



## **2100 M STREET**

### **TENANT INFORMATION MANUAL**

#### **GENERAL INFORMATION**

##### **Building Address**

2100 M Street, NW  
Washington, DC 20037

##### **Building Hours**

Monday-Friday: 8:00 a.m. – 6:00 p.m.  
Saturday: Closed  
Sunday: Closed

Authorized individuals may gain access to the building at other times by utilizing their Access Card. Visitors may gain access after hours and on weekends by utilizing the Datawatch phone located at the lobby entrance at 21<sup>st</sup> M Street. 2100 M Street Special Access Request forms are also available for the Tenant to provide access authorization to contractors and visitors.

##### **Elevators**

The building is equipped with 6 elevators as follows:

- 5 passenger elevators serving the Lobby level to all floors and parking levels
- 1 service elevators serving all floors and parking levels

All deliveries, equipment and freight must be carried on the service elevator. Circumstances requiring use of the service elevator at length require coordination of access with the Property Management Office, and must be scheduled in advance for after-hours and weekends. After-hours access to the elevators requires the use of an authorized access control card.

Elevator emergency calls are monitored 24 hours a day by security personnel in the main lobby desk. Should the elevator malfunction, utilize the intercom system provided in each car, security

will respond with instructions. Any elevator problems should be reported to the Property Management Office or the Lobby Desk immediately.

### **Loading Dock**

The Loading Dock for 2100 M Street is located on the east side of the building, directly next to the entrance to the parking garage. Delivery access is through the loading dock only.

Loading Dock hours are 8:00 a.m. – 6:00 p.m., Monday – Friday.

The Loading Dock is available at other times through coordination with the Property Management Office. There is a 15-minute unloading period for vehicles using the Loading Dock unless specifically coordinated with Property Management Office. This unloading period will be strictly enforced.

All delivery personnel will enter and egress the building through the Loading Dock entrance and will sign in and out at the Security Desk in the Main Lobby. The Officer on Duty will then route all deliveries to their destination.

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

### **Stairs**

There are five stairwells in the building: two on the north side and three on the south side. Please familiarize yourself with the location of these stairwells. The stairs are for emergency egress from the building.

### **Telecommunications**

Access to the building's Main Distribution Facility (MDF) and telephone closets must be coordinated through the Property Management Office. It is recommended that Tenants become familiar with the Building Rules and Regulations relating to telecommunications closets and pathways. Tenants are required to adhere to the building's Telecommunications Rules and Regulations, a copy of which is available from the Property Management Office. Tenants must provide at least a 24-hour notice of their intent to access these areas, and will be required to check out keys from the Property Management Office. Telephone technicians will be required to present identification when receiving keys. Please make sure the MDF door is secure upon departure. It will be the responsibility of the Tenant to assure that each area accessed is returned to its original condition, including the replacement of fire-stopping materials.

## **PARKING GARAGE**

### **Garage Manager**

The Garage Manager's Office is located on Level P1 of the garage, in front of the entry and egress ramp. For more information regarding the garage, please call (202) 333-0632.

### **Hours**

Monday – Friday:       6:30 a.m. – 11:00 p.m.  
Saturday:                Closed  
Sunday:                  Closed

*(All hours subject to change)*

Monthly parkers may gain 24-hour access to the garage through the use of their Access Card. Only monthly parkers will be provided with an Access Card that provides entry to the garage. *Overnight Parking is discouraged.* Storage of vehicles is prohibited.

### **Height Restriction**

Maximum clearance in the garage is 6'8." Please be aware that due to the low-lying sprinkler lines, there are some areas of the garage that are lower than 6'8." Drivers of taller vehicles need to be particularly cautious.

### **Access Cards**

Monthly parkers will be provided with an Access Card, which provides access to the garage. Do not loan your Access Card to anyone.

A single Access Card will not be able to permit more than one vehicle to access the garage at the same time. An anti-passback feature in the garage access control system will deny a second access attempt on a Card until the Card has been cleared through an exit reader.

### **Speed Limit**

For everyone's safety, the speed limit in the garage is 5 MPH. It is recommended that you use your headlights while in the garage and be alert for pedestrian traffic.

### **Bicycles**

A bicycle rack is provided on Level P1 for the convenience of our Tenants and their guests only. Use by others may result in the bicycle being removed from the property. As with all vehicles utilizing the garage, 2100 M Street creates no bailment, and will not be held responsible for loss or damage to an individual's bicycle. We ask that our Tenants use the bike rack, and not any other area, to secure their bicycles. The bike rack is provided for daily use only and is not to be

used as a bicycle storage facility. A Datawatch cardkey is required for access to the bicycle storage facility.

### **Rules And Regulations**

Parking permits and Access Cards are issued and accepted by the holder subject to the following rules and regulations. Failure to abide by the rules and regulations of the garage could result in cancellation of the contract space.

1. Employees of Tenants of 2100 M Street are authorized to park in the building parking area subject to the employer's allotment of parking permits and lease provisions.
2. Only one vehicle will be parked on the premises at any one time for each parking permit.
3. The parking permits and Access Cards are not transferable to other persons. Contract parkers must use Access Cards to enter and exit parking gates. Only one key is authorized per permit—no exceptions.
4. Any contract or daily parker who, upon entrance, receives a daily parking ticket will be required to pay the hourly charges for that ticket upon exit—no exceptions (including misplaced access cards).
5. Any contract parker who loses their Access Card will be charged a fee for replacement.
6. Contract and daily parkers are prohibited from storing vehicles in the garage.
7. Vehicles in violation of parking rules and regulations will be subject to towing at the Owner's expense with no prior notice.
8. The Management Office reserves the right to modify or change any of the above rules and regulations at any point in time.
9. The Building Owner or Property Management is not responsible for any losses due to theft, collision, or any other damage done to vehicles in either the building parking garage or elsewhere on the 2100 M Street premises.

## **JANITORIAL SERVICES**

### **General Cleaning**

#### **Daily:**

- Common areas dusted, buffed
- Waste receptacles emptied
- Carpeted areas vacuumed
- Horizontal areas dusted
- Stairwells and uncarpeted areas swept
- Restrooms cleaned and disinfected

#### **Performed as Necessary:**

- Waste receptacles washed
- Windowsills washed
- Uncarpeted floors damp-mopped
- Carpet spots removed
- Floors stripped and waxed
- Light fixtures dusted
- Venetian blinds dusted

### **Special Services**

Additional cleaning services are available through the Property Management Office. Above-standard building services are available at an additional charge based on time and materials.

### **Problems**

Should you experience any problems with the quality of the housekeeping in your offices, please notify the Property Management Office at (202) 822-9746. We will correct the situation as quickly as possible.

## **SECURITY**

### **Procedures**

After-hour perimeter building access is provided by an Access Card System located at 21 M Street entrance.

For visitors requiring after-hours access to the building, a list of those names must be both phoned into Datawatch and given to the security console (along with a contact name and phone number) prior to their arrival. Visitors will then utilize the telephone at 21<sup>st</sup> M Street, which will dial Datawatch. Once inside the building, after-hours access to all levels will require a visitor to check-in at the Lobby Desk. Upon confirmation from the Tenant they are visiting, the Tenant must report to the lobby to escort the visitor to their floor.

The Tenant's own security system or personnel controls access to Tenant's individual space.

### **Keys**

For additional security, the 2100 M Street keying system is based on a restricted keyway. The authorized Tenant representative, at a nominal charge, can obtain additional keys only from the Property Management Office. Also, requests for additional locks and for lock changes are to be addressed to the Property Management Office. *No additional locks are to be installed on the property without the prior written consent of the Property Manager.* New Access Cards can also be obtained through the Property Management Office. Please contact your administrator immediately should you misplace your Access Card.

### **Access To Secured Building Areas**

Occasionally, it will be necessary for various people to gain access to secured areas of the building, i.e., telephone closets, electrical rooms, etc. In order to maintain the integrity of these areas, keys may be signed out at the Property Management office on a temporary basis. A driver's license or other form of acceptable identification may be requested as a deposit. *Please be sure to arrange permission to access to these areas prior to your vendor's arrival.*

### **How To Report A Problem**

If you have a security problem, see a suspicious person or event, or have a safety concern, call the Property Management Office immediately at (202) 822-9746. The phone will be answered during normal business hours by the Property Management staff and after hours by Security personnel.

## **MAINTENANCE SERVICES**

### **Services Available At No Additional Cost**

- Heating and air conditioning adjustments to building standards
- Replacement of missing building standard graphics
- Elevator repairs and adjustments
- Common area base building standard light bulb replacements
- Common area Bathroom plumbing repairs
- Replacement of building standard fluorescent lights

### **Services Available At Additional Cost**

- Heating or air conditioning outside building standard hours
- Installation of door closers
- Lock changes and key duplication
- Alteration or remodeling work
- Minor electrical, carpentry, and plumbing work
- Maintenance contracts of Tenant equipment

### **Major Alterations**

All alterations and remodeling work must be approved in writing by Hines Interests Limited Partnership prior to construction. Please contact the Property Management Office for further information.

## **BUILDING AMENITIES**

### **M Street Card & Variety**

(202) 833-9710

Monday – Friday: 6:00 a.m. – 6:00 p.m.

Saturday and Sunday: Closed

Offers snacks, drinks, newspapers, OTC medication and other miscellaneous drug store items.

### **The UPS Store**

(202) 775-4302

Monday – Thursday: 9:00 a.m. – 3:00 p.m.

Friday: 9:00 a.m. – 5:00 p.m.

Saturday and Sunday: Closed

Offers overnight shipping services.

### **Mail**

Outgoing mailboxes are located on the 2100 M Street Mailroom, located on the Lobby Level, next to the bank of elevators.

### **Metro**

The property is located three blocks north of the Foggy Bottom Metrorail Station (Orange/Blue Lines) and two blocks southwest of the Dupont Metrorail Station (Red Line) providing convenient transportation throughout downtown Washington, DC, Maryland and Northern Virginia

### **Hines Property Management**

(202) 822-9746

(202) 822-9840 Fax

Monday – Friday: 8:00 a.m. – 5:00 p.m.

Saturday and Sunday: Closed

2100 M Street is staffed with professionally trained Hines Interests Limited Partnership Property Management personnel, located in Suite 620. They are there to answer any questions you may have about the building or its operation. Please feel free to call or stop by with any comments, questions or concerns that you may have. The phone is answered 24 hours a day, 7 days a week.

## **BUILDING RULES AND REGULATIONS**

### **Accidents**

Tenants shall give immediate notice to the Management Office in case of accidents in the Leased Premises or the building. Such notice shall be followed by a written incident report within two (2) days of the date of the occurrence.

### **Animals**

Respecting the sensitivity of all Tenants, animals are prohibited from all areas of the building and garage. This does not include cases where animals assist disabled persons.

### **Building Hours Access**

Monday-Friday: 8:00 a.m. – 6:00 p.m.

Saturday: Closed

Sunday: Closed

### **Building Access Control**

Access control is currently provided at 2100 M Street 24 hours a day, 7 days a week. All persons entering or leaving the building after 8:00 pm. daily, and all day Saturdays, Sundays, and building holidays will be required to sign a register at the Lobby Desk, unless a building or company photo identification is presented. 2100 M Street reserves the right to deny entry to anyone without proper identification. Any person leaving with any furniture or office equipment must have written permission from the Tenant, via an authorized Material Equipment Pass. 2100 M Street shall not be responsible for lost or stolen property, money or jewelry from the Leased Premises or public areas regardless of whether such loss occurs when the area is locked against entry. 2100 M Street only provides access control to the common areas of this building and does not assume any responsibility for security of this building or for security of Tenant spaces.

### **Canvassing And Soliciting**

Canvassing, soliciting, or peddling in the building is prohibited and Tenants shall cooperate to prevent same. If you become aware of any such person or activity, please notify the Property Management Office immediately.

### **Carpet Damage**

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

**Certificates Of Insurance**

All Tenant vendors and contractors are required to supply the Property Management Office with certificates of insurance witnessing appropriate insurance coverage for the scope of their work and naming the Landlord as an Additional Insured on all policies with respect to their work at 2100 M Street. It is the responsibility of the Tenant to assure that valid certificates of insurance are delivered to the Property Management Office on a timely basis.

**Changes**

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

**Common Areas**

All sidewalks, entries, passages, courts, corridors, stairways and elevators in or around the building shall not be obstructed by Tenants, Tenant's guests or agents, or used by them for purposes other than entrance and exit of the leased premises.

**Computers**

When cooling for the Tenant's computers is dependent upon the building electrical and mechanical system, 2100 M Street shall not be responsible for mechanical failures that may result in computer shutdowns. In the event of interruptions in service for preventative maintenance, the Tenant will be notified in advance so that computers may be shut down while repairs are made.

**Construction**

Construction on various portions of the building will be in progress from time to time. The Property Management Office will make every effort to keep the disturbance at a minimum. Any and all alterations to an existing Tenant suite must have the prior written approval of the Landlord. Prior to commencement of construction, please call the Property Management Office to obtain a copy of the Building Rules of the Site.

**Definitions**

Unless expressly defined in these Building Rules and Regulations, all defined terms shall have the same meaning as set forth in the respective Lease Agreements covering rental space in 2100 M Street NW, Washington, DC.

**Directories And Signs**

Directories are provided at the lobby level, listing Tenants of 2100 M Street. These directories can be found on the south wall of the lobby. 2100 M Street will provide a listing of the Tenant's names and a certain number of employees of the Tenant in accordance with the Tenant's Lease Document. All listings must be approved by and ordered via the Property Management Office. No sign, decoration or advertisement shall be attached to the building and no sign, decoration or advertisement shall be put up or painted upon the building, in the halls, staircases or entrances, except upon the doors or walls inside the Leased Premises, without prior written approval by the Property Management Office. Additional suite signage is available upon approval of the Property Management Office at the Tenant's sole cost and expense.

**HVAC**

Monday-Friday: 8:00 a.m. – 7:00 p.m.  
Saturday: 8:00 a.m. – 4:00 p.m.  
Sunday: Closed

**HVAC After Hours**

Air conditioning and heating will be provided, in season, at a temperature and in amounts that comply with the provisions of the Lease Agreement. Such service will be furnished during non-building standard hours upon written request, at the Tenant's cost and expense. All requests for additional services must be received no later than 4:00 p.m. on the preceding day or additional billback charges will apply. Please contact the Property Management Office for information on the current charge for overtime air conditioning.

**Janitorial Services**

Standard janitorial services are provided five (5) days per week (Monday through Friday). All special cleaning requests are subject to additional charges and should be made through the Property Management Office.

Disposal of any trash that will not fit into the usual trash receptacles shall be coordinated through the Property Management Office. Important papers, boxes, maps, plants, and the like, should not be left on or near wastebaskets. Standard nightly janitorial services do not provide for the washing of dishes, glasses, coffeepots, utensils, the cleaning of tenant bathrooms and showers, or the kitchens or wet bars on the Leased Premises. These services are available through the Property Management Office for an additional charge. Tenants shall not employ any janitorial service or other person to take care of the Leased Premises other than the regular janitorial service of the building, except with the express written permission of the Property Management Office. Tenants shall not hinder the work of the janitorial service after 10:00 p.m. and such work may be done at any time when the Leased Premises are vacant. The windows, doors and fixtures outside of the Leased Premises may be cleaned at any time.

**Keys/Locks**

The Property Management Office will furnish each Tenant with two (2) keys for each corridor door entering its Leased Premises. Additional keys will be available from the Property Management Office at a nominal charge. All such keys shall remain the property of 2100 M Street. No additional locks shall be allowed on any door to or within the Leased Premises without the Management Office's express written permission. Upon termination of the Lease, Tenant shall surrender to the Property Management Office all keys furnished to the Tenant as well as the combination of all locks for safes, safe cabinets and vault doors, if any are left in the Leased Premises.

**Modifications Of Premises**

No painting, decorating, or alterations to the Leased Premises are to be done without the prior written consent of the Property Management Office. All requests to make such alterations must be made in writing, specifying the requested modifications in such detail as the Landlord requires. All alterations, painting, and decorating shall be done by 2100 M Street's contractors, at the Tenant's expense, unless otherwise specifically provided in the Lease. All contractors working within 1001 Pennsylvania Avenue are required to provide the Landlord with a certificate of insurance naming the Landlord as Additional Insured on all policies governing their work. A signed copy of the Landlord's Rules of the Site will be required prior to the beginning of the contractor's work. At the Tenant's expense, each contractor will be required to follow the Landlord's rules and procedures concerning indoor air quality, including painting, wood and metal refinishing. The installation of any building material will require asbestos-free certification to the Property Management Office. Should a Tenant need to add humidification equipment, the equipment must be added in a manner that prevents the growth of microbials within the ductwork and air handlers. Installation of communication, computers, or alarm systems are to be done in coordination with the Property Management Office. Any damage to the Leased Premises done or caused by the Tenant or its agents or employees will be repaired by 2100 M Street's contractors at the Tenant's sole cost and expense.

**Moving**

All Tenants moving in or out of the building and a representative of their moving company must contact the Management Office at least three (3) business days prior to the date of the move for coordination assistance. The Tenant should make every effort to schedule moves for weekends. All safes, furniture, fixtures, or other bulky articles shall be moved in or out of the building only in a manner approved by the Property Management Office. The Property Management Office shall, in all cases, retain the power to prescribe the weight and proper positions of safes and other weighty articles before the same are admitted into the building, but in no event shall the weight of live loads exceed 100 pounds per square foot. The Tenant is cautioned in purchasing furniture that the size is limited to such as can be placed in the building service elevator and will pass through the doors of the Leased Premises. Large pieces should be transported in parts and set up in the offices. The Property Management Office reserves the right to refuse to allow any furniture or fittings of any description to be placed in the building which do not comply with the above conditions. The Tenant at their sole cost shall repair any and all damage to the building,

building lobby, or elevators. The Landlord must be completely satisfied that any repairs are completed properly.

### **Noise**

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

### **Occupancy**

The Leased Premises shall be in compliance with all applicable Governmental codes and Regulations at all times.

### **Photographs**

The taking of photographs in the lobby or any other common area of 2100 M Street is permissible only with prior written consent by the Property Management Office.

### **Plumbing And Leaks**

All appliances installed in the Leased Premises, including but not limited to refrigerators, ice-makers, dishwashers, showers and water lines for coffee makers must be properly operated and maintained by the Tenant. All water leaks or suspicions of leaks must be reported immediately to the Property Management Office. All repairs shall be done by 2100 M Street or its contractors at the Tenant's sole cost and expense. The cost of any repair of any damage to the Leased Premises, another Tenant's space or belongings, or the building, resulting from the use or maintenance of such appliances will be paid by the Tenant.

### **Property Management Office**

The day-to-day operation of the building is handled by the Property Management staff located in Suite 620 of 2100 M Street. The telephone number is (202) 822-9746 and is answered 24 hours a day, 7 days a week. Unless otherwise instructed, all inquiries, requests and other matters should be directed to the Property Management Office.

### **Reception and Parties**

When planning an open house or party reception, approval and coordination with the Property Management Office is required. Caterers may use the loading dock to unload but then will remove trucks from site until function is over.

### **Recycling**

Currently, 2100 M Street recycles white paper, newspaper, aluminum, glass and plastic bottles, which may be collected by housekeeping, stored in the Lower Level next to the loading dock, and then recycled by ETW, Inc., the building's recycling vendor.

- *Office Waste:* This is collected nightly (Monday through Friday) by the Housekeeping staff and placed in totes on the Lower Level next to the loading dock.
- *Aluminum/Glass/Plastic:* This material is collected on an as-needed basis from central collection locations within the Leased Premises (i.e. pantry). They are placed in the totes on the Lower Level next to the loading dock.
- *White Paper/Newspaper:* This material is collected on an as-needed basis from central collection locations within the leased premises.
- *Cardboard:* Cardboard is collected by housekeeping or may be placed in designated containers on the Lower Level next to the loading dock, and then will be recycled by ETW, Inc. Cardboard boxes must be broken down before being placed in the cardboard container.
- *Restaurant/Retail Trash:* See lease provisions

If you would like advice on how to collect recyclable materials more efficiently within your firm's space, please contact the Property Management Office.

### **Smoking**

2100 M Street is a non-smoking building in accordance with Section 6 of D.C. Law 3-22, the District of Columbia Smoking Restriction Act of 1979, as amended by D.C. Law 8-262, the Smoking Regulation Amendment Act of 1990. As such, smoking in all common areas of the building, including the main lobby, entrance vestibules, elevator lobbies, hallways, restrooms, loading dock, and garage is strictly prohibited. It is the responsibility of each Tenant to establish a written smoking policy for their areas as detailed under the DC law.

### **Tenant Housekeeping**

No flammable or explosive fluids or materials shall be kept or used within the building except in areas approved by the Property Management Office. Disposal of all Hazardous Wastes generated by the Tenant or its contractors is the responsibility of the Tenant, and shall be coordinated with the Property Management Office. The Tenant shall comply with all applicable building and fire related codes.

Tenants shall not allow any work to occur in or about its Leased Premises that may cause odor or excessive noise without first scheduling the work with the Property Management Office. Such work must be accomplished after-hours and will require adherence to the building's Indoor Air Quality procedures. It is the responsibility of the Tenant to provide the Property Management Office with Material Safety Data Sheets for all fluids or materials to be utilized in association with this work.

Corridor doors shall be kept closed at all times when not in immediate use. The Tenant shall lock all office doors leading from the Leased Premises to the corridors, and turn out all lights at the close of their working day.

Portable heating devices are specifically prohibited.

No room or rooms shall be occupied as sleeping or lodging apartments at any time.

No vending machine or machines other than usual office equipment shall be installed, maintained, or operated upon the Leased Premises without written consent of the Property Management Office.

File boxes should be kept a minimum of three (3) feet from all exterior windows.

Any portion of the Leased Premises that is visible from public areas shall be maintained in accordance with first class office building standards in Washington, DC.

### **Thermostat Settings And Blinds**

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