

**500 New Jersey Avenue
Electronic Tenant® Portal**

Created on April 29, 2025

Building Access: Property Assistant

24/7 Lobby Coverage: Cushman & Wakefield provides a Property Assistant and Security Guards for 24/7 coverage in the main lobby. During the business day, the Property Assistant monitors visitor and contractor building access and loading dock activity. After 4:30 pm and on weekends, the lobby desk is staffed continually by a professional security guard.

The attendant/guard is responsible for patrolling the parking garage, loading dock and building on a random basis, making sure doors are secure and that appropriate lighting is turned on or off.

For visitor and contractor access during secure hours, tenants must make arrangements through Building Management. Please notify the Property Assistant of any visitors, contractors, or special events during both business hours and after-hours so that proper arrangements can be made and access to the building can be granted.

Please provide the following TWO TO THREE DAYS IN ADVANCE:

1. Description of the Event / Contractor Scope of Work including: dates, times, locations, and caterers (if applicable).
2. Request for key fob(s) or elevator unlock.
3. Guest list and/or contractor list – include first and last names.
4. Any specific requests or special instructions.

Please send the above information to the Lobby Desk via e-mail to: lobbydesk@newjerseyave.com.

Building Access: Building Access for Tenants

The main entrance of the building is accessible to tenants, Monday through Friday 7:00 am to 6:00 pm. The building access system provides tenants with access to the building elevators and parking garage during secure hours with the Genesis key fobs and garage transponders, respectively.

If you are locked out of your office, contact Security at 202-393-6712 (authorization will be necessary prior to allowing access to the space).

The Property Assistant will not unlock individual office suites or elevators unless authorized to do so in advance. If you are expecting visitors, contractors or service personnel, notify the Lobby Desk by e-mail at least two to three days in advance.

Building Access: Building Access for Visitors

The main entrance of the building is open for visitor access during unsecured business hours, Monday through Friday 7:00 am to 6:00 pm.. During this period, all visitors are required to check-in with the Property Assistant and receive a Cushman & Wakefield contractor/visitor identification badge. Visitors shall provide an employer or government-issued photo identification card in order to be signed-in, and shall display their visitor ID badge while in the building. Visitor ID badges expire and become void after 24-hours. The date for which the ID badge is valid, as well as the floor for which the visitor has authorization to access, is noted prominently on the face of the badge. Please notify the Property Assistant/Security immediately if you see contractors or visitors in the building who do not have proper identification.

Elevator access is available to visitors during regular business hours once checked in with the Property Assistant.

For visitor access into the building during secure hours, tenants must make arrangements through Building Management.

Building Access: Building Access for Contractors

All deliveries must be made through the loading dock, and delivery contractors shall check in with the Property Assistant and be issued a contractor ID badge before proceeding anywhere else in the building. The contractor must provide a valid employer or government-issued photo ID in order to be signed-in and issued a Cushman & Wakefield contractor ID badge. Exception is made for bicycle couriers who are permitted to enter the building through the main lobby.

All contractors, while in the building during business hours, must display a valid Cushman & Wakefield visitor /contractor identification badge. Contractor ID badges expire and become void after 24-hours. The date for which the ID badge is valid, as well as the floor for which the contractor has authorization to access, is noted prominently on the face of the badge. Please notify the Property Assistant/Security immediately if you see contractors working in the building who do not have proper identification.

Building contractor access during secured hours in the evenings and on weekends is coordinated through Building Management in advance. Tenants are responsible for coordinating after-hours access for their service contractors and delivery personnel and should notify the Property Manager of any such contractors who are given after-hours access to the building.

Building Access: Safety Tips

Unfortunately, thefts and crimes against persons do occur during and after business hours in an urban office environment. Such crimes are usually perpetrated under the pretext of legitimate business. Criminal activity can often be prevented by employing a few simple, common sense security precautions.

The following security tips can be applied to your business environment to protect yourself and your belongings:

- Control the issuance of keys and access card keys, and security codes. Contact Building Management when keys and access cards are lost or stolen.
- Do not allow persons unknown to you to follow you into the building during secure hours.
- Never leave your reception area unattended, and do not allow visitors or delivery persons to pass beyond the reception area unless they are known.
- Be alert to your surroundings and persons unknown to you or who seem out of place. Do not hesitate to report a suspicious person to building management.
- Notify building management if contractors are not wearing ID badges.
- Do not leave purses or other valuable items near doors, under desks or anywhere in plain sight. Do not leave your wallet in a jacket hanging over a chair or door.
- Keep a record of credit card and debit card numbers in a secure place in the event of loss or theft. Do not carry large sums of money.
- Never allow visitor or public traffic in storage areas. Do not make storage rooms easily accessible from the main business area.
- Remember to secure your office at the close of business.

Remember, given the right opportunity, it takes only seconds for a criminal to steal from or bring harm to another person. Protect yourself and your property. **Remember, effective security depends on the cooperation and concern of everyone.**

Please note: Keys are defined as keys, key fobs, access cards, or transponders – anything that would provide access.

Building Access: Solicitors & Panhandling

Soliciting

Soliciting is not permitted in the Building. The Property Assistant and Security Guards will try to screen these individuals from the building. However, if a solicitor visits your suite, or someone distributing sales materials, please call Security immediately at 202-393-6712. Security will respond promptly and escort the individual from the building.

Panhandling

Panhandling has become a fact of life in almost every region of the country. Poverty and homelessness is a serious national problem and often overlaps with addiction or chronic mental illness. Money given to panhandlers is prolonging a problem, not solving it. There are a number of agencies in our area that are making a difference in the lives of needy people. If you are approached on the street and someone asks you for money, do not give cash. Instead, you may wish to buy the person a sandwich or cup of coffee. Be courteous but firm and, if you feel threatened, call the Police.

Building Amenities: Roof Terrace

500 New Jersey Avenue has a rooftop terrace located at the north apex of the building. The Roof Terrace is open Monday through Friday during regular building hours, 7:00 am to 6:00 pm except for building holidays.

The Roof Terrace features a patio floor, outdoor plantings and patio furniture. Tenants are welcome to enjoy the view and fresh air during the day. It is a great place to enjoy your coffee in the mornings or eat lunch at the tables. Additionally, tenants may reserve the Roof Terrace for private functions. The Roof Terrace holds a maximum of 75 people and catering arrangements are permitted. Please note: The Roof Terrace may be unavailable for reservations by tenants for certain events as designated by Building Management.

NAR's Private South Roof Terrace may be reserved for special events or private parties through NAR for a nominal fee. For more information, please contact:

Desiree Crawford
National Association of REALTORS®

Phone: (202) 383-1058
Fax: (202) 434-9602
Email: dcrawford@realtors.org

Additionally, you may contact Desiree to reserve a conference room or the 12th Floor Event Room to accommodate large parties and training needs.

Building Amenities: Parking

500 New Jersey Avenue has a two-level underground parking garage for the use of tenants and visitors. The garage entrance is located on E Street, and the garage is operated by Colonial Parking.

On-site Garage Office: 202-298-7141

Hours of Operation:

Monday – Friday: 7:00 am to 6:30 pm

Saturday and Sunday – Closed except for permit holders.

Intercom boxes are located on columns throughout the garage to assist in contacting the Parking Garage Attendant. Please be reminded that vehicles using tandem parking spaces should leave a key to your car with the attendant

Questions regarding monthly parking accounts and other administrative issues should be directed to Colonial Parking's administrative offices at 202-295-8200. 500 New Jersey Avenue station identification number is #610.

Building Services: Hours of Operation and Building Hours

The building is staffed Monday through Friday, 6:00 am through 6:00 pm, exclusive of building holidays. A member of the engineering staff is on-site and from 6:00 am through 3:00 pm and available to respond to your service requests.

HVAC services are provided Monday through Friday, 7:00 am to 6:00 pm, exclusive of building holidays.

Cushman & Wakefield has a member from the property management and engineering staff on-call 24-hours per day to respond to emergency situations after normal business hours, and can be reached by calling Security at 202-393-6712.

Following are the holidays observed by 500 New Jersey Avenue. HVAC and all other building services may not be available on these days except at tenants' prior request and expense.

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Building Services: Service

The nature of effective quality management involves identifying root causes of problems and taking proactive steps to prevent quality problems before they occur. At Cushman & Wakefield, we believe the critical ingredients of quality management include a strong corrective action and preventative action process, consistency and an attitude of caring. To ensure that our tenants receive fast and efficient service, service requests can be placed online through our work order program, Building Engines, or by telephone at 202-393-6712. You may also send requests via electronic e-mail to the Lobby Desk, at lobbydesk@newjerseyave.com.

After-hours service requests (after 3:00 pm) can be submitted in person at the lobby desk or by calling 202-393-6712. Routine service requests are handled during the business day and a member of 500 New Jersey Avenue Management and Engineering team is on-call 24-hours per day to handle emergency situations.

Building Services: Maintenance

The engineering facility of 500 New Jersey Avenue is staffed to provide necessary curative and preventive maintenance required to keep the building in top operational condition as well as address your service requests.

The engineering staff is responsible for repairs and maintenance of common areas of the building as well as certain repairs and maintenance in tenant spaces. For questions regarding repair and maintenance services provided in your lease agreement, please contact the Property Management.

Repair and maintenance responsibilities include:

- Lighting maintenance (building standard light bulb replacement)
- Ceiling and floor maintenance (ceiling and carpet tile repairs/replacement)
- Door hardware and locks (additional keys, locks changed)
- Plumbing (leaks)
- HVAC (hot calls, cold calls and filter changes)
- Electrical (power failure)

From time-to-time tenants may require additional services typically not outlined in their lease agreement. Should you require this type of service, our maintenance staff would be happy to assist you for a fee of \$40.00 per hour for the Maintenance Mechanic or \$65.00 per hour for the Lead Engineer.

Should you require an outside contractor, Building Management will be happy to provide you with a list of approved contractor or secure a contractor for you. If you would prefer to utilize the services of a contractor not listed, [click here for additional information regarding service contractors, in the Tenant Alterations section of this handbook.](#)

Building Services: HVAC Systems

Heating, Ventilation and Air Conditioning (HVAC) services are provided Monday through Friday from 7:00 am through 6:00 pm and Saturday 8:00 am through 12:00 pm as needed, exclusive of building holidays. The engineering staff oversees HVAC operations, and has the capability to respond to your service calls both on-site and remotely.

After-hours and holiday HVAC services are available at the cost of \$40 per floor. The additional cost is to offset the building's increased electricity cost, as provided for in your lease, to accommodate a particular tenant beyond normal business hours.

After hours HVAC services may be requested by authorized individuals through Building Management. **We request 24-hour advance notice and requests MUST be e-mailed to the Building Engineer at Michael.reilly@dtz.com.**

Building Services: Custodial Services

General Office cleaning is provided in the evenings beginning at 6:00 pm until 11:00 pm Monday through Friday, except holidays. Cushman & Wakefield contracts high-performance, healthy green cleaning through BRAVO Facility Services.

A Day Porter is available during normal office hours to maintain public areas and restrooms and assist with special requests. Should you require additional janitorial services above and beyond the specific daily duties contracted, please place a service request through Building Engineers or by e-mail to lobbydesk@newjerseyave.com.

Please contact Building Management if you have any questions. We would be happy to assist you.

Building Services: Recycling

500 New Jersey Avenue participates in a recycling program. Recyclable items include glass, plastic, all cans, high-grade office paper and corrugated cardboard. This program requires a commitment from the tenants, managements, cleaning contractor and trash remover. Thanks to recent advancements in "Single Stream Recycling," separation of Glass, Plastic, and Paper Recyclables is no longer necessary. When recycling containers are filled, the cleaning contractor will remove its contents.

Please Remember, Recycling At 500 New Jersey Is Mandatory!

Building Services: Trash Removal

Your lease provides for removal of normal office trash, either through nightly office cleaning or through the recycling program. Disposal of non-typical office trash, including office equipment, furniture, filing cabinets, packaging materials, is the responsibility of the tenants. Please feel free to contact Building Management at 202-393-6712 for assistance in removal of unusual trash items.

Please be reminded that rubbish or discarded equipment must be disposed of properly. Rubbish or discarded equipment should not be stored in elevators, corridors or stairwells, for even short periods of time. Doing so is a violation of fire codes and building regulations.

Building Services: Pest Control

Pest control is a global issue in downtown, Washington, DC. Building Management has a green pest control program in place that includes regular inspections, preventative treatments, and curative treatments to meet the needs of the building.

The most important aspects of a pest control program are sanitation, maintenance and prevention. Good sanitation and monitoring are the best ways to prevent pest control problems. Store food in kitchen areas only in metal or plastic containers with tight lids. Keep utility areas, such as under-sink cabinets clean.

In the event that you see the need for treatment, contact Building Management and appropriate action will be taken. Do not attempt to address pest control issues with the use of pesticides, insecticides, herbicides or bait and trap stations.

Building Services: Building Signage

Directory Listings

500 New Jersey has an electronic touch screen directory in the main lobby. The system offers company and /or individual listings that can be updated without the hassle, delay and expense of replacing traditional strips.

All tenants are permitted listings in the touch screen directory. Directory listings can be customized to include announcements, logos, and graphics. The Lobby Desk will be happy to discuss the options and layout with you and prepare the updates to the directory.

Suite Entry Signage

Main suite entry door signage is a 10"x10" brushed aluminum plaque with an engraved or tactile/Braille satin-finish black graphic application. Exceptions to the building standard must be approved by Building Management and be appropriate to the image and interior design of 500 New Jersey Avenue.

Please do not tape temporary or non-building standard signs to the walls, suite doors, lobby doors or elevator walls.

To ensure the accuracy of your suite signage, request for directory listings and suite entry signage shall be submitted in writing. Your request can be e-mailed or delivered to either the Property Assistant or Property Manager.

Building Services: Parking

500 New Jersey Avenue has a two-level underground parking garage for the use of tenants and visitors. The garage entrance is located on E Street, and the garage is operated by Colonial Parking.

On-site Garage Office: 202-298-7141

Hours of Operation:

Monday – Friday: 7:00 am to 6:30 pm

Saturdays, Sundays and Holidays – Closed except for permit holders. Access granted with Genesis garage transponders (remote controls).

Intercom boxes are located on columns throughout the garage to assist in contacting the Parking Garage Attendant in the booth. Please be reminded that vehicles using tandem parking spaces should leave a key to your car with the attendant

Questions regarding monthly parking accounts and other administrative issues should be directed to Colonial Parking's administrative offices at 202-295-8200. 500 New Jersey Avenue station identification number is #610.

Permit Parking

Self-parking is available to monthly permit holders only. Parking with regular monthly permits is available on a first-come, first-served basis for any open, unrestricted space. Questions relating to your parking account can be directed to:

Gary Alexander – Project Manager, Colonial Parking

Telephone 202-295-8200

E-Mail galexander@ecolonial.com

500 New Jersey Avenue parking garage is identified as station #610.

Reserved Parking

A reserved parking space may be available subject to the terms of your lease for an additional fee. Reserved spaces are specifically assigned to tenants or individuals as marked. No unauthorized personnel are to utilize these spaces.

Spaces marked Handicapped are reserved for persons displaying handicapped license plates or tags. If any tenant employee becomes severely injured and needs the support of crutches, wheelchairs, etc., they should report this to the Parking Garage Attendant and Building Management with a request for temporary permission to park in one of these spaces.

Daily and Visitor Parking

Self-parking is available for daily visitors to the building only. Parking and walking off the property is not permitted.

Building Services: Mail Services

Deliveries

Delivery hours at 500 New Jersey are Monday-Friday 9:00 AM - 11:30 AM and 1:30 PM - 5:00 PM. No deliveries are accepted weekend or holidays. In order to adequately protect our elevators, all tenant relocations and unusual deliveries are to be coordinated through Building Management so that appropriate steps are taken to protect floor and wall finishes and the elevator interior. The freight elevator is available at designated times subject to availability to facilitate deliveries and moving.

Please reserve the freight elevator in advance by contacting the Property Assistant at 202-393-6712.

Mail Service

[U.S. Mail](#) is delivered to and picked up from the building Monday through Friday. Please refer to the pick-up schedule on the boxes located off the main lobby in the loading dock area for the exact times or contact United States Post Office Delivery Collections at 202-636-1402.

There are two [US Post Offices](#) located within walking distance to 500 New Jersey Avenue:

Post Office -National Capitol
2 Massachusetts Avenue NE
Telephone: 1-800-ASK-USPS

Post Office – Union Station
50 Massachusetts Avenue, NE
Telephone: 1-800-ASK-USPS

There is also a FedEx pick up box located on the platform next to the Service Entrance on 1st Street. Daily pick up is provided by FedEx or you may contact Federal Express directly at 800-463-3339.

Additionally, arrangements can be made with the following delivery carriers to pick up overnight mail directly from your suite. (Other services are available.)

United Parcel Service (UPS) 800-742-5877
DHL Worldwide Express 800-225-5345

www.ups.com
www.dhl-usa.com

Emergency Procedures: Crisis Management

The largest variable and potential danger, in any emergency situation is human response. While no one can predict for certain when an emergency will arise, we can plan and prepare for our responses to those situations. Preparation and tenant training are an integral part of the building's crisis management plans and emergency responses.

Information in this section is designed to help you understand the actions that will occur in the building and be taken by Building Management as well as provide you a basis for your own emergency response plan. Please review it carefully. With your participation and assistance, Cushman & Wakefield will continue to provide an exceptional and safe working environment.

In the event of an emergency that takes place after-hours, it may be necessary for Building Management to notify the primary or secondary contact person in your office. Please ensure Cushman & Wakefield has up-to-date contact information for the appropriate contact personnel in your office should the situation arise.

This information should be provided on the [Tenant Contact Information form](#), updated as needed, and submitted to the Property Manager.

Cushman & Wakefield has prepared an Emergency Contact List for local authorities as well as Building Management for easy reference in an emergency situation. Please keep this information handy. Additionally, the following web sites provide useful information and may assist in your continued emergency planning and preparation efforts.

[The Department of Homeland Security's website](#)

[FEMA's Emergency Management Guide for Business and Industry](#)

[SBA and Institute for Business and Home Safety disaster planning toolkit](#)

[Red Cross guide to sheltering-in-place](#)

[National Institute for Chemical Studies Procedures and Plans](#)

As crisis management and emergency procedures are of critical importance, we encourage you to share this information with everyone in your office. If you have any questions regarding this material please do not hesitate to contact the Property Manager at 202-393-6736.

[Click here to download a Tenant Contact Information form](#)

Listed below are some important phone numbers in case of an emergency. **In any emergency situation please contact Security at 202-393-6712 immediately after contacting the appropriate emergency service.**

Emergency Numbers

Police Department - First District Station - 415 4th Street, NW.	911 or 311 (Non Emergency) (202) 727-4655 (202) 727-4026 (fax)
Fire Department - Engine Company #3 - 439 New Jersey Avenue NW.	911 or (202) 673-3203
Medical Emergency - 1018 13th Street NW.	911
George Washington University Hospital- 901 23rd St., NW.	(202) 715-4000

Poison Control -3201 New Mexico Avenue, NW.

(202) 625-3333 (Emergency)

Building Management

(202) 393-6712

Emergency Procedures: Evacuation Procedures

Certain emergencies require full evacuation of the building. Evacuation emergencies include fires and bomb threats. In the event of an evacuation emergency, the fire alarm will be activated. During an evacuation emergency, the elevators will not respond to call buttons. **USE THE STAIRS.**

When evacuation of the building is necessary, the authority and responsibility rests with the local officials of government. Neither 500 New Jersey Avenue Management nor Ownership can assume responsibility for any consequences resulting from the decision to evacuate or not to evacuate.

There are two main stairs in the building for emergency evacuation. Tenants should familiarize themselves with the location of the nearest stairwell.

In case of an emergency evacuation, tenants should assemble in their designated meeting location - the company/organization's selected meeting place in which all employees will be accounted for by the Floor Wardens. If you are unaware of your designated meeting place, please ask your Floor Wardens.

Building stairwells are designed for emergency use and are not intended for routine travel between floors. For routine travel between floors, use the elevators. Stairs are locked from the inside of the stairwell for security purposes, and once inside, exit can only be made on the ground floor. During a fire alarm, however, for emergency travel, stair locks are released.

Use the links listed below to reach specific evacuation information.

[Tenant Safety Personnel](#)
[Safety Planning Responsibilities](#)
[Documents Required](#)
[What To Do During An Alert](#)
[Emergency Evacuation Drills](#)

Tenant Safety Personnel

All tenants in the building are responsible for designating their in-house safety personnel. At least two Floor Wardens for their suite, a primary warden and a backup warden in the event that the primary warden is out of the building at the time the fire alarm triggers an emergency evacuation. Floor Wardens are responsible for knowing the building relocation and/or evacuation plan, floor layouts, and the location and use of fire equipment. During an emergency, they are responsible for implementing an orderly evacuation.

Prior to an emergency, Floor Wardens are also responsible for educating their fellow workers about emergency procedures through training or bulletin board postings as necessary. They should maintain lists of handicapped people in their offices and throughout the building to ensure that each is assigned one or more aids. Floor Wardens are responsible for identifying and training Deputy Floor Wardens capable of performing their duties in their absence and assisting them during a drill or emergency. Additionally, Floor Wardens act as their tenant representatives in building emergency preparedness meetings.

Floor Wardens should be assigned per-tenant or per-floor for multi-floor companies. They are chosen by their employers and must be capable of assuming a leadership role and commanding cooperation during an alert. They must be at their desk within the immediate work area each day on a consistent basis. An individual whose job requires frequent absences from the office is not a good choice for Floor Warden. The tenant is responsible for keeping Building Management abreast of changes in the personnel that have been designated as Floor Wardens in their suite.

Tenant Safety Personnel (continued)

Deputy Floor Wardens are typically chosen per floor as well. Companies occupying less than a full floor may choose one or two depending on their office configuration. Deputy Floor Wardens receive training adequate to assume Floor Warden responsibilities if necessary. When the regular Floor Warden is not present, Deputies will direct traffic away from elevators unless otherwise instructed by the Fire Safety Director or Fire Department.

Prior to entering a stairwell, Deputies should feel the door for heat that would indicate a fire, and check for smoke. If the stairwell is unsafe, they will direct traffic to an alternate stairwell.

During the alert, Deputies should inspect their areas to verify that all personnel have relocated and report to the Floor Warden when the area is clear. Once relocated, the Deputy will assemble and account for all people in his or her assigned area.

Two fellow employees should be assigned as Aids to assist any person who has a handicap in may need assistance in an emergency evacuation. Physically impaired people with hearing or visual impairments are assigned to one Aid. Aids to the Physically Impaired are designated in advance and their names reported to the Property Manager. Upon reaching their destination, they will request that their Floor Warden notify the Fire Safety Director of the handicapped person's relocation.

Please provide up-to-date information to Building Management of any persons in your company who may require assistance during an emergency evacuation.

Safety Planning Responsibilities

- Have an evacuation route clearly planned. Educate and assist Floor Wardens, Deputy Floor Wardens and Aids in preparing evacuation plans for their individual areas.
- Select a pre-arranged meeting site away from the building for your employees to assemble during an emergency evacuation.
- Identify weak points during evacuation drills. Discuss these with Building Management and your safety personnel to correct deficiencies.
- Maintain up-to-date organizational charts of Floor Wardens, Deputy Floor Wardens and Aids. Report changes to Building Management.

Documents Required

1. Floor Warden Roster
2. Disabled Roster
3. Designated Meeting Place

Please remember to update these documents on a continual basis. Any changes should be submitted to Building Management.

During An Alarm

When the fire alarm is activated, all occupants shall evacuate the building through the stairwells. If you are disabled, await help from your assigned Aid or wait near the stairwell doors. Methods of removing handicapped personnel must be discussed and should be practiced in advance. Evacuation of handicapped employees can be accomplished by having the strongest personnel in the office carry the handicapped personnel down the proper stairs, once stairwells are cleared of other evacuees. The doors at the bottom of the stairwell will automatically unlock during a fire. Handicapped persons should be delivered to the landing inside the nearest stairwell, allowing room for others to evacuate, until they are ready to be escorted down. 500 New Jersey Avenue stairwells are designed to be fire towers and are considered to be one of the safest areas in the building during an emergency fire condition.

Your Floor Wardens should:

- Gather employee rosters and other emergency supplies.
- Respond immediately to the alarm. Direct the evacuation of the area. Unless otherwise notified, in advance, TREAT ALL ALARMS AS REAL, NOT AS A DRILL.
- Maintain communication with the other key personnel in your office while evacuation procedures are in effect.
- Locate and assist employees who are disabled.
- Check all conference rooms in your area.
- Follow all instructions given by the Fire department and the Cushman & Wakefield Management Team.
- Check stairwells for smoke prior to evacuation.
- Keep co-workers calm, quiet and orderly.

- Assemble at your designated meeting place and account for all employees using a checklist.
- Stand by until you have heard the "All Clear" message.

Emergency Evacuation Drills

Emergency evacuation drills are held at least once per year to test systems and practice emergency response on the part of occupants of the building and 500 New Jersey Avenue Management staff. Everyone is required to participate, and tenants are encouraged to practice their in-house emergency evacuation procedures.

Emergency Evacuation Drills (continued)

Upon completion of the evacuation drill, each tenant Floor Warden and members of the emergency preparedness team should report on the effectiveness of the emergency plan and problem areas noted. Building Management keeps a record of the drills on file, timing of the evacuation, and issues that arose during the emergency, and tenants are encouraged to communicate issues relating to the evacuation drill to building management.

Tenants Contacts and Floor Wardens are notified in advance of scheduled emergency evacuation drills.

Emergency Procedures: Shelter in Place

The term Shelter-In-Place means to seek immediate shelter and remain there during a chemical, biological or radiological emergency rather than evacuate the area. It may also be used during a tornado, hurricane, flood, or blizzard emergency. There are occasions when the option to evacuate is just not considered (for example, a time constraint, or when evacuation would subject you to greater risk). Unless otherwise instructed to evacuate, sheltering in a predetermined safe location in your offices is the preferred method of safely waiting out a hazardous materials release. Sheltering-in-place usually lasts not more than four to eight hours. Preparations in advance can ensure that the event is as comfortable as possible. The decision to shelter in place or evacuate is made by local authorities.

Building Management staff is trained in preparing for a shelter-in-place emergency. Building Management is familiar with the building's mechanical systems and will disable and seal HVAC equipment and air intakes as appropriate.

To plan for a shelter-in-place emergency, here is a list of what to do:

- Study your surroundings for fixed and mobile sources of hazardous materials.
- Learn about warnings by local authorities.
- Select an interior room or rooms above the ground floor, with the fewest windows or vents as your "shelter in place" area or areas. These areas should adequate space for everyone to be able to sit. Avoid overcrowding by selecting several rooms if necessary. Large storage closets, utility rooms, pantries, copy and conference rooms without exterior windows will work well. Avoid selecting a room with mechanical equipment like ventilation blowers or pipes, because this equipment may not be able to be sealed from the outdoors.
- Prepare a shelter in place kit. The kit should contain:
 - A battery operated AM/FM radio.
 - Flashlight with fresh batteries
 - Bottled water
 - Non-perishable food
 - Light sticks
 - Matches
 - First aid kit
 - Medicines
 - Face mask(s)
 - Whistle
 - Moist towelettes
 - Plastic sheeting
 - Garbage bag and ties
 - Toilet paper

Check your kit every six months to make sure all the supplies are there and that they are fresh /unexpired.

If you are asked to shelter in place, here is a basic list of what to do:

- Remain calm.
- Close the business.
- Bring everyone into your shelter-in-place areas. Close doors.
- If you have customers, clients, or visitors, provide for their safety by asking them to stay – not leave. When authorities provide directions to shelter-in-place, they want everyone to take those steps now, where they are, and not drive or walk outdoors.
- Unless there is an imminent threat, ask employees, customers, clients, and visitors to call their personal emergency contact to let them know where they are and that they are safe.
- Turn on call-forwarding or alternative telephone answering systems or services. If the business has voice mail or an automated attendant, change the recording to indicate that the business is closed, and that staff and visitors are remaining in the building until authorities advise it is safe to leave.
- If you are told there is danger of explosion, close the window shades, blinds, or curtains.
- Gather essential disaster supplies and equipment.
- It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.

- Write down the names of everyone in the room, and call your business' designated emergency contact to report who is in the room with you, and their affiliation with your business (employee, visitor, client, customer.)
- Keep listening to the radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community. Primary radio stations to listen to in the Washington D.C. metropolitan area include the following:
 - WTOP 1500 AM, 820 AM, 107.7 FM
 - WMAL 630 AM
 - WKYS 93.9 FM
 - WHFS 99.1 FM
 - WPGC 95.5 FM
 - WGMS 103.9 FM
- Be prepared to evacuate if ordered to do so by public safety officials. Evacuation instructions will be announced over the emergency broadcast system.

Shelter-In-Place Drills

Be prepared for a shelter-in-place emergency. Designate personnel responsible for accounting for your employees and occupants in appropriate shelter-in-place areas, gathering supplies, and protecting your information and communication systems. Communicate your plan to everyone in your office. Review your plan periodically and conduct in-house drills.

Emergency Procedures: Fire Emergency

500 New Jersey Avenue has many Fire and Life Safety Systems designed to minimize the chance of a life-threatening emergency and to reduce damage in the event one does occur. The building systems are inspected regularly, and the Fire Control panel is monitored remotely 24-hours a day, seven days a week. Safety systems meet or exceed all relevant fire and building codes. 500 New Jersey Avenue is a fully sprinklered office building.

Smoke detectors are located throughout the building, and manual pull stations are located at the stairwells on all office levels, roof terrace lobby, in the parking garage, and in main lobby. When activated, these devices provide occupant notification of a fire emergency as well as notification to the monitoring center.

When an alarm is triggered by either of these systems, a signal is sent to an off-site monitoring company, which contacts the Fire Department and Building Management. The control panel located in the main lobby will pinpoint the source of the alarm. If smoke is detected, the air handling equipment will shut down to help prevent the spread of smoke and fire. Fans will be activated to pressurize the stairwells. Elevators will be returned to the lobby to await firefighters. During an emergency, the elevators will not respond to call buttons. **USE THE STAIRS.**

Use the links listed below to navigate to specific Fire Safety Information:

[Fire Prevention](#)
[First Responders/Safety Responsibilities](#)
[What To Do During An Alert](#)
[Fire/Smoke Alarms](#)
[Fire Extinguishers](#)

Fire Prevention

Of course, the best method of handling a fire emergency is to prevent the situation from arising by following sound safety procedures.

- Flammable materials such as live Christmas trees, are not permitted in 500 New Jersey Avenue. If, for any reason, you have any materials necessary for the operation of normal office equipment, which require special care, they must be stored in safety containers and Building Management must be notified.
- Use of extension cords in lieu of permanent wiring is never recommended. If used, extension cords should be sized and grounded according to the load.
- Appliance connections and cords should be kept in good repair.
- Smoking in 500 New Jersey Avenue is strictly prohibited.
- Your office's wiring was designed to carry a normal electrical load. Appliances, which have greater than normal electrical requirements, should not be used without the consent of the Building Management.
- Water should never be used on electrical, oil, gasoline or grease fires. 500 New Jersey Avenue is equipped with type ABC fire extinguishers. Please check the hallways to become familiar with the location of extinguishers provided. The majority of the extinguishers can be found in the main corridors near the stairwells in wall-mounted cabinets. The extinguishers installed by Cushman & Wakefield are designed to be used on all types of fires.
- Anyone spotting potential fire hazards in the building is asked to report these conditions to Building Engineer immediately at 202-393-6757.

First Responders

The building staff and tenants are First Responders to fire emergencies. First Responders handle the fire emergency to ensure the safety and protection of the building occupants and property until the Fire Department arrives. The First Responders include the following:

Fire Safety Director and Fire Brigade

The Building Engineer, acting as Fire Safety Director, is the primary liaison to First Responders and the Fire /Police Department in emergency situations. The Fire Safety Director along with the Property Manager is

also responsible for pre-emergency planning, including the designation and training of Floor Wardens and ensuring sufficient Deputy Floor Wardens for each tenant or floor. In addition, the Property Manager is responsible for requesting and collecting updated rosters and tenant meeting places.

A Fire Brigade, consisting of assigned maintenance or management personnel, will usually be the first to arrive at the scene. If the fire is small, they will confine or extinguish it by using equipment carried with them. Upon locating the fire, one member of the Fire Brigade will move to the first floor and communicate to firefighters as they arrive.

Floor Wardens

All tenants in the building are responsible for designating at least two Floor Wardens for their suite, a primary warden and a backup warden in the event that the primary warden is out of the building at the time the alarm rings. Floor Wardens are responsible for knowing the building relocation and/or evacuation plan, floor layouts, and the location and use of fire equipment. During an emergency, they are responsible for implementing an orderly evacuation, following instruction of the Fire Safety Director or Fire Department.

Prior to an emergency, Floor Wardens are also responsible for educating their fellow workers about emergency procedures through training or bulletin board postings as necessary. They should maintain lists of handicapped people in their offices and throughout the building to ensure that each is assigned one or more aids.

Floor Wardens are responsible for identifying and training Deputy Floor Wardens capable of performing their duties in their absence and assisting them during a drill or emergency. Additionally, Floor Wardens act as their tenant representatives in building emergency preparedness meetings.

Floor Wardens should be assigned per-tenant or per-floor for multi-floor companies. They are chosen by their employers and must be capable of assuming a leadership role and commanding cooperation during an alert. They must be at their desk within the immediate work area each day on a consistent basis. An individual whose job requires frequent absences from the office is not a good choice for Floor Warden. The tenant is responsible for keeping Building Management abreast of changes in the personnel that have been designated as Floor Wardens in their suite.

First Responders (continued)

Deputy Floor Wardens

Two Deputy Floor Wardens are typically chosen per floor. Companies occupying less than a full floor may choose one or two depending on their office configuration.

Deputy Floor Wardens receive training adequate to assume Floor Warden responsibilities if necessary. When the regular Floor Warden is not present, Deputies will direct traffic away from elevators unless otherwise instructed by the Fire Safety Director or Fire Department. Prior to entering a stairwell, Deputies should feel the door for heat that would indicate a fire, and check for smoke. If the stairwell is unsafe, they will direct traffic to an alternate stairwell.

During the alert, Deputies should inspect their areas to verify that all personnel have relocated and report to the Floor Warden when the area is clear. Once relocated, the Deputy will assemble and account for all people in his or her assigned area.

Aids

Two fellow employees should be assigned as Aids to assist any person who has a handicap and may need assistance in an emergency evacuation. Physically impaired people with hearing or visual impairments are assigned to one Aid. Aids to the Physically Impaired are designated in advance and their names reported to the Property Manager. Upon reaching their destination, they will request that their Floor Warden notify the Fire Safety Director of the handicapped person's relocation. Please provide up-to-date information to Building Management any persons in your company who may require assistance during an evacuation.

Safety Planning Responsibilities

- Have an evacuation route clearly planned. Educate and assist Deputy Floor Wardens in preparing evacuation plans for their individual areas.
- Select a pre-arranged assembly site away from the building for your employees to gather during an emergency evacuation.
- Identify weak points during evacuation drills. Discuss these with Building Management and your safety personnel to correct deficiencies.
- Maintain up-to-date organizational charts of Floor Wardens, Deputy Floor Wardens and Aids. Report changes to Building Management.
- Instruct new Deputies and Aids in their responsibilities during drills or actual evacuations.
- Inspect your area periodically for safety. Make sure stairwells are kept free of obstructions and all flammable substances are stored in approved containers.
- Know the location of fire extinguishers and how to use them, but do not endanger yourself or others. If the fire is large or spreading rapidly, close the door and leave the area. Do not attempt to use fire hoses.

Fire / Smoke Alarms

If You Hear An Alarm:

- Close all doors. Take only essentials with you and do not return for additional papers or belongings. It is the tenant's decision whether they choose to leave their suite entry doors locked or unlocked after all employees have evacuated the suite.
- Assemble in the hallway on your floor and wait there.
- Follow instructions given from your Floor Warden.
- Do not use the elevators. Elevators will return to the lobby to await firefighters.
- Feel doors before opening them. Do not open any doors that are hot to the touch.
- If you are disabled, await help from your assigned Aid or wait near the stairwell doors. Methods of removing handicapped personnel must be discussed and should be practiced in advance. Evacuation of handicapped employees can be accomplished by having the strongest personnel in the office carry the handicapped personnel down the proper stairs, once stairwells are cleared of other evacuees. The doors at the bottom of the stairwell will automatically unlock during a fire. Handicapped persons should be delivered to the landing inside the nearest stairwell, allowing room for others to evacuate, until they are ready to be escorted down. 500 New Jersey Avenue stairwells are designed to be fire towers and are considered to be one of the safest areas in the building during an emergency fire condition.
- Evacuate the building and assemble in the meeting place.
- After an alarm, whether false or otherwise, the alarm bell may ring a few times while it is being reset. Please be patient. You will be notified when you may reenter the building.

Fire / Smoke Alarms (continued)

If You Smell Smoke or See Fire

- Pull the nearest alarm station. Pull stations are located at all stairwell entries.
- Close the door. Confine the fire.
- Alert your Floor Warden. Tenant Floor Wardens have been trained in emergency procedures. Follow his or her evacuation instructions using stairwells. Never use the elevator in a fire emergency.
- Evacuate and assemble in the meeting place

Fire Extinguishers

Fire extinguishers are located near stairwell doors. Do not use water on electrical fires and do not endanger yourself or others. The Fire Department will be on the scene within minutes.

Emergency Procedures: Medical Emergency

If a medical emergency occurs in your suite:

- Call Paramedics. Dial 911. Tell them your floor number and direct the medical team to the main entrance of the building.
- Call Building Management/Security at 202-393-6712. After normal business hours, your call will be routed to the appropriate on-call personnel. If a private physician has been called, inform Building Management and we will attempt to secure an elevator to escort the doctor to your office.
- Post one person in the elevator lobby to lead the medical team to the person in distress.

In the event that an illness or injury that takes place in the building, notify Building Management immediately.

Emergency Procedures: Bomb Threat

All bomb threats must be treated as a serious matter. To ensure the safety of building occupants and the general public, bomb threats must be considered real until proven otherwise. In most cases, bomb threats are meant to disrupt normal activities.

However, building evacuation is not a decision for anyone to make except the proper authorities. The procedures described below should be implemented regardless of whether the bomb threat appears real or not.

Report all bomb threats to police or call 911 and call Security at 202-393-6712

When there has been a threat, if you see a package or unknown object in an unusual place, do not touch it. If you receive a bomb threat, try to obtain the following information:

- When is the bomb going to explode?
- Where is it right now?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb? Why?
- What is your name?

[Click here to download a Bomb Threat Report Form](#)

Also, have the following information ready to be related to the Police Officer you talk to:

- Sex of caller
- Approximate Age
- Speech pattern/accent
- Any background noise?
- Phone number where the call was received
- Date and time the call was made

Mail Bombs and Suspicious Packages

The likelihood of your ever receiving a bomb in the mail is remote. Unfortunately, however, a small number of explosive devices have been mailed over the years resulting in the death, injury, and destruction of property.

To help prevent a mail bomb disaster first, consider whether you or your organization could be a possible target. Some motives for mail bombs include revenge, extortion, love triangles, terrorism and business disputes.

Keep in mind that a bomb can be enclosed in either a parcel or an envelope, and its outward appearance is limited only by the imagination of the sender. However, mail bombs have some unique characteristics, which may assist you in identifying a suspect mailing. To apply these factors, it is important to know the type of mail your organization and your home receive.

[Click here to download a Bomb Threat Report Form](#)

Mail Bombs and Suspicious Packages (continued)

Look For These Signs:

- Mail bombs may bear restricted endorsements such as "Personal" or "Private." This factor is important when the addressee does not usually receive personal mail at the office.
- Addressee's name/title may be inaccurate.
- Return address may be fictitious.
- Mail bombs may reflect/distorted handwriting or the name and address may be prepared with homemade labels or cut-and-paste lettering.
- Mail bombs may have protruding wires, aluminum foil or oil stains and may emit a peculiar odor.
- Cancellation or postmark may show a different location than the return address.

- Mail bombs may have excessive postage.
- Letter bombs may feel rigid, or appear uneven or lopsided.
- Parcel bombs may have unprofessionally wrapped with several combinations of tape used to secure the package and may be endorsed "Fragile-Handle With Care" or "Rush-Do Not Delay."
- Package bombs may have an irregular shape, soft spots, or bulges.
- Package bombs may make buzzing or ticking noise or a sloshing sound.
- Pressure or resistance may be noted when removing contents from an envelope or parcel.

[Click here to download a Bomb Threat Report Form](#)

Mail Bombs and Suspicious Packages (continued)

If you are suspicious of a mailing and are unable to verify the contents with the addressee or sender:

- Do not open the article.
- Isolate the mailing and evacuate the immediate area.
- Do not put in water or a confined space such as a desk drawer or filing cabinet.
- If possible, open windows in the immediate area to assist in venting potential explosive gases.

If you have any reason to believe a letter or parcel is suspicious, do not take a chance or worry about possible embarrassment if the item turns out to be innocent - instead, contact police or call 9-1-1 for immediate professional assistance.

[Click here to download a Bomb Threat Report Form](#)

Emergency Procedures: Biological, Chemical and Radiological Event

This section is designed to outline the policies, procedures and security measures in place at 500 New Jersey Avenue in case of a biological, chemical or radiological event. Please review the information in this section carefully as it contains important life safety information. The links listed below are designed to help you find specific information quickly and easily.

[Overview](#)

[Chemical Attack](#)

[Biological Attack](#)

[Radiological Attack](#)

[Preparing for an Attack](#)

[What to do During an Attack](#)

[What to do After an Attack](#)

Overview

Biological, chemical and radiological threats require building management staff to make important and informed decisions that can affect the lives and safety of building tenants and visitors. The numbers of casualties from actual threats would depend on several factors, the most important being the potency or size of the weapon and the efficiency of the delivery system. While an incident involving a chemical agent would be quickly noticed, a biological or radiological attack may not be noticed for several days. Evidence of such threats can vary. It may appear as a solid, liquid or gas. A biological or radiological agent release is nearly impossible to identify at the time of release.

Property management encourages everyone to acquaint him or herself with the building's evacuation plan and shelter-in-place procedures, follow the advice provided, and to educate yourselves as much as possible.

The strength of the building's emergency response plan relies greatly on each individual. It relies on each of you to remain calm; report any suspicious, illegal, or threatening situations; follow procedures; and assist your co-workers.

The building has developed a comprehensive emergency evacuation plan. In the case of an emergency situation, including one related to a terrorist attack, the local and federal police and health systems would immediately take action. The building will follow the guidance of the police and health officials. Each situation warrants a different response. As the building receives information it will be immediately relayed to the tenants.

Overview (continued)

The building will rely on local emergency personnel to administer any necessary medications in response to an emergency situation, including a dirty bomb, biological, chemical, or other attack. These personnel have the medical expertise necessary to diagnose and provide the appropriate treatment in such a situation.

The building staff does not have the training to determine whether an unknown substance is actually hazardous and will contact the public agencies each time an unknown substance is found that overtaxes their resources. The building occupants' concerns regarding either an unknown substance or a potential threat against the building will not be ignored. The management staff will take some action to investigate all concerns and seek assistance, if needed.

In case of a chemical or biological weapon attack, authorities will instruct you on the best course of action. This may be to evacuate the area immediately, to seek shelter at a designated location, or to take immediate shelter where you are and seal the premises ([shelter-in-place](#)).

The best way to protect yourself is to take emergency preparedness measures ahead of time and to get medical attention as soon as possible, if needed.

Chemical Attack

Chemical warfare agents are poisonous vapors, aerosols, liquids or solids that have toxic effects on people, animals or plants. They can be released by bombs, sprayed from aircraft, boats or vehicles or used as a liquid to create a hazard to people and the environment. Some chemical agents may be odorless and

tasteless. They can have an immediate effect (a few seconds to a few minutes) or a delayed effect (several hours to several days). While potentially lethal, chemical agents are difficult to deliver in lethal concentrations. Outdoors, the agents often dissipate rapidly. Chemical agents are also difficult to produce.

Six Types Of Agents:

1. Lung-damaging (pulmonary) agents such as phosgene
2. Cyanide
3. Vesicants or blister agents such as mustard
4. Nerve agents such as GA (tabun), GB (sarin), GO (soman), GF, and VX
5. Incapacitating agents such as BZ
6. Riot-control agents (similar to MACE)

Biological Attack

Biological agents are organisms or toxins that can kill or incapacitate people, livestock and crops. The three basic groups of biological agents, which would likely be used as weapons are: bacteria, viruses and toxins.

Biological Attack (continued)

Bacteria

Bacteria are small free-living organisms that reproduce by simple division and are easy to grow. The diseases they produce often respond to treatment with antibiotics.

Viruses

Viruses are organisms, which require living cells in which to reproduce and are intimately dependent upon the body they infect. Viruses produce diseases, which generally do not respond to antibiotics. However, antiviral drugs are sometimes effective.

Toxins

Toxins are poisonous substances found in, and extracted from, living plants, animals or micro-organisms; some toxins can be produced or altered by chemical means. Some toxins can be treated with specific antitoxins and selected drugs.

Most biological agents are difficult to grow and maintain. Many break down quickly when exposed to sunlight and other environmental factors, while others such as anthrax spores are very long lived. They can be dispersed by spraying them in the air, or infecting animals that carry the disease to humans as well through food and water contamination.

Aerosols

Biological agents are dispersed into the air, forming a fine mist that may drift for miles. Inhaling the agent may cause disease in people or animals.

Biological Attack (continued)

Animals - Some diseases are spread by insects and animals, such as fleas, mice, flies, and mosquitoes. Deliberately spreading diseases through livestock is also referred to as agro-terrorism.

Food and water contamination - Some pathogenic organisms and toxins may persist in food and water supplies. Most microbes can be killed, and toxins are deactivated by cooking food and boiling water.

Person-to-person spread of a few infectious agents is also possible. Humans have been the source of infection for smallpox, plague and the Lassa viruses.

Preparing for a Chemical, Biological or Radiological Attack

Assemble a disaster supply kit and be sure to include:

- Battery-powered commercial radio with extra batteries.
- Non-perishable food and drinking water.
- Roll of duct tape and scissors.
- Plastic for doors, windows and vents for the room in which you will shelter in place - this should be an internal room where you can block out air that may contain hazardous chemical or biological agents.

(To save critical time during an emergency, sheeting should be pre-measured and cut for each opening.)

- First aid kit with sanitation supplies including soap, water and bleach.

During a Chemical, Biological or Radiological Attack

Listen to your radio for instructions from authorities such as whether to remain inside or to evacuate. If You Are Instructed To Remain In Your Home, The Building Where You Are Or Other Shelter During A Chemical Or Biological Attack:

- Turn off all ventilation including furnaces, air conditioners, vents and fans.
- Seek shelter in an internal room, preferably one without windows. Seal the room with duct tape and plastic sheeting. Ten square feet of floor space per person will provide sufficient air to prevent carbon dioxide build-up for up to five hours.
- Remain in protected areas where toxic vapors are reduced or eliminated, and be sure to take your battery-operated radio with you.

Radiological Attack

The threat that nuclear weapons are available to terrorist groups around the world demands attention.

There are two different threats in the area of nuclear terrorism. One is the use of a nuclear bomb. The other is the detonation of conventional explosive incorporating nuclear materials. These are known as radiological explosive devices, or RDD.

Terrorist groups are unlikely to have nuclear weapons unless they are sponsored by a nation with nuclear capability. It is more likely that terrorists could develop radiological weapons using highly enriched uranium or plutonium wrapped around a conventional explosive.

Radiological Attack

The dispersal of radiation would also raise long-term concerns about health issues. Because radiation is invisible and the symptoms are not evident immediately, it would be difficult to learn that a radiological attack had taken place without use of a radiation detector.

A recent concern is "suitcase" or "briefcase" nuclear bombs. These compact bombs are a concern because they would be innocent looking and easy to carry into a building and position.

The immediate effects of a nuclear attack are unmistakable: a flash of intense light, followed by a blast of heat and radiation. The secondary effect of radioactive fallout-radioactive airborne and descending particles-is measured by the circumference of the damaged area. The degree of immediate and secondary effects will depend on several factors:

- The size and type of weapon.
- The terrain affected.
- The height of the explosion.
- The distance from the explosion.
- Weather conditions (stronger winds will intensify the damage and broaden the affected area).
- The thickness of protective material between the person and the fallout (e.g., bagged sand or gravel, concrete, bricks, wood, or earth).
- The amount of time spent in a shelter after the initial explosion.

Radiological Attack (continued)

Then such a weapon exploded, it would spread radiation in the area of impact, but would not create a nuclear reaction. After an RDD attack, it would be difficult to completely decontaminate the environment.

After a Nuclear Attack

After the intense heat, rumbling noise, and fallout have noticeably ceased, follow these precautions:

- Stay indoors for at least the first 24 hours after the initial explosion. This is the most dangerous period when radioactive particles. Once these particles hit the ground, they decay fairly rapidly, but it is

recommended to remain inside the shelter for as long as physically possible to avoid exposure to radiation.

- Properties that survive such an attack may be radioactively contaminated.
- Do not drink from community water supplies, which could be contaminated.
- Be prepared for looting during any evacuation or chaos that might ensue.

Preparing for a Chemical, Biological or Radiological Attack (continued)

If You Are Caught In An Unprotected Area, You Should

- Attempt to get up-wind of the contaminated area
- Attempt to find shelter as quickly as possible.
- Listen to your radio for official instructions.

Following a Chemical Attack

Immediate symptoms of exposure to chemical agents may include blurred vision, eye irritation, difficulty breathing and nausea. A person affected by a chemical or biological agent requires immediate attention by professional medical personnel. If medical help is not immediately available, decontaminate yourself and assist in decontaminating others. Decontamination is needed within minutes of exposure to minimize health consequences. (However, you should not leave the safety of a shelter to go outdoors, to help others until authorities announce it is safe to do so.) Use extreme caution when helping others who have been exposed to chemical agents:

Remove all clothing and other items in contact with the body. Contaminated clothing normally removed over the head should be cut off to avoid contact with the eyes, nose, and mouth. Put into a plastic bag if possible. Decontaminate hands using soap and water. Remove eyeglasses or contact lenses. Put glasses in a pan of household bleach to decontaminate.

Following a Chemical Attack (continued)

- Remove all items in contact with the body.
- Flush eyes with lots of water.
- Gently wash face and hair with soap and water; then thoroughly rinse with water.
- Decontaminate other body areas likely to have been contaminated. Blot (do not swab or scrape) with a cloth soaked in soapy water and rinse with clear water.
- Change into uncontaminated clothes. Clothing stored in drawers or closets is likely to be uncontaminated.
- If possible, proceed to a medical facility for screening.

Following a Biological Attack

In many biological attacks, people will not know they have been exposed to an agent. In such situations, the first evidence of an attack may be when you notice symptoms of the disease caused by an agent exposure, and you should seek immediate medical attention for treatment.

In some situations, like the anthrax letters sent in 2001, people may be alerted to a potential exposure. If this is the case, pay close attention to all official warnings and instructions on how to proceed. The delivery of medical services for a biological event may be handled differently to respond to increased demand. Again, it will be important for you to pay attention to official instructions via radio, television and emergency alert systems.

If your skin or clothing comes in contact with a visible, potentially infectious substance you should remove and bag your clothes and personal items and wash yourself with warm soapy water immediately. Put on clean clothes and seek medical assistance.

Emergency Procedures: Power Failure

If normal power fails, all suites and public areas in 500 New Jersey Avenue are equipped with independently powered exit signs and emergency lights. The emergency generator will automatically provide electricity to stairwell lighting, exit signs, and life safety systems. All but one elevator will temporarily stop and return to the lobby level.

If we experience a power failure at 500 New Jersey Avenue, please observe the following guidelines:

- Open draperies and raise blinds to let in outside light.
- Remain in your offices unless otherwise instructed to evacuate. In the event an evacuation is required, lock all areas of your premises.
- Do not congregate in the lobby areas or in the street.
- If you are trapped in an elevator during a power failure, do not panic. Your elevator will cease operation, but will not fail. WAIT FOR ASSISTANCE. Do not force the doors open or escape through the roof hatch. Contact Building Management using the elevator telephone and notify them of your location.

If the situation appears to be extended, tenants will be informed by Building Management. Private systems, especially telephones and computers, may be inoperative in the event of a power loss. Check with your vendor concerning emergency back-up power.

Emergency Procedures: Severe Weather

There are a number of severe weather situations that may have an effect on building operations. Our primary concern is for the safety of the building occupants. Please use the links listed below and review the safety information for the following instances of severe weather.

[Severe Thunderstorms](#)

[Tornados](#)

[Hurricanes](#)

[Flooding](#)

Severe Thunderstorm

A severe thunderstorm is defined as a storm that produces hail at least 3/4-inch in diameter and/or winds of 58 mph or higher. These storms spawn tornados.

Warnings:

Severe Thunderstorm Watch - Severe thunderstorms are possible in the watch area. Remain alert for approaching storms.

Severe Thunderstorm Warning - Severe thunderstorms are occurring in the warning area. Remain alert to signs of an approaching storm and seek shelter if threatening conditions exist.

Severe Thunderstorm (continued)

Look For:

- Darkening skies
- Towering thunderhead clouds
- Lightning
- Increasing winds

Emergency Actions:

- Plan ahead as to what actions you will take in the event a severe thunderstorm may occur in your area.
- During watches be prepared to take immediate action.
- During warnings, if the skies become threatening, take immediate action.
- Go inside a home or large building or an all-metal automobile (not a convertible).
- Do not use telephones except for emergencies.
- Do not stand under or near a tall isolated tree or a telephone pole.
- In a heavily wooded area, seek shelter in a low area under a thick growth of small trees.
- In open areas, go to a low place such as a ravine or valley.
- Get off or away from open water, tractors and other farm equipment, motorcycles, bicycles, golf carts, etc.
- Stay away from wire fences, clotheslines, metal pipes and rails.
- If you are in a group in the open, spread out, keeping people several yards apart.

Lightning may strike miles away from the parent cloud. Precautions should be taken even if the thunderstorm is not directly overhead. If you are caught in a level field or open area and you feel your hair stand on end, lightning may be about to strike you. Drop to our knees and bend forward, putting your hands on your knees. Do not lie flat on the ground.

Tornados

Tornados travel at an average speed of 30 mph, but have been known to reach speeds of 70 miles per hour. While most tornado damage is caused by the violent winds, most tornado injuries and deaths result from flying debris. Tornado winds can reach speeds of over 200 mph. Some tornados are clearly visible; while rain or low hanging clouds obstruct others. Tornados may appear nearly transparent until dust and debris are picked up into the column of air.

Warnings

Tornado Watch - Weather conditions are such that tornados are possible in the watch area. Remain alert for approaching storms.

Tornado Warning - A tornado has been sighted or indicated by weather radar. Remain alert to signs of an approaching tornado and seek shelter if threatening conditions exist.

Look For:

- Severe thunderstorms
- Dark, often greenish colored sky
- Large hail, 3/4-inch in diameter or more
- Loud roar; similar to a freight train

Tornados (continued)

Emergency Actions:

- Plan ahead as to what actions you will take in the event a tornado occurs in your area.
- During watches be prepared to take immediate action.
- During warnings, if the skies become threatening, take immediate action.
- In a building, go to the basement or to an interior part of the lowest level, away from windows, doors and outside walls.
- In high-rise buildings, go to interior small rooms or hallways on the lowest floor possible.
- In most cases closets, bathrooms (without windows) and interior halls offer the best protection.
- Get under something sturdy, lie face down, draw your knees up under you and cover the back of your head with your hands.
- Mobile homes, even if anchored, offer little protection from tornados and should be abandoned.
- If there is no nearby shelter, lie down flat in the nearest ditch or ravine.

Hurricanes

A hurricane is an intense tropical weather system with a well-defined circulation and maximum sustained winds of 74 mph or higher. Hurricane season in the Atlantic/Caribbean region starts in June and extends through November. In the United States, the peak hurricane threat exists from mid-August to late-October. An average of ten tropical storms (six of which become hurricanes) develop over the Atlantic/ Caribbean each year. Typically, five hurricanes strike the United States coastline every 3 years. Of these five, two will be major hurricanes (Category 3 or greater). Category 3 hurricanes produce sustained winds of over 110 mph. The most violent activity takes place around the eye, called the eye, of the hurricane.

Hurricanes (continued)

As hurricanes move ashore they sweep the ocean inward, spawn tornados and produce torrential rains and flooding. Although property damage has increased in recent years, timely warnings have greatly diminished hurricane fatalities in the United States. Along the immediate coast, the storm surge is the greatest threat to life and property. The major threat to inland areas is flooding from the torrential rains. Hurricane-force winds can destroy poorly constructed buildings and mobile homes. Debris left outside during a hurricane becomes flying missiles, which can cause injury or death.

Warnings

Hurricane Watch - Hurricane conditions are possible in the area specified in the watch, usually within 36 hours. Prepare to take immediate action.

Hurricane Warning - Hurricane conditions are expected in the warning area, usually within 24 hours. Complete all storm preparations and evacuate if directed by local officials.

Plan Ahead:

- Plan what actions you will take in the event a hurricane may occur in your area.
- Know the hurricane risk in your area.
- Learn safe routes inland.
- If you live in a mobile home, plan to evacuate. These dwellings are unsafe in high winds, no matter how well they are anchored.
- If you live in a high-rise, plan to evacuate. Hurricane winds are stronger at higher elevations.
- If you live on a coastline, an offshore island, or near a river or a flood plain, plan to evacuate.
- Know where local shelters are located.

Hurricanes (continued)

Within The Warning Area:

- Monitor radio and television broadcasts for official weather bulletins.
- Complete preparation activities, such as putting up storm shutters, storing loose objects, etc.
- Follow instructions issued by local officials and, if evacuating, leave early - if possible, in daylight.
- In the final analysis, the only real defense against hurricanes is the informed readiness of your community, your family and you.

Floods

Flash floods are the number one weather-related killer in the United States. Six inches of fast moving water can knock you off your feet. Twenty-four inches of water will carry away most automobiles. Nearly half of all flash flood fatalities are auto related. Be aware that roadways may not be intact under floodwaters. Flash flooding occurs within 6 hours of the rain event. Flash flood waters can move at incredible speeds, uprooting trees, moving boulders, and destroying bridges and buildings.

Most flash flooding is caused by slow-moving thunderstorms, thunderstorms repeatedly moving over the same area or heavy rains from hurricanes and tropical storms. Occasionally, floating debris or ice can restrict the flow of water at natural or man-made obstructions. Flash flooding can occur downstream when the ice or debris are suddenly released.

Floods (continued)

Environmental Clues:

- Listen for distant thunderstorms - runoff from a faraway thunderstorm could be headed your way.
- Look out for rapidly rising water.
- When driving look out for flooding at highway dips, bridges and low areas.

Warnings:

Flash Flood Watch or Flood Watch - Flash flooding or flooding is possible within the designated watch areas – Be Alert.

Flash Flood Warning or Flood Warnings - Flash flooding or flooding has been reported or is imminent - take necessary precautions at once.

Urban and Small Stream Advisory - Flooding of small streams, streets and low-lying areas, such as railroad underpasses and urban storm drains, is occurring.

Floods (continued)

Emergency Actions:

- Plan ahead as to what actions you will take in the event a flash flood occurs in your area.
- Remember - you may only have seconds to react when confronted with a flash flood.
- During watches be prepared to take immediate action.
- During warnings if the skies become threatening, take immediate action.
- Get out of areas subject to flooding and head for higher ground.
- Avoid already flooded and high velocity flow areas.
- Never drive through flooded roadways - the depth of floodwaters is not always obvious.
- If your vehicle stalls, leave it immediately and seek higher ground.
- Be extra cautious at night when it is harder to recognize flood dangers.
- Never allow children to play around high water, storm drains, viaducts or gullies.

[Return to page one of Severe Weather](#)

Emergency Procedures: Criminal Acts

Although rare, criminal acts, unfortunately, do occur in urban office buildings. Examples of criminal incidents most likely to occur in an office building or parking garage would include theft, robbery and employee workplace violence. Cushman & Wakefield is concerned about your safety and security and we take numerous precautions to protect the facility. Please be reminded of the following safety measures:

- Do not allow someone unknown to you enter the building with you during secure hours or through a secure entrance during the business days. Allow our access control systems to work.
- Be aware of your surroundings. Immediately report any suspicious individuals to Building Management.
- Be particular cautious during off-business hours.
- Be careful in elevators and, if you feel unsafe with another passenger, get off at the next floor.
- If you feel threatened in any way, call 911.

While Cushman & Wakefield and 500 New Jersey Avenue take reasonable measures to ensure the safety of the building occupants, the unforeseen can still happen. Please remember, successful security, however, depends on everyone taking an active role.

For any questions or concerns you have regarding this issue, please contact the Property Manager.

Introduction: Welcome

Welcome to 500 New Jersey Avenue, a property managed and leased by Cushman & Wakefield, one of the most prestigious local real estate firms in the Washington, DC metropolitan area.

Let us be of service! For Cushman & Wakefield, customer satisfaction means tenant satisfaction. The nature of this business demands constant, daily contact with our tenants; the bricks-and-mortar aspect of property management can only exist in concert with the tenants who work in the space every single day. Intense focus on customer service can be seen in our company values and statement of goals:

- Satisfying tenant needs is the highest priority.
- Conducting our business with dignity and professionalism is mandatory.
- Building long-term relationships with employees, tenants and vendors strengthens us.
- Acting in financially creative and responsive ways helps both our tenants and our own success.
- Anticipating and reacting to changes and trends in property management now and into the future distinguishes Cushman & Wakefield from other real estate managers.

The daily application of these values and goals forms the foundation of our ability to serve our tenants in the best possible manner.

This Tenant Electronic Tenant™ Handbook for 500 New Jersey Avenue provides a quick reference to the services we offer, including telephone numbers, addresses, and other information likely to be used throughout your tenancy.

Additionally, this guide outlines emergency procedures, including the responses of the building systems and staff, as well as your own responsibilities. Please take a few minutes to familiarize yourself with the contents and building layout. As the emergency procedures are of critical importance, we encourage you to share this information with everyone in your office.

A member of Cushman & Wakefield 500 New Jersey Avenue team is always available to assist you with any questions or concerns you may have regarding your tenancy in 500 New Jersey Avenue. We encourage you to contact a member of your team at any time.

Thank you for choosing 500 New Jersey Avenue as your business address.

Introduction: 500 New Jersey Avenue

Located just three blocks from the U.S. Capitol, this unique 102,000 square foot Graham Gund designed building is distinguished by two curtain walls of glass punctuated by a steel tower at its apex. Luxury features include rich granite and stainless steel lobby detailing, a roof top terrace, an expansive plaza and visual gardens.

Completed in 2004, 500 New Jersey conveniences include 2 levels of underground parking, two passenger and one passenger/freight elevators serving all office and parking levels.

Access to VIDA Fitness Center at the Verizon Center is offered to everybody working in the building. And full time on-site engineering staff to assist in all sudden tenant space service needs.

Introduction: Operating Instructions

Navigation

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. You may return to the Table of Contents or Chapter Overview by clicking the appropriate link on every page.

Special Features

This Electronic Tenant® Handbook has special features, such as a [Downloadable Forms Section](#) containing various administrative forms. In order to be able use these features, you must have Adobe Acrobat Reader 5.0 or higher installed on your computer. This software is free and easy to use. To obtain the software for free, [click here](#).

Updates

The Electronic Tenant® Handbook is updated on a regular basis. Please be sure to continuously check back for updates and new information. In order to keep you informed about the 500 New Jersey Avenue operations, we have included a monthly Building Calendar and Announcement Board. Here, you will find information regarding scheduled maintenance and events taking place at 500 New Jersey Avenue.

If you have trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call Building Management.

Policies and Procedures: Building Rules and Regulations

Cushman & Wakefield is committed to providing quality office space, managed with an eye for detail. Your help in meeting this standard is greatly appreciated. The following common sense rules protect everyone and are intended as a broad outline only. Refer to your lease for more specific enumeration of tenant obligations.

- 500 New Jersey Avenue is a smoke free building. Smoking is prohibited in entrance vestibules, public corridors, lobbies, vending areas, restrooms, stairwells and elevators.
- Please do not block the halls, elevators or other public spaces, or use them for any purpose other than traveling to and from your offices. This includes storage of freight merchandise, displays or showcases in any common area used by people outside of your own firm. An exception can be made for infrequent receptions or other gatherings, which may involve use of public spaces with prior approval, by Building Management.
- Please do not alter the exterior appearance of the building by installing signs, advertisements, notices or other graphics on exterior walls, windows, or interior surfaces visible from the outside without prior written permission from Building Management.
- Interior identification plaques or signs shall be of a size, color and style approved by Building Management.
- Please do not use plumbing fixtures for other than their intended purpose. Depositing coffee grounds, sweepings, rubbish, rags, acids and other substances in sinks or toilets can result in damage and repair charges to the tenant.
- Do not store flammable fluids or any combustible materials, explosives or chemical substances in your suite.

Building Rules and Regulations (continued)

- Use the locks provided. If additional locks, bolts, or other mechanical security systems are required, Building Management will be happy to coordinate their installation. Management is to be provided with keys or combinations to all such systems except those protecting high security areas.
- Please do not keep pets, bicycles or other vehicles on the premises. Exceptions are made for seeing-eye dogs and conveyances required for handicapped persons. A bicycle rack is available for tenant use in the garage at the P1 level.
- Tenants using regular suppliers of outside services should notify Building Management, which may establish hours or other conditions for entrance to the building. Such suppliers include, but are not limited to: vendors of newspapers, food, water, ice, towels, barbering, shoe shining and similar products and services.
- Do not tape or adhere any materials to the windows.
- Canvassing, soliciting and peddling of products or services are prohibited throughout 500 New Jersey Avenue.

Policies and Procedures: Rent Payment

Rent and related tenant charges are due and payable on the first day of each month. Checks should be made payable to National Association of Realtors and mailed to:

National Association of Realtors
C/O Cushman & Wakefield
4678 World Parkway Circle
Saint Louis, MO 63134

Late fees will be applicable in accordance with the provisions of your lease.

Policies and Procedures: Lost and Found

All items found are turned over to the Head of Security for investigation and safe keeping until the owner claims them. Contact Building Management at 202-393-6712 to report a lost item.

Policies and Procedures: Deliveries

500 New Jersey utilizes a combination Freight/Passenger Elevator that can be switched from one dedicated purpose to the other.

When in Passenger mode, the elevator works in combination with the other two passenger elevators to complete a 3 elevator bank system for normal movement of people and belongings as quickly and efficiently as possible.

When in Freight mode, the elevator is taken out of the elevator bank and is dedicated for freight movement and delivery purposes. The dedicated freight elevator call buttons located on the door jambs at each floor are used to call the freight elevator. The main call buttons on the wall will not call the freight elevator.

In order to adequately protect our elevators, all tenant relocations and unusual deliveries are to be coordinated through Building Management so that appropriate steps are taken to protect floor and wall finishes and the elevator interior. Please contact the Property Assistant to reserve the freight elevator.

The Freight/Passenger Elevator is placed into freight service during delivery hours Monday-Friday 9:00-11:30 AM and 1:30-5:00 PM. It is in passenger all other times.

Policies and Procedures: Building Insurance Requirements

Your lease requires that you obtain and keep in force during the term of your lease specific insurance coverage for your leased premises. Insurance shall be primary and non-contributory and shall name National Association of Realtors and Cushman & Wakefield as additional insured.

A Certificate of Insurance evidencing the appropriate insurance coverage shall be on file with the Property Manager and shall be renewed on an annual basis. Please ensure your insurance agent submits the appropriate initial and renewal information on an annual basis.

Please contact your Property Manager at 202-393-6736 with any questions you may have relative to your insurance coverage requirements, additional insured or your Certificate of Insurance submission.

Policies and Procedures: Moving Procedures

The following pages contain important information about moving into and out 500 New Jersey Avenue. Please review this material carefully. Should you have any questions please call the Property Manager.

Moving Into the Building

There are a great number of preparations to be completed during the planning and construction phase relative to your move into the building or additional space. Building Management will coordinate with you for your directory listings, suite entry signage, access card keys, and suite entry keys and address any special issues you may have.

Once a move-in date is determined, Building Management will provide guidance relative to the physical delivery of your furniture and equipment. These efforts must be coordinated with Building Management to ensure loading dock access, freight elevator access and your contractor's adherence to building rules and regulations.

Additionally, Building Management will provide new tenants with building information such as that contained herein including building services, access control and emergency procedures and will ensure adherence to any special provisions contained in your lease. Any questions relative to provisions in your lease including construction of your space, insurance requirements, and rental payments will be addressed by the Property Manager. Please feel free to contact the Property Management office anytime prior to or during your tenancy in the building at 202-393-6736.

You should determine a primary contact person and a secondary contact person to work with Building Management in answering questions, handling service requests, and addressing all other issues that may arise with regard to your tenancy in the building. These contact persons to whom information regarding building operations and events will be directed from Building Management.

Moving Into the Building (continued)

Additionally, personal contact information is requested for Building Management to notify tenant contacts of building emergencies that may arise after hours.

Please take a moment to complete the [Tenant Contact Information form](#) and submit it to Building Management. Please ensure Cushman & Wakefield has up-to-date contact information for the appropriate contact personnel, and that the information is updated as needed.

[Click here to download a Tenant Contact Information Form](#)

Moving Out Of The Building

As in the move-in process, there are a great number of preparations to be completed during the planning and construction phase relative to your move out of the building. Building Management will coordinate the return of keys, deactivation of access card keys, and final inspection of the premises.

Once your move-out date is determined, Building Management will provide guidance relative to the physical delivery of your furniture and equipment. These efforts must be coordinated with Building Management to ensure loading dock access, freight elevator access and your contractor's adherence to building rules and regulations.

Policies and Procedures: Tenant Alterations

Office suites are typically built-to-suit the need of individual tenants prior to move-in. Alterations including the installation of communications systems, music systems or security systems, which involve any connection to the building electrical systems or building structure itself must comply with the provisions of your lease and are subject to advanced approval by Building Management.

Should you require these services, please notify Building Management in writing. You will be notified of any additional information that may be required for approval to proceed with alterations. Once approved, you will be notified in writing from the Property Manager. **Under no circumstances will alterations be permitted at 500 New Jersey Avenue without approval in advance from the Property Manager.**

Construction personnel requiring use of an elevator for all inter-floor movement must contact Building Management to "lock-off" a freight elevator for the activity in advance. This allows us to help facilitate your movement of building materials and protect the elevator cab finishes.

[Click here to review the Contractor Qualifications](#)

[Click here to review the Contractor Rules and Regulations](#)

Contractor Qualifications

Construction firms, electricians, plumbers and personnel providing remodeling or repair services must be approved by Building Management. Building Management maintains a list of qualified contractors who have performed work in the building and fulfilled the requirements listed below. If you prefer to use a contractor who is not pre-qualified, please contact Building Management for approval. The following is a list of essential documentation and information required from each contractor prior to execution of any work within 500 New Jersey Avenue.

- All contractors must be licensed to perform their trade work in the District of Columbia. All required permits must be obtained prior to the start of work and copies provided to the Property Manager.
- All contractors must have a Certificate of Insurance on file with Building Management before execution of any work. This certificate must name the following entities as additional insured with \$2,000,000 coverage for workmen's compensation, general liability and personal property damage:

National Association of Realtors
Cushman & Wakefield
and their respective partners, agents and employees.
- All contractors must provide proof of financial security satisfactory to Landlord in order to ensure that the premises shall be kept free from mechanic's or materialman's liens. In addition, contractors must obtain all permits, approvals and certificates required by governmental or quasi-governmental bodies. Upon completion, certificates of final approval must be obtained. Duplicates of all such permits, approvals, and certificates must be delivered to Building Management as soon as they become available.

Contractor Work Rules

The purpose of these Rules and Regulations is to inform the Contractors of their responsibility to this property during construction or remodeling of tenant spaces. It should be understood that the General Contractor is totally responsible for the action of its employees and subcontractors, and their compliance with these Rules and Regulations. At all times, General Contractor's personnel should be aware that this property is not a construction site, but rather an occupied office building and therefore appropriate precautions to protect the property, the tenants, and the business atmosphere must be adhered to.

The scope of these Rules and Regulations shall include, but not be limited to the following:

Insurance

All general and subcontractors must provide a current certificate of insurance evidencing adequate liability and property damage coverage.

General

Work to be performed by any contractor within 500 New Jersey Avenue must be scheduled in advance and coordinated through Building Management. All contractors must check in with the Property Assistant and obtain a Contractor Identification Badge on a daily basis.

24-hour notice shall be requested from Building Management when any work involving the Fire/Life Safety systems is required.

Any damage to the common areas, corridors, restrooms, elevators, etc., will be repaired by the General Contractor at the Contractor's expense.

Contractor Work Rules (continued)

Construction areas are to be secured against unauthorized entry at all times. When the project is complete, General Contractor will provide three (3) sets of as-builts and Operations and Maintenance manuals to the Property Manager.

Debris

Contractors will provide their own means of debris storage and removal. Contractor's dumpster must be placed in the loading dock area with prior approval from Building Management as to specific placement.

Debris must not spill or be left around dumpster. Contractor is responsible for cleanliness of the area. Dumpster must not overflow.

Management reserves the right to require Contractor to remove the dumpster with 24-hours notice.

Demolition debris can only be removed from the building after 6:00 pm or before 8:00 am, except on weekends. The freight elevator must be reserved in advance by calling Building Management at 202-393-6712.

Paint and patching materials shall not be disposed of through the building's plumbing. Disposal of these materials, as well as oil soaked rags, shall be accomplished in accordance with established guidelines for these materials.

Contractor Work Rules (continued)**Site Protection**

Contractor will provide floor, wall and ceiling protection from the freight elevator to the entrance of the suite to be remodeled. The type of protection is to be masonite, with the ends taped together to prevent passers-by from tripping.

Protection will be provided by Contractor for the freight elevator doorframe on the floor to be remodeled. Protection will consist of carpet strips taped to the doorframe from the floor to the top of the frame.

All carpet and elevator protection should be installed prior to demolition or remodeling. Protection shall be maintained in a clean, safe manner and be left in-place until the job is completed.

Contractor shall correct and repair damages at their own cost.

Contractor Work Rules (continued)**Noise and Noxious Odors**

Particularly noisy work such as core drilling (or fume producing work such as oil based painting) must be coordinated with Building Management and performed after 6:00 pm or before 8:00 am on weekdays or at anytime during weekends.

Odor producing work such as staining of doors must be coordinated with Building Management so action can be taken to dissipate fumes, address the smoke detectors by coordinating with Management's requirements, and arrange for additional security, if necessary. If security is necessary, Contractor is to pay for said cost.

If Contractor or Subcontractor's personnel use radios or tape players, they must be turned down to a level not audible in any occupied or public areas.

No loud or obscene language will be tolerated, and violators will be asked to leave the property.

General Contractor must provide to Property Management an MSDS list of all chemical compounds and materials to be used during construction.

Contractor Work Rules (continued)

Egress and Ingress

All movement of materials in or out of the building will be through the loading dock and service corridors. Access is available through the loading dock located on 1st Street.

All movement of materials onto the tenant floors will be through the freight elevator only. No passenger elevators are to be used.

The freight elevator may be used for small material movement during business hours if prior approval is given by Building Management.

Access to the property after hours will only be granted if Contractor has obtained access from Building Management. Access other than normal business hours must be requested 24-hours in advance.

Delivery or removal of materials too large for the freight elevator must be coordinated with Building Management.

Contractor Work Rules (continued)

Condition of Site

The construction area is to be broom swept and all trash removed at the end of each business day.

Public areas leading to construction areas will be thoroughly cleaned at the end of each night's work at Contractor's expense.

Parking

Parking in the building can be arranged with the garage operator at the Contractor's expense. Parking is not permitted in the loading dock.

More detailed Building Work Rules for Contractors will be distributed to contractors prior to commencement of work and acknowledgement of and agreement to Work Rules must be received by the Property Manager prior to commencement of work.

[Click here to download a printable PDF of the Contractor Work Rules](#)

[Click here to return to page one of the Tenant Alternations Section](#)

Property Team: Property Management

Cushman & Wakefield provides property management, leasing and engineering services that are both flexible and customized to meet the demands of every tenant in every building.

The team at 500 New Jersey Avenue includes management and technical professionals who are available to offer you the quality of service you deserve. Our on-site members of property team are an integral part of the day-to-day operations of the building and are among the individuals you will see throughout the building and in your offices tending to building operations and ensuring your comfort. Please use the links below to find the appropriate personnel who may assist you.

Lobby Desk

Telephone 202-393-6712
E-Mail lobbydesk@newjerseyave.com

Brad Clark – Property Manager

As Property Manager, Brad is responsible for the overall management of 500 New Jersey Avenue, including building operations, tenant services, vendor contracts, administration of policies and procedures, budget preparation, lease administration and financial reporting. Brad has an office on-site in the service platform at the 1st street side of the building and can be reached at:

Telephone 202-393-6736

Fax 202-393-6787

E-Mail bradley.clark@dtz.com

Mike Reilly – Lead Engineer

Mike is the Lead Engineer who oversees the on-site maintenance and engineering staff and operations. Mike and the engineering staff are responsible for the repair and maintenance of all building systems, including heating and air conditioning, plumbing, and lighting maintenance. Mike has an office on-site located in the loading dock and can be reached at:

Telephone 202-393-6757

Fax 202-393-6787

E-Mail Michael.reilly@dtz.com

Jose Umanzor –Maintenance Mechanic

Mike is the Lead Engineer who oversees the on-site maintenance and engineering staff and operations. Mike and the engineering staff are responsible for the repair and maintenance of all building systems, including heating and air conditioning, plumbing, and lighting maintenance. Mike has an office on-site located in the loading dock and can be reached at:

Telephone 202-393-6775

E-Mail

jose.umanzor@dtz.com

Fernando Rivera – Day Porter

Fernando is a contracted employee through BRAVO Facility Services and responds to service related calls and tenant cleaning requests. Fernando adheres to a cleaning and inspection schedule. Due to his mobility, please enter all cleaning requests into Building Engines or call the lobby desk at (202) 393-6712 for dispatch of the Porter.

The parking garage entrance is located on E Street, and the garage is operated by Colonial Parking Monday through Friday from 7:00 am to 6:30 pm. The Parking Garage Attendant, Ermias Worku, can be reached at the on-site office at 202-298-7141. Questions relating to your parking account should be directed to:

Gary Alexander – Project Manager, Colonial Parking

Telephone

202-295-8200

E-Mail

galexander@ecolonial.com

For more information regarding the Parking Garage at 500 New Jersey Avenue, click here to go to the [Building Amenities chapter of this handbook](#).

Property Team: Leasing

Mark Sullivan—Managing Director, Leasing

Mark is the Leasing Agent and works with all new, existing, and prospective tenants. Mark is responsible for addressing your space needs and leasing questions that may arise during your tenancy. Mark can be reached at:

Telephone 202-463-2100

Fax 202-223-2989

E-Mail Mark.Sullivan@dtz.com

Richard Tonner -- Managing Director, Leasing

Richard is a Leasing Agent who works with Mark assisting all new, existing, and prospective tenants. Richard can be reached at:

Telephone 202-463-2100

Fax 202-223-2989

E-Mail Richard.Tonner@dtz.com

The LEED Program: Introduction

Introducing LEED® and Green Building to our Tenants

500 New Jersey Avenue has been designed to provide our tenants with the highest quality indoor environment and lowest utility costs possible while helping to preserve the environment for future generations. 500 New Jersey Avenue has received a Silver certification by the US Green Building Council, a non-profit organization recognizing the highest levels of green building performance through its LEED (Leadership in Energy and Environmental Design) Green Building Rating System.

This chapter outlines the environmentally friendly or “green” features and benefits of 500 New Jersey Avenue as well as the performance criteria required by all building tenants in order to contribute the achievement of the building’s prestigious LEED™ rating. References to specific credits contained in LEED are indicated in parenthesis throughout this document.

A copy of the LEED Green Building Rating System is attached for reference .

Tenants are strongly encouraged to include a LEED Accredited Professional in the design team.

The LEED Program: Sustainable Site

FEATURES and BENEFITS: 500 New Jersey Avenue occupies a prime site with spectacular views of the National Capitol in Washington, DC. This class “A” office building also earns environmental points under the LEED Green Building Rating System for site-related items:

- **Site Selection (SS1).** No parkland, wetlands, farmland, endangered species habitat or other beneficial lands have been disturbed for the building’s development.
- **Development Density (SS2).** The building’s location in a dense urban area makes use of existing infrastructure and reducing urban sprawl.
- **Brownfield Redevelopment (SS3)** The building’s location on a formerly contaminated but cleaned up “brownfield” site (a former gas station) helps revitalize the city.
- **Public Transportation (SS4.1).** The building’s proximity within blocks of the Union Station metro and near multiple metrobus lines reduces the need for automobile use by tenants and visitors, helping to reduce gasoline consumption and keep the air clean.
- **Alternative Transportation (SS4.2/4.3)** The owners of 500 New Jersey Avenue have taken measures to further reduce the need for tenants to rely on gasoline for transportation by providing secure bicycle storage and access to shower and changing facilities for building tenants. The use of hybrid electric vehicles is also encouraged, and preferred parking is provided in the parking garage for their users.
- **Reduce Heat Islands (SS7.1).** Like wearing white clothing and carrying a beach umbrella, 500 New Jersey Avenue keeps cool by using underground parking, shade trees and light colored pavement. This allows the building to help reduce “urban heat island effect” (which is caused in large part by asphalt parking lots) while helping keeping the building and surrounding site comfortable and reduce energy costs.
- **Light Pollution Reduction (SS8).** All building lighting is designed to reduce spillage from the site (which can negatively affect the comfort of neighbors and the habits of migratory birds). Since 500 New Jersey Avenue has an all-glass curtain wall, avoiding over-lighting the exterior of the building is very important. Tenants have an active role to play in ensuring this:

The LEED Program: Water Efficiency

FEATURES and BENEFITS: The owners of 500 New Jersey Avenue have taken great steps to help ensure the health of our local watershed, which is connected to the Chesapeake Bay.

- **Water Efficient Landscaping (WE1.1/1.2).** In order to conserve water, the building features a 10,000 gallon underground storage tank to hold captured rain water, eliminating 100% of the need to use potable water (drinking water) for landscape irrigation. The grounds have been designed with native plant species and perennial plants that are well-suited to the climate to further reduce irrigation requirements.
- **Water Efficient Plumbing (WE3.1/3.2).** Water-saving plumbing fixtures, including waterless urinals, have been provided in the rest rooms to reduce the use of water in the building by 30%.

The LEED Program: Energy and Atmosphere

FEATURES and BENEFITS: 500 New Jersey Avenue was designed using state-of-the art materials and mechanical systems to provide maximum energy efficiency.

- **Minimum/Optimized Energy Performance (EAPR2, EA1).** The building exceeds local performance standards by meeting a more stringent standard than required by local codes, ASHRAE 90.1-1999, and then exceeds those standards by 30%. This translates directly into savings for building tenants. This amazing achievement is accomplished through a combination of strategies.
- **High efficiency window wall glazing.** The aesthetically striking glass curtain wall that gives the building its unique appearance was also designed to be energy efficient. It utilizes "low-e," (or low-emittance) glazing which contains a virtually invisible layer which minimizes the transfer of heat through radiation, reducing the need for cooling.
- **Lighting Controls.** Because of the abundance of natural daylight within the building, the need for electric lighting is greatly reduced at 500 New Jersey Avenue. Each high-efficiency fluorescent light fixture in the tenant space is equipped with an automatic daylight sensor and electronic dimming controls. This allows the output of the fixture to be adjusted based on the amount of available daylight (which happens so subtly that the changes in fixture output are imperceptible), and reduces the amount of electricity required to provide lighting. It also reduced the need for air conditioning because the fixtures generate less heat. Occupancy sensors are utilized in offices and other enclosed areas to further reduce electricity consumption.

FEATURES and BENEFITS: (continued)

- **HVAC Equipment.** The building heating, ventilation and air conditioning (HVAC) system utilizes high-efficiency technology for optimal performance. Zero CFC-based refrigerants have been used. Each floor of this modern building is served by a dedicated air handler providing conditioned supply air to the occupants. The ventilation design provides 20 CFM of fresh ventilation air for each occupant. The space temperature is maintained at 75°F during cooling season and 70 °F during the heating season. The space is controlled by digital thermostats throughout the floor.
- **Efficiency Task/Ambient Lighting.** The tenant spaces provide energy efficient lighting fixtures and achieve low energy consumption by using a task/ambient lighting design strategy to provide an appropriate level of general light and additional task light where required.
- **Power Requirements.** 500 New Jersey Avenue has been designed to exceed building energy efficiency and performance as required by ASHRAE/IESNA Standard 90.1-1999 by 30%.
- **Measurement and Verification (EA5).** To ensure that the building continues to operate efficiently, a Measurement and Verification system has been installed to track performance of mechanical systems.
- **Ozone Protection (EAPR3, EA4).** The building's HVAC and refrigeration equipment does not contain CFC's, HCFC's or Halons, which are harmful to the environment.

FEATURES and BENEFITS: (continued)

- **Building Systems Commissioning (EAPR1).** A third-party reviewer, the Commissioning Agent, has verified that all mechanical equipment and other building systems were installed and operating correctly, ensuring optimum energy performance.
- **Green Power (EA6).** Tenants of 500 New Jersey Avenue will benefit from reduced energy bills as a result of the efficiencies in the building systems. A portion of this savings will be used to purchase electricity generated from renewable sources such as wind and solar.

The LEED Program: Materials and Resources

FEATURES and BENEFITS: The material-related requirements for tenants of 500 New Jersey Avenue are indicated below. Other strategies for improved material-related environmental performance are contained within the LEED Green Building Rating System and tenants are encouraged to utilize as many of these strategies as are possible.

- **Storage & Collection of Recyclables (MRPR1).** The occupants of 500 New Jersey Avenue, like all businesses in the District of Columbia, are required to implement recycling programs, which is also a requirement of LEED.
- **Recycled Content (MR4.1)** In order to reduce the impact of construction on the environment, the owners of 500 New Jersey Avenue have used materials with high recycled content (minimum 10% post-industrial recycled content).
- **Local/Regional Materials (MR5.1)** Construction Materials for 500 New Jersey Avenue have been manufactured regionally in order to reduce the energy required to transport material. At least 20% of building materials were manufactured within 500 miles of the site.

The LEED Program: Indoor Environmental Quality

FEATURES and BENEFITS: Creation of a high-performance building supporting optimum occupant comfort and health was of extreme importance to the owners of 500 New Jersey Avenue. Many steps have been taken reflecting the importance of occupant comfort within the building.

- **Minimum IAQ Performance (MRPR1).** 500 New Jersey Avenue has been designed to meet the minimum requirements for Ventilation for Acceptable Indoor Air Quality as required by LEED, preventing the development of indoor air quality problems and contributing to the comfort and well-being of the building occupants.
- **Environmental Tobacco Smoke (ETS) Control (MRPR 2).** Smoking is not permitted in the building or near building entrances. The building will have a designated smoking room in the 1st floor restaurant with a high performance ventilation system as required by LEED.
- **Carbon Dioxide (CO2) Monitoring (EQ1)** – In order to provide occupants with adequate fresh air when required, 500 New Jersey Avenue has been equipped with a permanent carbon dioxide (CO2) monitoring system that provides feedback on space ventilation performance and allows for operational adjustments as required by LEED.
- **Low-Emitting Materials** An important strategy for reducing occupant exposure to chemical irritants is limiting their introduction to the building during construction. By adhering to defined limits on volatile organic compounds (VOC's) found in building materials, the owners and tenants of 500 New Jersey Avenue are committed to creating a high quality indoor environment.

FEATURES and BENEFITS (continued)

- **Indoor Chemical & Pollutant Source Control (EQ5)** In order to minimize pollutant cross-contamination of regularly occupied areas, the owners of 500 New Jersey Avenue have installed permanent entryway systems (grills, grates, etc.) to capture dirt, particulates, etc. from entering the building at all high volume entryways. Where chemical use occurs (including housekeeping areas and copying/printing rooms), deck to deck partitions and separate outside exhaust meeting specific criteria defined by LEED have been provided. Drains are also plumbed for appropriate disposal of liquid waste in spaces where water and chemical concentrate mixing occurs.
- **Daylight & Views, Daylight (EQ8.1)** The benefits of natural daylighting on occupant performance are just beginning to be confirmed in research studies. As mentioned relative to daylight sensing controls, tenants of 500 New Jersey Avenue will realize energy-related benefits resulting in reduced operating costs as a result of daylighting strategies as well.
- **Daylight & Views, Views (EQ8.2)** Almost everyone at 500 New Jersey Avenue gets a windowed office.

The LEED Program: Innovation and Design

FEATURES and BENEFITS:

The LEED Green Building Rating System encourages building teams to exceed the requirements outlined in LEED. The owners of 500 New Jersey Avenue have demonstrated exemplary environmental performance by creating these Tenant Requirements and by creating a Green Cleaning program using non-toxic cleaners and deicers and paper and plastic products with high recycled content. The project obtained special permission from DC plumbing officials to permit the use of waterfree urinals in advance of their inclusion in the soon-to-be-released update to the International Plumbing code that includes waterfree urinals. An innovation credit is also being achieved for providing both underground parking and cool pavement and site shading, doubling the achievement of Site Credit. 7.1. The project has employed a LEED Accredited Professional to guide the sustainable aspects of the building and earns a credit for this commitment to excellence.