

INTELLICENTER TENANT HANDBOOK

**Prepared By
Hines Property Management**



INTELLICENTER TENANT MANUAL

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INTRODUCTION

Welcome to Intellicenter! This manual is designed to acquaint tenants with the business environment here at Intellicenter. Built in 2007 and meticulously maintained, Intellicenter's modern, architecturally distinctive exterior is distinguished by its aluminum and architectural concrete accents and high-performance, dual-pane, reflective glass. Tenants and visitors are welcomed into the building's well-appointed lobby with finishes that include Terrazzo floors, wood-paneled walls with stone-accent, and striking coffered ceilings. Tenant spaces have premium finishes throughout, 9'-10" ceilings and floor-to-ceiling glass, Large, efficient floor plates totaling 50,000 square feet with 25,000 square feet on each side of a central core Perimeter, load-bearing columns maximize space planning Centralized walking stairwell not only enhances employee migration and interaction between floors but also minimizes elevator usage, Tate® Raised Flooring provides under-floor air distribution in all work areas as well as easy access to electrical, data, and phone lines below the floor. Parking ratio of 5 spaces per 1,000 SF situated 360 degrees around the building, allowing quick and easy ingress and egress

The building and Property Management Office addresses are as follows:

BUILDING ADDRESS

Intellicenter

3701 Regent Blvd

Irving, TX 75063

PROPERTY MANAGEMENT OFFICE ADDRESS

Hines

3701 Regent Blvd

Suite 225

Irving, TX 75063

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BUSINESS HOURS AND HOLIDAYS

Normal building business hours are 7:00 a.m. to 6:00 p.m., Monday through Friday. Property Management Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday.

The building and Property Management Office are closed on the following holidays:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- The day following Thanksgiving
- Christmas Day

Please note that these holidays are subject to change. Official holidays are stated in lease documents.

DIRECTIONS TO INTELLICENTER

From DFW Airport:

Take International Pkwy to Freeport Pkwy in Irving. Take the Freeport exit from TX-114 E. Head north on International Pkwy. Take TX-114 E towards Irving/Downtown Dallas and exit Freeport Pkwy. Left on Freeport and right onto W Royal Ln. Left onto Royal Crossing and left on Regent Blvd.

From Downtown Dallas:

Take I-35E North, TX-183 W and TX-114 W to N Belt Line Rd. in Irving. Take Belt Line Rd. N exit from TX-114, continue on N Belt Line Rd. Drive to Regent Blvd.

Upon arrival to building, please check in at the security console in main lobby.

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TENANT CONTACTS

The Property Management Office requires a list of tenant contacts for the following:

- Primary contact to notify in the event of an after-hours emergency
- Daytime contact authorized to make standard maintenance requests, special service requests, and overtime service requests. (Some service requests may involve charges and billing.)

Use the Tenant Contact & Warden Information form to designate a minimum of one primary contact and one alternate contact. A copy of the form will be sent to you, and an electronic copy is available upon request. Submit the form to the Property Management Office via email at ana.kountz@hines.com and keep a copy for your office records.

Please note that it is the tenant's responsibility to update the list of contacts provided to the Property Management Office.

BUILDING RULES AND REGULATIONS

1. Sidewalks, doorways, vestibules, halls, stairways, freight elevator lobbies, and other similar areas are not to be used for the disposal of trash, obstructed by tenants, or used by tenants for any purpose other than entering or leaving the leased premises and traveling from one part of the Building to another. If special trash pickups are required, please contact the Property Management Office at ana.kountz@hines.com.
2. No sweepings, rubbish, rags, or other unsuitable materials shall be disposed into plumbing fixtures or appliances. Damage resulting to any fixtures from misuse by a tenant shall be the liability of said tenant.
3. Movement of furniture or office equipment in or out of the Building, as well as the dispatch or receipt of any bulky material, merchandise, or materials that requires the use of the elevators or the stairways or movement through the Building entrances, will be restricted to such hours as Landlord shall reasonably designate. All such movement will be under the supervision of Landlord and in the manner agreed to between the tenant and Landlord by prearrangement. Such prearrangement, initiated by the tenant, is subject to Landlord's control as to the time, method, routing of the movement, and as to limitations for safety or other concerns that may prohibit any article, equipment, or other item(s) from

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entering the building. The tenant is to assume all risks for damage to articles moved or injury to persons engaged or not engaged in such movement and for any damage to Landlord's equipment or property or injury to Landlord's personnel as a result of any act in connection with fulfilling this service for the tenant. Landlord shall not be liable for any acts of any person(s) engaged in, or any damage or loss to any of said property of person(s), resulting from any act in connection with such service performed for the tenant unless the damage or injury is caused by the gross negligence or willful misconduct of Landlord.

4. All routine deliveries to a tenant's leased premises during 7:00 a.m. to 6:00 p.m. weekdays shall be made through the freight elevators. Passenger elevators are used only for the movement of people unless the Property Management Office approves an exception.
5. Mineral or other water, towels, newspapers, packages, recurring deliveries, and services, etc., may be delivered to tenants' leased premises by persons or companies that have been identified and submitted in writing by a tenant contact for the designated tenant's suites and authorized times and comply with Building security requirements. These persons or companies will be added to the Standing Admit List for access into tenant space as authorized by the tenant contact and with the understanding that no security escort will be provided unless requested in advance by the requestor.
6. Corridor doors, when not in use, should be closed.
7. Tenant space that is visible from public areas must be kept neat and clean and is subject to Landlord's approval.
8. Tenants shall not tamper with or attempt to adjust temperature control thermostats in the leased premises. Landlord shall adjust the temperature as required to maintain the Building-standard temperature. Landlord requests that all window blinds remain down and tilted at a 45-degree angle toward the street to help maintain comfortable room temperatures and conserve energy.
9. All requests for overtime air conditioning or heating are submitted in writing to the Property Management Office at ana.kountz@hines.com no later than 2:00 p.m. for normal requests and no later than 12:00 p.m. on the preceding business day for holiday requests.

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10. The Building hours are from 7:00 a.m. until 6:00 p.m. Monday through Friday, excluding holidays. The Hines access card system provides access at all other times.
11. Tenants will comply with all security procedures at all times during business hours, after hours, and on weekends.
12. Landlord will provide, at the tenant's expense, all locks for doors entering or within the leased premises, and no additional lock(s) will be placed on any door entering or within the leased premises without Landlord's written consent. Submit all requests for duplicate keys to the Property Management Office.
13. Tenants will cooperate with Landlord's employees in keeping leased areas neat and clean unless the tenant is responsible for cleaning and maintenance personnel. Landlord will in no way be held responsible by any tenant, its agents, employees, or invitees for any loss of property from the leased premises or public areas or for any damage to any property within the leased premises even if such loss or damage occurred when the leased premises were locked against entry.
14. Signs, advertisements, or notices visible in or from public corridors or from outside the Building shall be subject to Landlord's prior written approval.
15. Landlord will provide and maintain a directory for all tenants in the main lobby of the Building, and no other directory will be permitted.
16. Proposed plans for alterations within the Building must be approved in writing by Landlord. This provision will apply to all work performed in the Building including, but not limited to, installation of telephones, telegraph equipment, electrical devices and attachments, and all installations affecting or affixed to floors, walls, woodwork, trim, windows, ceiling, equipment, or any other portion of the Building.
17. Landlord reserves the right to prescribe the weight and positioning of safes, files, filing systems, and other heavy equipment, and written approval must be obtained from the Property Management Office before work begins. All damage done to the Building by the movement of property of the tenant, or done by the tenant's property while in the Building, will be repaired at the tenant's expense.
18. Should a tenant require telegraphic, telephonic, enunciator, or other communication service, Landlord will direct the electricians where and how wires are to be introduced and placed, and none shall be introduced or placed except as Landlord shall direct. Electric current shall not be used for power or heating

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without Landlord's prior written permission. Extension cords may be used for temporary loads only and shall not be installed for permanent use. Any surge protectors utilized by the tenant shall be used in accordance with the manufacturer's specifications in order to prevent electrical overload.

19. Tenants are requested to lock all office doors leading to corridors and to turn out all lights at the close of their working day.
20. Tenants, their agents, contractors, employees, and invitees shall observe no smoking rules, as per Building policy, in all areas within the Building, including the leased premises, elevators, restrooms, stairwells, garages, etc. Smoking will only be permitted in designated areas outside the Building.
21. No flammable or explosive fluids or materials shall be kept or used within the premises of the Building. No open flames or flammable substances or materials (such as candles, sterno heaters, space heaters, live Christmas trees, etc.) are permitted for use by the tenant in the premises or in the Building. Tenants shall comply with all applicable building and fire codes relating to their use of the premises.
22. Tenants will not make or permit any improper noises within the Building or otherwise interfere with other tenants or persons having business within the Building.
23. No painting will be permitted within the Building during business hours that would interfere with other tenants or persons having business within the building.
24. No animals shall be brought into or kept in, on, or about the Property.
25. Solicitation of any kind is strictly forbidden unless approved in advance by the Property Management Office. Each tenant is requested to notify the Property Management office if such activities occur at ana.kountz@hines.com.
26. The carrying of firearms of any kind in any leased premises, the building in which such premises are situated, any, or any related complex of buildings of which the foregoing are a part, or any sidewalks, drives or other common areas related to any of the foregoing, is prohibited except in the case of unconcealed firearms carried by licensed security personnel hired or contracted by tenants for security of their premises as permitted by such tenants' leases or otherwise consented to by Landlord in writing.

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27. Landlord reserves the right to rescind any of the foregoing rules and regulations and to make other and further rules and regulations as, in its reasonable judgment, are required from time to time for the safety, protection, care, and cleanliness of the Building, the operation thereof, the preservation of good order therein, and the protection and comfort of the tenants and their agents, employees, and invitees. Such rules and regulations, when made and written notice thereof is given to a tenant, shall be binding upon it in like manner as if originally herein prescribed.

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NO SMOKING

Smoking is only permitted in designated areas in the parking lot. Smoking is not permitted within 25 feet of the building entrances or the interior of the premises. This includes all restrooms, elevators, corridors, stairwells, and the lobby. Smoking is also prohibited within 35 feet of the building's entrances.

BUILDING SERVICES

For assistance with any building service request, please contact the Property Management Office via email at ana.kountz@hines.com.

The following building-standard services are provided for the comfort and convenience of all Intellicenter tenants:

- Air conditioning adjustments within building-standard guidelines
- Replacement of building light bulbs within common areas

With advance notice, the following above-building-standard services may be provided at an additional charge:

- Overtime air conditioning (refer to lease documents for details)
- Duplicate keys
- Additional graphics
- Removal of heavy trash, furniture moving, etc.
- Alterations or remodeling work
- Replacement of above standard light bulbs and ballasts within the tenant space
- Providing paper products for areas other than building-standard restrooms

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HOUSEKEEPING SERVICES

Guidelines for housekeeping services at Intellicenter are as follows:

- Tenant suites are cleaned four (4) nights a week, Monday through Thursday, between the hours of 7:00 p.m. and 11:00 p.m. and on Sundays between 8:00 a.m. and 2:00 p.m.
- Day porters and housekeeping staff provide cleaning services weekdays between the hours of 7:00 a.m. and 3:00 p.m.
- To ensure tenant satisfaction with cleaning, please contact the Property Management Office with any special requests or problems via email at ana.kountz@hines.com.
- Upon advance request, the following services can be provided at an additional cost: refrigerator cleaning, carpet cleaning, and floor waxing.
- All cleaning personnel are required to wear an identification badge. If you observe any cleaning personnel without proper identification, please notify the Property Management Office via email at ana.kountz@hines.com.

ACCESS TO SERVICE AREAS

Occasionally various contractors or installation companies will require access to restricted areas within the building. Security or engineering staff will provide access as authorized during normal business hours if the tenant provides building management with a written request prior to the date of authorization. Contractors must also provide current, valid photo identification (such as a driver's license) and leave their ID with security. The ID will be returned upon checkout. Any contractor without a current, valid form of identification will be refused entrance into the building.

LOADING DOCK AND FREIGHT ELEVATORS

Loading dock:

Intellicenter has a 1-bay loading area to be used by trucks and vehicles making deliveries. The entrance to the loading dock is located on southeast side of the building. All deliveries must check in with security upon arrival.

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Freight elevators:

Intellicenter is equipped with one (1) rear loading freight elevator. The elevator serves all 4 floors of the building. The freight elevator is to be used for moving furniture and equipment, moving construction materials, and movement of personnel for construction or moving-related purposes. During regular building hours, the freight elevator is available on a first-come, first-served basis. Floor protection is required to move items from the freight elevator through the main lobby.

Dimensions and weight limits for the freight elevators are as follows (approximate measurements):

	Freight Elevator
Height	9' (132")
Width	5'2" (62")
Depth	8'4" (100")
Door Width	4' (48")
Door Height	9' (108")
Weight Limit	4,000 pounds

Normal hours of operation are 7:00 a.m. through 6:00 p.m., Monday through Friday, excluding recognized building holidays. If you have questions, please contact the Property Management Office via email at ana.kountz@hines.com.

AFTER-HOURS FREIGHT ELEVATOR RESERVATIONS

- Reservations are required for usage of the freight elevators after normal business hours. Please contact the Property Management Office via email at ana.kountz@hines.com at least twenty-four hours in advance.
- Freight elevators are available for reservation between the hours of 6:00 p.m. and 6:00 a.m. on weekdays and are available for reserved use anytime on weekends.

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- Tenants will be held fully responsible for any damages that may occur to the premises during moves.
- If you have any questions regarding building regulations and guidelines, please contact the Property Management Office via email at ana.kountz@hines.com.

MAIL/POSTAL SERVICE INFORMATION

For mail to reach your suite at Intellicenter efficiently, please use the following as your building address:

Tenant Name

3701 Regent Blvd, Suite _____

Irving, Texas 75063

Intellicenter tenants are issued a designated mailbox in the postal area on the first floor in the center stairway vestibule. The number of the box is for designation purposes only and is not a post office box number to be used for mailing purposes. The U.S. Post Office hours are between 9:00 a.m. and 11:00 a.m. for pickup and delivery unless revised by the U.S. Postal Service.

Please note that this post office location is operated by the United States Postal Service. Building management has no authority or control over mail service.

Any questions or concerns should be directed to:

United States Postal Service

Manager – (Zip Code #75063)

Central Irving Post Office

2300 Story Road W

Irving, Texas 75038

(972)255-1637

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FedEx services provides a drop box for packages in the center stairway on first floor across from the security desk.

SECURITY

Uniformed security officers are on duty in the building twenty-four hours each day. After normal business hours, a security card reader controls access to the building at designated entrances. Security officers are not allowed to open locked doors for any person after working hours unless authorization is obtained from the tenant contact and the Property Management Office.

The following security procedures are in place:

- Security officers conduct routine floor checks; however, our security officers will not enter your office space unless requested to do so.
- Security will question anyone leaving the building after hours with visible office equipment, large packages, or valuables. If we have not been provided an approval in advance on tenant letterhead, the tenant contact will be contacted to approve removal of the items.
- Housekeeping has been enlisted to watch for suspicious individuals as well as report anything out of the ordinary.
- Tenants are responsible for the security of their individual suites.

SECURITY OFFICER POSTS

- An officer is stationed at the lobby security desk and monitors life safety systems twenty-four hours each day. This officer also patrols the common areas, parking garage and perimeter of the building.
- Building Security cell number: (214) 418-1027

ACCESS CONTROL

Tenant access into the building:

Any tenant with a valid access card can enter the building after hours and will not be required to sign in or out. In the event it is apparent that the

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access card does not belong to the user (e.g., a male using a female's card), the user will be stopped at the security console and the tenant contact will be called.

If the tenant does not have his or her access card, security will need to verify that the information on the tenant's ID (i.e., driver's license or another form of photo identification) matches the data in our access control system. If security does not find a match, security will call the tenant contact for approval before access is given.

If the tenant does not have an access card issued in his/her name but has other proof of employment (e.g., a business card), the tenant contact will be called for verification and approval.

Any guests accompanying a tenant are required to sign in and out at the security console.

After-hours tenant or guest access into the tenant office space:

If a tenant does not have his/her access card and needs security to provide access to the leased premises outside of normal business hours, authorization must first be granted via ana.kountz@hines.com. Tenant contacts should notify the Property Management Office the previous day in order to authorize guests desiring access to tenant space earlier than standard building hours; otherwise, the guest will need to wait until a tenant contact is located for authorization.

Contractors' access into the building:

All contractors needing access into the building must have security clearance on file at the security console. The foreman/supervisor on the project will be responsible for making sure that all his/her employees and subcontractors arrive and are checked in together. Though the foreman/supervisor will know who is working on the project, a project directory including all subcontractors on the project is required to be on file from the tenant or the General Contractor. Please make sure to include a phone number for the construction supervisor in the event we need to contact them; otherwise, workers who arrive late will not be allowed entry into the building. If the supervisor does not have a cell phone, a list of expected workers should be left at the security console. Each person employed by a contractor, subcontractor, or service provider requesting access into the building must have a current, valid ID (i.e., driver's license

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or another form of photo identification). Persons without a current, valid ID will be denied entrance into the building.

If contractors need to leave the interior of the building for any reason, they will be required to leave through the front doors of the building (by the security console) unless they are leaving for the day. Contractors should take all their tools and supplies to the work site at the beginning of the day via the freight elevator to eliminate multiple trips to the dock.

Contractors must check in and out with the Security Director.

After-hours deliveries:

No after-hours food deliveries will be allowed past the security console. Please ask your employees to leave a contact number when ordering food so that they can be called for pickup when the delivery arrives.

Parcel deliveries (e.g., FedEx, UPS, couriers) will be escorted to the tenant floor but not into your office space. Due to liability issues, we cannot sign for packages at the security console. We will monitor this process and reserve the right to change it if we find that it consumes too much time from our security staff. Any help you can provide in eliminating after-hours deliveries is appreciated.

BUILDING ACCESS CARD READER LOCATIONS

Access card readers are located at the building entrances on San Jacinto Street and Ross Avenue. To exit the building after hours, push the exit button located near the entry door, which automatically releases the lock.

KEYS AND SECURITY ACCESS CARDS

Keys and security access cards will be issued to tenants according to lease provisions. To obtain a new or replacement access card or to purchase additional keys and cards, please complete the Card Access and Building Directory Add & Delete form and submit it to the Property Management Office. A copy of the form is included as an appendix to this manual, and an electronic copy is available upon request. Submit the form to the Property Management Office via email at ana.kountz@hines.com.

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TENANT DIRECTORY

A tenant directory is located on the lobby level near the security console. All firms are listed alphabetically. It is the responsibility of the tenant to notify the Property Management Office of any additions, changes, or deletions to your firm's information. Please use the Card Access and Building Directory Add & Delete form to submit this information via email to ana.kountz@hines.com. A copy of the form is included as an appendix to this manual, and an electronic copy is available electronically upon request.

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BUILDING AMENITIES

Las Colinas offers an extensive list of amenities because nearly 1/3 of the development is dedicated to parks and green space. The development is home to three private country clubs and four championship golf courses including the TPC Four Seasons Las Colinas which hosts the PGA Tour's AT&T Byron Nelson Championship. There are numerous luxury and business-class hotels including the Four Seasons Resort, over 100 restaurants, the Las Colinas Equestrian Center and 10 miles of hiking and biking trails along with 190 acres of parks and greenbelts.

Irving Convention Center

The \$133 million Irving Convention Center, completed in December 2011, is located north of the Urban Center core, bordered on the west by John Carpenter Freeway, on the east by Las Colinas Boulevard, and on the north by W Northwest Highway. Located adjacent to the Irving Convention Center DART Station, the facility was designed to serve exhibition, conventions, and meetings as well as a variety of other events. The multi-purpose space hosts primarily groups of 800 to 1,200 people but has a capacity of 4,000 for a general session. The building consists of several levels with an adjacent parking garage. In order to take advantage of the natural light, the Irving Convention Center is designed as two boxes, stacked and rotated, to create cantilevered corners that provide several shaded outdoor areas for visitors to utilize. A majority of the facade is surrounded in glass for natural light and curtained with perforated copper that will age with a natural patina surface layer for both a unique appearance and to reduce the environmental footprint.

Transit

The Trinity Railway Express (TRE) is a cooperative service of the Fort Worth Transit Authority and Dallas Area Rapid Transit. The Trinity Railway Express commuter rail connects Dallas and Fort Worth's CBD. To increase capacity on the TRE, a second double track is under construction. D/FW Airport is a short trip by rail from Irving, thanks to the TRE and the airport's shuttle service, which meet at the line's CentrePort station, just one stop west of Irving. Irving is within the 13 service areas of the Dallas region's transit agency, Dallas Area Rapid Transit (DART). Currently, Irving is served by numerous bus routes and the North Irving Transit Center services Las Colinas with express bus service to the Dallas CBD. The DART Orange light-rail line has four stations in Irving: The Las Colinas Urban Center Station, the Irving Convention Center Station, the Northlake College Station and the D/FW Airport Station.

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Hotel accommodations

The robust roster of employers along with the proximity to D/FW Airport resulted in an influx of hospitality options – 26 hotels offering over 4,300 rooms.

Four Seasons Resort and Club

Four Seasons Resort & Spa is the premier luxury, full-service resort with European-style spa and sports club with the TPC Four Seasons Las Colinas golf courses. The resort contains three restaurants, 432 rooms and 26 suites.

Omni Mandalay Hotel

The Omni Mandalay Hotel sits along Las Colinas Boulevard and the shores of Lake Carolyn. This hotel, patterned after the exotic charm of a Burmese city, contains 421 rooms, the Mokara Salon & Spa and heated lakeside swimming pool.

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GENERAL PARKING INFORMATION

Intellicenter:

The entrances for employee parking to Intellicenter are located south and west side of the premises. Reserved spaces for visitors are located on the south side of the building near the front entrance.

Overnight parking:

If an employee requires occasional overnight parking, please complete the Overnight Parking form and submit it to the Property Management office. A copy of the form is included as an appendix to this manual, and an electronic copy is available upon request.

REMODELING AND CONSTRUCTION

In accordance with lease provisions, tenants considering remodeling and/or construction of their existing lease space must contact the Property Management Office prior to the start date of any activity. Contractors are required to abide by the construction rules and the building rules and regulations, provide a Certificate of Insurance, and sign the form acknowledging that he/she will enforce the construction rules on the jobsite. A copy of the construction rules, including the signature form, is included in the appendix to this manual, and the construction rules are also available electronically, upon request. For questions, please contact the Property Management Office at (214)307-8150.

EMERGENCY TELEPHONE NUMBERS

Property Management Office.....	(214)307-8150
Security.....	214-418-1027
Irving Fire Department.....	911
Irving Police Department.....	911
Ambulance.....	911

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EMERGENCY PLAN

Purpose:

The emergency plan for Intellicenter is an integral part of the office building's response to emergencies. The contents of this plan are designed as an operational guide for the behavior, safety, and protection of tenants as well as visitors to the building.

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Scope:

The emergency plan establishes a sequential plan of response for initially recognizing, identifying, and reporting the existence of specific emergencies threatening the building and/or its inhabitants. The plan also provides for the safety and protection of endangered personnel and/or building assets.

When implemented and supplemented with appropriate instructions from the building's Property Manager (or a designated representative), this plan becomes an operational tool for effective and responsive action when occupants of the building are forced to cope with various emergencies.

Tenants' role in emergency management:

Emergency procedures are only effective if implemented properly by property management personnel and tenant wardens exercising common sense. Successful execution of the emergency plan depends on the degree of confidence, cooperation, and coordination mutually achieved by the tenant wardens, their fellow employees, and the Property Management Office.

To ensure the success of the emergency plan, each tenant should take the following measures:

- Assign responsible, preferably senior/tenured personnel, to function as tenant wardens, assistants, and backups.
- Insist that tenant wardens read and understand the evacuation plan and emergency procedures in their entirety.
- Ensure that the evacuation plan, emergency procedures, and the tenant warden contact name, location, and phone number are adequately disseminated to each employee in the office.
- Update the Property Management Office with current contact information when tenant wardens change.
- Encourage tenant wardens to participate in periodic training sessions that equip them to perform specialized emergency assignments.
- Enthusiastically support the overall objectives of the building's emergency plan.

Tenants are encouraged to incorporate specific procedures in the individual emergency plans for their suite (e.g., include procedures to

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safeguard monies, negotiable instruments, original contracts, personal items, etc.).

TENANT WARDEN DUTIES

Selection criteria for tenant wardens and backups:

Tenant wardens and their backups are selected according to two major criteria:

- They must be intelligent, alert, and resourceful individuals who are capable of performing in a leadership role during an emergency.
- They must be working in their respective company areas within the building rather than having primary duties and responsibilities elsewhere.

Qualification, duties, and responsibilities of tenant wardens and backups:

Tenant wardens are the liaisons between the Property Management Office and each tenant's employees. As such, they have direct control and responsibility for all decisive matters relating to the safety of their employees during an emergency.

Tenant wardens are responsible for selecting, identifying, and training sufficient backup personnel and emergency assistants to perform their emergency duties and responsibilities effectively. They are responsible for communicating appropriate preplanned emergency procedures and/or data to all employees under their jurisdiction through personnel orientation and/or company bulletin boards.

Tenant wardens and their backups must be knowledgeable about what is not commonplace (i.e., unusual or foreign to the normal environment of their respective company areas) so that in the event of a bomb threat, they will be qualified to assist in the identification of any suspicious items.

Tenant supervisors' emergency duties and responsibilities:

While all tenant supervisory personnel and employees should have constructive knowledge of the operational aspects of the emergency procedures, they must recognize that it is essential for them to subjugate themselves voluntarily to emergency instructions given to them by the tenant wardens and/or their backups in order to ensure a safe and orderly response to any emergency.

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Each tenant supervisor has two principal emergency duties and responsibilities:

- They must be calm, responsive, and able to help eliminate confusion, fear, and/or panic among their subordinates.
- They must faithfully execute any emergency duties and responsibilities assigned to them for the duration of the emergency.

Tenant employees' emergency duties and responsibilities:

All tenant employees must respond to official emergency instructions as if lives depend on it because lives do. The emergency plan and procedures were established to save lives and therefore require strict compliance in order to be effective.

Reporting changes in tenant wardens and backups:

Tenant wardens are the appointed liaison between the Property Management Office and their respective organizations. Communication of any emergency instructions and information must never be interrupted due to the transfer or loss of this key individual.

If a tenant warden or backup is no longer able to perform his/her duties, or if a new tenant warden or backup is selected, the Property Management Office must be notified immediately. Please complete the Tenant Contact & Warden Information form and submit it to the Property Management Office by email at Ana.Kountz@hines.com. A copy of the form is included in the appendix to this manual, and the form is also available electronically upon request.

Special effort must also be made to inform company employees about who they should look to for leadership during an emergency, especially when there are staffing or responsibility changes.

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Required number of tenant wardens:

There must be at least two (2) tenant wardens per floor regardless of square feet occupied. The number of representatives required is determined by the amount of square footage in your leased space per floor, as follows:

Leased Sq Ft Per Floor	Required Number of Tenant Wardens
0–15,000 sq ft	Two (2) wardens
15,001–22,500 sq ft	Three (3) wardens
22,501–30,000 sq ft	Four (4) wardens

Each additional 7,500 square feet or portion thereof will require an additional representative.

TESTING OF THE BUILDING'S EMERGENCY PLAN AND PROCEDURES

Various aspects of the emergency plan and procedures will be tested on a deliberate, systematic, and periodic basis in accordance with instructions from the Property Manager and the Irving Fire Department.

Such testing will familiarize key personnel with their emergency duties and responsibilities and will help us evaluate the emergency plan and procedures by identifying deficiencies. This will provide an opportunity to make adjustments and corrections to the plan prior to an actual emergency.

Fire evacuation drills are required by law and are scheduled to ensure your safety. Participation in fire drills is not voluntary. It is mandatory for everyone.

CONTACT WITH THE NEWS MEDIA

For the protection and safety of all building occupants, tenant employees are requested to refer news media inquiries to their respective company's public relations representatives or to the Property Manager.

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EVACUATION PLAN

When the Irving Fire Department and/or the Hines Property Management Office decides to evacuate the building, the Fire Command Station will instruct the tenant wardens to assist in the evacuation by maintaining an orderly and safe flow of personnel. Each tenant warden will check all areas of his/her leased premises to ensure that all occupants have evacuated the area. The tenant warden will then evacuate the building. For information on evacuation zones, see the Evacuation Zones document included as an appendix to this manual.

EVACUATION PROCEDURES

When the order for evacuation has been given, the tenant warden, designated backup, and/or assistants must take the following steps:

- Follow the evacuation plan provided by the Irving Fire Department.
- Inform all personnel in respective areas as to when and where to evacuate.
- Be the last to leave, making sure all personnel have safely exited the area.
- Identify and give priority to the movement or evacuation of nervous, emotional, ill, and/or mobility-impaired personnel. A current list of these individuals should be maintained by the tenant warden and regularly updated for the Property Management Office.
- Do not use elevators for evacuation unless directed to do so by the Irving Fire Department.
- Assign assistants to:
 - Assist any mobility-impaired personnel.
 - Properly secure and safeguard special company records, original contracts, and negotiable instruments, and lock appropriate files, vaults, closets, desks, etc.
 - Unplug appropriate electrical equipment, machines, hot plates, coffee makers, etc.
 - Check for employee and visitor stragglers, turn off lights, and close office doors. Do not lock the door if the office is involved in a fire emergency.
- Establish and announce a rendezvous point where employees will meet for communication of emergency and/or re-entry information.

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- Advise employees to bring with them their essential possessions, as people will not be allowed to re-enter the building during the emergency.
- Assure employees and visitors that emergency plans have been established and tested and personnel have been trained to handle an emergency evacuation. Remind everyone to remain calm and quiet during an evacuation so that everyone can hear and understand emergency instructions.
- When evacuation is complete, assemble and account for all personnel. Tally:
 - Total number of employees moved and/or evacuated
 - Total number of visitors moved and/or evacuated
 - Total number of missing personnel
 - Names of missing personnel

If the tenant warden determines that employees and visitors are in imminent danger, the tenant warden may exercise independent judgment and move and/or evacuate personnel without being given a specific route to follow. As soon as the group reaches a point of safety, please call the Property Management Office at (214)307-8150 .

For future reference by the Property Manager and security director, write a brief report covering your actions in response to the emergency, including any special problems or incidents encountered, and submit it in a timely manner to the Property Management Office. Retain a copy of the report for your records.

Remember:

Tenant wardens and their assistants and backups must demonstrate by their words and actions that they are capable of leading their employees and visitors to safety.

FIRE DURING WORKING HOURS

If you see fire or smoke or smell something burning:

- Immediately call 911.
- Call the Property Management Office at (214)307-8150.
- Isolate the fire, if you can do so safely, by closing the door.

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- Contact the tenant warden(s) on the floor with the fire and give the location and severity of the fire.
- If directed to evacuate by the fire department or the Property Management Office, or if unsafe conditions warrant leaving the floor, use the fire exit stairs to evacuate down to the next re-entry floor. Never use the elevator.

If you think you smell smoke:

- Immediately call the Property Management Office at (214)307-8150.
- Contact the tenant warden(s) on the floor with the odor and give the location and characteristic of the odor.

If you hear the fire alarm:

- Call the Property Management Office at (214)307-8150.
- Direct all occupants on the floor in alarm to the fire exit stairs and await further instructions.

FIRE AFTER WORKING HOURS

If you see fire, smell smoke, or hear a fire alarm:

- Immediately call 911.
- Call the Property Management Office at (214)307-8150.
- Isolate the fire, if you can do so safely, by closing the door.
- Call security at 214-418-1027.
- If directed to evacuate by the fire department or the Property Management Office, or if unsafe conditions warrant leaving the floor, use the fire exit stairs to evacuate down to the next re-entry floor. Never use the elevator.

SUSPECTED BOMB

The safety precautions listed below are designed to acquaint tenants with several factors to be considered in the search for and discovery of suspected bombs. Do not dismiss any precautions as unimportant or take them for granted. Adequate knowledge of these precautionary provisions may save the lives of your employees, visitors, and customers.

- Do not use radio equipment to transmit messages.
- Do not turn light switches either off or on.

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- Do not smoke or light any matches.
- Do not accept the contents of any container as bona fide just because it was delivered in a generally routine manner. Do not accept container markings and/or appearance as sole evidence of the container's contents.
- Do not touch or change the position of a suspected bomb.
- Do not shake, shock, or jar a suspected bomb.
- Do not cover or carry a suspected bomb.
- Do not open or cut any strings or cords on any suspicious container or object.
- Do not unscrew, unlatch, unhook, or lift the cover off a suspicious object.
- Do not submerge a suspected bomb in water.

BOMB THREATS

At no time should a bomb threat be ignored or treated as a false alarm. Please follow the instructions below when a bomb threat call is received:

- Keep the caller on the line for as long as possible:
 - Tell the caller the building is occupied and an explosion might cause the death of innocent people.
 - Listen for background noises that might help in determining from where the call was made.
- Obtain as much information as possible from the caller, including:
 - Location of the bomb
 - Time of detonation
 - Outside appearance of the bomb and type of bomb
 - Reason for planting the bomb
- At the conclusion of the call, immediately report the bomb threat along with the following information, first to 911 and then to the Property Management Office:
 - Your name
 - Your location and phone number
 - Name of the initial recipient
 - Time the call was received

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- Name of anyone listening in to the threat
 - Name of any employee threatened by the caller
 - Normal work location of threatened employee
 - Time the bomb was supposed to detonate
 - Exact location of where the bomb was placed
 - Outside appearance and description of the bomb
 - Reason given for the bomb threat
- Notify your supervisor of the bomb threat call.
 - Have all written records or notes of the bomb threat call available for the proper authorities.
 - Please make only necessary phone calls, as it is important to maintain open phone lines.
 - Quickly and thoroughly search your company area for suspicious, unusual, or foreign items (suspected bombs) and report any finding. Do not under any circumstances touch, move, jar, disturb, or cover any suspicious items that are found. Report all findings to the Property Management Office.
 - If the Irving Police Department requests evacuation, the Property Management Office will notify building tenants. Identify and give priority to the movement and evacuation of nervous, emotional, ill and/or mobility-impaired personnel. Upon evacuation, tenant wardens should establish and announce a rendezvous point for employees to regroup per the Intellicenter evacuation zones (included in the appendix to this manual). If you decide that your employees and visitors are in imminent danger, exercise your independent judgment and move or evacuate your personnel as soon as possible.
 - For future reference by the Property Manager and security director, the tenant warden should write a brief report covering your actions in response to the emergency, including any special problems or incidents encountered, and submit it in a timely manner to the Property Management Office. Retain a copy of the report for your records.

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EXPLOSIONS IN AND AROUND BUILDING

Upon receiving notification that an explosion has occurred, the tenant contact should obtain the following facts:

- Name of person calling
- Location of person calling
- Exact location of explosion
- Cause of explosion, if known
- Whether the explosion caused fire or other imminent danger, and if so, what and where

Immediately report the following information to the Property Management Office at (214)307-8150:

- Your name and location
- Your company's name
- Any reasons you have to believe the explosion was caused by a bomb
- Extent of casualties, number, and type of injuries

Move or evacuate employees and visitors from the tenant area if required. For future reference by the Property Manager and security director, write a brief report covering your actions in response to the emergency, including any special problems or incidents encountered, and submit it in a timely manner to the Property Management Office. Retain a copy of the report for your records.

MEDICAL EMERGENCIES

- In the event of a medical emergency, first call 911 and request the appropriate response.
- Then immediately contact the Property Management Office at (214)307-8150 and report the following information:
 - Your name, company's name, and location
 - The nature of the medical emergency

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- Exact location and name of the person or situation
- Verify that an ambulance has been dispatched to 3701 Regent Blvd.
- Property management and security will assist the 911 response.

SEVERE WEATHER

In most cases, advance warning of a tornado is unlikely. For this reason, if a tornado is sighted approaching the building, please notify the Property Management Office and begin moving office staff to the interior corridors and elevator lobbies of the building. One of the greatest dangers will be that of flying glass and other objects. Please select an interior location with minimal exposure to exterior glass.

CIVIL DISTURBANCES

Upon receiving notice that a civil disturbance threatens the building or your suite, immediately contact the Property Management Office at (214)307-8150 and provide the following information:

- The exact location of the disturbance or demonstrators as notified
- Approximate number of persons involved
- Current activity and current time
- Your name, your company's name, and the best phone number to contact you

Notify employees and visitors via tenant wardens:

- Provide pertinent facts about the disturbance.
- Request that employees and visitors avoid contact with persons involved.
- Request that employees and visitors remain inside until the situation has been resolved.
- Request that employees and visitors avoid areas near windows.
- Lock all doors except the main entrance door.
- Lock all sensitive areas and place a monitor nearby.

Important:

- Be aware of any unattended or suspicious items that may be out of place or that may have been carried by or left behind by demonstrators.

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- Do not touch, move, jar, disturb, or cover any suspicious items. Contact the Property Management Office immediately and follow the instructions for handling a suspected bomb.

ELEVATOR EMERGENCIES

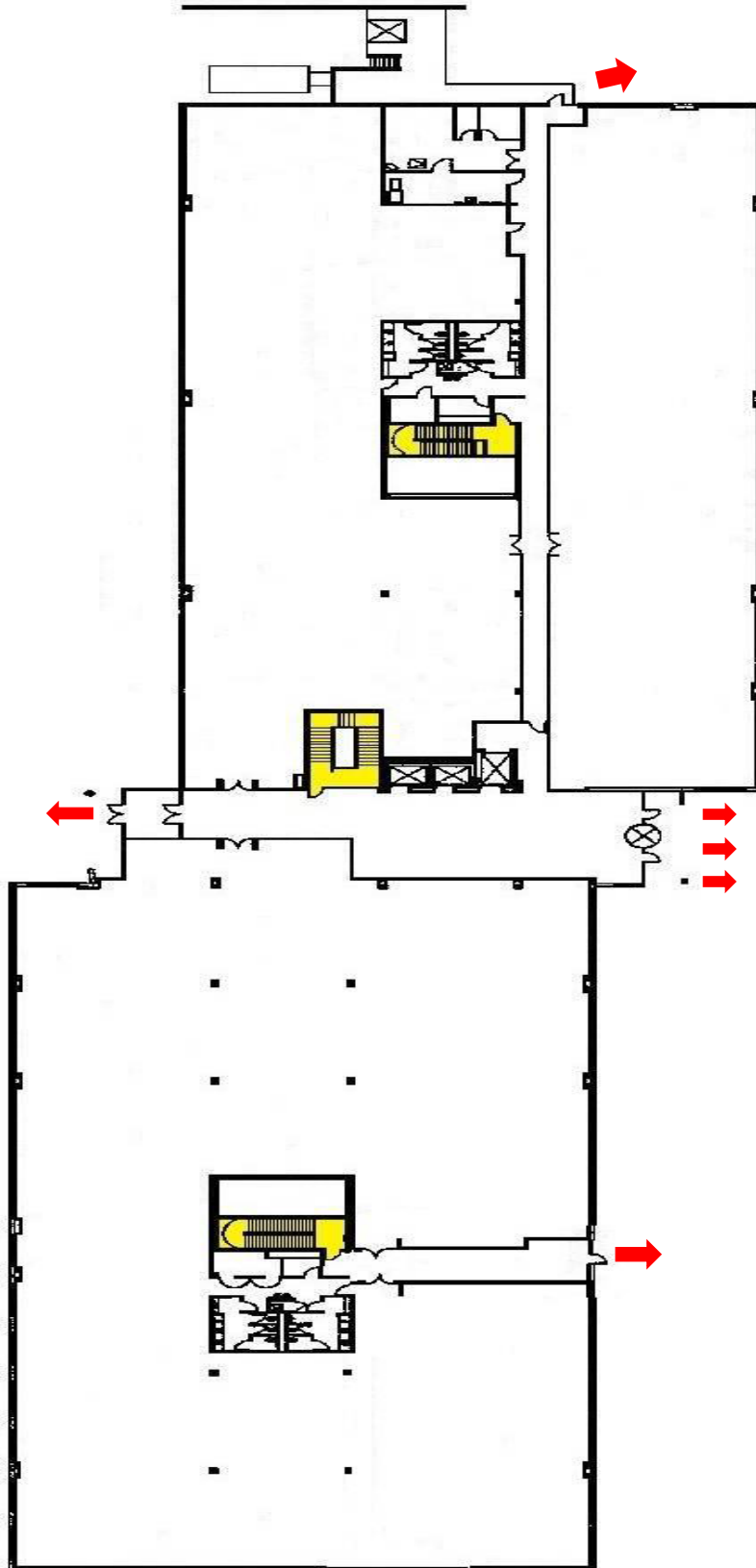
In the event of a problem with the elevators, such as doors not opening or the cabs stopping between floors, press the alarm button on the front panel. When pressed, this button activates an alarm at the lobby security desk. The security officer on duty will respond via an intercom system in the elevator cab and will arrange for immediate assistance. If the car stops between floors and the doors open, do not attempt to climb out or jump to the floor below. Help will arrive shortly to assist with the situation.

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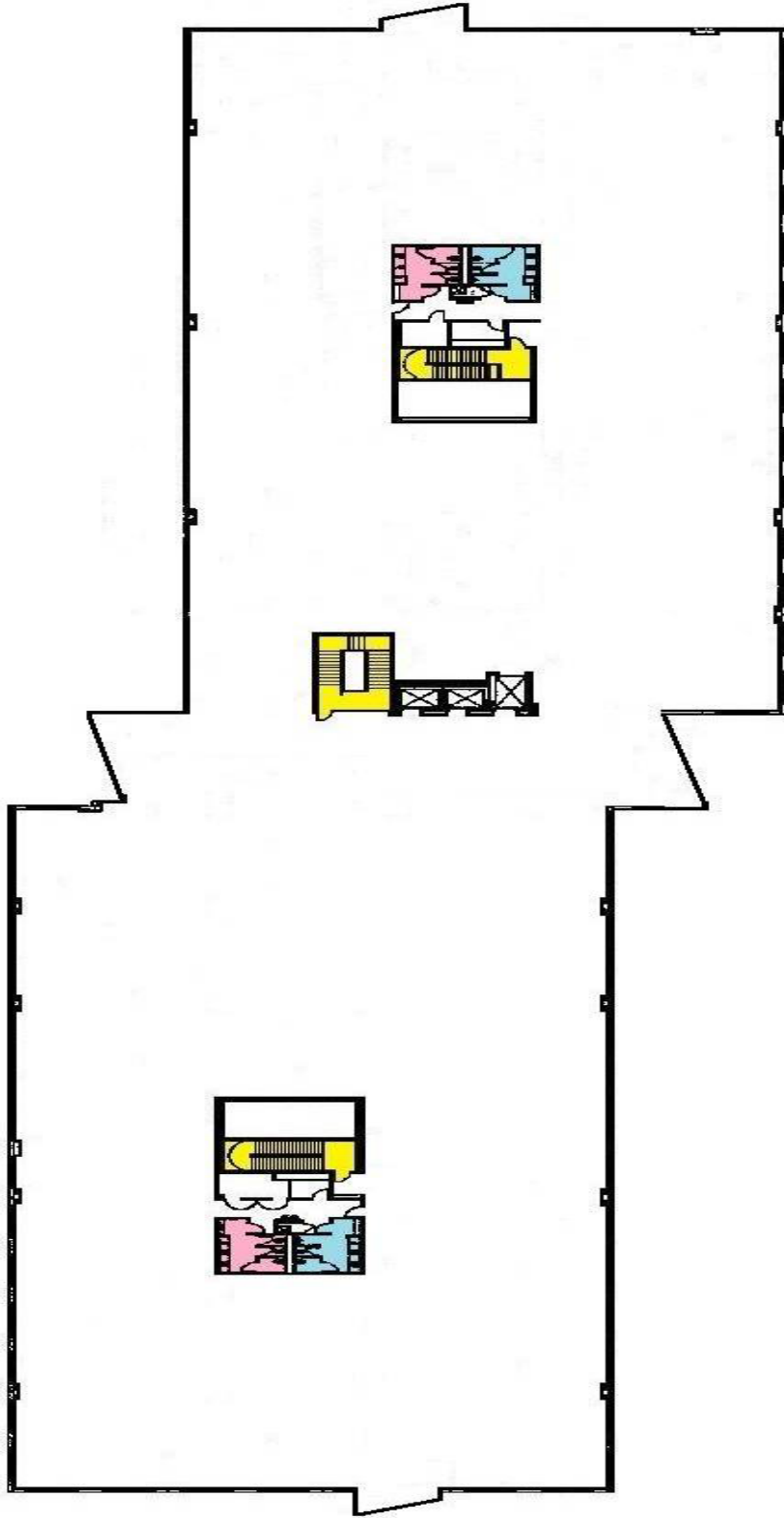
First Floor Life Safety Plan

3701 Regent Blvd

EMERGENCY EXITS

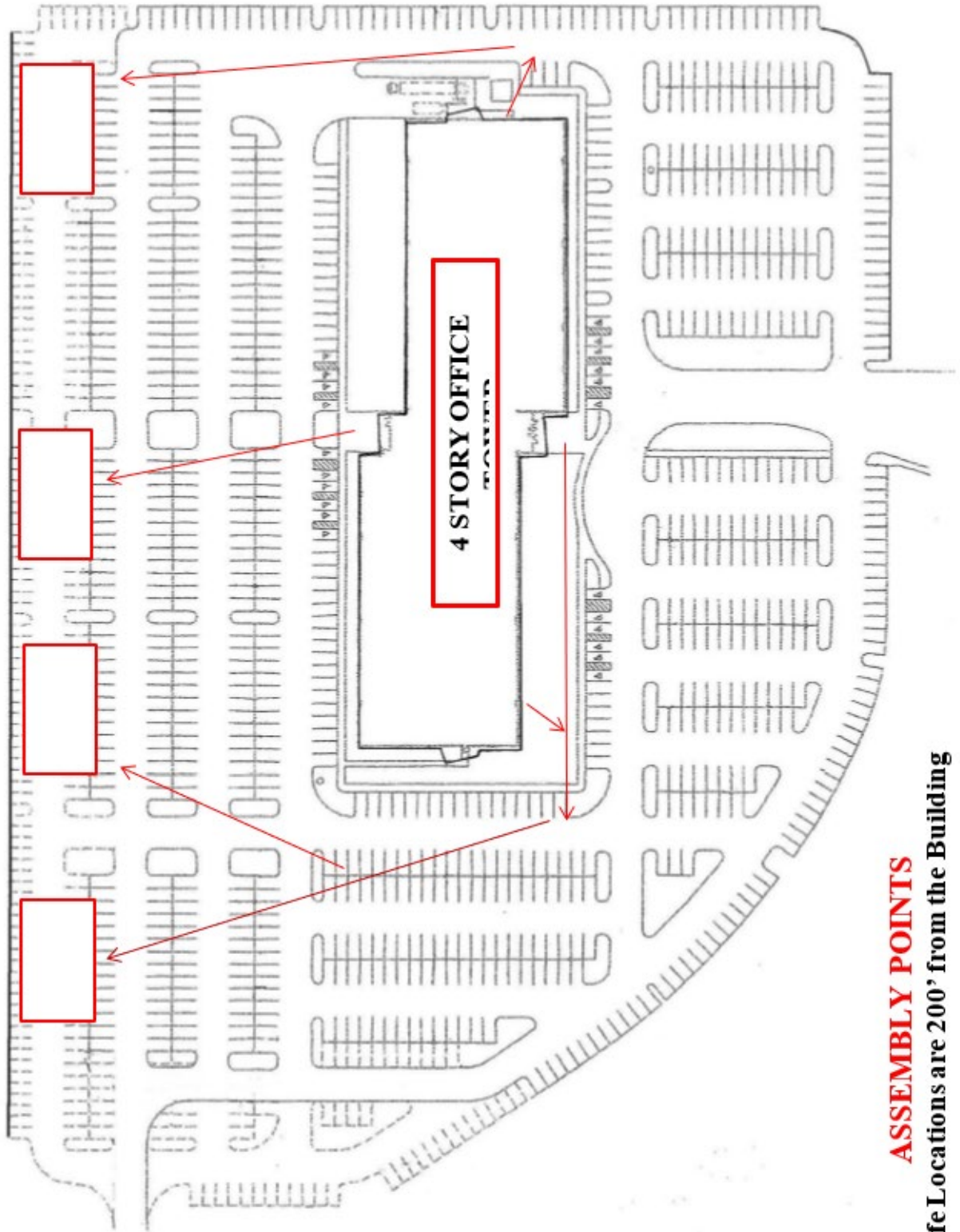


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2nd – 4th Floor Life Safety Plan
3701 Regent Blvd
EMERGENCY EXITS

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ASSEMBLY POINTS
Safe Locations are 200' from the Building