



Rainier Square Tenant Handbook

401 Union Street
Seattle, WA 98101

Managed by
Wright Runstad & Company

TABLE OF CONTENTS

BUILDING OPERATIONS

Property Management Office	1
Property Management Staff	1
Leasing	2
Tenant Contacts	2
Rent	2
Insurance	3

AMENITIES

Security Desk Concierge Services	3
Shower/Locker Policy	3
Common Area Outdoor Space Rentals	3

TRANSPORTATION

Parking	4
Parking Garage Hours	4
Public Transportation	5
Bicycle Storage	5

BUILDING SERVICES

Janitorial	6
Trash Removal	6
Recycling/Composting	7
Electronic Recycling	8
HVAC	8
Lighting	9
Routine Maintenance Calls	9
Pest Control	10
Common Building Areas	10
Building Directory/Signage	10
Lost and Found	11
Postal Services	11
Elevators	11
Storage	13

BUILDING POLICIES

Smoking	14
Solicitors and Loitering	14
Signs and Notices	15

TABLE OF CONTENTS

BUILDING POLICIES

Windowsills and Ledges	15
Sustainable Tenant Practices	15
Tenant Function Guidelines	17
Tenant Use of Small Appliances in Work Areas	17
Moving Instructions	17
Hand Trucks and Carts	19
Heavy Equipment Placement	19
Special Equipment	19
Noise and Odors	19
Footwear Policy	20
Pets	20
Property of the Building	20
Future Policies	20

BUILDING ACCESS AND SECURITY

Access – During and After Business Hours	21
Keys and Access Cards	21
Access Card Malfunctions	22
Holidays	22
Security	23
Security Escort	23
Security – During Business Hours	23
Security – After Business Hours	24

LOADING DOCK

Loading Dock Hours and Access	25
Use of Hand Trucks and Carts	27
Property Removal	27
Security Pass Down Form	28
Loading Dock/Freight Elevator Reservation Form	31

ALTERATIONS AND REMODELING

Tenant Alteration Projects	34
Communications Installation	34
Attachments to Building Walls, Doors, Ceilings or Light Fixtures	34
Installation of Burglar and Informational Services	35
Floor Loads	35
Unapproved Equipment	35
Floor Covering	36

BUILDING OPERATIONS

PROPERTY MANAGEMENT OFFICE

Wright Runstad & Company's Property Management staff is pleased to have you as a tenant in Rainier Square. We are committed to providing you with professional, responsive, and efficient service. The Property Management Office is located on the 12th floor of Rainier Tower in Suite 1230, 8:00 a.m. to 5:00 p.m., Monday through Friday. Outside of office hours, the telephones are forwarded to Security where one of our helpful and knowledgeable Security Officers can assist you. Please feel free to call, email, or visit with any questions regarding the building operations of Rainier Square.

Wright Runstad & Company
1301 5th Avenue, Suite 1230
Seattle, WA 98101

Property Management Office Contact Information

Phone: (206) 582-3914

Fax: (206) 582-3915

Email: rsqmgmt@wrihtrunstad.com

Building website: www.rainiersquare.com

PROPERTY MANAGEMENT STAFF

Gayle Powell, Vice President & General Manager

Ronni Whetsell, Property Manager

Annie Mclat, Assistant Property Manager

Michelle Ni, Property Administrator

Ivonne Reyes, Staff Accountant

Laura Keene, Property Accountant

Jeff Hendrickson, Chief Engineer

Aaron Mitchell, Assistant Chief Engineer

Max Zschirnt, Senior Engineer

Tom LaGrow, Senior Engineer

Sean Hayes, Building Engineer

Isaac Hagens, Building Engineer

Damian Ocegüera, Building Engineer

Roman Shuck, Building Engineer

Andrew Chen, Junior Engineer

McStephens Balisa, Junior Engineer

LEASING

For all your Rainier Square retail leasing needs, please contact Maria Royer at Real Retail mroyer@real-retail.net or (206) 464-0600 or Katie Parsons at katie@real-retail.net or (206) 464-0600.

TENANT CONTACTS

Communication is the most crucial element in implementing the policies and procedures in the Tenant Handbook. To ensure effective communication, please designate a “Primary Contact” as the main contact person between your company and the Property Management staff. Depending on the size of your company you may deem it necessary to designate multiple primary contacts. This should, however, be kept to a minimum. Your primary contact(s) will be responsible for making requests or reporting problems, as well as conveying important information regarding the building from Property Management. All communication from your company to the Property Management office should be channeled through your primary contact(s).

RENT

In accordance with your lease agreement, rent is due on or before the first of each month. Please remit payment prior to the first of the month to the following address:

RSQ Tower LLC
c/o Wright Runstad & Company
1301 5th Ave, Suite 1230
Seattle, WA 98101

You may also drop off any rent payments directly to the Property Management Office located at the address above. For information regarding your account or instructions for sending rent via wire services, please contact the Property Management Office.

INSURANCE

All tenants are required to furnish Wright Runstad & Company with a copy of their company's Certificate of Insurance (COI) prior to occupancy and annually thereafter, prior to each policy expiration date. Please refer to your lease for specific insurance requirements. For your convenience, ask your insurance carrier to automatically copy Wright Runstad & Company on all renewals or updates.

SECURITY DESK SERVICES

The security desk is located in the main lobby on Level 2. The 24/7 Security Command Center is located in the adjoining building lobby located at 400 University Street, accessible through the Grand Hall. Security officers are available to provide information about, and assist with, all building services, procedures, personnel, and policies. The security officers can also assist you in obtaining services that are not provided by the building directly but are available within the surrounding community. On-site security is available 24-hours a day. To contact Security, call (206) 582-3933.

Due to liability purposes, Security is not allowed to hold packages, letters, or other items to be picked up by third parties.

SHOWER /LOCKER POLICY

Showers/lockers are located on Level A of the building. The showers/lockers are available 24 hours a day by access card only. If you would like access to these facilities, please contact your company's primary contact so they can request access.

COMMON AREA OUTDOOR SPACE RENTALS

The Terrace on Level 3 is an outdoor space available to rent. Reach out to Property Management Office for more details.

TRANSPORTATION

PARKING

The parking garage, available for tenant and visitor parking, is located beneath the building with access from Union Street between 4th and 5th Ave. Monthly parkers may enter the garage at any time by using their Garage Access Card. Monthly parkers and visitors may exit to Union Street or University Street. The garage is managed by a Parking Operator who is responsible for issuing Garage Access Cards for monthly parkers and monitoring hourly tenant and visitor parkers. For more information, please contact the Garage Office at (206) 402-3779 or rainiersquare@spplus.com.

PARKING GARAGE HOURS

Sunday through Thursday	5:00 am – 10:00 pm
Friday/Saturday	6:00 am – 12:00 am

Monthly parkers with a Garage Access Card can enter or exit the garage at any time. The number of monthly parking spaces allotted to each tenant is pursuant to the terms of the tenant's lease. Tenants may purchase validation tickets from the Garage Office to accommodate their visitor parking needs.

The Parking Operator and Wright Runstad & Company are not responsible for vehicle theft or damage. Please lock your vehicle and take all personal items and valuables with you.

PUBLIC TRANSPORTATION

Bus: Transportation to and from Rainier Square is available on the Metro bus system. The bus stop closest to the building is located on 5th Avenue between University & Seneca Street.

Light Rail: The Sound Transit Light Rail system currently provides service from University of Washington to SeaTac Airport. Future expansions will extend the service North to Northgate, Lynnwood, and Everett as well as East to Mercer Island, Bellevue, and Redmond.

BICYCLE STORAGE

Bicycle storage is available on Level A near the Loading Dock for tenant use only. Contact the Property Management Office to fill out a waiver form and have your access card programmed for access. Please remember to lock your bicycle and take all valuables with you. Bicycles should not be left for extended periods of time. If your bike needs to remain overnight in the bicycle storage area, please let Property Management or Building Security know. Bicycles are not permitted inside the building common areas or elevators. Tenants who wish to store their bicycle in their suite must use the freight elevator from Level A in the parking garage to transport their bicycle to their floor. Bicycles in the passenger elevators are not permitted.

BUILDING SERVICES

JANITORIAL

Regular janitorial cleaning services are scheduled for the common areas after business hours, Monday through Friday. Day porters are on site during regular business hours for general cleaning needs in the building's common areas.

We are eager to hear from you with regard to the service you are receiving. While we are constantly monitoring our janitorial service, we also rely on information from you. If you are unhappy with any aspect of your service, or have a suggestion to improve it, please call the Property Management Office to discuss your ideas and concerns.

TRASH REMOVAL

The janitorial staff is instructed to empty and dispose of everything found in trash containers, without regard for their content. Please make certain that what you dispose of is actually waste.

When discarding cardboard boxes, please break them down and put them in an obvious spot with the word "trash" displayed on the item(s). This applies to all other items you need to dispose of that may be too large for the receptacles.

As a courtesy to other tenants and guests, please do not put items intended for trash in the hallway or by the freight elevator.

RECYCLING/ COMPOSTING

In an ongoing effort to maintain a high level of service for our tenants and manage the waste stream, the Property Management office is pleased to offer a recycling and composting program. Please follow the process and procedures listed below.

The Recycling Process

Recyclable Materials: Recyclable items such as newspaper, plastic bottles or bags, magazines, non-coated cardboard, and aluminum cans should be placed in the break room recycle bins, cardboard recycling boxes, or a desk side recycling container. Non-sensitive documents may also be placed in these bins. The general recycle in the break rooms and in the desk-side receptacles will be collected nightly by the janitorial staff and recycled with the general building recycle. When discarding cardboard boxes, please break them down and put them in an obvious spot with the word “recycle” displayed on the item(s).

Property Management will provide desk-side receptacles for recycling at no cost. Please contact the Property Management Office to request receptacles. If a large quantity is needed, please allow additional time for delivery.

The Composting Process

Composting waste bins can be found throughout the building, in individual suites and in common areas. Look for the label that reads “Compost.” You may place food scraps, food soiled paper products, paper towels and plant scraps into these bins. These bins are emptied regularly, contents composted by Cedar Grove Composting then recycled. If you have any questions or need a complete list of compostable items, please contact the Property Management Office.

ELECTRONIC RECYCLING

Electronic recycling services are available on a small scale on a daily basis. If you have a large amount of E-Cycling, please contact the Property Management Office for more information. Each year during April, the building will hold a large-scale E-Cycling event to coincide with Earth Day.

HVAC

Heating, ventilation, and air conditioning (HVAC) systems operate Monday through Friday from 7:00 am to 7:00 pm, and Saturday from 7:00 am – 1:00 pm. If at any time during working hours you experience uncomfortable temperatures within your suite, contact the Property Management Office for assistance.

The following tips will help manage the temperature regulation, allow the HVAC equipment to operate more efficiently, and save energy:

Turn off all lights in areas that are not in use.

Consider closing blinds/shades when in direct sunlight or on exceptionally hot days.

Do not place computers, desk lamps, or other heat sources next to a thermostat.

Please contact the Property Management Office in case of a significant change in office operating hours or after-hours events that require changes to the HVAC schedule. Hours can be adjusted to accommodate individual operating times and may result in after-hours HVAC costs. The after-hours charge for HVAC in Rainier Square is not available at this time.

LIGHTING

Information not available at this time.

ROUTINE MAINTENANCE CALLS

The Property Management Office takes pride in maintaining the highest possible standards for maintenance service at Rainier Square, but we also need your help. Please contact us anytime you become aware of a situation that needs attention. Our staff will address your work order as soon as possible by sending someone to assist you or by making other necessary arrangements to complete the task. If the item in need of repair or maintenance is not within the Landlord's scope of responsibility, the tenant will be charged for such work at the Landlord's cost plus the appropriate mark-up for coordination of the work.

You may place a work order to Property Management by calling, e-mailing, or by using the building's work order system, Building Engines, <http://www.buildingengines.com/login>. If using the building work order system, you will be asked for a login and password, which has been provided to the Primary Contact(s) by Property Management. Scroll through the maintenance issues options for your specific request and write in any appropriate notes. For all emergency issues, please call the Property Management office at (206) 582-3914 and provide your name, contact information, and a brief description of the emergency.

Routine maintenance calls include, but are not limited to:

- Replacing light bulbs or ballasts
- Heating, ventilation & air conditioning
- Hanging pictures, whiteboards, etc.

PEST CONTROL

The common areas of the building are on a regular maintenance inspection schedule and are treated, as necessary. Please call the Property Management Office to arrange for pest control services within your suite, if necessary. Expenses incurred for this service may be invoiced to the tenant.

BUILDING COMMON AREAS

Wright Runstad & Company takes pride in maintaining the highest possible standards for maintenance at Rainier Square; however, we cannot do the job without everyone's help. Often it is the tenant who first discovers a restroom problem, an elevator malfunction, a burned-out light, or a janitorial issue. Please notify the Property Management office if you notice any of these concerns throughout the building common areas.

BUILDING DIRECTORY/SIGNAGE

The building directories are located on Level 1 and Level 2 in the lobbies. The directory can be used for wayfinding and will display your company name and floor number. If you require additional listings or wish to make changes to your current listing, please contact the Property Management Office. Property Management must approve all tenant signage prior to installation.

If you wish to display a temporary sign or notice in any public or common area of the building, prior approval from the Property Management Office is required. Non-approved signage will be removed without prior notice to the tenant.

LOST AND FOUND

Please report any lost, missing or found items to either the Security Desk or the Property Management Office. Items found in Rainier Square are kept by Security for thirty (30) days. People looking for their lost items may call the Security desk at (206) 582-3933.

If you find a suspicious package, DO NOT MOVE OR TOUCH IT. Inform Security or the Property Management Office and immediately leave the area.

POSTAL SERVICES

All incoming U.S. Postal Service mail will be delivered to the building to mailboxes located on Level A just outside the freight elevators. UPS and FedEx documents will be delivered directly to your suite.

*Please note that packages and mail will not be accepted, or signed for, at either the Property Management Office or the Security Desk. It will be the responsibility of the receiving party to make sure they are available if a package needs signature.

ELEVATORS

Passenger Elevators: There are eight (8) low-rise passenger elevators and six (6) high-rise passenger elevators. Standard elevator operating hours are Monday through Friday from 7:00 am to 7:00 pm. After-hours elevator use is by access card only.

If you find yourself enclosed in an elevator, please press the door open button. This will bring the elevator down to the Level 2 lobby and open the doors. If you are stuck inside a stalled

elevator, use the emergency dialer located in the elevator which will put you in immediate contact with the elevator service provider's Emergency Hotline. They will dispatch a technician to the site to assist you. You may also call the Security Desk at (206) 582-3933 and they will place a call to the elevator service company. If while waiting in an elevator lobby you become aware of a stalled elevator, please contact the Property Management Office or the Security Desk and report the approximate floor location and elevator cab letter.

After-Hours Elevator Access: At the request of your primary contact, the Property Management office can provide after-hours access on your badge. If you need to coordinate after-hours access for a vendor, please complete the Security Pass Down, Loading Dock, and Freight Reservation packet and submit to the Property Management Office. Once approved, our office can coordinate an access card that will allow access through the main entries, lobbies, and elevators. Individual access into a tenant suite will need to be coordinated through your company if the company is on its own access system.

Freight Elevators: The freight elevators, Cabs O and P, are located on the Northwest side of the building and are in operation during normal business hours. They are accessible from the loading dock. The loading dock is available for unscheduled deliveries that are fifteen (15) minutes or less and thirty (30) minutes for scheduled deliveries between 7:00 am and 7:00 pm. The freight elevator must be used for all deliveries. Hand trucks and delivery carts are not permitted in passenger elevators.

The freight elevator(s) may be periodically closed for routine maintenance on a specified day during each week.

The freight elevator dimensions:

Entrance: 4'6" W x 8'0" H

Interior Depth: 9'2-5/8"

Width: 5'8"-1/4"

Interior Ceiling Height: 9'0"

Weight Capacity: 5,000 lbs

The Property Management Office must be informed in advance when furniture deliveries, large deliveries, or heavy items/materials are to be transported. All furniture, copier, large, heavy deliveries or moves from floor-to-floor must be scheduled outside of normal building hours.

Parking Garage Elevators: There are three (3) parking garage passenger elevators that service floors A through G. The parking garage elevators operate 24 hours a day, 7 days a week.

STORAGE

Storage areas in the building are available for lease. If you are interested in storage space, please contact the Property Management Office for availability.

For the safety of all building occupants, gasoline or other flammable or combustible materials may not be stored within your premises or any storage areas unless special arrangements have been made with the Property Management Office and the proper protective storage units are utilized.

Please refrain from storing items within your premises which block exit doors or exit pathways. Storage (including pallets, machinery, product, and disabled vehicles) is prohibited, at the loading dock, or along the exterior of the building. If you have a special situation, please contact the Property Management Office.

BUILDING POLICIES

SMOKING

Wright Runstad & Company strives to provide a smoke-free environment for its tenants and visitors. The Property Management staff strictly enforces the Washington non-smoking law (Chapter 70.160 RCW, Section 6), which prohibits smoking in all interior spaces of the building and an area of “twenty-five feet of minimum distance from entrances, exits, windows that open and ventilation intakes that serve an enclosed area where smoking is prohibited.” Any persons found in violation of this policy will be asked by Security to move.

If you have any questions regarding this policy, please contact the Property Management Office.

SOLICITORS AND LOITERING

For the safety of our tenants and the building, Property Management prohibits soliciting on the premises. As it is difficult to identify solicitors when they enter the building, please encourage your staff to be aware of solicitors and report any they encounter to the Property Management Office or the Security Desk. Be sure to provide a description of the solicitor and their current or last known location in the building. Employees should be encouraged to question all strangers within their space and confirm with Property Management if someone claims to represent the Property Management Office or Security.

Canvassing, peddling, soliciting, posting, and distributing any written materials in the building are prohibited. We appreciate your cooperation in preventing these activities.

SIGNS AND NOTICES

Each tenant will be included in the building directory located in the main lobby and the floor directories located on each floor in the elevator lobbies. If you require additional listings or wish to alter your current listing, please contact the Property Management Office.

Any advertisements, graphics, or notices visible in or from public corridors, lobby areas, or the exterior of the building are **NOT Allowed**. If you have any questions regarding this policy, please contact the Property Management Office.

WINDOWSILLS AND LEDGES

To avoid potential damage and assist in the ease of cleaning, please do not attach anything to or place anything on windowsills or ledges.

SUSTAINABLE TENANT PRACTICES

Wright Runstad & Company strives to practice and promote sustainable operations. Below is a checklist of various ways to be sustainable in your office:

Energy

- Turn off overhead lighting when offices are unoccupied

- Install energy efficient lamps in proprietary fixtures

- Minimize direct sunlight by closing blinds

- Keep space heaters out of the building

- Seasonally modify your internal “comfort zone”

- Position work stations to receive natural light

- Program computers/copiers for low power “sleep mode”

- Turn off computers/equipment when not in use

- Purchase ENERGY STAR office equipment

Administrative Operations

- Replace fax machines with fax modem technology
- Institute paperless record-keeping systems
- Default photocopiers/printers to double-sided printing
- Reduce handouts at meetings; use projected presentation for agendas
- Create a “reuse” area for lightly used office supplies
- Minimize newspaper and magazine subscriptions
- Remove your name from catalog or “junk mail” lists
- Have a waste stream audit performed (at night)

Catering & Business Travel

- Eliminate paper plates and plastic forks, spoons and knives
- Stop purchasing bottled water
- Purchase a coffee maker with reusable mugs
- Ask caterers to hold the condiment and sugar packets
- Use a bike courier for local deliveries
- Establish a hybrid car policy for business travel
- Plan air travel on large aircraft with few connections

TENANT FUNCTION GUIDELINES

If planning a tenant function (i.e., large party, reception, or fund-raiser) that will require additional services such as room set up, trash services, or use of the freight elevator, please notify Property Management at least two business days in advance. Property Management maintains certain policies and procedures to assist with event coordination, limit liability for the building, and ensure the safety of all visitors and guests. Property Management may require the following information:

- Date and time of event
- Number of guests
- Banquet and/or alcohol permit
- Parking requirements
- Over-time HVAC requirements
- Use of freight elevator
- Electrical requirements (for sound systems, etc.)
- Janitorial needs
- Certificates of Insurance (COI) for vendors

TENANT USE OF SMALL APPLIANCES IN WORK AREAS

Use of personal heaters, coffee pots, hotplates, fans, refrigerators, microwaves, and other small appliances are prohibited for use in individual offices or cubicles. These present both a fire, a safety issue, and are against building policy.

MOVING INSTRUCTIONS

All tenant moves – into, out of, or within the building – must be coordinated with the Property Management Office. Please notify the Property Management Office of your proposed move date at least five (5) business days in advance. Tenants should also contact the Property Management

Office so that the freight elevator can be scheduled, access cards can be issued, and Security notified, as needed.

All moves should take place after normal business hours to simplify access and minimize any inconvenience to other tenants and their visitors. The Property Management office will make every attempt to accommodate your schedule if an after-hours move is not possible.

To facilitate orderly moves, Property Management requires the following:

- Clean, ¼” thick Masonite sections must be used as runners on all finished floor areas where heavy furniture or equipment is being moved with wheel or sled type dollies. If 32” sheets of Masonite are used, they must be taped together to prevent sliding.
- All walls, door facings, elevator cabs, and other areas along the delivery route will be inspected by the moving contractor, accompanied by Property Management staff, before and after the move. The moving contractor will provide and install protective coverings, as deemed necessary by Property Management, along the route of the move. Property Management reserves the right to be present at all moves.
- Any damage to the building or fixtures caused by the move will be repaired by Property Management and paid for by the moving contractor and/or tenant.
- Only the freight elevator will be used for moves unless prior approval is granted by the Property Management office to use designated passenger and/or garage elevators.
- The moving contractor will remove any trash or refuse generated by the move from the building on the same day of the move.

The moving contractor must provide a Certificate of Insurance (COI) which meets current building requirements at least five (5) business days prior to the move. Insurance requirements may be obtained from the Property Management Office.

HAND TRUCKS AND CARTS

Limited use of hand trucks with pneumatic wheels is permitted in the main lobby, with prior approval. Use of hard wheeled dollies, carts, or related equipment is not permitted in the main lobby due to potential damage to the floors and disruption to the flow of tenant and visitor traffic.

Hand trucks, dollies, and large parcels are not permitted on passenger elevators. Tenants and delivery personnel must use the freight elevator for transporting all large parcels. Delivery attempts through the main entry doors will be redirected to the loading dock.

HEAVY EQUIPMENT PLACEMENT

Due to structural limitations throughout the building, the placement of any heavy equipment must be approved by Property Management prior to installation. Property Management reserves the right to prescribe the weight and position of safes and other heavy equipment in the building. Any damage occurring as a result of unauthorized installation of such items will be repaired at the tenant's expense.

SPECIAL EQUIPMENT

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

NOISE AND ODORS

Excessive noise, odors, or other activities that may interfere with tenants and persons conducting business within the building are discouraged.

FOOTWEAR POLICY

For your safety, footwear should be worn at all times in common areas in the building. Common areas include the main lobby, elevators, elevator lobbies on each floor, and restrooms. For requirements within your tenant suite, please consult with your internal team for dress code requirements. Footwear will help prevent accidents and provide protection from injury and disease.

PETS

Pets are not allowed in the building or on the premises except for those that are used as Service Animals. “Service Animals” are animals that (i) are required because of a disability, (ii) are individually trained to do work or perform tasks for a person with a disability, (iii) are house broken and under effective control of the handler, (iv) are harnessed, leashed, or tethered (unless these devices interfere with the Service Animal’s work or the individual’s disability prevents using these devices). Property Management reserves the right to ask Owners of non-Service Animals to be removed from the premise.

PROPERTY OF THE BUILDING

All items provided to you by the building owners and management must remain in place where it was initially designated. This policy is necessary to maintain inventory of building assets.

FUTURE POLICIES

Property Management reserves the right to revise these policies and to work in coordination with tenants to make future policies, as required, for the operation and maintenance of the building, and the safety, protection, and comfort of the tenants, their employees, and visitors.

BUILDING ACCESS AND SECURITY

ACCESS – DURING AND AFTER BUSINESS HOURS

Normal operating hours for Rainier Square are as follows:

Rainier Square –

Monday thru Friday	7:00 am to 7:00 pm
Saturday	7:00 am to 1:00 pm
Sun & Holidays	Closed (access is available with tenant access cards)

Access to Rainier Square during normal business hours is through the main entrance on Union Street between 4th and 5th Avenue. Tenants may proceed to their floor via the passenger elevators; please note, an access card may be required. After-hours and weekend access will only be available with a building access card and passenger elevators will only operate with an access card.

After-hour visitors, contractors, and vendors will not be allowed access to a tenant's premises unless the tenant provides a written notice to Property Management at least one business day in advance and coordinates an access card for individual suite access.

KEYS AND ACCESS CARDS

The Property Management Office will provide entry door keys to your premises prior to your move-in; once a compliant Certificate of Insurance has been provided. Additional keys may be ordered through the Property Management Office at a cost of \$15 per key. For optimum security control, duplicate keys cannot be made unless requested and purchased through the Property Management Office.

Requests for general lock work/repairs should be made to the Property Management Office. Approval from Property Management is required to installation of additional locks or deadbolts in your space.

Upon termination of your tenancy, all keys and access cards must be returned to the Property Management Office.

ACCESS CARD MALFUNCTIONS

If a valid access card fails to operate a door controlled by the building or an elevator, please notify Property Management as soon as possible. To report a problem, emergency phones are located in all elevators or you may call the Property Management Office. A security officer will be dispatched to assist you immediately. An access card's malfunction will be corrected as soon as possible.

HOLIDAYS

The building is closed or will have a limited staff on-site for the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Day

SECURITY

The building provides security services 24 hours a day, 7 days a week. The security desk is located in the lobby and officers can be reached 24 hours a day. Security officers monitor the fire and life safety systems throughout the building and conduct regular patrols of the premises.

To contact Security, please call (206) 582-3933.

SECURITY ESCORT

The security staff will escort tenants to any location within a one-block radius of the building. To request an escort, please call (206) 582-3933 or stop by the Security Desk.

SECURITY – DURING BUSINESS HOURS

Although we do our best to maintain a secure working environment, we cannot guarantee complete safety. We ask that tenants take these preventative measures to keep their areas more secure:

- Keep all entrance doors other than the main entrance to your suite locked at all times.
- Reception areas should not be left open without someone monitoring the area. If that is not possible at all times, a door chime or other such alarm should be considered or all doors should be locked if your suite is unattended.
- Instruct employees to keep valuables in secured areas (locked desks, file cabinets, or closets) when leaving them unattended.
- Always keep safes, strongboxes, or similar devices locked, particularly when unattended. Do not leave combinations where they can be easily found.
- Record serial numbers of all valuable office equipment. If anything is stolen, a record of serial numbers can aid in the recovery of the items.
- Check wastebaskets at the end of the day to ensure that no items of value have been left there.

- Always check the identification of repair persons and confirm the repairs have actually been requested.
- Report all suspicious activity or persons to Property Management and Security. Make note of suspect's description and their last known direction of travel.

SECURITY – AFTER BUSINESS HOURS

After normal business hours, please make certain that all entry doors to your suite are locked.

Do not allow anyone to follow you into the building after business hours. Anyone authorized to enter the building after normal business hours will do so with a programmed access card. If you encounter someone having difficulty gaining entry into the building, do not let them in. Instead, please notify security that they need assistance.

LOADING DOCK

LOADING DOCK HOURS AND ACCESS

The loading dock and delivery entrance is located on Union Street, between 4th and 5th Avenue.

Loading Dock Business Hours:

Monday – Friday	6:00 am to 9:00 pm 9:00 pm – 12:00 am (scheduled deliveries)
After-Hours	Contact Property Management
Saturday/Sunday	Contact Property Management

Pass Downs: For the safety of our building occupants, building security needs specific information prior to scheduling a delivery or move. Please fill out the Pass Down Request Form and e-mail a completed copy to the Property Management Office. If you need a copy of the form, please e-mail rsqmgmt@wrightrunstad.com. If you have any questions related to Pass Downs, please call the Property Management Office. To best meet your requirements, please provide a minimum of 24-48 hours' notice.

Delivery Hours: A “delivery” is any truck/van load that is deliverable to the tenant within (15) minutes. This 15-minute period begins the moment the truck is parked and runs until the truck leaves the loading dock (includes elevator wait time and travel time within the building). If your delivery is not deliverable within (15) minutes, then you must schedule the delivery and reserve the freight elevator during the times listed below as “Move Hours.” Scheduled deliveries are usually limited to a thirty (30) minute timeframe unless special accommodations are made. Deliveries are accepted at the Loading Dock business hours noted above.

Although attempts are made to accommodate all deliveries, if the dock is full, the loading dock staff reserves the right to refuse access and instruct a vehicle to return at a later time.

Move Hours: A “move” is any truck/van load that is not deliverable within (15) minutes of arriving at the loading dock. Please review our Building Moving Procedures before planning a move. To schedule an after-hours move, weekend move, or use of the freight elevator during non-business hours, please contact the Property Management Office.

The loading dock bay height, clearance, etc. will be added at a later time.

Truck Clearance:

Max Truck Height Clearance: 14’

Max Truck Length: SU40, 48’

Freight Statistics:

Entrance: 4’6” W x 8’0” H

Width: 5’8”

Depth: 9’2 5/8”

Height: 9’0”

Max Capacity: 5,000 lbs

Before scheduling a delivery over (15) minutes, please complete the Building Request Packet. Your vendor will need to provide a compliant Certificate of Insurance (COI). Please e-mail the completed form with COI to rsqmgmt@wrightrunstad.com.

The loading dock is reserved for loading and unloading of trucks and vans. No personal vehicles are permitted to park in this area. Vehicles blocking access to the trash and recycling compactor or parked in an unauthorized area will be subject to being towed. Please obtain approval from the Property Management Office for all deliveries that will exceed 30 minutes.

All deliveries should be delivered to the customer immediately – do not leave deliveries or stage items in the loading dock area. Do not leave pallets or other packing products on the premises.

The building will not be responsible for any items that are left at the loading dock. The tenant will be responsible for any costs associated with trash removal of pallets and/or packaging materials left by their vendor. All large pallet deliveries should be scheduled during after-hours.

USE OF HAND TRUCKS AND CARTS

All hand trucks, delivery carts or other material handling equipment must be equipped with rubber tires/wheels and side guards and are restricted to the freight elevator only. Hand trucks, delivery carts, and large hand carried parcels of any kind, are not permitted in the passenger elevators.

Because of potential damage to the main lobby flooring, very limited use of hand trucks with pneumatic wheels may be used in the main lobby to transport smaller items too heavy or awkward to carry.

Masonite must be placed on floors as necessary to accommodate heavy deliveries and/or furniture moves.

PROPERTY REMOVAL

Tenants wishing to move bulky materials, office furniture, or equipment out of the building must first notify Property Management. Security will be informed of the name of the individual or vendor removing the property, Certificate of Insurance, if applicable, and time of removal. Security will prevent the removal of property without prior notification.



BUILDING REQUEST PACKET

Security Pass Down Form

Loading Dock/Freight Elevator Reservation Form

Send all requests to both:

rsqmgmt@wrightrunstad.com

rainierdock@wrightrunstad.com

SECURITY PASS DOWN REQUEST FORM

The following information is needed to prepare a Security Pass Down for your work at Rainier Square, Rainier Tower or 400 University. If you have any questions regarding the information requested, please feel free to contact our office at (206) 582-3914 or rsqmgmt@wrighttrunstad.com.

Tenant Information:	
Company Name	
Contact Name	
Contact Number (after-hours)	

Contractor/Vendor Information:			
Company Name			
On-Site Contact Name			
On-Site Contact Number			
Supervisor Contact Name			
Supervisor Contact Number			
Building Work Is For: Please Circle One	Rainier Square	Rainier Tower	400 University

Date & Time:			
Work Area:			
Floor/Suite Number(s)			
Electrical Access (Yes/No)		Plumbing Riser Access (Yes/No)	
Telco Riser* or Telco Room (Yes/No)		*All cabling in each building's riser system must be completed by Summit Riser.	

Summary of Access & Sub List:

Please include **how** contractors or vendors will be granted access to the space. Please also include the subs that will need access.

Summary of work to be done:

Please include a work schedule, and any special instructions to security (**alarm systems, sensitive rooms, bypasses, hot work permits, power shut off***, etc.)

***If you require a power shut off for your work, please contact Jeff Hendrickson at (206) 225-8782 or jhendrickson@wrihtrunstad.com. Scheduled power shut offs require a minimum of (4) weeks notice prior to shut off.**

All Security Pass Down requests should be submitted at least forty-eight (48) hours in advance of work performed, excluding weekends. If this request is for an ongoing long-term project, please submit updates for the following week by end of business on Thursday.

RAINIER SQUARE LOADING DOCK RESERVATION

For access to the Rainier Square loading dock, please complete and submit the reservation form. You will receive a confirmation email once reservation is approved.

COMPANY/TENANT NAME	
CONTACT NAME	
CONTACT PHONE NUMBER	
DATE OF RESERVATION	
TIME IN	
TIME OUT	
DELIVERY COMPANY	
NUMBER OF TRUCKS TO BE ONSITE	
ANY SPECIAL CONDITIONS	

BUILDING DELIVERY IS FOR: **RAINIER SQUARE RAINIER TOWER 400 UNIVERSITY**
PLEASE CIRCLE ONE

FREIGHT ELEVATOR RESERVATION (RAINIER SQUARE ONLY)

Reservations are limited to (30) minutes during the business day. Longer reservations will need to be scheduled outside of business hours. Please note: Freight reservations are not required for single trip or small deliveries.

Is reserved freight time required? YES NO

If yes, please provide desired date and time: _____

RAINIER SQUARE LOADING DOCK – OPERATIONS & PROCEDURES

For access to the Rainier Square loading dock, please read the following information. For questions, please contact (206) 582-3914 or email rainierdock@wrihtrunstad.com. For reservations, please complete and submit the Loading Dock Reservation Form.

Overview

All deliveries to Rainier Square, Rainier Tower and 400 University must be scheduled through the Loading Dock Office. The Rainier Square loading dock entry can be accessed from Union Street between 4th and 5th Avenue. All deliveries must enter the building through the loading dock and freight elevators.

There are seven (7) docks available for deliveries.

Maximum Vehicle Height: 14'

Maximum Vehicle Length: SU40

Dock Leveler Max Height: 4' Dock

Please use the dock bay appropriate to the size of your vehicle, unless otherwise assigned.

Dock Hours

Monday through Friday: 6:00 a.m. to 7:00 p.m.

After Hours or Weekends: By appointment only

Due to residential property, the Rainier Square loading dock must follow the City of Seattle Noise Ordinance, resulting in limited dock hours.

Dock Procedures

- 1) All deliveries over (15) minutes must be scheduled at least (2) business days in advance. Scheduled deliveries are usually limited to a thirty (30) minute timeframe, unless special accommodations are made.
- 2) If the delivery is not approved (scheduled) or the dock is full, the delivery carrier will need to return at a later time.
- 3) All unloading and moving of merchandise is the responsibility of the tenant, tenant representative, and tenant's delivery carrier. Dock Master or any other Landlord representative will NOT, under any

circumstance, accept delivery of merchandise. No pallet jacks, hand trucks or other moving equipment are available for tenant use. No merchandise may remain unattended on the dock.

- 4) Contractor, courier, and vendor service vehicles should park (at the daily advertised rate) in the parking garage after delivering tools and/or materials through the dock (height limit of 81" (6' 9")).
- 5) All merchandise must be transported through service corridors and freight elevator only.

Rainier Tower: Freight Elevator

Entrance: 4' x 7'7"

Interior Height: 9'4"

Interior Width: 7'4"

Interior Depth: 5'3"

Weight Capacity: 4,000 lbs

Rainier Square: Freight Elevator

Entrance: 4'6" x 8'0"

Interior Height: 9'

Interior Width: 5' 8-1/4"

Interior Depth: 9' 2-5/8"

Weight Capacity: 5,000 lbs

- 6) If an accident occurs, the following steps must be taken: a) Notify the Dock Master or Property Management and Security immediately; b) Check for injuries with all parties involved; c) Check for any structural damage to the building; d) Take pictures if necessary and possible; e) Fill out an incident report and file it with the Dock Master and Security.
- 7) To ensure access, tenant or tenant representative should reserve dock space at least (2) business days prior to delivery of goods, by completing and submitting the Loading Dock Reservation Form.
- 8) The freight elevator lobby doors shall not be held open for any length of time unless specific approval has been previously obtained.
- 9) All material or packaging shall be either transported to the Tenant floor to be disposed of by the Tenant or removed off site by the delivery company.

Property Management reserves the right to revise the loading dock procedures as necessary, including designated loading dock hours of operation and designation of dock bays for specific purposes.

ALTERATIONS AND REMODELING

TENANT ALTERATION PROJECTS

Proposed plans for alterations affecting any physical portion of your suite require prior written consent from Property Management. This includes all installations affecting floors, walls, woodwork, windows, ceilings, data, and electrical. Requests to make alterations should be sent in writing to Property Management by your tenant representative. **Alterations must be approved by Wright Runstad & Company.** Property Management can provide you with a list of approved contractors for the building.

COMMUNICATIONS INSTALLATION

All contractors and technicians rendering installation or service work of any kind must check in and out with Security or the Property Management office any time they are performing work in the building. Installation of communications equipment, computer or alarm systems must also be coordinated with the Property Management Office. All contractors and technicians will be informed of building policies and standards for performing work in Rainier Square and provided necessary access to service areas, telephone closets, etc.

ATTACHMENTS TO BUILDING WALLS, DOORS, CEILINGS OR LIGHT FIXTURES

In order to avoid accidents, damage or disruption of building utility services, nails, screws, or other attachments to the walls must be installed by Property Management staff. Only tack boards and bulletin boards will be used for posting notices. Nothing may be attached to or hung from the light fixtures, ceilings, or doors. Push pins, staples, or tape are not permitted on walls, doors, or ceilings. Please reserve use of these items to tack boards and bulletin boards. Attachments to doors are not permitted. If you require additional signs be posted, please refer to the section entitled Building Directory/Signage.

INSTALLATION OF BURGLAR AND INFORMATIONAL SERVICES

If a tenant requires a burglar alarm, or telegraphic, telephonic or similar services, Property Management must be notified prior to installation for correct procedures and instructions.

FLOOR LOADS

Tenants shall not place any loads anywhere in the building which exceed the load per square foot the floor was designed to carry and which is allowed by law. Property Management has the right to prescribe the weight, size and position of all equipment, materials, furniture or other property brought into the building. If considered necessary by Property Management, heavy objects will stand on platforms to properly distribute the weight; such platforms will be provided at tenant's expense. Business machines and mechanical equipment belonging to tenants which cause noise or vibration that may be transmitted to the structure of the building or to any space within the building, to such a degree as to be objectionable to Property Management or to any tenants in the building, must be placed and maintained, at the tenant's expense, on vibration eliminators or other devices sufficient to eliminate noise or vibration. Property Management will not be responsible for loss of or damage to, any such equipment or other property from any cause, and all damage done to the building by maintaining or moving such equipment or other property shall be repaired at the expense of the tenant. The persons employed to move such equipment in or out of the building must be acceptable to Property Management.

UNAPPROVED EQUIPMENT

Tenant shall not install, operate or maintain any electrical equipment which does not bear the U/L (Underwriters Laboratories) seal of approval, or which would overload the electrical system beyond its capacity for proper, efficient and safe operation as determined by Property Management. Tenant shall not furnish any cooling or heating to the premises, including, without limitation, the use of any electronic or gas heating devices, fans or space heaters, without Property Management's prior written consent.

FLOOR COVERING

The installation methods for linoleum, tile, carpet, or other similar floor coverings must be approved by Property Management. The expense of repairing any damage resulting from a violation of this rule or removal of any floor covering will be at the tenant's expense.