

STAFF HANDBOOK

FOR CITY HALL BUILDING AND PARKING FACILITY

January, 2012

****This document is a work in progress and will
be updated ****

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WELCOME TO REDMOND CITY HALL

Wright Runstad & Company's Property Management staff is pleased to have you as a tenant in Redmond's City Hall. We are committed to providing you with professional, responsive and efficient service.

The Property Management office is located on the first floor, and is open from 8:00 am to 5:00 pm, Monday through Friday. The office telephone, (425) 556-2893, is answered 24 hours a day, seven days a week.

We encourage you to bookmark this handbook as a favorite and to periodically review it.

We hope you will enjoy your tenancy at Redmond's City Hall. If we may be of assistance to you in any way, please call.

Cordially,

WRIGHT RUNSTAD & COMPANY PROPERTY MANAGEMENT STAFF

Paula Cutler	Property Manager
Garrit Pillie	Chief Engineer
Larry Ross	Property Administrator
Brian Aleshire	Building Engineer

OPERATIONS AT A GLANCE

Contacts:

<u>Title and Responsibilities</u>	<u>Name</u>	<u>Telephone</u>
Property Manager	Paula Cutler	(206) 240-1688
City's Property Mgmt. Liaison	Bill Campbell	(425) 556-2733
Purchasing Manager Mail Services	Connie Allen	(425) 556-2159
Purchasing Manager Vending Machines	Connie Allen	(425) 556-2159
Parking Policy Administrator	Gloria Newby	(425) 556-2442
Commuter Services Coordinator Employee Commuter Program	Gloria Newby	(425) 556-2442

Building and Parking Hours (Public Access):

Building:	Monday through Friday	7 a.m. to 5 p.m.
City Hall Lobby:	Monday through Friday	7 a.m. to 5 p.m.
Parking:		Open 24 hours a day

HOURS OF OPERATION

Entrance/Lobby

The main entrance to the building will be open to the public from 7 a.m. – 5 p.m. Monday through Friday. The doors will be locked after hours and on weekends. For meetings occurring after hours, please contact the Property Management office to arrange after hours scheduling at 425-556-2893.

Heating and Cooling

City Hall's heating, ventilation and air conditioning (HVAC) system operates Monday through Friday from 7 a.m. to 5 p.m. For after hours meetings scheduled through the Property Management office, the HVAC system will be scheduled for the appropriate areas. The HVAC system will be in setback mode after hours and on specific holidays as listed below.

The Council Chamber has a separate HVAC system. Please notify the Property Management office if you have meetings scheduled in the Council Chamber and they will heat/cool the room for you.

Garage

The garage is accessible 24 hours a day.

Holidays

City Hall observes the following holidays and the building will be closed: New Years' Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving and the day following Thanksgiving, Christmas Eve, and Christmas Day.

SECURITY SYSTEM AND BUILDING ACCESS

Access Cards

The building is secured during non-business hours and on weekends. Your ID card serves as your access card. Your ID/access cards permit staff to unlock doors to authorized areas when secured.

Access card use is automatically recorded; card holders should use only the access card that has been issued to them. Cards should not be transferred, shared or traded among personnel. If a card is lost, stolen or damaged report it immediately to the Human Resources department.

If a card is lost, Human Resources department will cancel the card and issue a replacement card. When an employee terminates employment, return the access card(s) to the Human Resources office. If the Human Resources department is not notified within 8 hours of the loss of an access card, there is a charge for replacement of \$10.00. Defective cards will be replaced without a service charge, provided the defective card is returned.

Non-business hour access to City Hall is by access card only. If your card is not working when you arrive at the building, contact Property Management. The status of your access card will be checked and you will be allowed entry if the card is in active status.

If a valid access card fails to operate a door, gate or elevator, notify Property Management. If the malfunction is related to the card itself, a temporary card will be issued at no charge.

Garage

The Garage is accessible 24 hours a day. City parking policy questions should be directed to the City Parking Office at extension 2442 or gnewby@redmond.gov

Emergency Stairwell Access

Staff may always exit the building via emergency stairwells without using an access card.

For your security, emergency stairwells are locked from the inside. Staff will be able to enter the stairwells to travel between all floors. However, an access card is required to enter a floor unless exiting entirely out of the building on the ground floor level. If you find yourself in a stairwell without an access card, you must go to the first floor level to re-enter the building.

In the event of a fire alarm, all exit doors and stairwell doors will automatically unlock.

ELEVATORS

Passenger Elevators

Two elevators provide service to passengers in City Hall from 8 a.m. to 5 p.m. Elevator use outside these hours will require an access card.

Freight Elevator

The freight elevator is located in the south wing and will operate by access card only.

The freight elevator must be used for all deliveries. Hand trucks, carts of any type, and bulky packages are not permitted in the passenger elevators.

Please assist Property Management in maintaining the appearance of the building by informing office personnel, delivery personnel, vendors and suppliers of the freight elevator's location, and the building's policy for its use.

The freight elevator is not to be used in lieu of a passenger elevator. Deliveries depend on the availability of the freight elevator.

Scheduling Large Deliveries

Because the freight elevator must be available to meet delivery needs for all staff, deliveries requiring large time slots need to be scheduled with Property Management (such as furniture, pallets and equipment requiring several elevator loads).

Weight and Size Limitations

The freight elevator has a weight limit of 4,500 lbs. The Property Management office must be informed in advance when heavy material is to be transported.

Freight elevator dimensions are 5' 8" wide by 7' 11" deep by 9' 3" high. Please be aware that the freight elevator lobbies are only 7' 2" high. Special arrangements may be made for lifting objects that are too long to fit within the nine foot height limitation. Please contact the Property Management office with any questions.

Stalled Elevator

If you are in a stalled elevator, pick up the telephone receiver it will connect to the Property Management office. A maintenance technician will be dispatched immediately to assist you. All of our elevators are equipped with mechanical safety brakes and backup systems that will operate in all situations, including a power failure.

PARKING AND BICYCLE COMMUTING

Parking Garage Management

The parking garage is maintained by Wright Runstad's Property Management Staff.

The parking garage is accessible 24 hours a day. City parking policy questions should be directed to the City Parking Office at extension 2442 or gnewby@redmond.gov.

If an unauthorized vehicle is parked anywhere on the City Campus during business hours, the vehicle will be towed away if the driver is not at the City Campus on city-related business.

Vehicles blocking access to the garbage compactor or parked in unauthorized areas will also be subject to towing.

Garage Entry and Exit

Employees and visitors will enter and exit the City Hall Campus Facility from 160th Avenue NE. The main vehicle entrance and exit to the parking garage is located by turning right into the first driveway off the primary campus road and left into the garage.

A 'City Vehicle Only' entry to the parking garage is located in the southwest garage driveway.

Garage height clearance is limited to 7 feet even. Oversized vehicles, including extended axle heights and lengths, may not be able to park in the garage. Oversized vehicle employee parking is available, on a limited first-come, first-served basis, in the north Senior Center parking lot as signed. Parking for oversized vehicles is not guaranteed.

Garage Organization and City Campus Parking Policies

The City of Redmond is committed, as both a local government and an employer, to environmental protection and a sustainable community. Air quality is the corner stone of the State Commute Trip Reduction (CTR) law and the City's trip reduction regulations. Our parking program as well as our commuter services program serves these environmental goals.

The parking garage has four (4) parking levels. The general entrance to the garage is located on parking level 1 in the east driveway of the structure.

City Vehicle parking is marked and reserved for all City vehicles on parking level 1. Oversized City vehicles (7 feet or above) are directed to park on the west side, outside of the parking garage as reserved and marked. City vehicles are not authorized to park in the visitor parking areas.

Employee Parking is located in the garage in posted areas. Every City Campus employee must complete a vehicle registration form (available by calling the City Parking Office at extension 2442 or send an e-mail to gnewby@remond.gov), and in return receive a parking permit. At the time the permit is sent, the vehicle is registered in the parking database. Upon obtaining a new vehicle and/or eliminating a vehicle from your use, please contact the City Parking Office as soon as possible.

Parking permits must be displayed in the vehicle at all times when parking in the employee parking areas. If the permit is forgotten, a new vehicle or license number is obtained, or a temporary vehicle that is not registered with the City Parking Program is driven, please park in the employee parking area but display a note on the dash indicating that this is an unregistered vehicle along with a contact extension and the date. Employees may not park in any reserved parking areas on City Campus without an appropriate permit.

Carpool Parking is available and reserved for registered carpools with current carpool parking permits. Numbered reserved carpool spaces are assigned by the Commuter Assistance Office. To register a carpool and have a space assigned, print out the [Carpool Agreement Form](#), sign it and mail to the Commuter Assistance Office at M/S 4SPL or request a form by e-mail at CAO@redmond.gov

The Commuter Assistance Office offers information regarding City employee alternative commute programs on the Intranet at:
<http://redweb/Programs/CAO/default.asp>.

Visitor parking in the garage is marked and reserved for City Campus visitors. Parking is located on the first ramp following the main entry to the garage on parking level 1, in signed visitor areas of parking level 2 and in the driveway adjacent to the garage on the south side of the building.

Visitors with exempt license plates (other government vehicles) may park in the reserved marked area on the west wall of parking level 2.

Additional parking for visitors is signed and located in front of City Hall, in front of the Senior Center, and on the north side of the Senior Center. Employees parking in these visitor areas are subject to receiving violations and/or towing.

Visiting employees who do not regularly work on the City Campus may park in the areas signed for visitors. If those employees use City vehicles, the City vehicle area on parking level 1 should be used.

When Hosting a Special Event on the City Campus and 20 or more people are expected; please contact the City Parking Office so that special arrangements can be made. This will ensure that visitors to the campus and City employees are not duly inconvenienced. For events of this size or larger, the 4th level of the parking garage will be reserved.

Loading Zone parking is available in front of City Hall in a 15 minute reserved area. These spaces may be used by employees as necessary but vehicles must be moved within the time limit.

Bicycle Storage is located in a locked caged area on parking level 1 of the garage on the north wall. Lockers in that area contain supplies for bicycle repairs, loan helmets, and temporary storage. Access to this area may be obtained by calling the Commuter Assistance Office at extension 2422 or by e-mail at CAO@redmond.gov.

No bicycles will be allowed in the City Hall building. Bicycle parking racks for general use are available in front and back of City Hall, in front of the Senior Center, and the north side of the Public Safety Building. Additional information is located on the Intranet at <http://redweb/programs/cao/bicy.asp>.

Showers and lockers for bicycle commuters are located in City Hall in the south wing of the first floor. Lockers may be used as available.

ADA Van Accessible and other accessible parking spaces are located on parking level 2 of the garage in the signed visitor parking area, in front of the Senior Center, the north side of the Public Safety Building, and in front of City Hall.

Garage Elevators are located on the southwest levels of the parking structure and accessible on all floors.

Stairs are located on both the southwest and southeast corners of the parking structure and are accessible on all floors.

Additional Information regarding bus passes, compressed work weeks, guaranteed ride home program, telework, and van pooling is available on the Intranet at <http://redweb/Programs/CAO/default.asp>.

DELIVERIES

In order to assure reasonable availability of the loading dock for everyone, the following guidelines have been established for deliveries:

Hand Carried Deliveries

The loading dock is intended for loading and unloading of trucks and vans. Persons with carried parcels, which do not require the use of a hand truck, may use the 15 minute loading zone in front of City Hall and passenger elevators.

Loading Dock Facility

- Bay height is 14 feet with a depth of 40 feet. The loading dock also has a pedestrian ramp and a dock leveler.
- Load and unload parking is limited to 20 minutes. Special arrangements must be made in advance with Property Management when deliveries are expected to exceed 20 minutes.
- A telephone is located inside the loading dock entry to the building to allow drivers to call Property Management. The number will be posted on the phone.
- Loading dock hours are from 7 a.m. to 5 p.m.
- Unauthorized vehicles will first be given a written warning and may be towed if not moved.

REQUESTS FOR BUILDING MAINTENANCE

Common Building Areas

The Property Management Office takes pride in maintaining the highest possible standards for maintenance in City Hall; however, we cannot do the job without everyone's help. Often it is the tenant who first discovers a restroom problem, an elevator malfunction, a burned out light, or a janitorial issue. Your concern and call to the Property Management Office will be greatly appreciated and we will ensure these situations are corrected promptly.

Office Maintenance Service

Work orders for office maintenance (picture hanging furniture repairs, etc.) must be approved by a Department Head or his/her appointee prior to being submitted to the Property Management Office. Property Management will determine if the work can be accomplished by City facilities staff (at no charge) or by Property Management. If the work is performed by Property Management, the costs will be charged to the department requesting service.

If Property Management cannot perform the work, a vendor will be contracted to accomplish the work and the originating department will be charged accordingly.

JANITORIAL SERVICES

For janitorial services required during daytime hours, or if you have questions regarding janitorial service, contact Property Management.

Cleaning Hours

Regular janitorial hours are scheduled after business hours Sunday through Thursday. Please notify Property Management in the event you have a special cleaning need or trash which cannot be left from Friday to Sunday. Our Property Management staff is on duty weekdays to assist with cleaning and/or other janitorial problems that arise during the workday.

Cleaning Comments

We are eager to hear from you with regard to the cleaning service. While we are constantly monitoring our janitorial service, we also rely on our tenants for information. Please call the Property Management Office to discuss any ideas or concerns.

Pantries

Each pantry's cleanliness is the responsibility of the respective wing. Please clean up your spills in the refrigerators and on countertops. Do not leave dirty dishes in or near the sinks.

Pantry Refrigerators

Each pantry refrigerator will be cleaned the first Sunday of each month. Items inside the refrigerator will be thrown out with the exception of condiments, salad dressings, cans of pop, and other specified items.

Trash Removal

The janitorial staff is instructed to empty and dispose of everything found in trash containers, without regard for their content. This assures you that the confidentiality of documents and papers you wish to discard is maintained.

For your own protection, please do not use trash containers as storage facilities. We cannot guarantee that items stored on or around a trash container will not be mistaken for trash.

If you have a special need to have a large amount of trash removed during the workday, Property Management will assist.

All cafe and coffee station wastebaskets are lined with plastic liners to assure coffee grounds, food, and other "wet garbage" are disposed of properly. Please refrain from placing wet garbage in unlined containers. Please pour remaining ice and/or drinks into sinks before disposal.

Recycling Services

Recycling makes good environmental sense and good economic sense; thus, the City of Redmond has an active waste paper recycling program. The benefit reduces operating expenses relative to waste disposal as well as less impact to the environment. Each employee should use their desk side recycle container for the collection of paper. Copy rooms contain a recycle bin. The cafe and pantries have containers for glass, aluminum and tin & plastic combined. Each workstation will retain a conventional lined waste container for non-recyclable waste materials (please empty ice/ drinks before disposal). Our janitors will remove non-recyclable trash nightly, and will remove recycle containers when the container is half or more full. Styrofoam peanuts are recycled in large barrels.

Composting Services

Composting has recently started at Redmond City Hall. The composting bins are located in each pantry and the Bytes Café and are clearly marked with instructions. These containers are emptied by the janitors.

BUILDING SERVICES AND AMENITIES

Pantries and Bytes Cafe

Each wing of the building has a pantry equipped with a sink, refrigerator, coffee maker (with a hot water dispenser), and trash/recycling bins. Each wing is responsible for the sanitary condition of their respective pantries.

The Bytes Cafe, located on the first floor, is equipped with four commercial microwaves, a commercial refrigerator and a dishwasher available for staff use. Only appropriate dishware should be placed in either the microwaves or dishwasher. Please be responsible and clean up after using the café.

Vending Machines

Vending machines are located on the first floor in the café and by the restrooms. These machines will be owned and operated by an external contractor and the contract managed by the Purchasing Division. For questions/suggestions please call (425) 556-2184.

Conference Rooms

City Hall has 34 conference rooms/meeting spaces that are available to be scheduled on Outlook. Of these, seven are reserved for select groups. The remaining 27 are open to all, on a first-come, first-serve basis. A conference room directory is available on the Intranet with floor plans and complete step-by-step information on scheduling.

MAIL SERVICES

General Mail Services

The mail room is located on first floor south. Entry is via access card outside of regular City Hall business hours. The mail room will be the central distribution point for all mail coming into and going out of the building. All U.S. and interoffice mail will be sorted in the mail room and then delivered to the work/copy rooms located on each wing of the building.

Mail delivery to each of the work/copy rooms will occur daily (Monday - Friday) as outlined in a mutually agreed upon schedule with the City's external mail services company. A current schedule will be posted in the mail room and at all work/copy locations. The telephone number for the mail room is (425) 556-2187.

Interoffice Mail

Interoffice mail will be delivered and picked up from City Hall and other City locations daily (Monday - Friday) as indicated on the posted delivery schedule identified above.

Delivery Schedule

The daily delivery of U.S. mail to City Hall occurs at approximately 11 a.m. with final pick-up of outgoing mail at approximately 3:30 p.m.

Mail Stops

These are the new mail stops in the building:

1NPW	City Hall - 1 st Floor North, Public Works
1NPL	City Hall - 1 st Floor North, Planning
1NFD	City Hall - 1 st Floor North, Fire
1SFN	City Hall - 1 st Floor South, Finance
1SPW	City Hall - 1 st Floor South, Public Works
2NPW	City Hall - 2 nd Floor North, Public Works
2SPW	City Hall - 2 nd Floor South, Public Works
2SPL	City Hall - 2 nd Floor South, Planning
2SFD	City Hall - 2 nd Floor South, Fire
3NFN	City Hall - 3 rd Floor North, Finance
3NHR	City Hall - 3 rd Floor North, Human Resources
3SFN	City Hall - 3 rd Floor South, Finance
4NPW	City Hall - 4 th Floor North, Public Works
4NEX	City Hall - 4 th Floor North, Executive
4NPK	City Hall - 4 th Floor North, Parks
4SPL	City Hall - 4 th Floor South, Planning

Newspaper Delivery

Daily deliveries of local area newspapers by their carriers will be made to the loading dock area of City Hall and picked up each morning by the designated representative from each receiving group.

GENERAL MISCELLANEOUS INFORMATION

Public Telephones

A courtesy phone is located in the lobby. There are phones located on the second floor bridge for general use which require dialing "9" for an outside line.

Lobby Directory and Tenant Signage

The building directory in the City Hall lobby includes a complete listing of the departments and divisions located in the building. If your department needs to add or remove information or change information in the directory, please notify Property Management in writing. Deletions are effective immediately; additions and changes will be completed as soon as possible. Initial directory listings are provided without charge.

Internal informational or directional signage located in tenant areas is handled by the Community Affairs Division of Planning. Please call the Communications Programs Manager at 556- 2427.

Lost and Found

Lost and Found for the building is located in the Property Management office located on the first floor. Please check for misplaced items or to turn in items that have been found along with pertinent information about when and where they were found with Property Management. The staff of Wright Runstad & Company keeps a log of all found items. Lost and Found items of value and importance will be turned over to the Redmond Police Department. Other items will be kept in the office for 30 days.

Locks, Keys and Access Cards

Property Management provides all locks for doors throughout the building. Keys will be provided at initial occupancy. If you lose a key or need a new one, authorization from a department head must be received by Property Management prior to issue/re-issue. Damaged or non functioning access cards will be replaced by Property Management.

Lighting Sensor Adjustments

Lighting sensors have been installed as an energy conservation measure. Light sensors turn lights “off” when a space is not occupied or “on” when someone enters. Sensors are adjustable. If lights are shutting off prematurely or staying on too long after an area is vacated, please call Property Management for assistance.

Offices are typically provided with occupancy light sensors. Override switches allow for after-hours use of the open office area lighting.

BUILDING POLICIES

No Smoking in the Building

Smoking is prohibited in all City buildings including the parking structure, all entrances and outside common areas.

Temperature Control

Office space temperature in City Hall is controlled by a computer and adjustable within a one degree range. Property Management will be glad to assist should you find the temperature in your premises requires adjustment. Any damage occurring as a result of tampering will be repaired at the tenant's expense.

Use of Hand Trucks and Carts

Hand trucks, delivery carts, and large hand carried parcels of any kind are not permitted on the passenger elevators. The freight elevator is to be used for transporting these items. Employees are to inform delivery personnel of this policy. All delivery attempts through the main entry will be directed to the loading dock.

Attachments to Building Walls

In order to avoid accidents, damage or disruption of building utility services, nails, screws or other attachments to the walls and doors should be coordinated with the Property Management staff. Only designated bulletin boards will be used for posting of notices.

Office Signs

All signs, advertisements, graphics or notices visible in or from public corridors, lobby areas, or the buildings exterior are subject to prior written approval from Property Management. If you have any questions, contact Property Management.

Energy Conservation

Whenever operational needs permit, please turn equipment such as printers, monitors, fax machines, and task lighting off at the end of each work day. Computers are to be "logged off" NOT "shut down".

If you observe situations where you think energy can be saved, we encourage you to bring it to the Property Manager's attention.

Animals

Pets or animals of any kind (except certified guide/assistance animals accompanied by their owner, and fish) are not permitted in the building.

Personal Plants

Employees may have personal plants in their offices but they may not be placed on the floor or obstruct the views or natural lighting for other staff members.

Canvassing

Canvassing, peddling, soliciting, or distributing handbills of any kind in the building is not permitted. Please report solicitors to Property Management.

Heavy Equipment Placement

Property Management reserves the right to prescribe the weight and position of safes and other heavy equipment. The installation of any heavy equipment must be approved by Property Management prior to installation. There are structural limitations throughout the building. Property Management can determine whether or not such equipment can be placed in the desired locations (if at all). Any damage occurring as a result of the unauthorized installation of such items will be repaired at the department's expense.

Use of the Fitness Center

The City employee Fitness Center is located on the first floor. It is open to City of Redmond employees (part-time, full-time and supplemental) only, not to family members or friends.

Following are the Fitness Center guidelines:

- Wipe off equipment with spray and paper towel after workout.
- Do not drop weights on the floor.
- Know your limits - unspotted free weights can cause injury.
- For security reasons, City ID must be worn during workout.
- Pass the remote (to the TV or Stereo) to the person that arrived after you when leaving.
- Shirt and shoes are mandatory at all times.

- Lockers are available while using the facilities. Remember to remove all of your personal belongings from the locker when your workout is finished.
- Personal items are not to be left in locker room showers, or on floors and counter tops. Please use a locker for the duration of time you are using the fitness center to store your personal belongings, and then take them with you when you are done.

Most importantly, let's all work together to maintain our facilities.

Noxious or Flammable Fumes and Liquids.

Heavy machinery of any kind may not be operated within the building without prior written consent from Property Management. Gasoline, kerosene, alcohol and other flammable liquids may not be stored or used in the building. Solvents for printers and oil base paints must be stored in an approved fire rated cabinet and any required jurisdictional permits must be on file in the Property Management Office. Noxious gas or other substances may not be used or kept on the premises.

Building Improvements and Changes

All contractors and technicians rendering installation or service work of any kind must be referred to Property Management prior to performing such services. We will inform them of our building policies and standards for performing work at City Hall and provide necessary access to service areas, telephone closets, etc. We require all service personnel to check in and out with the Property Management office any time they are performing work in the building.

Proposed plans for alterations affecting any physical portion of the building require prior written consent from Property Management. This includes all installations affecting floors, walls, woodwork, windows, ceilings, data and electrical. They will determine the appropriate method for implementation along with the cost to be charged.

Fire and Life Safety

Property Management will provide all building personnel with fire and life safety instructions relating to City Hall. Managers may obtain instruction material for new employees at any time. Please see page 21 for details.

Employees are required to participate in one emergency evacuation exercise per year, and to designate one or more persons as Floor Wardens. Floor Wardens will be expected to take part in one training session per year.

Do not obstruct sidewalks, doorways, corridors, elevators, lobbies or stairways with furniture, trash or deliveries of any type. These areas require a full, free traffic flow at all times. Emergency exit doors are not to be held open under any circumstances.

Use of Small Appliances in Work Areas

Use of personal coffee pots, hotplates, heaters, personal refrigerators or coffee warmers are prohibited for use in individual offices or work stations. These present both a fire and a safety issue and are against building policy. Electric fans, radios and battery powered appliances are permitted. If there are questions about the appropriateness of any appliances, please contact the Property Manager.

Future Policies

Property Management reserves the right to modify any of these policies and to make future policies, as required, for the safety, protection, maintenance of the building, the operation thereof and the protection and comfort of the tenant and their employees and visitors.

Tenant/Property Management Committee

This committee's purpose is to respond to ongoing building and tenant needs in an organized forum, meeting monthly to identify problems and coordinate building-related activities.

Responsibilities:

- Create and maintain a master plan for the ongoing use of all space in the building, including garage.
- Create and maintain an emergency operation and recovery plan for the building.
- Provide ongoing training to all building occupants regarding emergency and non-emergency use of the building.
- Provide input to Property Manager regarding development and enforcement of building operational policies.
- Provide a forum for the identification of building or operations related problems.
- Provide input on schedule for major building activities.
- Provide input of proposed construction alterations to office space, retail areas, storage areas, utility areas, loading dock area and public areas.
- Plan and coordinate changes in use of parking garage.
- Identify proposed changes in interior and outdoor areas' usage.
- Provide input to Property Manager regarding level of service being received by tenants in the building for all services under contract.

BUILDING EMERGENCY RESPONSE PROCEDURES

Bomb Threat

Your Role:

If you receive a bomb threat:

1. **Listen - Do not interrupt the caller.** Keep the caller on the line as long as possible and try to obtain detailed information about the threat.
2. Alert someone nearby to call _____
3. **Attempt to ask the following questions:**
 - **When** will the bomb go off?
 - **Where** has it been placed?
 - **What** does it look like?
 - **Why** are you doing this?
 - **What** type of explosive was used?
 - **Who** are you?
4. **Note any distinguishing characteristics** in the caller's voice, such as:

Calm	Angry	Accent	Stutter
Slow	Nasal	Slurred	Disguised
Deep	Crying	Excited	Stressed
Lisp	Rapid	Broken	Synthesized

Immediately following a bomb threat, record the following information:

- Exact time of call _____
- Exact words of caller _____
- Name of person receiving call _____
- Company & address _____

Property Management's Role:

1. Escort the Redmond Police Department to the location of the reported threat.
2. Notify employees on adjacent floors.
3. Work with local authorities to determine whether evacuation is necessary.

Earthquake

Your Role:

In the event of an earthquake:

1. **Duck, cover and hold.** Get under a table or desk to protect yourself from falling objects.
2. **Stay away from windows.**
3. **Do not use the elevators.** If you are in an elevator, the car will automatically proceed to the nearest floor. Exit and take cover in the elevator lobby.
4. **Immediately following an earthquake,** relocate to the elevator lobby on your floor and wait for further instructions.
5. **Do not try to exit** the building.
6. **Be prepared to provide first aid** if necessary.

Property Management's Role:

1. Assist local authorities in their emergency response and communicate with building occupants.
2. Inspect the property to assess damage and potential danger to occupants.

Medical Emergency

Your Role:

If you discover a medical emergency:

1. **Call** _____
2. **Instruct someone to wait at your floor's elevator lobby** to guide paramedics to the patient.
3. **Do not move the person** unless there is danger of further injury.

To prepare for a medical emergency:

1. Floor wardens on each floor are trained to respond to emergency situations. Be sure you know who these individuals are and where they are located.
2. Ensure property management has your current emergency contact information on file.

Property Management's Role:

1. Send building personnel to assist in response to the call.

2. Meet the aid car and escort the medical responders to the patient.

Fire

If you discover a fire:

1. **Confine the fire** by closing the doors.
2. **Alert others in the area** and help anyone in immediate danger.
3. **Call** _____
4. **Pull the nearest manual fire alarm.**
5. **Use a fire extinguisher** only if it is a small fire and you know what you are doing. If the fire cannot be readily extinguished, evacuate immediately.

If you hear the fire alarm:

1. **Move immediately to the nearest exit stairwell.** Before opening doors, use the back of your hand to feel door handles. Do not open any doors that are hot.
2. **Close all doors as you exit.**
3. **Follow the instructions of your Floor Warden** – you may be asked to inspect the area or assist others.
4. **Proceed down the exit stairwell** and re-enter the building four floors below.
5. **Do not use the elevators.**
6. **If smoke is present, stay low.** Remain close to walls to help find your way to the exit.

Property Management's Role:

1. Notify the Redmond Fire Department.
2. Investigate the alarm location immediately.
3. Escort the Redmond Fire Department to the alarm location and assist with the investigation.
4. In the event of a fire, the Redmond Fire Department will assume control and provide instruction.

Hazardous Materials

If you discover a hazardous material spill:

1. **Call** _____

2. **Identify a point person** on the floor to communicate with fire and police personnel.
3. **Try to isolate the substance** by covering it with a trashcan or papers.
4. **Isolate those in contact with the substance** or in the immediate area from everyone else on the floor.
5. **Do not allow anyone to enter or leave the floor**, except emergency personnel.

Suspicious Mail

Your Role:

If you receive a suspicious letter or package:

1. **Do not open the item.**
2. **Isolate the package** and the immediate area.
3. **Call** _____
4. **Wash your hands** thoroughly with soap and water.

How to identify suspicious mail:

- No return address or the sender is unknown
- Markings such as “personal” or “confidential”
- Hand-written, poorly typed or misspelled address
- Excessive packing material such as tape or string
- Odor, stains or discoloration
- Excessive postage: heavy or irregular shape

Property Management’s Role:

1. Help isolate the floor to prevent cross-contamination. Elevators will be taken out of service and the ventilation system will be turned off.
2. Work with local authorities to coordinate emergency response and communicate with building occupants.

Power Failure

Your Role:

In the event of a power failure:

1. **Remain calm and in place.**

2. **Do not evacuate** the building unless instructed to do so.
3. **Listen for instructions** from building staff.
4. **Do not use elevators.** If you are in an elevator during the outage, use the emergency phone to communicate with

Property Management's Role:

1. Communicate with the building occupants and provide instructions.
2. Ensure backup generator provides power to emergency lights, alarm and communication systems, and one passenger elevator.
3. If the power outage is likely to continue for an extended period of time, we will help coordinate an evacuation and close the building until power is restored.

Building Evacuation

Your Role:

If a full building evacuation is ordered:

1. **Proceed to the nearest exit stairwell.** Take only necessary personal belongings (coat and purse).
2. **Do not use elevators** unless instructed to do so.
3. **Keep to the right** in hallways and stairwells.
4. **Listen for announcements** over the P.A. system.
5. **Exit the building and wait in your designated reassembly area** for further instructions. Roll call will be taken.

Property Management's Role:

1. Help coordinate the building evacuation and communicate with the building occupants.

Workplace Violence

Your Role:

If you are threatened or you witness a threat:

1. **Move away from the aggressor.** Exit the building if possible or move to a room with a locking door and secure it.

2. **Attempt to notify others** in the area of the threat.
3. **Call** _____ or instruct someone else to do so.
4. **Remain calm** and non-threatening.
5. **If a weapon is involved:**
 - Cooperate fully with all demands.
 - Do not try to overpower the person.
 - Do not make any sudden moves.
 - Listen to the person and show empathy.

Civil Disturbance

Your Role:

If a civil disturbance occurs outside the building:

1. **Do not exit the building.**
2. **Call** _____ to report the disturbance.
3. **Note any details** about the individuals or circumstances that may be helpful to local authorities.

Property Management's Role:

1. Immediately respond to any security threats and investigate the situation.
2. Work with local authorities in their response to any disturbance or threat.

Emergency Contacts

Police, Fire Medical Emergency _____

Security _____

Property Management _____

Poison Control (WA State) **1-800-222-1212**

Be Prepared

Take a safety walk today to locate your nearest exit stairwell, an alternate stairwell, manual pull stations and fire extinguishers in your area. Make a note of who your Floor Wardens are and where they are located.

Nearest exit stairwell: _____

Alternate exit stairwell: _____

My Floor Warden:

Name _____

Location _____

Phone _____







