handbook contains information about the property, our management, security, and the policies and procedures for daily operations. We appreciate you reading through this information and referring to it as questions arise. Adherence to our policies and procedures will make it easy for us to better serve you and your clients.

Every attempt has been made to provide current and accurate information in this handbook, but it is possible that some items will change over time. Updates to the content will be made as needed.

Should you wish to speak to any of our Management Office staff, please contact us at (202) 485-3300 between the hours of 8:30 am - 5:30 pm, Monday through Friday. You can also visit our office on the Plaza Level of the 955 North Building, Suite 1208.

Thank you again for your business and welcome to the property!

Best Regards,  
Amanda B. Kearney  
Senior Property Manager

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## About The JBG Companies

### [The JBG Companies](#)

The JBG Companies combine experience and strength in the disciplines of development, finance, construction administration and asset management, and we focus these skills to maximize the value of commercial real estate throughout greater Washington, DC. JBG possesses the knowledge, market presence, and capabilities necessary to formulate development and investment plans for properties, then execute those plans and manage the assets.

For over 40 years, JBG has met varied commercial property development needs throughout the National Capital area. From revitalized, historic downtown addresses and new core urban properties, to suburban mixed-use centers that expand the geographic scope of Washington's "central business district," JBG's market perspective and development skills create projects of unparalleled value.

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## Operating Instructions

You move through The Electronic Tenant® Handbook just as you would a traditional Internet site. After clicking anywhere on the main page, there is a Table of Contents that provides links to various Chapters. Upon entering a Chapter, links to specific information are provided in Sub-Sections in the navigation bar on the top of each page. You may return to the Table of Contents or Chapter Overview by clicking the appropriate link on every page above the navigation bar.

## Special Features

This Electronic Tenant® Handbook has special features, such as [links to Workspeed](#) and a [building calendar](#) to assist you in the day to day operations at L'Enfant Plaza. In addition some materials are available for download as PDF documents. In order to view and print these documents, Adobe Acrobat Reader 5.0 or higher is required. [This software is free and can be obtained by clicking here.](#)

## Updates

The Electronic Tenant® Handbook is updated on a regular basis. If you have trouble accessing the Electronic Tenant® Handbook or need assistance, please contact the Management Office at (202) 485-3300.

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- Complete an [Access Card for After Hours Request Form](#)
- Complete a [Signage Request Form](#)
- Complete a [Tenant Contact Information Form](#)
- Complete the [Designated Floor Warden Form](#)
- Complete the [Workspeed Authorized User\(s\) Form](#)
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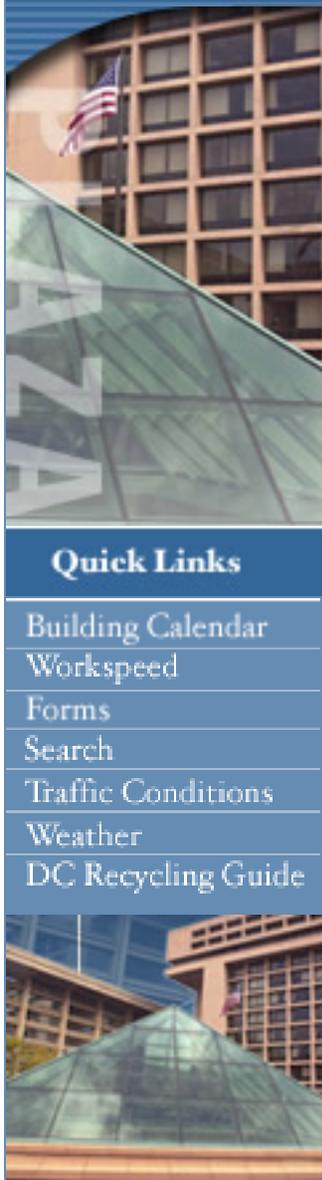
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Management Office	(202) 485-3300
Management Fax	(202) 863-2286
<a href="#">Admiral Security Services</a>	(202) 485-3350
L'Enfant Plaza Hotel Reception	(202) 484-1000
<a href="#">Police Emergency</a>	911
Police Non-Emergency	311
<a href="#">Fire Emergency</a>	911
Fire Department Non-Emergency	(202) 462-1762
<a href="#">Medical Emergency</a>	911
Poison Control Center Georgetown Hospital	(202) 625-3333

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### Metro Information

<a href="#">Metrobus and Metrorail Schedule</a>	(202) 637-7000
Compliments, Complaints and Suggestions	(202) 637-1328
Transit Police	(202) 962-2121

### Utilities Information

<a href="#">PEPCO Information and Billings</a>	(202) 833-7500
Emergency and Lights Out/Power Off (all hours)	(703) 954-6282

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**Building Specifications:** This section provides information regarding building specifications.

**Building Hours Of Operation:** This section provides tenants with the building's hours of operation.

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## Building Owner

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## Building Management

[The JBG Companies](#) are a group of related entities engaged in the acquisition and development of significant office, hotel and mixed-use projects. The firm develops and manages retail real estate through JBG Rosenfeld Retail Properties, LLC and residential real estate through JBG Properties subdivision.

Since its founding in 1962, JBG has served as owner, developer and/or manager of over 20,000,000 square feet of office space, 4,000,000 square feet of retail space, 4,000 residential units and five of the top hotel properties in the Greater Washington, DC area.

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## Management Office Staff and Hours

The management team at L'Enfant Plaza includes a Senior Property Manager, Property Manager, Property Administrator, Tenant Services Coordinator, and a repair and maintenance team overseen by a Chief Engineer. The Management Office is located on the Plaza Level of the North Building in Suite 1208. Normal office hours are 8:30 AM to 5:30 PM, Monday through Friday. The office can be reach via (202) 485-3300 and/or via fax (202) 863-2286.

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## Building Specifications

The Centre Building is a four story below-grade structure of retail and storage at 136,027 square feet.

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## Building Hours Of Operation

Door hours for access into the Centre Building and Retail Promenade vary throughout the week. Please check with the Management Office for specifics.

At a minimum, building hours of operation include 7:00 AM – 8:00 PM, Monday – Friday.

Subject to individual lease provisions, L'Enfant Plaza will follow the U.S. Government standard building closings on the following holidays:

New Year's Day  
 Martin Luther King, Jr. Day  
 President's Day  
 Memorial Day  
 Fourth of July

Labor Day  
 Columbus Day  
 Veteran's Day  
 Thanksgiving Day  
 Christmas Day

Should you require cleaning, heating, ventilation, air conditioning or other special services on any of the above holidays, please contact the Management Office at least 48 hours in advance. Building staff and contractors observe these holidays; therefore, you will be charged for any building services rendered on these days unless your lease stipulates otherwise.

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## Signage

All permanent signage for your retail location must be approved by the Management Office prior to being fabricated and installed.

Professional, temporary signage and marketing or advertising displays must be inside your leased premises at all times.

No signage or display materials may be placed in the Promenade common areas.

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## Amenities

The L'Enfant Plaza property has the following amenities:

- Daily and monthly parking provided by [Colonial Parking](#) (202) 298-5636
- [The L'Enfant Plaza metro station](#) (Orange/Blue and Yellow/Green Lines) is conveniently located on the East corridor of the Promenade. For more information visit the Washington Metropolitan Area Transit Authority at [www.wmata.com](http://www.wmata.com)
- L'Enfant Plaza Hotel - (202) 484-1000 or [www.lenfantplazahotel.com](http://www.lenfantplazahotel.com)
- Child care services—Located on the Promenade Level
- Restaurants /Retail—Located on the Promenade Level

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## Building Specifications

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The East Building is situated at 470/480/490 L'Enfant Plaza and is comprised of 470,096 square feet of office, retail and storage in addition to the four floor L'Enfant Plaza Hotel of 323,884 square feet. The building exterior is comprised of rose-colored reinforced pre-cast concrete panels and single-paned glass with anodized aluminum frames. Entrance doors feature tempered glass.

The main roof consists of a single-ply inverted membrane system with river rock ballast, pre-cast concrete paver walkways, and copper flashing. Interior roof drains are piped to the public storm drains. A 2-ply modified bitumen roof replacement was completed in June 2006.

### **The East Building has the following building systems:**

- The plaza and floors 2-8 are served by eight (8) Westinghouse geared traction elevators. Each elevator has a 3,000 lb capacity. In addition, there is one (1) hydraulic elevator serving the garage and Promenade and one (1) freight elevator with a 3,500 lb capacity.
- The Hotel is served by four (4) Westinghouse geared traction elevators, two (2) freight elevators, and one (1) hydraulic elevator. A manlift is no longer in service, but the equipment remains on the property.

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- Electrical service is provided by secondary power which terminates in the electrical meter located on the second garage level. This power supply also serves the plaza and Promenade portions of the complex. All three switchgears were replaced in 1992. In 1994 and 1995 the remainder of the switchgears and motor control centers were replaced.
- HVAC is divided into four zones. Four (4) 125HP supply fans send low pressure, constant air volume to each floor and distribute it by troffers attached to approximately 50% of the light fixtures. The air is either heated or cooled by coils within the fan units. The building's perimeter is heated or cooled by water coils and two (2) 60 HP pressure fans that distribute air to the perimeter convectors via risers. Four (4) HP return air fans return air to the ceiling plenum through return openings in the light fixtures.
- Low pressure steam is generated by two (2) automatic boilers rated 750HP each. Burners are a Ray manufactured dual fuel type, utilizing primarily natural gas with #2 fuel oil as a supplemental fuel source. A 25,000 gallon underground storage tank provides #2 fuel oil to the boilers.
- The fire protection system is comprised of standpipe and automatic sprinkler system. Water for the fire suppression system is supplied by a diesel driven, centrifugal fire pump and turbine jockey pump. The fire alarm system includes ADA flashing lights, bells, speakers, telephones, and pull stations. Elevators are equipped with recall features and emergency phones. The East Building also has a 400Kw emergency generator located on the second level of the garage.

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### Building Hours Of Operation

The building is open to tenants, visitors and the general public during the hours of 7:00 AM through 6:00 PM, Monday through Friday. After hours access is available via a card access program. Do not let any unknown individuals enter the building with you after hours.

Subject to individual lease provisions, L'Enfant Plaza will follow the U.S. Government standard building closings on the following holidays:

<a href="#">New Year's Day</a>	<a href="#">Labor Day</a>
<a href="#">Martin Luther King, Jr. Day</a>	<a href="#">Columbus Day</a>
<a href="#">President's Day</a>	<a href="#">Veteran's Day</a>
<a href="#">Memorial Day</a>	<a href="#">Thanksgiving Day</a>
<a href="#">Fourth of July</a>	<a href="#">Christmas Day</a>

Should you require cleaning, heating, ventilation, air conditioning or other special services on any of the above holidays, please contact the Management Office at least 48 hours in advance. Building staff and contractors observe these holidays; therefore, you will be charged for any building services rendered on these days unless your lease stipulates otherwise.

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## HVAC After Hours

Heating and air conditioning is not regularly provided after normal business hours or after 1:00 PM on Saturdays, all day Sundays and building holidays. Tenants desiring after-hours and holiday HVAC services must pay an hourly rate for this service. Authorized users should request overtime HVAC via [Workspeed](#) at least 48 hours prior to the date the services are needed.

Billing rates are currently \$285.00 per hour for the East Building. These rates are subject to adjustment via written notice by the Management Office.

On building holidays, the billing will be prorated based on the total number of requests for overtime HVAC that are received in Workspeed for your building.

### Example:

*MLK Day = 10 hours of overtime HVAC from 7AM to 5PM = \$2,850.00*

*6 tenant requests in Workspeed for the East Building = \$475.00 per tenant billable total*

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## Directories & Signage

An effective directory & signage program with consistently applied standards tends to create the most professional overall image for the building and its tenants. The Management Office will provide standard signage for the suite and the main lobby directory. Any future changes to the tenant's suite or directory listing will be billed to the tenant's account. A [Signage Change Request Form](#) will need to be filled out and faxed to the Management Office at (202) 863-2286 authorizing the charges and changes.

All suite entry signage is standard and consistent within the building. If a tenant requests additional signage other than building standard, a written request must be submitted in advance to the Management Office, and must be approved by the Management Office prior to any signage installation.

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- L'Enfant Plaza Hotel (202) 484-1000 or [www.lenfantplazahotel.com](http://www.lenfantplazahotel.com).
- Restaurants /Retail—Located on the Promenade Level

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## Building Owner

Potomac Creek Associates, L.L.C.

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## Building Management

The [JBG Companies](#) are a group of related entities engaged in the acquisition and development of significant office, hotel and mixed-use projects. The firm develops and manages retail real estate through JBG Rosenfeld Retail Properties, LLC and residential real estate through JBG Properties subdivision.

Since its founding in 1962, JBG has served as owner, developer and/or manager of over 20,000,000 square feet of office space, 4,000,000 square feet of retail space, 4,000 residential units and five of the top hotel properties in the Greater Washington, DC area.

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### Management Office Staff and Hours

The management team at L'Enfant Plaza includes a Senior Property Manager, Property Manager, Property Administrator, Tenant Services Coordinator, and a repair and maintenance team overseen by a Chief Engineer. The Management Office is located on the Plaza Level of the North Building in Suite 1208. Normal office hours are 8:30 AM to 5:30 PM, Monday through Friday. The office can be reach via (202) 485-3300 and/or via fax (202) 863-2286.

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## Building Specifications

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The North Building at 955 L'Enfant Plaza is 285,232 square feet of office, retail, and storage. The building exterior is comprised of rose-colored pre-cast concrete panels and single-paned glass with anodized aluminum frames. The Plaza Level windows are single-paned ¼” solar bronze glass with anodized aluminum frames. Entrance doors feature tempered glass.

The roof system consists of a single-ply torch down system with concrete paver walkways. It was installed in 1987. Replacement of this roof is scheduled late 2006.

### **The North Building has the following building systems:**

- Four (4) Otis passenger elevators service the office floors and lobby, with two (2) also serving the Promenade Level. Each elevator has a 4,000 lb capacity. One (1) Otis freight elevator with a capacity of 4,000 lbs serves all below and above grade levels. The North Building also has four (4) escalators which provide access from the main lobby to the Promenade Level.
- One (1) hydraulic Otis elevator services the retail and 3B level storage only.

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- Electrical service is provided by secondary power which terminates in the electrical meter located on the second garage level. This power supply also serves the Plaza and Promenade. All three switchgears were replaced in 1992. In 1994-1995 the transformers were replaced.
- Each service feeder is metered and the load totaled at the primary voltage. There are three (3) 2,000 KVA transformers. Distribution switchgear is of the dead-front and fuse type, main secondary service is pressure type with electrical tripping devices.
- The electrical system has no motor controls. Individual combination starters are used and additional safety disconnect switches have been installed.
- Conditioned air for perimeter offices is supplied by two (2) 60HP supply fans through high pressure main distribution ductwork to riser ducts located adjacent to each perimeter column and is distributed to tenant space through in-floor induction units. Air is returned via two (2) 50HP return fans through a ceiling duct system within the concrete slab.
- Interior zones are supplied and returned through riser ducts and distributed to each floor through the ceiling duct system. The interior zones are served by two (2) 150HP supply fans and two (2) 100HP return fans.

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- Low pressure steam is generated by two (2) fully automatic packaged boilers rated 350HP each. Burners are Ray manufactured dual type utilizing primarily natural gas with #2 fuel oil as a supplemental fuel source. A new 20,000 gallon underground storage tank provides #2 fuel oil to the burners.
- The fire protection system is a combination standpipe and automatic sprinkler system. A fire alarm and communications system includes pull stations and elevator recall.

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## Building Hours Of Operation

The building is open to tenants, visitors and the general public during the hours of 7:00 AM through 6:00 PM, Monday through Friday. After hours access is available via a card access program. Do not let any unknown individuals enter the building with you after hours.

Subject to individual lease provisions, L'Enfant Plaza will follow the U.S. Government standard building closings on the following holidays:

- |   |                                  |
|---|----------------------------------|
| <a href="#">New Year's Day</a>              | <a href="#">Labor Day</a>        |
| <a href="#">Martin Luther King, Jr. Day</a> | <a href="#">Columbus Day</a>     |
| <a href="#">President's Day</a>             | <a href="#">Veteran's Day</a>    |
| <a href="#">Memorial Day</a>                | <a href="#">Thanksgiving Day</a> |
| <a href="#">Fourth of July</a>              | <a href="#">Christmas Day</a>    |

Should you require cleaning, heating, ventilation, air conditioning or other special services on any of the above holidays, please contact the Management Office at least 48 hours in advance. Building staff and contractors observe these holidays; therefore, you will be charged for any building services rendered on these days unless your lease stipulates otherwise.

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## HVAC After Hours

Heating and air conditioning is not regularly provided after normal business hours or after 1:00 PM on Saturdays, all day Sundays and building holidays. Tenants desiring after-hours and holiday HVAC services must pay an hourly rate for this service. Authorized users should request overtime HVAC via [Workspeed](#) at least 48 hours prior to the date the services are needed.

Billing rates are currently \$175.00 per hour for the North Building. These rates are subject to adjustment via written notice by the Management Office.

On building holidays, the billing will be prorated based on the total number of requests for overtime HVAC that are received in Workspeed for your building.

### Example:

*MLK Day = 10 hours of overtime HVAC from 7AM to 5PM = \$1,750.00*

*6 tenant requests in Workspeed for the North Building = \$291.66 per tenant billable total*

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## Directories & Signage

An effective directory & signage program with consistently applied standards tends to create the most professional overall image for the building and its tenants. The Management Office will provide standard signage for the suite and the main lobby directory. Any future changes to the tenant's suite or directory listing will be billed to the tenant's account. A [Signage Change Request Form](#) will need to be filled out and faxed to the Management Office at (202) 863-2286 authorizing the charges and changes.

All suite entry signage is standard and consistent within the building. If a tenant requests additional signage other than building standard, a written request must be submitted in advance to the Management Office and must be approved by the Management Office prior to any signage installation.

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## Amenities

The L'Enfant Plaza property has the following amenities:

- Daily and monthly parking provided by [Colonial Parking](#) (202) 298-5636
- The [L'Enfant Plaza metro](#) stop (Orange/Blue and Yellow/Green Lines) is conveniently located on the East corridor of the Promenade. For more information visit the Washington Metropolitan Area Transit Authority at [www.wmata.com](http://www.wmata.com).
- L'Enfant Plaza Hotel - (202) 484-1000 or [www.lenfantplazahotel.com](http://www.lenfantplazahotel.com).
- Restaurants /Retail—Located on the Promenade Level

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**Access For Service Personnel & Contractors:** This section outlines the policies and procedures regarding access for service personnel and contractors.

**Security:** This section provides contact information for the security personnel at L'Enfant Plaza.

**Keys and Locks:** This section outlines the key and lock policy in place.

**Life Safety:** This section provides information regarding the life safety systems in place at L'Enfant Plaza.

**Insurance Requirements:** This section provides information regarding insurance requirements at L'Enfant Plaza.

**Tenant Improvements:** This section outlines the rules and regulations regarding tenant alterations.

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**Building Deliveries:** This section provides policies and procedures for deliveries to and from L'Enfant Plaza.

**Common Areas:** This section outlines the policies and procedures for the common areas located at L'Enfant Plaza.

**Workspeed Work Orders:** This section provides detailed information regarding the workspeed service request system.

**Tenant Service Requests:** This section provides an overview of Workspeed, the Electronic Service Request System for Tenants.

**Smoking and Soliciting:** This section provides information regarding L'Enfant Plaza's policies and procedures for smoking and soliciting.

**Forms:** This section provides tenants with downloadable and printable administrative forms.

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**Moving Out Checklist:** This section provides a checklist of required items when a tenant is planning to vacate the building.

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## Access For Service Personnel & Contractors

There will be occasions when service personnel or contractors need access to our building common areas to perform work on your behalf. The common areas include our phone closets, electrical risers, hallway ceilings, elevators, roofs, etc. For the safety and integrity of our building facilities, we require the following process be adhered to:

1. Notify the Management Office of your project and the need for access a minimum of 48 hours in advance for small jobs and one (1) week for large jobs.
2. Complete and submit for approval the [Access Authorization Request Form](#). Ensure that ALL information requested on the form is provided or it will not be considered.
3. Ensure that a Certificate of Insurance is provided, if required, to the Management Office prior to work commencement.
4. Provide your service personnel or contractor with a copy of the [Contractor Rules and Regulations](#).
5. Have a representative of your company attend and monitor all work done on your behalf.
6. Access cards for after hours work will not be provided to service personnel or contractors. After hours a representative from your company must be their escort.

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## Security

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As our society seems to have grown more dangerous, so has the need for all of us to be more security conscious - corporately and individually. Each individual needs to be security conscious, responsible and aware of his or her belongings and office area.

### Tenant Precautions

Building security needs your full cooperation in order to effectively secure your premises. We recommend that your company implement these simple, but effective policies:

- Do not leave your reception area unattended.
- Keep valuables in secured areas (locked desks, file cabinets, etc.) when not attended and out of sight when attended.
- Keep safes locked when unattended and don't leave the combination information where it is likely to be found.
- Record serial numbers of all valuable office equipment.
- Solicitation of tenants is not permitted. Report all unauthorized or suspicious persons immediately to the Management Office at (202) 485-3300. Provide a full description of the person (s) and the last area in which they were observed and, if possible, the direction in which they were headed.
- Require identification from repairmen who come to work in your office suite. Messengers must also be prepared to show identification and delivery papers at all times.

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### Tenant Precautions (continued)

Security experts have found that the receptionist position is the best line of defense against potential perpetrators. The receptionist should be trained to be the best “security” employee in the company. When an employee leaves your office space, his or her need for vigilance continues. Remind your employees that whether leaving the building to go to a meeting, retrieving a car in the parking garage, or walking about the public areas of the building, move with a purpose and be reasonably on guard. This is particularly true during the dark hours. Meanwhile, do what you can to heighten the level of security awareness and remind everyone to keep valuables locked and out of sight.

### Theft and Insurance

Any suspected theft, no matter how small, should be reported to the Management Office. Additionally, the police should be notified immediately to file a report. Police need to be kept informed of any thefts in the building to establish a pattern to the thefts and to effectively complete an investigation. The insurance policy for L'Enfant Plaza does not cover the personal belongings of tenants. Personal property insurance is the responsibility of each tenant and must be evidenced by an insurance certificate.

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### Incident Report

To provide an accurate record of every incident, Security Personnel are required to write an incident report for any accident, theft, or other incident occurring on the property. We appreciate your cooperation in answering any questions posed.

### Equipment Removal

It may be necessary from time-to-time for someone from your office to remove property (i.e., boxes, computers, typewriters, furniture, copier, etc) from the premises. Prior to this taking place, we ask that you notify the Management Office with the information listed below. The Management Office or Security can stop anyone leaving the building with equipment and request identification. If the party is unable to produce proper or matching identification, they may not be permitted to remove the property from the building.

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### Equipment Removal (continued)

This procedure is for your protection. Information that is to be provided to the Management Office includes:

- Tenant's name
- Tenant's phone number
- Date materials are to be removed
- List of all items and quantities to be removed (*e.g., two boxes, one chair, one computer, etc*)
- Serial number of property, if applicable
- Company or personal property
- Name of individual (s) who will be removing property
- Signature of tenant authorized party
- Date authorization is given

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## Keys and Locks

All suite entry doors must be accessible to building management in an emergency. Entry door locksets and keys must be provided or installed by a building engineer. The Management Office must pre-approve all installation of key pads or other door security devices. Access to suites by janitorial staff or building management staff will only be with tenant approval as needed.

All new tenants to the property will be provided with five (5) women's restrooms keys, five (5) men's restroom keys and two (2) ADA restroom keys at no charge.

Existing tenants will be billed at prevailing rates for any requested additional keys.

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## Life Safety

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Emergencies can and do occur in even the finest office buildings. The best we can do is to anticipate them where we can and be prepared so as to minimize their effect.

It is in every company's best interests to have its employees learn and understand the property Emergency Preparedness guidelines. The life safety program information for L'Enfant Plaza will be provided to your Designated Floor Warden upon move in and a link to the plan for occupants is available at <http://www.wps-plan.com/training/occ/lenfant/east/direct.html> or [www.wps-plan.com/training/occ/lenfant/north/direct.html](http://www.wps-plan.com/training/occ/lenfant/north/direct.html).

Training on this plan will be scheduled once per year. Drills for emergency evacuation will be scheduled, one per month. If the fire alarm system is activated during business hours, all occupants are to evacuate the building pursuant to the plan.

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In the event of any emergency, such as theft, fire or other incident, which occurs after normal business hours, we will notify a designated emergency contact from your office. This procedure allows us to alert tenants as soon as possible in the event of any unforeseen circumstance. The Management Office will periodically distribute forms to tenants to update contacts and telephone numbers. Your cooperation in supplying this information in a timely manner is appreciated.

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### Tenant

Prior to moving into the building, and at all times during your tenancy, each tenant must have on file in the Management Office a Certificate of Insurance evidencing the coverage types and amounts stipulated in the lease agreement. **JBG Commercial Management, LLC** and **Potomac Creek Associates, LLC** must be included as additional insureds. The Management Office copy of your insurance certificate must be kept current at all times while your lease is in effect.

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### Vendor

Certificates representing current insurance coverage must also be on file in the Management Office for each contractor (construction, remodeling, moving, etc.) that performs work for your suite in the building before the work begins, and at all times while the work is underway. The Certificate Holder should read:

Potomac Creek Associates, LLC  
955 L'Enfant Plaza North, SW  
Suite 1208  
Washington, DC 20024

Additional insureds should read: Potomac Creek Associates, LLC and JBG/Commercial Management, LLC.

The wording in the description of services should read: Any and all work performed at L'Enfant Plaza.

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**Remodeling/redecorating work can be either minor or major, and may include any of the following:**

- Installing electrical or phone outlets
- Installing or relocating light fixtures
- Relocating doors
- Repairing carpets
- Installing new carpet
- Adding or moving walls
- Painting or wall-covering
- Telephone or computer system cabling

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As you contemplate remodeling work for your suite, several factors involving the Management Office's interface should be considered.

1. The Management Office must evaluate even the smallest change for its impact on the building. Written design approval by the Management Office is required two (2) weeks prior to the commencement of work.
2. Be sure to provide two (2) copies of all applicable plans and specifications so that we can return one copy to you with our comments and keep one copy for our files. The Management Office review helps ensure that the proposed project will conform to the building's core and shell systems, as well as the standard construction practices and appropriate materials for the building.

The scope of various projects will require that the tenant engage a licensed architect and/or engineer. Check with the Management Office to discuss our requirements in a specific instance.

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Obtain approval of all contractors who will be working on your project by completing an [Access Authorization Request Form](#). The Management Office reserves the right to withhold the approval of any contractor who cannot provide insurance coverage, is not licensed or has previously caused problems.

Provide [Contractor Rules and Regulations](#), to any approved contractors prior to the start of any job.

### During Construction

The Management Office will require that all work that takes place comply with all governmental authorities with jurisdiction over the project.

No contractor will be allowed to begin work until a Certificate of Insurance naming the additional insureds has been received by the Management Office.

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### During Construction (continued)

A pre-construction meeting with the contractor, tenant, the Management Office, and engineer is strongly encouraged to ensure all parties are clear on the work to be performed and fully understand the rules and regulations.

No loud noise is to take place during normal business hours, from 7:00 AM to 6:00 PM, Monday through Friday. If a construction project is deemed to be disruptive to existing tenants and/or the Management Office, the General Contractor shall reschedule work so as to eliminate disruption to the satisfaction of the Management Office.

All existing building common area finishes must be protected using Masonite or other appropriate material through the entire duration of the work.

### Floor Covering

All floor coverings should be approved through the Management Office.

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### Electrical Requirements

Prior to any alterations of electrical wiring, specifications **must** be submitted to the Management Office for review and approval by the building electrician to avoid any code violations.

### Code Issues

As with most other modern office buildings, the space above your ceiling is used as a return-air plenum. Various code requirements affect plenum spaces. It is therefore essential that you instruct your cabling company (phone, data and other) to use “plenum rated” cable for all cabling which will run above the ceiling.

The building code also requires that cables be independently supported, rather than sharing plumbing supports or wires installed to hold ceiling systems or electrical conduits. Many cabling companies do not abide by this requirement without specific instructions and follow-up by the tenant. Remedial work to correct improper installation can be costly and have serious time delay considerations.

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### After Construction

Upon completion of the work, and depending on the nature of the project, the contractor must be required to furnish certain items to the Management Office to assist with the Management Office's future maintenance of the suite; to help prove that the work was completed satisfactorily; and, to demonstrate that the property will remain free of liens. We suggest that final payment be withheld from the contractor until the applicable project close-out items have been obtained from the contractor and forwarded to the Management Office to ensure suitability (not all of these will be required for many small projects - ask the Management Office).

1. Final Inspection Approval Certificate and Certificate of Occupancy from DC Government
2. As-built drawings depicting accurate field conditions in areas affected by the work
3. Updated electrical panel schedules
4. Lien releases from the General Contractor, subcontractors and suppliers
5. Operating and Maintenance (O&M) Manuals
6. HVAC Test & Balance Reports
7. Written one (1) year warranty on all completed work and installed equipment

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All deliveries for tenants must take place in the service freight elevators which are available on a first come, first served basis during business hours. Deliveries must be made by using the loading docks, located at 925 Frontage Road, S.W. for the North Building or the 875 Frontage Road, S.W. for the East Building. After hours, it is the tenant's responsibility to escort deliveries up to their suites. Building access cards or keys are not given to non-tenants.

All oversized/large deliveries (those requiring more than one hour or involving pieces with any dimension greater than 5 feet) need to be scheduled at least 24-hours in advance with the Management Office and shall take place during non-business hours. All small deliveries can be arranged during \*non-peak times with the Management office. Elevator scheduling is on a first-come, first-served basis. A representative from your firm must be present to accept any deliveries made after-hours.

All delivery companies must bring Masonite to protect lobby floors. Walls, corners, and door frames must also be treated with appropriate protection to avoid damage.

**\*Non-peak times are Monday—Friday before 7:00 AM, 10:00-11:00 AM and 2:00—3:00 PM.**

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### After-Hours

Building staff will not accept or allow after-hours deliveries. Further, neither the Management Office, nor building engineering staff, nor security personnel can accept any type of mail or packages (i.e., general mail, certified or registered mail, [FedEx](#) packages, [UPS](#) packages, etc.) from couriers coming into or exiting tenant suites. Property insurance requirements prohibit this activity. Incoming deliveries should be referred directly to the tenant's premises.

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It is in the best interest of the building and its tenants that all federal, state and local regulations governing L'Enfant Plaza are in practice at this property. Compliance with building codes, fire codes, health codes and other ordinances often seems too inconvenient, difficult or costly, but in fact is essential for life safety and well-being. L'Enfant Plaza is operated so as to abide with regulations to the best of the Management's Office knowledge and it is important that each tenant acts in the same fashion to avoid jeopardizing the safety of the other tenants.

### Trash

Items that you wish to have disposed of must be labeled clearly with the words "TRASH" and "BASURA." These items should be placed next to your existing trash receptacles **inside** your suite for removal nightly by our janitors. No items left in the building common areas will be disposed of. Items that require special or non-standard means of disposal will be billable for labor and related disposal charges. Please inquire with the Management Office if you are unsure whether or not your item disposal will be billable.

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### Signage

An effective directory & signage program with consistently applied standards tends to create the most professional overall image for the building and its tenants. The Management Office will provide standard signage for the suite and the main lobby directory. Any future changes to the tenant's suite or directory listing will be billed to the tenant's account. A [Signage Change Request Form](#) will need to be filled out and faxed to the Management Office at (202) 863-2286 authorizing the charges and changes.

All suite entry signage is standard and consistent within the building. If a tenant requests additional signage other than building standard, a written request must be submitted in advance to the Management Office, and must be approved by the Management Office prior to any signage installation.

No temporary or paper signs may be posted in any areas viewable from the common areas of the building. No exceptions.

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### Storage

Storage of personal items is permissible within your leased premises only. No personal items may be stored in building hallways, restrooms, closets, or garages. Items found in these areas will be given back to their owners if possible or disposed of by our staff.

### Equipment Removal

Equipment may only be removed from your suite following the same guidelines outlined in the Security section.

### Seasonal Decorations

No seasonal decorations are allowed in common areas or on suite entry doors. Holiday decorations (including trees and wreaths) set up in any tenant space shall be in conformance with the following specifications:

- For safety purposes, **only artificial trees** may be displayed within your suite.
- Artificial trees shall not be set up before December 1st, and must be removed by January 2nd or the first business day after the holiday.



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#### Seasonal Decoration (continued)

- Trees must be placed so they do not in any way block an exit door, nor obscure an exit sign.
- Only decorations of non-flammable material are to be used.
- Electrical wiring shall NOT be used on metallic Christmas trees. Metallic trees may be illuminated by use of spotlights placed a safe distance away.
- Any electric lights used on trees must conform to electric code and be U.L. approved.
- All artificial trees must be flame proofed to the satisfaction of the DC Fire Marshall.
- Use of any candle or flame decorations is prohibited.

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For continuity and the most effective communication, please route calls for maintenance requests and repairs through the Workspeed system at <https://secure.workspeed.com> or the Management Office at (202) 485-3300. These requests should be made by an authorized Facility Contact for your organization. The following information will enhance timely response and help establish trend information useful in correcting recurring problems. Kindly provide:

1. Facility Contact name
2. Phone number
3. Floor/Area/Suite number
4. Relevant specifics applicable to the problem (i.e., too hot, too cold, area affected)
5. Details (elevator #, 2nd toilet, etc.)

If you would like to initiate Workspeed for the first time, you will need to fill out and fax the [Authorized User\(s\) Form](#) to the Management Office at (202) 863-2286.

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All office spaces and common areas are cleaned on a daily basis, Monday through Friday. Tenants should contact the Management Office for any special cleaning needs or to report any cleaning deficiencies.

In situations where you would like specific, non container of trash disposed of, please write “TRASH/BASURA” on the item. All empty moving boxes should be flattened. Trash must remain inside your suite to be removed nightly.

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Non-building standard repairs, maintenance, and improvement requests will be performed on request **when written approval of cost estimates is provided by an authorized tenant employee**. Our most commonly requested billable service fees and procedures are outlined herein, and are subject to change. Please refer to your lease for anything that may be negotiated differently in your specific contract.

All services must be requested via [Workspeed](#), the provided form(s), or by calling (202) 485-3300.

### Special Services

Any tenant requests for non-building standard services / repairs are billable and must be estimated on a case by case basis. Examples would include: furniture repair, specialty light bulb replacement, painting, handyman service, and in-suite plumbing.

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### Labor (based on I.U.O.E Local 99)

- \$50.00 Regular Time
- \$75.00 Overtime 1.5
- \$100.00 Overtime Holiday

### **Hard Keys**

There is a \$3.00 charge per key for all existing tenants.

*Door hardware changes and lock adjustments will be priced as a special service.*

### **After Hours Access Cards**

New and replacement access cards will be billable at \$15.00 per card. Programming changes for existing cards will be processed at no charge.

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### Lighting

Standard lighting schedules for the North Building are 6:00AM to 10:00PM Monday through Friday. After hours lighting is available in the North Building by dialing 202-484-8350 and entering the tenant suite passcode followed by 1#. There is currently no charge for this service.

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### Smoking

All public aspects have been declared “Non-Smoking Areas.” This includes restrooms, stairways, garages, loading docks, corridors, lobbies, and elevators, etc. Smokers may use areas on the exterior of the property that from time-to-time may be designated “smoking areas.” These areas are subject to change and Management Office will notify tenants accordingly. We ask all smokers’ cooperation in properly extinguishing and disposing of cigarette butts in the ash urns provided for this purpose. This will help the Management Office to maintain the cleanliness of the exterior of the property and make for more pleasant surroundings for everyone.

Tenants’ assistance in self-enforcing this policy is important in order for meaningful regulation.

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### Soliciting

In order to relieve tenants of the burden of uninvited soliciting on the premises, soliciting is prohibited. If someone is soliciting on your floor or in your suite, please notify the Security Personnel at (202) 485-3350 or the Management Office at (202) 485-3300 and the appropriate personnel will be sent to request that the solicitor leave.

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### Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from the Property Management Office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at [www.adobe.com](http://www.adobe.com).

#### [Request For Keys](#)

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## Moving Out Checklist

The following steps need to be completed prior to vacating L'Enfant Plaza.

- Notify the Management Office in writing at least two weeks in advance of move out date.
- Schedule freight elevator contact for moving company.
- Provide Certificate of Insurance for moving company. Please see [Insurance Requirements section of this handbook.](#)
- Provide your moving company with a copy of the [Construction Rules and Regulations.](#)
- Schedule walk through of vacated space with the Management Office.
- Turn in keys and after hours access cards to the Management Office.
- [Provide forwarding contact information.](#)
- Forward mail delivery via postal service.
- Contact phone vendor to discontinue telephone service .

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**Business Services:** This section provides detailed information about mail centers, printers, dry cleaners and other useful services in the neighborhood surrounding L'Enfant Plaza.

**Entertainment:** This section provides information on the neighborhood's best bars, clubs, cultural centers and other entertainment options.

**Hotels:** This section provides the contact and location information for the hotels in the neighborhood surrounding L'Enfant Plaza.

**Maps:** This section provides local maps as well as driving directions to and from major transportation hubs.

**Restaurants:** This section provides tenants with contact and location information for the restaurants located in L'Enfant Plaza's neighborhood.

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