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Our building brings together the best elements of design, function and amenities to provide efficient, exceptionally finished office space for your company.

The purpose of this handbook is to familiarize our new tenants with important building procedures and services. The following text will assist you in becoming quickly acclimated to your new office space, allowing for a productive work environment.

The management at Mandalay Tower strives to provide the highest level of service to our tenants. Please feel free to contact us as your needs arise.

Please be aware that your rent is due on or before the first of every month. Per your Lease Agreement, late charges will be assessed on delinquent payments.

Checks should be made payable to Parma Mandalay Tower, LLC and all payments should be mailed to the following lockbox remittance address:

Parma Mandalay Tower, LLC

P.O. Box 865449

Orlando, FL 32886-5449 Please mail your checks with enough time to reach the lock box by the first of the month

The Mandalay Tower Management Group is a team of professionals dedicated to maintaining a quality office building. Our goal is to be cost efficient and cost effective while providing quick response time to your needs. The property management office is located in Suite 150. Please do not hesitate to contact the management office at:

Phone: 972-869-9399

Fax: 972-869-9397

Address:

220 East Las Colinas Blvd.

Suite 150

Irving, TX 75039

Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday

The following personnel are available to address your needs: **Title**

**Name**

Sr. Property Manager	Beth Parkhurst
Sr. Property Manager	Kelly K. Smith
Property Assistant	Adriana Gutierrez
Chief Engineer	Wade Reeves
Director of Security	Derrick Grant

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The building observes the following holidays. On these days normal building services are not provided and an access card is required to enter the building.

- New Year's Day
- Memorial Day Weekend

- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

Office leasing services are provided by Cushman & Wakefield. For renewal or expansion information, please contact Chris Taylor or Rodney Helm.

**Chris Taylor**

972-692-1752

[chris.taylor@cushwake.com](mailto:chris.taylor@cushwake.com)

**Rodney Helm**

972-692-1747 [rodney.helm@cushwake.com](mailto:rodney.helm@cushwake.com)

**Retail Leasing**

Security service is provided continuously, 24 hours a day, seven days a week. The Security personnel are happy to escort tenants to their vehicles within a 2 block radius. The control station is located on the 1st level of Mandalay Tower and is right next to the management office; however, it is not manned while the officer is patrolling.

To contact the officers at any time, please call 214-673-9762.

After-hours access to the building is provided by a card key entry system at any doors with a card reader, including the garage, and canal level entrances. Prior to move-in, the Property Management Office should be notified of those individuals needing an access card. An access card request form can be found in the Exhibits section of this manual. Push buttons for exiting after business hours are located on all doors.

## **Building Access**

Access into the building is standard from:

Monday-Friday: 7:00 a.m.- 6:00 p.m.

Saturday: 8:00 a.m.- 1:00 p.m.

Sunday and After Hours: Available with access card.

## **Building Operating Hours**

Except as noted herein, the building is open and all services are available from:

Monday: 7:00 a.m.- 6:00 p.m.

Tuesday: 7:00 a.m.- 6:00 p.m.

Wednesday: 7:00 a.m.- 6:00 p.m.

Thursday: 7:00 a.m.- 6:00 p.m.

Friday: 7:00 a.m.- 6:00 p.m.

Saturday: 8:00 a.m.- 1:00 p.m.

Sunday: CLOSED

Holidays: CLOSED

## **Card Access System**

Mandalay Tower uses an electronic card access system to provide controlled access to the building. Additionally, your company's office has been keyed according to a secured key plan developed for the building.

The card access system provides convenient after-hours entry into the building for authorized people. The card access system is easy to use. The after-hours building card reader is located at any door with a card reader, including the garage and canal level entrances. A plastic card, similar to a credit card, is swiped through the center of the card reader. The card reader verifies that the cardholder is authorized to enter and then releases the lock. Upon door closure, the lock and alarm will be reactivated.

The parking garage is accessed via access card reader or pulling a ticket from the machine.

Important Items About Security to Remember:

1. Do not lend your office key or access card to anyone.
2. Do not prop or hold open any entrance door.
3. Report suspicious activities to the property management office.

4. Report criminal activity directly to the Irving Police Department (Dial 911) and then to the property management office.
5. Do not leave valuables in plain view in your vehicle or within your office.
6. Ensure that your suite doors are locked once your receptionist leaves for the evening.

The building has 24-hour security coverage. After-hours access is controlled by an access card. The building is open from 7:00 a.m. to 6:00 p.m., Monday through Friday and 8:00 a.m.-1:00 p.m. on Saturday. It is closed on Sunday and all major holidays. One of Mandalay Tower's Security officers will be at the Security Desk located on the canal level or can be reached at (214)-673-9762 twenty-four hours a day, seven days a week to assist you and your visitors.

The following are some suggested procedures, which may reduce losses of personal and company property:

- All doors should be checked for proper working of locking mechanisms.
- Office keys and access cards should be issued on an "as needed" basis. Employees should sign for keys as a control measure and be instructed never to loan their key to another employee for any reason. Assign a responsible person to control keys. If an employee is terminated, please report the employee's name and card number to property management for cancellation. If a suite door key is lost or stolen, you may wish to re-key your office doors by contacting property management.
- Receptionists are the first line of control to recognize a potential intruder. It is important that they be responsible and properly trained. Reception desks should never be left unattended while the office door is open for entry. Receptionists should never leave their personal valuables unattended in the reception area. Petty cash boxes and checkbooks should be secured in another location.
- Visitors, guests, and applicants for employment should not be allowed beyond the reception desk without an escort. Arrange in advance with the property management office for after-hours visitors to the building, giving their name and the expected time of arrival. Advise visitors of the current procedure for building entry during these hours. Employees and visitors must be instructed when entering the building by use of access card not to let anyone else in. Authorized persons should understand that they must, on each occasion, follow the proper entry procedure.
- Persons providing a delivery, pickup, repair, or service of equipment should be identified and escorted. It may be advisable to appoint a person as coordinator of these functions.
- Report immediately to property management suspicious persons or activities. Also report persons loitering in a public corridor, elevator, garage, rest room or stairway, as well as unknown persons in your leased space or persons trying the doors to other spaces. It is important to provide a possible description and last known location of the suspicious individual to property management. Actual criminal activity should be reported to the Irving Police Department (911) emergency number and to property management.
- Solicitors are not allowed in the building. Please notify property management if approached by a solicitor.
- All business equipment of value on the premises, whether large or small, should be registered in a master file by serial number or marked permanently in some identifiable fashion. Employees who use personal equipment for business should also personally mark or record serial numbers. With accurate descriptions and identification, the police will be able to enter this information in the National Criminal Information Center Computer, accessible by all U. S. law enforcement agencies. Tenants removing items from the building after normal business hours must have a letter of authorization from their supervisor and make arrangements with property management in



advance. Security has the authority to challenge anyone leaving the premises with items other than personal goods.

- Employees should keep purses and other items of value locked when not in their immediate control. Do not leave small office equipment (calculators, recorders, etc.) visible on desks and tables in unoccupied offices. It is important not to place purses under desks or on floors.
- Ensure that your suite doors are locked once your receptionist leaves for the evening.

A key plan for your office is established when final construction plans are approved. Mandalay Tower is on a restricted keyway, prohibiting individuals from duplicating keys. Additional keys at a cost of \$5.00 may be requested by contacting the property management office.

Please contact the property management office at (972)-869-9399 to claim items that have been lost or found in the building.

Solicitation is not permitted in Mandalay Tower. Please contact the security personnel at (214)-673-9762. It is our policy to escort these individuals from the premises.

If a tenant receives a bomb threat, it is usually over the telephone by an anonymous caller. If you receive a bomb threat, attempt to do the following:

**Ask the caller:**

When is it set to explode?	What type of explosive did you
Where is it located?	use?
What does it look like?	What will make it explode?
Is it in a package or briefcase?	Where are you now?
Why did you place the bomb	What is your address?
there?	What is your name?

**Note the following:**

Male or Female:	Approximate Age:
Any Accent:	Callers Voice (calm, excited, drunk,
Time of day:	angry, vulgar):
Exact Wording of the	Background Sounds:
threat:	

**Call the property management office at 972-869-9399.**

**Notify your supervisor and other floor occupants.**

Since office personnel are the most familiar with their area, a quick check for suspicious packages, briefcases, etc., located in their area is the best search that can be made. Any person finding such items should immediately report it to the Fire Warden. The Fire Warden will give instructions to evacuate the floor should it become necessary. Evacuation routes and procedures should follow that of a fire evacuation.?????

**Letter & Package – Bomb Recognition Points:**

Foreign Mail, Air Mail & Special	Misspelling of common words
Delivery	Oily Stains or discolorations
Excessive postage	Partial or no return address
Handwritten or poorly typed address	Excessive weight
Incorrect titles	Rigid envelope
Title but no names	Visual distraction
Lopsided or uneven envelope	Excessive securing material (i.e. masking
Protruding wires or tinfoil	tape, string, etc.)
Restrictive	
markings, such as Confidential,	
Personal, etc.	

## Bomb Threat Checklist

A civil disorder serious enough to cause an evacuation of the building is very unlikely. However, should it become necessary to evacuate a certain floors, the procedure is the same as a fire evacuation. If a disorder takes place in your area, call the Irving Police Department at 911 and the property management office at 972-869-9399.

If the elevator should malfunction, please remain calm and use the emergency button in the elevator to report the problem. Identify which elevator you are in and its floor number. The elevator number appears on the inside of the emergency phone door. Qualified personnel will be promptly dispatched to remedy the situation. No attempt should be made to force open doors or climb out of a stalled elevator cab. If someone should become ill or panic while inside the elevator, use the phone again to advise emergency personnel of the situation.

## City Rescue Departments

### City of Irving

Sheriff's Office	911
Fire Department	911
Ambulance and Emergency Rescue	911

### Parmenter Realty Partners

Property Management Office	(972)-869-9399
Security personnel	(214)-673-9762
Building Emergency Cell Phone	(214)-673-9762

### General Emergency Numbers

Fire, Police & Ambulance	911
Management Office	(972)-869-9399

In the event of a fire, the safe and rapid evacuation of affected areas is a joint responsibility of the property management and the tenants in that area. Realizing that life safety in high-rise buildings is dependent upon the timely, accurate and specific notification to all occupants, it is imperative that the established plan is adhered to.

- In case of a fire in your area, remove anyone from immediate danger. This means the room where the fire is located or the immediate vicinity of the fire. This is not an evacuation of the

premises.

- If the alarm is not already sounding, go to the nearest fire alarm manual pull station on your floor and pull the station handle. This will alert other occupants on your floor, one below and one above, as well as the Irving Fire Department. DO NOT attempt to extinguish a fire yourself until an alarm has been activated
- Call the property management office at 972-869-9399. Alert your supervisor and all other occupants on your floor.
- Once you have reported the fire, attempt to extinguish it only if it is small and the conditions do not pose a personal threat.
- Close, but DO NOT LOCK all interior doors when evacuating. Turn off all electrical equipment except lights.
- Proceed to the nearest stairwell exit and move at a steady, but safe pace down the stairwell. Occupants should proceed single file staying close to the outside of the stairwell. As evacuees approach the next landing, they should be prepared to move to the center (toward the inside) of the stairwell, if necessary, to allow any evacuees from that level to move to the outside of the stairwell. DO NOT ENTER THE RESTROOMS AND DO NOT USE THE ELEVATORS AS A MEANS OF EVACUATION. Fire Department personnel will advise if certain elevators may be used for the evacuation of persons with disabilities.
- If caught in smoke, take short breaths, breathe through your nose and crawl to escape. Air is better near the floor.
- Once you have exited the building, proceed to the area designated for you by your Fire Warden to report that you have safely evacuated the building.

## **LIFE SAFETY PLAN:**

A complete Life Safety Plan is attached for your convenience. Each tenant is also provided with a floor plan showing locations of stairwells and exits. A specific evacuation plan for your suite should be developed for your office, in conjunction with building procedures. Your plan should include a check-in location where all employees are to meet after they have exited the building. All of your employees should be familiar with this plan. Please post it in a conspicuous place so that it is obvious to all exiting the office.

- A minimum of two Manual fire alarm pull stations are located on each floor near the building stairwells. The fire alarm enunciator panel is located at the security desk in the Lobby, which indicates the floor the alarm has triggered. When a pull station is activated on your floor, you will hear an audible alarm, see a corresponding strobe light alarm and hear the automatic evacuation announcement. The alarm is designated to sound on the floor where the alarm was triggered, the floor below and one floor above. The automatic evacuation message will be heard on the floor where the alarm was triggered, and one floor above and below. Additionally, you may hear the alarms echoing throughout the stairwells and elevator shafts. Should you hear this alarm, do not hesitate to begin evacuating the building to the ground floor.
- Smoke Detectors are located throughout the building, including the elevator lobbies, in front of the freight elevators, in the building equipment rooms and throughout tenant suites. Smoke/heat detectors are also located in all mechanical rooms throughout the building. In case of either fire or smoke, these detectors will automatically turn off the air conditioning systems, trigger the fire alarm and register on the fire alarm panel as above.
- Automatic Fire Sprinklers are located throughout the building. The entire building and parking garage is covered to provide safe passage to the fire exits. If a fire sprinkler is triggered, it will register on the fire alarm panel as above.

- Smoke resistant stairwells are located on both the Northeast and Southwest corners of the building. Stairwells are your safest haven, fire resistant and safe from smoke, provided the doors are not propped open.
- Two ABC Dry Chemical Fire Extinguishers are located inside each stairwell doorway. Fire extinguishers may also be located in each tenant suite. Tenants will need to ensure that all employees are trained in their use.
- An Emergency Public Address System provides for instantaneous one-way communication, from the Fire Control Room, throughout the building. This system will be used during an emergency and/or evacuation drill to communicate instructions to tenants. It will also be used periodically to conduct equipment tests.
- The Central Alarm Panel is located at the lobby and street level in the Fire Control Room and is activated whenever an alarm condition exists anywhere in the building. The panel will identify the alarm type and its location for any problem. Parmenter Realty Partners' property management staff and the security staff have been thoroughly trained on reading this panel and executing the proper actions for any given emergency.
- The Compartmental Design of the building is intended to prevent fire from spreading from one office space to another. Fire-rated walls are designed to contain the fire in the area it starts.
- All air conditioning ducts contain Fire Dampers to slow the spread of fire/smoke through the air conditioning system.
- Power Supply to the building is centrally controlled for emergency shutdown.
- An Emergency Diesel Generator powers all exit lights, emergency lights, fire pumps and elevators in the case of power loss.
- All Stairwells are equipped with Battery back-up lighting in the event all power and/or emergency generator service is interrupted in the building.
- An external Siamese Standpipe Connection is available for easy connection to the City's fire trucks for emergency back-up service to the building fire pumps.
- Security guards are equipped with portable radios and are on duty 24 hours, 7 days per week.

## SAFETY ORGANIZATION

**Life Safety Director:** The Life Safety Director, a member of the property management staff, reports directly to the Fire Department for the supervision and maintenance of the entire Life Safety program.

**Life Safety Team:** The Life Safety Team consists of members of the property management and security staff. While on duty, all of these people carry two-way radios that allow them to receive immediate notification in the event of an emergency.

**Fire Warden:** The Fire Warden is a tenant employee, holding a position of sufficient authority, to ensure the proper response by suite occupants. They will take charge of the emergency plan and operation of the suite and coordinate the efforts of the Life Safety Team and Fire Department.

**Assistant Fire Warden:** The Assistant Fire Warden is a tenant employee who will assume the duties of the Fire Warden in the event he/she is absent or unable to perform her/her duties. They will ensure that their portion of the floor has been searched and that they have accounted for each person and everyone had been directed to the primary evacuation stairwell.

**Disability Aide:** The Disability Aide will assist with the safe evacuation of persons requiring assistance. They will stay with the person until the emergency is over.

**FIRE WARDENS RESPONSIBILITIES:**

The Fire Warden is a tenant employee holding a position of sufficient authority, to ensure timely and proper response by suite occupants.

- The Fire Warden must be familiar with the Emergency Evacuation Plan.
- Fire Wardens will review and study the floor plan for his/her suite, the number of suite occupants and the number of exits for the purpose of dividing the population into groups or squads and to formulate the traffic patterns for a timely and proper evacuation in both primary and secondary exits.
- Periodically, Fire Wardens shall make checks to prevent any accumulation of combustible materials in the entrances, exits, lobbies, corridors and aisles of his/her suite.
- Each Fire Warden shall be responsible for the Assistant Fire Wardens and all Disability Aides (if necessary).
- Fire Wardens shall have available, a current list of all persons with disabilities and their aides. This list shall include locations of both the disabled person and their aide. This list should be updated monthly and a copy given to the property management office. It is the responsibility of the Fire Warden to assign Disability Aides to each disabled person in your suite and to insure that they are evacuated to the interior of the stairwell for rescue by fire fighters or other building personnel.

**During an emergency:**

- Take up positions in the corridor by the appropriate stairwell exit.
- Instruct Assistant Fire Wardens and searchers to immediately inspect their assigned area, including restrooms, and report their findings.
- Insure that the Disability Aides have located the people they are assigned to and that they have sufficient help in moving them to the interior of the stairwell.
- Before opening any stairwell door, it should be checked to make certain that it is not hot. **DO NOT OPEN A HOT DOOR.** If the door is not hot and the stairwell does not contain heavy smoke, have all floor occupants proceed down the stairwell at a steady but safe pace.
- After arriving at your designated assembly area outside the building, perform a head count. If an employee is unaccounted for, you should proceed to the Evacuation Command Post to advise the Safety Director that an employee cannot be accounted for.

**ASSISTANT FIRE WARDENS RESPONSIBILITIES:**

- Each Assistant Fire Warden is responsible for assisting the Fire Warden to whom he/she is assigned.
- The Assistant Fire Warden must be familiar with the Emergency Evacuation Plan and the location of all exits.

**During an emergency:**

- Immediately go to the appropriate stairwell exit. If the Fire Warden is not present, then assume the duties of the Fire Warden.
- If the Fire Warden is present, check to make sure that all interior doors are closed in your suite. Close, but **DO NOT LOCK**, all interior doors when evacuating. Turn off all electrical equipment except lights.
- Be certain all personnel have been evacuated before leaving your floor to report to your

- designated area.
- Report to your Fire Warden any personnel that cannot be accounted for.

## **DISABILITY AIDE'S RESPONSIBILITIES:**

Every person with a disability shall have at least one aide who works in his/her office assigned to assist him/her in the event of an evacuation. In most incidences, it will only be necessary to move the person into the stairwell for safety. They must stay with the person until the emergency is over.

### **During an emergency:**

- All disabled individuals should be helped to the stairwell closest to the freight elevator so they can be evacuated from the building if an emergency does arise.
- As soon as the emergency situation is confirmed, management personnel will man the freight elevator and will manually control the elevator in order to effectively evacuate those persons requiring assistance from each floor (unless directed otherwise by the Fire Department or conditions exist preventing this as a means of evacuation. In that event, the Fire Department will assume responsibility of the evacuation procedures).
- Property management or the Fire Department should be notified immediately if there are handicapped, elderly, pregnant women or anyone else requiring assistance in your suite or on your floor. This will save time and ensure the safety of those people.

## **SAFETY PERSONNEL**

Each tenant will select responsible and dependable employees to be designated for positions of Fire Warden, Assistant Fire Warden and Disability Aide. These individuals should be personnel who remain in the office on a daily basis.

## **EVACUATION COMMAND POST**

In the event of an emergency, the property management office will establish a Command Post across the street from the Las Colinas Blvd. entrance, at the Omni hotel. Further orders and instructions will be issued. In the event that it is not safe to remain in close proximity to the building, the Command Post will progress East on Las Colinas Blvd., stopping at the closest, safe distance from the building.

## **NOTIFICATION OF NEED TO EVACUATE**

You may be alerted to evacuate by a message transmitted over the building's emergency paging system or word of mouth from your Fire Warden, a member of Security or the property management office.

It is imperative that panic is avoided and any evacuation move be made as smoothly as possible. Upon notification, all occupants in the building should not hesitate to begin evacuating the building.

In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by property management personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as a result of a flood. The second priority is to

discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

Parmenter Realty Partners recommends that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

**Department of Homeland Security**

<http://www.dhs.gov/dhspublic>

**Federal Emergency Management Association**

<http://fema.gov/>

**American Red Cross**

<http://www.redcross.org/>

**Center for Diseases Control and Prevention Emergency Preparedness and Response**

<http://www.bt.cdc.gov/>

**Preventing the Flu**

Local media outlets will provide important information during an emergency situation.

Should a medical emergency arise, you should contact 911 regarding the emergency. Inform the dispatcher about the location of the victim, including the floor and office number, as well as the nature of the injury or illness, if known. If the injured person is in no immediate danger, he or she should not be moved. Improper handling of the victim can aggravate many types of injuries. Please notify the security desk (214-673-9762) as well as the property management office (972-869-9399) immediately thereafter to expedite the arrival and departure of the emergency medical team. The building staff will be alerted regarding the arrival of emergency vehicles. We will make arrangements to facilitate the emergency team's access to those needing assistance.

The emergency lights in your office space, corridors, elevators and stairwells will activate automatically if the building has a power failure. Power failures are normally for a short period of time, and it is best to remain in your work area if possible. Property management will notify you of the status of the outage if it becomes lengthy.

**Power Outage**

- In the event of a power failure, all electrical systems in the building will go off for approximately two or three seconds and then the emergency generator power system will supply electricity to minimal corridor lighting, emergency stairwell & exit lighting and fire pumps.
- The elevators are automatically recalled to the ground floor to let out anyone who may be trapped inside. The generator will power one elevator cab per elevator bank to be recalled to the ground floor. Once that elevator has reached the ground floor, the generator will energize the next



elevator in each bank until all elevator cabs have reached the ground. Please note this process is time consuming and the elevator you may be in might be the last in line to be energized. All elevators cabs are equipped with battery back-up lighting.

- All stairwell doors will unlock allowing free access from floor to floor by way of the stairwells.
- Once all the elevators have reached the ground floor, the freight elevator can be manually operated to assist in the evacuation of handicapped, elderly persons, pregnant women or any other individual requiring assistance.
- Each tenant should have a battery-powered transistor radio so that they may listen to the local news in the event of an area wide blackout. Please remember to check radio batteries regularly.
- Tenants should turn off all electrical equipment in their suites to prevent an electrical surge that could potentially damage such equipment, once power is restored.
- In the event that a tenant has an emergency, they may call the property management office or security desk for assistance.
- For general information concerning the blackout, tenants can send one individual to the security desk in the Lobby to find out the status of the situation or stay tuned to the radio if the blackout involves a major area of the City.

## **Restoration of Power**

- When power is restored, all emergency systems will go off for approximately two or three seconds and then all systems will be restored to regular power.
- Regular elevator service will resume.
- The building HVAC system will energize. Please remember that although it will immediately be turned on, the air conditioning system may take some time to cool the building. This is especially true if the blackout lasts a few hours.
- Individual tenant problems will be corrected. Due to the amount of power passing through the building when the power is restored, circuit breakers may be tripped. If a tenant does not have total electrical supply restored to their suite, they should contact the property management office and someone will be dispatched as soon as possible.

## **Emergency Generator**

In the event of a power failure (see section in this manual), Mandalay Tower has a 750 kilowatt emergency diesel generator, which will supply electricity to emergency lights, the Fire Alarm system, the fire pumps and restricted elevator cabs. This system does not power electrical outlets, HVAC systems or normal lighting.

## **Terms to Know**

- FLASH FLOOD WATCH – means a flash flood is possible in the area; stay alert.
- FLASH FLOOD WARNING – means a flash flood is imminent; take immediate action
- HURRICANE WATCH – issued for a coastal area when the storm is a threat of hurricane conditions within 24-36 hours.
- HURRICANE WARNING – is issued when hurricane conditions are expected in a specific coastal area in 24 hours or less. Hurricane conditions include sustained winds of 74 miles per hour (64 knots) and/or dangerous high tides and waves. Actions to protect life and property should be rushed to completion after the warning is issued.
- HURRICANE EYE – the relatively calm area near the center of a hurricane, which takes from

several minutes to an hour to pass, depending on how fast the hurricane is moving and the size of the eye. The calm ends suddenly as the winds return from the opposite direction, possibly with even greater force. The most intense winds blow closest to the eye and are the strongest Northeast of the eye.

- **SMALL CRAFT ADVISORIES** – when foul weather threatens a coastal area, small craft operators are advised to remain in port or not to venture into the open sea.
- **STORM SURGE** – a great dome of seawater, often 50 miles across, that seeps across the coastline inundating that land with up to 15 feet of water. The ocean level rises as a hurricane approaches; peaking where the hurricane eye strikes the land gradually subsiding after the hurricane passes.
- **TROPICAL CYCLONES** – are cyclone circulation originating over tropic waters, classified by form and intensity as follows:
  - **TROPICAL DISTURBANCE** – a moving area of thunderstorms in the tropics that maintains its identity for 24 hours or more, a common phenomenon in the tropics.
  - **TROPICAL DEPRESSION** – rotary circulation at surface, highest constant wind speed 38 miles per hour (33 knots).
  - **TROPICAL STORM** – distinct rotary circulation, constant wind speed ranges 39-73 miles per hour (34-63 knots)
- **HURRICANE** – pronounced rotary circulation, constant wind speed of 74 miles per hour (64 knots) or greater.
- **TORNADOS** – spawned by hurricanes sometimes produce severe damage and casualties. If a tornado is reported in your area, a warning will be issued.

## TIPS

### Hurricane Preparation

- The hurricane season is from June 1 thru November 30.
- Business should be aware of measures they can take to protect their facilities and employees. The primary objective should be to ensure that the business can continue to function after a hurricane has threatened the area. Without a complete plan to protect the business, a quick recovery from a hurricane will be difficult.
- All business-hurricane plans should include employee's responsibilities at work and home, an emergency management team, communication lines and insurance coverage.
- Since planning for a hurricane is a year-round task, the plan should be updated annually. The hurricane update plan should include: employee updates, implementation of plan and insurance policy updates.

### Business Protection

- Identify and protect vital records and electronic equipment. Back up all key files.
- Employees should be informed when they'll be released from work and when they should return. Give employees enough time to secure their homes and families.
- Develop a 24-hour Emergency Contact List with phone numbers of key employees.
- Since many employees will need money immediately after the storm, consider paying them before they leave to prepare their homes.
- Review the company's insurance policy and make sure it provides adequate coverage.
- Establish a temporary location for business operations in case your facility is damaged.

Many hazardous materials do not have a taste or odor. Some material can be detected because they cause physical reactions such as watering eyes or nausea. If you suspect a chemical threat of any kind, please follow the established plan.

1. Seal off area affected where the chemical threat has occurred. Do not attempt to move any objects that may have been contaminated.
2. Notify the Fire Department, Hazardous Materials Division at 911 by reporting: "We have a possible chemical threat on the \_\_\_\_ floor of the Mandalay Tower, 220 E Las Colinas Blvd."
3. Notify the property management office at 972-869-9399. Alert your supervisor of the situation.
4. Once you have reported the threat and closed off the effected area, have any employee that has come into contact with the chemicals wash their hands thoroughly.
5. The Fire Department will give you further instructions to follow.

If it becomes necessary to evacuate, the procedure is the same as a fire evacuation.

All tenant suite signage must be building standard and ordered through the property management office. The Property Manager must approve all signage on the interior or exterior of the building, whether permanent or temporary, in writing in advance. The building directories are located in the Lobby adjacent to the security desk. After the initial listing on the directory, all changes or amendments must be reimbursed by the tenant. Please notify the property management office of any changes.

- These services are provided after building operating hours Monday through Friday.
- All common areas, including restrooms are kept neat and clean throughout the day by uniformed day porters.
- Nightly janitorial services for the building are provided Monday through Friday after building operating hours. These services include nightly trash removal, replacement of trash liners, vacuuming, dusting of furniture and window ledges, and cleaning of tile flooring surfaces.
- Trash generated during the workday will be removed by the building janitorial service. Trash items should be kept within the office. No items should be placed in the hallways, stairways or freight vestibules.

**Some procedures not included in nightly cleaning are:**

- Cleaning personnel are instructed not to disturb paperwork or articles left on desks or furniture.
- Special wall fabrics will not be cleaned unless specifically requested.
- All trash not in trashcans should be clearly identified with trash stickers provided by the management office. Any questionable items will not be thrown away.
- Computer equipment will not be cleaned.
- The washing of dishes and the cleaning of refrigerators and microwaves in break rooms will not be done by the janitorial service.

**Special cleaning requests should be made through the property management office.**

Your moving company should remove trash items generated by your move-in, such as boxes, wall protection, pallets and packing materials. Old records and files should be purged prior to the move to save your company time and money.

Movable trash bins are available for tenant use. A day porter may remove the trash from your suite during the day (as available) for a fee of \$25.00 per hour with a one-hour minimum requirement.

All elevators operate during building operating hours. During non-business hours, one elevator per elevator bank is designated as an after-hours elevator.

**After Hours: Monday - Friday**

- Passenger Elevators: need access card to operate elevators
- Parking Elevators: 24 hour access

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from the property management office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at [www.adobe.com](http://www.adobe.com).

- [Building Rules and Regulations](#)

## **Heating and Air Conditioning Hours**

Hours of operation are 8:00 a.m. to 6:00 p.m. Monday through Friday and 8:00 a.m. to 1:00 p.m. on Saturday.

Mandalay Tower 1 is equipped with a state-of-the-art energy management system, which provides heating and air-conditioning from 8:00 a.m. to 6:00 p.m. Monday through Friday and from 8:00 a.m. to 1:00 p.m. on Saturday. Temperature sensors strategically placed in your office space control temperature. From time to time, adjustments to the computer controls may be required. Any discomfort with the temperature in your space should be reported to the property management office (972-869-9399). Please do not adjust the temperature sensors without the assistance of a building technician.

If you require HVAC service after normal business hours, please call the property management office no later than 3:00 p.m. on the day required. You will be billed at the current rate of \$50.00 per hour of additional service.

[Click here to download an after-hours HVAC request](#)

Tenants control the lighting within their office spaces. The janitorial personnel are instructed to turn off all lights in your suite upon completion of their cleaning duties.

After building operating hours, some of the lights in the common areas are automatically turned off. If you wish to turn these lights on after building operating hours, you may do so by using the remote telephone interface or by contacting the Security personnel at 214-673-9762.

## [Loading Dock Rules Mandalay](#)

### **LOADING DOCK HOURS**

Dock hours are 5:00 a.m. to 8:00 p.m. Monday through Friday.

**LOADING DOCK AND SERVICE ELEVATORS:** A two-bay loading dock is located off of Las Colinas Blvd., across the street from the Omni Hotel.

The freight elevator operates 24 hours, 7 days a week. The freight shuttle cabs' dimensions are 48" wide x 84" high x 99" deep. The freight elevator cab's dimensions are 65" wide x 96" high, with a capacity

level of 4,500 lbs. Use of the passenger elevators for deliveries (including intra-office) is strictly prohibited. Wheeled carts, hand trucks, boxed goods and the like are not permitted under any circumstances in the passenger elevators.

**The following are some hints for expediting deliveries:**

- Large deliveries, such as furniture, must be arranged with security in advance to ensure availability of the freight elevator.
- Deliveries cannot be made during the hours of 8:00 a.m. - 5:00 p.m. due to a high volume of traffic.
- All after-hours or weekend deliveries should be registered with the security prior to 3:00 p.m. each day. Weekend deliveries must be scheduled by 3:00 p.m. on the preceding Friday. The security personnel are instructed not to allow after-hours deliveries without prior notification.
- Instruct all of your vendors, couriers and express mail carriers to use the dock entrance and freight elevator.
- Ask your delivery service to observe all fire lanes, no-parking areas and pedestrian walks.

## **MAIL CENTER**

The mail center is located in the lower level and accessible with a mailroom key, issued by the property management office. Mail is delivered by the [U.S. Postal Service](#) Monday through Saturday after 3:00 p.m.. Mail pickup is scheduled from 5:00 p.m. daily except Sundays and holidays.

## **MAILROOM AND EXPRESS MAIL SERVICES:**

Mandalay Tower has a mail facility operated by the [U. S. Postal Service](#). It is located on the Canal level. The facility is open 24 hours a day, seven days a week for normal delivery and pickup. Postal services at this facility are limited to mail pickup and delivery as well as a stamp machine maintained by the [U. S. Postal Service](#). Mail is generally delivered before 3:00 p.m. daily except Sundays and holidays.

Each tenant is assigned a mailbox prior to the move-in and is provided with two mailbox keys as well as two mailroom keys. Additional or replacement keys must be acquired for an additional charge through the property management office as these mailbox locks are on a restricted keyway, preventing the duplication of the keys.

Express mail service boxes (currently [Federal Express](#)) are also located in the mailroom on Canal Level.

You can access the Angus AnyWhere™ Tenant Service System directly through this website by clicking on the Tenant Services link on the navigation menu bar above, or by clicking on the link below:

[Tenant Services](#)

Common areas are sprayed each month. There are monthly visits at which time spraying inside of suites is done on an “as needed” basis. If you require such service, please contact the property management office at 972-869-9399.

**RECYCLING PROGRAM:** The Mandalay Tower recycling program utilizes the nightly janitorial service in the implementation of the comprehensive program to reclaim all recyclable paper. Tenants are provided with under-desk recycling bins, which are emptied nightly. Copy centers and administrative areas may be provided with a large vertical bin to accommodate greater daily capacity. Once the recyclable paper is removed from the tenant space, a designated recycling company removes it from the building. Should you require additional recycling bins, please contact the management office. (972-869-9399)

**Items that may be recycled include:**

- Computer paper
- White office paper
- Copy paper (all colors)
- Forms
- Manila File Folders
- Fax Paper

**Items that may NOT be recycled include:**

- Tyvek (White Mailing Envelopes)
- Magazines
- Cardboard
- Carbon paper
- Hanging folders
- Typewriter ribbons
- Mylar (Transparencies) and vellum

Mandalay Tower offers both car washes and detailing. For more information contact security at the desk located on the canal level, or at 214-673-9762.

ATM: An ATM is available inside Towers East Deli located on the canal level of Mandalay Tower. A small processing fee will be charged per transaction.

There is one parking garage available for tenant use. Access to the parking garage is controlled by the use of an access card. This card controls the garage and/or building access. All card requests must be submitted by the Suite Representative. Only the submitting Suite Representative may pick up and sign out access cards.

There will be a short delay about two (2) seconds] and the gate will open. It is important that you do not wave the card too fast in front of the reader as this may cause the reader to malfunction. It is also important that when entering or exiting, allow the gate to start down from the car in front of you before using your card. This allows the system to reset itself for each car.

If your card fails, each card reader location has a built in "help" button. Simply push the green button, and a Security Officer who can provide assistance will be alerted. Please note that cards are issued for your use only. Utilizing a card for more than one person will result in permanent termination of parking privileges. There may be a charge for replacement of broken or damaged cards. However, there will be a \$25 charge for replacement of lost cards. If an access card is lost or an employee is terminated, immediately notify the Management Office so that use of the card can be terminated to prohibit unauthorized persons from gaining entry to the garage or building. Vehicle identification will be required before an access card can be issued. Any change in vehicle information must be reported to the Management Office for security purposes. Cards must be obtained through your employer. Report any changes and/or updates to Security or the Management Office.

Rules & Regulations: The following rules and regulations are designed to enhance the efficiency of the parking garage system as well as protect our tenants from accidents or damage to cars. Please observe these rules for your convenience and safety as well as other individuals: Any unauthorized or improperly parked vehicles are subject to be towed at the owner's expense. The garages have a speed limit of 5 miles per hour. Please follow this for your safety and the safety of others. Only compact cars are to be parked in spaces designated as compact. No car should occupy more than one space. All others are subject to towing at the owner's expense. For your protection, please advise the Management Office if there is a change in your license plate. This will enable parking personnel to notify you if there is a problem with your car (for example: flat tire, lights left on, doors unlocked, etc.) Handicapped parking is located on levels 1, 2 and 3 of the parking garage. If you need temporary handicapped parking access, please contact the Management Office at 972-869-9399. Use of the parking facility for vehicle storage is prohibited and will result in the towing of the stored vehicle at the owner's expense. If you have any questions regarding parking, access cards or facilities, please call the Management Office at 972-869-9399.

Short Term Parking As a reminder, 2 Hour Parking is for building visitors only. Cars parked in visitor spots for longer than the allowed time may be cited, booted and/or towed at the owner's expense and liability. Handicap Parking Please do not park in areas reserved for handicapped drivers and passengers. Also,



please inform messengers and other short term visitors to your suite not to park in the handicapped parking spaces. Cars parked in these areas that are not equipped with a handicapped license plate or hanging tag will be cited, booted and/or towed. Thank you for adhering to these guidelines. No Speeding! For your safety and the safety of all of our tenants, please remember to adhere to the posted speed limits in the building's driveway and parking areas. Thank you in advance for your cooperation!

Click on the links below to download the parking agreement forms:

- [Reserved Parking Agreement Form](#)
- [General Parking Agreement Form](#)
- [Forsyth Parking Agreement Form](#)
- [Buddy Parking Agreement Form](#)

### **CANAL SIDE CAFE**

Canal Side Cafe is located in Mandalay Tower on the canal level. This deli offers breakfast, sandwiches, salads, hot daily specials, and convenience store items. They accept catering orders for Tenants at Mandalay Tower. They are open Monday - Friday from 7:00 a.m. to 4:00 p.m.

### **THE CELLAR**

The Cellar is located in Mandalay Tower Retail. The Cellar offers American fare and has a fully stocked bar. Their hours are:

**Mon.** 3 pm - 11 pm

**Tues-Fri** 3 pm - 2 am

**Sat.** 12 pm - 2 am

**Sun.** 12 pm - 11 pm

### **SUBZ N STUFF**

Subz n Stuff is located in Mandalay Tower Retail. Subz N Stuff offers hot and cold sandwiches. They are open 7 days a week from 8:00 am - 8:00 pm.

### **UNDERGROUND INDIAN CUISINE**

UIC is located in Mandalay Tower Retail. UIC offers a daily lunch and dinner buffet. Their hours are:

Monday to Thursday :

11 am to 2:30 pm & 5 pm to 10 pm

Friday :

11 am to 2:30 pm & 5 pm to 11 pm

Saturday :

11 am to 3 pm & 5 pm to 11 pm

Sunday :

11 am to 3 pm & 5 pm to 10 pm

**Construction Or Service Work:** Any construction, service or repair work, as well as the contractors performing such work, must be approved in writing by the property management office. These individuals must provide evidence of appropriate insurance and license (as required) as well as being reputable. All vendors and contractors must abide by building rules and must sign in at the security personnel's desk upon arrival and departure. All after-hours work must be scheduled through the property management office, particularly should the security personnel be required to provide the contractor with access to the tenant suite.

- No items are to be placed on any window sills or mullions. Drywall screws or studs are not to be secured to mullions.
- Carpet shall be placed in lobby area to prevent dust from being tracked into the elevators.
- Construction personnel may not ride the passenger elevators or the parking garage elevators for any reason. The freight elevator is the only elevator available for construction personnel.
- Construction personnel are to use bathrooms designated by the Landlord.
- If any construction work is being done after the building is closed for the evening, or on the weekends, there must be a supervisor on the job. The supervisor must be an employee of the General Contractor. The property management office must be notified prior to after-hours construction, 972-869-9399.
- Fire sprinkler lines may not be drained unless prior authorization is given from the Chief Engineer.
- Smoke detectors must be bagged during the day. An individual must be appointed fire watch. It is the General Contractor's responsibility to ensure all smoke detectors and fire sprinkler systems are in proper working order at the end of each day.
- Only rubber door stops are to be used to hold open any building standard door. NO EXCEPTIONS.
- No trash is to be stored on any other floor of the building.
- The construction area is to be kept free of excessive amounts of trash and removed as directed by property management.
- Trash can only be removed after-hours. A dumpster can be placed at the loading dock between 6:00 PM and 6:00 AM and on weekends. This must be coordinated with the property management office.
- No building dumpster may be used without prior approval. The General Contractor is responsible for removing trash from the building.
- Core drilling is allowed before 8:00 AM and after 6:00 PM, Monday through Friday, if property management has given prior approval. No core drilling between 8:00 AM and 6:00 PM Monday through Friday.
- An inventory list must be given to the property management office upon starting the build-out space to ensure enough inventory is available. (If applicable)
- Review mechanical plans with the Chief Engineer prior to tenant move-in.
- Provide test and balance reports to the Chief Engineer prior to tenant move-in.
- All electrical circuits must be labeled.
- A list of all subcontractors must be submitted to the property management office.
- Unloading of materials through the loading dock is permitted, however, daily parking for any vehicles is unavailable.
- Insurance as required by the attached schedule must be provided to the property management office
- Any questions or comments on the above guidelines may be directed to Kelly Smith, Property Manager at 972-869-9399.

## Loading Dock Rules Mandalay

Mandalay Tower has adopted the following rules and regulations for the care, protection and benefit of the building and for the general comfort and welfare of all tenants.

- The sidewalks, entrances, passages, halls, elevators and stairways shall not be obstructed by Tenant or used by Tenant for any purpose other than for ingress and egress to and from the Project and Tenant's Premises.
- Restroom facilities, water fountains, and other water apparatus shall not be used for any purpose other than those for which they were constructed.
- Landlord reserves the right to designate the time when freight, furniture, goods, merchandise and other articles may be brought into, moved or taken from Tenant's Premises or the Project.
- Tenant shall not put additional locks or latches upon any door without the written consent of Landlord. Any and all locks so added on any door shall remain for the benefit of Landlord, and the keys to such locks shall be delivered to Landlord by and from Tenant.
- Landlord shall not be liable for injuries, damage, theft, or other loss, to persons or property that may occur upon, or near any parking areas that may be provided by Landlord. Tenants, its agents, employees, and invitees are to use same at their own risk, Landlord to provide no security with respect thereto. The driveways, entrances, and exists upon, into and from such parking areas shall not be obstructed by Tenant, Tenant's employees, agents, guests, or invitees; provided, however, Landlord shall not be responsible or liable for failure of any person to observe this rule. Tenant, its employees, agents, guests and invitees shall not park in space(s) that may be reserved for others.
- Tenant shall not install in the Premises any heavyweight equipment or fixtures or permit any concentration of excessive weight in any portion thereof without first having obtained Landlord's written consent.
- Landlord reserves the right at all times to exclude newsboys, loiterers, vendors, solicitors, and peddlers from the Project and to require registration or satisfactory identification or credentials from all persons seeking access to any part of the Project outside ordinary business hours. Landlord will exercise its best judgment in the execution of such control but will not be liable for the granting or refusal of such access.
- Landlord reserves the right at all times to exclude the general public from the Project upon such days and at such hours as in Landlord's sole judgment will be in the best interest of the Project and its tenants.
- No wires of any kind or type (including but not limited to T.V. and radio antennas) shall be attached to the outside of the Project and no wires shall be run or installed in any part of the Project without Landlord's prior written consent.
- Landlord shall furnish a reasonable number of door keys or electronic access cards or both to Tenant's Premises or the Building or both which will remain the property of Landlord and will be subject to replacement or discontinuance at Landlord's option. If not sooner replaced or discontinued, all keys and access cards will be surrendered on termination or expiration of the Lease. Tenant shall get keys and access cards only from Landlord and shall not obtain duplicate keys or access cards from any outside source. Further, Tenant shall not alter the locks or electronic access equipment or effect any substitution of the same as are being used in Tenant's Premises or the Building.
- Tenant shall keep all doors to Premises closed at all times except for ingress and egress to the Premises.
- All installations in the Common Telephone/Electrical Equipment Rooms shall be limited to terminal

boards and connections. All other electrical equipment must be installed within Tenant's Premises.

- It is expressly understood and agreed that any item of any nature whatsoever placed in common areas (i.e. hallways, restrooms, elevators, parking garage, storage areas and equipment rooms) are placed at the Tenant's sole risk and Landlord assumes no responsibility whatsoever for any loss or damage as regards same.

[Click here to download a comprehensive copy of building rules and regulations](#)

According to the fire safety regulations all Christmas trees used in the building for the holidays must be treated with a fire retardant. They must also have a tag indicating the treatment. We ask you to comply with this when selecting a tree for your office for the overall safety of the building.

The loading dock/freight elevator should be used to deliver and remove the Christmas trees. Please call the loading dock at 972-869-9399 to arrange any deliveries. Also, you are responsible for removing live Christmas trees from the building. Christmas trees may not be placed in the building trash compactor or left in the freight vestibule or Loading Dock.

In order to cause as little disruption as possible to the work day, all tenant moving must be done after hours and scheduled with the property management office. Please call the property management office with any questions you may have.

Mandalay Tower is a non-smoking building. For the convenience of our tenants who smoke, we have designated a smoking area and bench located under the bridge at Mandalay on the canal level. Urns are in this area for the disposal of ashes and cigarette butts. Please refrain from disposing of cigarettes in building planters, landscaping, walkways or the waterway. Smoking is prohibited in all tenant suites, public areas, common areas, parking garage, building entrances, lobbies, restrooms, and stairwells. The City of Irving also prohibits smoking within 40 feet of a public entrance to a building and in the dock or dock entrance. We appreciate your cooperation in adhering to these guidelines and in using the designated smoking areas.