



□ ||| □ **ONE MAIN PLACE**

**Tenant Handbook**





TENANT RESOURCE REFERENCE

# One Main Place Tenant Handbook

Revised July 2019

Madison-OFC One Main Place OR LLC  
c/o Jones Lang LaSalle Americas, Inc.  
101 SW Main Street, Suite 245  
Portland, OR 97204  
Phone 503.295.5555 • Fax 503.295.1169





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# Chapter 1 Property Management

## STAFF LIST

The One Main Place property management is provided by Jones Lang LaSalle. Our team consists of multi-faceted professionals, dedicated to maintaining a class "A" facility. Below is a list of individual team members available to assist you.

Name	Title
David Genrich	General Manager
Jesse Neufeld	Assistant General Manager
Jim Totten	Senior Chief Engineer
Hannah Knutson	Property Administrator
Dave King	Engineer
Pedro Flores	Engineer

## LOCATION AND OFFICE HOURS

The management office is located at 101 SW Main Street, Suite 245, Portland, OR 97204. Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. The phone number is (503) 295-5555. The mailing address for all correspondence is:

**Madison-OFC One Main Place OR LLC**  
c/o JLL  
101 SW Main, Suite 245  
Portland, OR 97204

## BILLING SERVICES

Rent is due and payable on the first day of each month. Make checks payable to Madison-OFC One Main Place OR LLC. Mail payments to:

**Madison Core Property Fund LLC**  
One Main Place Portland  
PO Box 31001-2256  
Pasadena, CA 91110-2256

Rent delivered to the local management office **will not post** until it is received in the bank lock box address noted above. To ensure timely credit of rent payments, please mail your checks directly to the lockbox before the first of every month.

Billing questions should be directed to the property management office at (503) 295-5555.

# Chapter 2 New Tenant Information

## MOVE IN PROCEDURES

Upon request, moving instructions can be given to moving companies and tenants in preparation for moves. Acknowledgement and receipt of the instructions and authorization by JLL must be completed at least 48 hours prior to each scheduled move.

All moves must be scheduled to take place outside of normal business hours. Moving is allowed Monday through Friday, 6:00 p.m. - 7:00 a.m. Moves can be scheduled to take place almost anytime on Saturdays and Sundays with advance notice. Please see Exhibit A, Moving Procedures.

## SIGNAGE

Building standard signage is provided upon move in at no cost to new tenants. Signage includes a listing on the main lobby directory, a listing in the floor elevator lobby, and suite identification sign. Customized signs and alterations to signage must be approved by JLL and are at the tenant's expense.

## KEYS AND KEY CONTROL

JLL will provide two (2) keys per each lock set at no charge to new tenants. Additional keys can be ordered at a nominal additional cost by placing a service request (Angus). In order to preserve the integrity of our security system, keys and locks must be ordered through JLL. For safety and security, all tenant door locks must be keyed to the building key system. This is necessary to allow access for daily janitorial service and emergency response access.

### Key Control Tips:

- Restrict keys to those who actually need them.
- Keep complete and updated records of the key holders.
- Maintain a strict policy of collecting keys from terminated employees.
- Require all keys be marked DO NOT DUPLICATE to prevent legitimate locksmiths from making copies of keys without authorization.
- Insist that keys be secured at all times. This includes keys left unguarded in desks and/or cabinets.

## ACCESS CARD REQUESTS

At One Main Place, one card is issued to each employee upon move in. A \$20.00 non-refundable fee will be charged in the event a card needs to be replaced.

## STORAGE

Storage units are available for lease upon request. Units vary in size and location. For additional information, contact the JLL Office at (503) 295-5555.

## AMENITIES

- On-site Conference Rooms located on Second Floor (Reserved through the Angus work order system)
- Farmhouse Café in main lobby
- ATM machine located in Banner Bank
- Fitness Center located on Second Floor
- Bike facility located on the B-1 parking level
- Laundry Box Dry Cleaners drop-off/pick-up

## INSURANCE REQUIREMENTS

Each tenant is to provide management with a certificate of insurance upon move in, including but not limited to the coverage specified in your Lease. All policies are to name the following as additional insured parties:

**Madison-OFC One Main Place OR, LLC**  
**Madison Core Property Fund, LLC**  
**NYL Investors LLC (Owner)**  
**Jones Lang LaSalle Americas, Inc. (Agent)**

In addition, all policies shall require at least thirty days written notice of termination or material alteration and waive, to the extent available, any right of subrogation against Landlord.

# Chapter 3 Building Operations

## SERVICE REQUESTS

All requests for needed maintenance and janitorial services are to be requested through Angus Anywhere, the online service request system. Log in and password information can be obtained through the management office. Most requests will be handled within 24 hours.

For emergency calls, such as water flow or fire alarms, please call the management office at (503) 295-5555 immediately.

Please contact the security guard on duty at the main security desk at (503) 348-0689 for any high priority work request that is made outside of normal business hours. The guard will radio or page the on-call building engineer for prompt response to the request.

## HVAC & AFTER HOURS HVAC REQUESTS

Heating, ventilation and air conditioning service (HVAC) is provided Monday through Friday from 7:00 a.m. - 6:00 p.m. and Saturdays from 8:00 a.m. - 1:00 p.m., except holidays listed on the Holiday schedule (Exhibit B). Saturday service during the above stated hours is at no cost but must be ordered in advance to avoid automatically conditioning unoccupied space. The building's HVAC system is designed to maintain 72 degrees F, +/- 2 degrees. During operational hours, on-site HVAC professionals are available to ensure that the building's systems are performing to this standard.

Additional hours of service are available via written request for an additional cost. Please place a work order at least 48 hours prior to the need.

Usage is currently billed at a rate of \$65.00 per hour with a two-hour minimum, unless otherwise depicted in the lease. Additional HVAC service will be billed on a monthly basis.

## JANITORIAL SERVICE

Nightly janitorial service and trash removal is provided Sunday through Thursday from 5:30 p.m. to 2:00 a.m. Any items not in a trashcan that are marked "TRASH" (equipment and furniture are not included) will be removed. To remove larger than normal quantities of trash, please place a work order to request a trash bin.

In addition to nightly janitorial service, a day porter services the facility throughout normal business hours. The day porter is responsible for stocking restrooms, responding to special requests, servicing common areas (elevator lobbies, common corridors, the 1<sup>st</sup> floor main lobby, etc.), building exterior and parking grounds, and trash removal.

## OFFICE AREAS

### *Nightly Service*

- Empty and clean all waste receptacles. Remove wastepaper and trash from premises.
- Vacuum all high traffic rugs and carpeted areas in office, lobbies and corridors.
- Clean desk tops, if able to without disturbing paper and other materials left on desks.
- Clean entryway glass doors.
- Remove all fingerprints and smudges from vertical entryway surfaces to space including doors and doorframes, private entrance glass and around lighting switches.

- Sweep private stairways, vacuum if carpeted.
- Sweep and damp mop all uncarpeted floors, with the exception of wood floors.
- Police stairways throughout the entire building and keep in clean condition.
- Arrange furniture in lobbies, waiting rooms and conference rooms.
- Ensure all public areas give a positive impression.
- Lights are to be turned off in each section of the floor as work is completed (provided there are no occupants in the space.)

### *Weekly Service*

- Vacuum carpet edges.
- Dust all office furniture, files, fixtures, paneling, windowsills, wall partitions and other horizontal surfaces.
- Perform all high dusting over 3 feet.

### *Monthly Service*

- Clean all door, wall and ceiling air grilles.
- Vacuum upholstered furniture.

### *Quarterly Service*

- Dust lights
- Clean all baseboards.

### *As Needed Service*

- Wash windowsills.
- Damp mop floors where spillage has occurred.
- Clean and buff floors to maintain scuff free high gloss.
- Dust all mini blinds.

## **RESTROOMS**

### *Nightly Service*

- Empty all waste receptacles. Remove wastepaper and trash from premises.
- Mop, rinse and dry floor.
- Clean all mirrors and enameled surfaces.
- Wash and disinfect basins, urinals and toilets.
- Clean fixtures.
- Wash and disinfect bathroom interiors.
- Refill bathroom supplies as needed.
- Report leaks, clogs and burned out lights to maintenance department.

### *Weekly Service*

- Wash all partitions, tile walls, dispensers and receptacles.
- Clean and wash all sanitary disposals.

### *Monthly Service*

- Machine scrub floors.
- Vacuum all louvers and ventilation grilles.
- Dust light fixtures.

## *LOBBIES*

### *Nightly Service*

- Sweep and damp mop all granite; marble, resilient and/or ceramic tile floors.
- Vacuum all high traffic carpeted areas.
- Dust all paneling, elevator fronts, metal surfaces and walls.
- Clean trash urns
- Spot clean carpets.
- Remove any graffiti and writing on sight.
- Clean lobby signs.
- Remove gum from floors and carpet on sight.
- Sweep stairways.

### *Weekly Service*

- Vacuum carpet edges.
- Wash all rubber mats and runners.
- Wipe down stairway handrails.

### *Monthly Service*

- Refinish tile floors.
- Dust to ceiling height.
- Dust ceiling air grilles.
- Damp wipe baseboards.

## *WINDOW CLEANING*

### *Exterior Service*

- All exterior window glass is cleaned in the building twice a year.

### *Interior Service*

- The interior of all exterior glass is cleaned in the building once a year to coincide with the Spring exterior window cleaning.
- Interior service includes the cleaning of all interior windowsills and relite glass.

## RECYCLING SERVICE

Recyclables are collected and prepared for pickup by our janitorial staff for Arrow Sanitary.

Desk side and centrally located recycle boxes and containers are available upon request. You may request these by contacting the management office or placing a service request. Please be aware that the janitorial staff does not empty desk side recycling boxes. Tenants must empty desk side boxes into their centrally located recycling containers to ensure removal of recyclables.

The hallways and elevator lobbies are not storage areas and must be kept clean at all times. Items left in the hallways and elevator lobbies will be picked up and recycled or discarded, at the tenant's expense.

Plastic and aluminum may also be recycled and can all be placed in the same recycling container as paper. Glass can also be recycled, but must be put in a separate container.

Toner recycling is also provided. Please place toners to be recycled next to the central recycle container and janitorial staff will remove them for recycling.

For a list of acceptable recyclables visit:

<http://www.portlandoregon.gov/bps/41461>. All items must be rinsed. If you have any questions, please contact the management office at (503) 295-5555.

# Chapter 4 Security Services

## EMERGENCY CONTACT LIST

JLL maintains a confidential emergency contact list for each tenant. We request that you provide the name and after hours telephone number of **at least** two key employees. These people will be contacted in the event of an after-hours emergency. Periodically, JLL will request that you provide updated information.

## SECURITY DESK

The security desk is located in the main lobby. This location is staffed 24 hours a day, 365 days a year by trained security personnel. They are responsible for monitoring automated building systems including fire life safety, heating, ventilation, and air conditioning (HVAC), elevator service, building access and surveillance. **You may call** (503) 348-0689 to contact security personnel at any time.

## SECURITY DUTIES AND RESPONSIBILITIES

JLL contracts with STAR Protection Agency to provide on-site security personnel to observe and report activities that are detrimental to the safety and security of the facility and its occupants. We encourage you to promptly report any suspicious activity, person or crime, which you consider to be a threat to your safety or security. Contact the security desk at (503) 348-0689 with your questions or concerns.

*Security personnel are not police. They do not have police power and should not be regarded as such.*

Security personnel **will provide** the following services upon request:

- Escort employees to and from parking areas anytime someone feels unsafe.
- Investigate, document, and report any criminal activity.
- Assist in filing crime reports.
- Respond to any report of suspicious activity and/or person.

Security personnel are **not able** to provide the following services:

- Make an arrest. Only an eyewitness to criminal activity can make a citizen's arrest. If a crime is committed on the property or against an employee, a report should be filed with the police.
- Request that an unwanted individual leave your business area. If someone is acting inappropriately, it is the responsibility of the tenant to tell the individual to leave. However, if there is any reason to fear violence from the individual, security personnel will respond and assist if the need arises.

## PERSONAL SAFETY

Tips to ensure your personal safety include:

- Lock all office doors when working alone after normal business hours.
- Be familiar with emergency escape routes.
- Project confidence through your body language. Those who communicate fear, carelessness or other signs of weakness by the way they walk, stand, sit, or talk may attract the opportunistic criminal.
- Prepare yourself in advance with a set of response options in a time of danger or stress. Too often, victims are overwhelmed by an unexpected situation and fail to respond properly.
- Keep windows rolled up and doors locked to reduce the opportunity of car prowling and theft.
- Do not leave valuables in your car and consider anti-theft devices.
- Limit the number of items or packages you carry at one time. Perpetrators often target people encumbered with a lot of packages or bags. Make several trips or enlist the help of security personnel.

## THEFT PREVENTION

Tips to deter theft include:

- Take note of strangers. Make eye contact and ask if you may assist them. Be particularly alert for loiterers during lunch hours.
- Verify the identification of service persons and do not release equipment without the authorization from management.
- Do not leave purses or other valuables on or near your desk. Keep these items locked inside a desk or cabinet.
- Keep blank checks and check protectors in a locking desk or filing cabinet.
- Immediately report all suspicious activity, persons and/or crimes to security at (503) 348-0689. Include your name, department, location, and a brief description of the situation. A site supervisor will respond and document as needed.
- If theft is of a significant value, notify and file a theft report with the police. The police non-emergency number is (503) 823-3333.

## HOW TO REPORT A CRIME

To report incidents:

- Immediately contact security personnel at (503) 348-0689.
- Describe the incident and your location.
- Description of any suspicious individual in the area prior to the crime.
- Security will notify the police, if needed.

## LOST & FOUND

Report lost items to security by calling (503) 348-0689. Security logs items turned in and keeps them for 60 days. High value items are locked up until claimed or 60 days pass.

## EMERGENCY PROCEDURES

Emergency Procedures are building specific and provide key information in the event of an emergency. The following topics are covered: elevator malfunction, air quality, fire and life safety information, bomb threat procedures and checklist, injury/illness and CPR procedures, natural disaster/earthquake procedures, evacuation procedures, and assembly area procedures. Please see Exhibit C for an assembly area map and 1st floor emergency exit locations. The assembly area for building evacuations is at the Salmon Street Fountain on Naito Parkway. An Emergency Procedures manual will be provided to all new tenants. Additional manuals are provided at your request.

## STAIRWELL ACCESS

Stairwells are for emergency exiting only.

## AFTER HOURS ACCESS REQUEST

To authorize after-hours access to your office space by outside vendors, contractors or visitors, notify Management via written request or service request.

Requests must either be on tenant's letterhead, in email form, or through Angus Anywhere. Email requests to [jesse.neufeld@am.jll.com](mailto:jesse.neufeld@am.jll.com) and [david.genrich@am.jll.com](mailto:david.genrich@am.jll.com).

**Requests must be received no later than 3:00 p.m. the day before access is needed or 1:30 p.m. Friday for weekend access.**

## TELECOM ROOM ACCESS

All telecommunications vendors are required to receive prior approval from building management to access telephone rooms and closets. A request can be made through the service request system. Each vendor will be required to follow building procedures when on site.  
Telco Access Policy: One Main Place (Applies to low voltage work only)

For work that requires access into the Building MPOE (main point of entry – phone room) or any floor level telco rooms:

1. Tenant needs to email an access request to the General Manager, Assistant General Manager and Chief Engineer at least 48-hours in advance requesting access.

The request needs to include the following information:

Vendor Name

Person/firm ordering the work

Area of the building where access is being requested

Contact telephone number for Tenant ordering the work.

2. The day of the work,

Vendor needs to check in at the security desk, get a badge and complete the Telco Vendor form. A Telco room key will be checked out after the vendor has been processed. At completion of the work, the vendor will check in the key and badge. Security will later verify that the area of the work has been properly secured.

The Vendor sign in form will list the following information: Installer's company name, name of all person's doing work at our site, cell phone number of the worker/workers and a description of what circuit is being affected.

3. Insurance requirements. Current, fully compliant Certificates of Insurance will be maintained for all the telco providers such as Comcast, Integra and Century Link. Their COI needs to also cover their subcontractors doing work in the building.

4. Emergency repairs: We realized that emergencies may arise with telco equipment. The Tenant needs to call or visit the management office and coordinate access for emergency repair situations.

## VISITORS

Tenants are responsible for notifying any contractors, service personnel, or outside vendors working on your behalf of building rules and regulations. Visitors such as contractors, service personnel and outside vendors are required to check in with security in the main lobby and receive a badge prior to going to the designated tenant floor. A security badge will be issued and should be visibly displayed by each vendor employee at all times while doing work in the building. Any Contractor who has not signed in and is not wearing a building ID badge will be asked to leave the building.

Business customers and clients are **not required** to check in nor have Visitor Badges.

## SMOKING AND VAPING

In compliance with State Law, smoking and vaping are prohibited in the building. For the convenience of building employees who smoke, we have a designated smoking area located on First Avenue. An ash urn has been provided in this area.

As a courtesy to non-smokers and all guests, we ask that you please adhere to the following guidelines:

- Use designated smoking area and refrain from smoking at within twenty (20) feet of the building doors and windows.
- Use the smoking urn provided for disposal of ashes and cigarette butts.
- Do not discard cigarette waste on walkways, planters, or building landscaping.
- Be particularly aware of building air intake areas near the corner of First and Main.

## Chapter 5 Parking

### LOCATIONS

The One Main Place parking garage is a two-level garage located beneath the building. The entrance is located on Second Avenue. Non-reserved monthly parking spaces are available, as well as self-park visitor parking.

The garage is open and staffed between the hours of 6:00 am and 7:00 pm.

### MONTHLY

Monthly parking spaces are available as negotiated in the Lease Agreement. City Center Parking will coordinate monthly parking needs for employees. Please contact the monthly parking department at (503) 499-0719 or [PortlandCSR@CityCenterParking.com](mailto:PortlandCSR@CityCenterParking.com) for rate information and parking agreements.

## Chapter 6 Mail and Delivery Services

### U.S. POSTAL SERVICE

The U.S. Postal Service provides door-to-door mail delivery at One Main Place, and also maintains a mailroom on the 1st floor of the building where tenants can drop off mail.

### DELIVERY SERVICES

Drop boxes for FedEx and UPS are located on the 1<sup>st</sup> parking level (B-1) of the building in the elevator lobby. For information on pick-up, please contact the carrier directly.

<b>Carrier</b>	<b>Phone</b>	<b>Website</b>
Federal Express	800-463-3339	<a href="http://www.FedEx.com/us/">www.FedEx.com/us/</a>
United Parcel Service (UPS)	800-742-5877	<a href="http://www.ups.com">www.ups.com</a>

### LOCAL COURIER SERVICE

Local courier service providers servicing One Main Place include:

<b>Courier</b>	<b>Phone</b>
On-Time Delivery	(503) 255-5727
Rose City Delivery Service	(503) 232-6158
City Sprint	(503) 285-5000
Magpie Messenger	(503) 984-0331

# Chapter 7 Loading Dock

## SHIPPING AND RECEIVING

The building is equipped with a loading dock to accommodate shipping and receiving vehicles. All deliveries, including furniture, must be made through the loading dock. There is a **12' 0" height restriction**, and no semi-trailers or flatbeds are allowed or will physically fit in the dock. To coordinate use of the loading dock, please contact the building management team at (503) 295-5555. **A thirty minute maximum is allowed in the loading dock between 7:30 am and 5:30 pm, weekdays.**

Pallet jacks are not allowed beyond the loading dock. Carts and hand trucks must travel in the freight elevator only.

## LOCATION

The entrance to the loading dock is located on the west side of the building on Second Avenue.

## CONTRACTORS

All contractors must coordinate use of the loading dock through a member of the building management team.

# Exhibit A

## MOVING PROCEDURES

### **ONE MAIN PLACE**

**101 SW Main Street**

**Portland, OR 97204**

**Moving and large deliveries are prohibited during business hours.** Moving large items, such as furniture or office equipment, must be done before 7:00 a.m. or after 6:00 p.m. weekdays or anytime on Saturday or Sunday.

Tenants and their moving companies are responsible for any damage to their premises or common areas. Moving companies must supply the Management Office with a current Certificate of Insurance showing automobile, general liability and workers compensation coverage. We are not able to provide clearance until the insurance certificate is received.

We ask our tenants to please follow up with their moving vendors to ensure we receive the insurance certificate, as this is a common hold up of moving approvals.

Please follow these guidelines for deliveries or moving:

### FREIGHT ELEVATOR

The freight elevator must be used for transporting material between floors. The building is equipped with one freight elevator. This elevator will be made available for use during your move. Please contact the Management Office in advance to schedule the loading dock after 5:30 PM and before 7:30 AM. You may also request shared access of the freight elevator at this time.

The dimensions of the freight elevator are: 6'9" deep x 5'8" wide x 8'6" high. The weight capacity is 3,500 lbs.

### OVERSIZED DELIVERIES (LOADING DOCK)

All oversized deliveries should be made via the building's loading dock. It is necessary to make prior arrangements for all vehicles entering the loading dock for delivery.

Large items such as furniture and heavy items should be transported over Masonite sheets. Delivery personnel and movers must protect all doors and door frames from damage, as well as protect all flooring and carpeting with plywood or Masonite.

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## Exhibit B

### BUILDING HOLIDAY SCHEDULE

One Main Place is closed on the following national holidays:

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

# Exhibit C

## TELECOM ROOM ACCESS

All telecommunications vendors are required to receive prior approval from building management to access telephone rooms and closets. A request can be made through the service request system. Each vendor will be required to follow building procedures when on site.

Telco Access Policy: One Main Place (Applies to low voltage work only)

For work that requires access into the Building MPOE (main point of entry – phone room) or any floor level telco rooms:

1. Tenant needs to email an access request to the General Manager, Assistant General Manager and Chief Engineer at least 48-hours in advance requesting access.

The request needs to include the following information:

Vendor Name

Person/firm ordering the work

Area of the building where access is being requested

Contact telephone number for Tenant ordering the work.

2. The day of the work,

Vendor needs to check in at the security desk, get a badge and complete the Telco Vendor form. A Telco room key will be checked out after the vendor has been processed. At completion of the work, the vendor will check in the key and badge. Security will later verify that the area of the work has been properly secured.

The Vendor sign in form will list the following information: Installer's company name, name of all person's doing work at our site, cell phone number of the worker/workers and a description of what circuit is being affected.

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3. Insurance requirements. Current, fully compliant Certificates of Insurance will be maintained for all the telco providers such as Comcast, Integra and Century Link. Their COI needs to also cover their subcontractors doing work in the building.

4. Emergency repairs: We realized that emergencies may arise with telco equipment. The Tenant needs to call or visit the management office and coordinate access for emergency repair situations.

For all work scheduled, instruct your vendor to check in at the Security Desk. Afterhours access needs to be arranged (during office hours) at least one day prior to the work commencing.

## Telecommunications General Conditions – One Main Place

All proposed cable work and documentation will be reviewed by One Main Place prior to project consent.

No work shall be performed without prior consent from Building Management.

Penetrations/core drills must be approved by the Chief Engineer prior to work commencing.

Riser rooms are for One Main Place equipment only. All tenant communications boards and equipment must be mounted entirely within their suite.

Only contractors approved by One Main Place shall be allowed to pull cabling in or through the building riser closets or elsewhere on One Main Place property.

All phones and data cabling shall be installed in a manner compliant with One Main Place riser management policies which are posted in each riser room of the building.

All riser rooms are to remain clean and tidy. All contractors/vendors are solely responsible for cleanup following installation work. Any equipment left in these rooms is subject to disposal by Building Management.

All inner duct and cable used in return or supply air plenums shall be plenum rated.

All penetrations shall be fire-stopped with approved UL Labeled fire stopping. Sealant for large holes must harden to a finish ½" thick.

All cables entering the riser rooms shall be labeled clearly and indelibly with information identifying the point of origin, point of termination, Telecom Company, and date of installation. Cable labels shall be made of durable plastic or equal, secured on each respective cable. All cable runs shall be installed to code and horizontal cable runs must be ceiling anchored at least every five feet.

Should any cable routing pass through a tenant space or building common area, contractor / vendor is solely responsible for vacuuming and clean-up of related installation dust and debris. All desks and work surfaces should be drop-clothed and protected adequately prior to the commencement of any overhead work. **Access to tenant spaces that are not your space must be arranged through the property management office.**

Cables shall be labeled individually; labels on bundles will not be accepted.

All old or abandoned cables shall be removed back to their point of origin.

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