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# TENANT HANDBOOK

## BUILDING LOCATION

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The Hallmark Building is located at 13873 Park Center Road, Herndon, VA 20171.

The headquarters of BECO Management, Inc. (BECO) is located on the second floor of the BECO Building West, 5410 Edson Lane, Suite 200, Rockville, MD 20852.

## HOURS OF OPERATION

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The Hallmark Building hours are 6:00 a.m. to 6:00 p.m., Monday through Friday.. You will need an access card to enter the building outside of those hours.

The Hallmark Building will be closed on the following observed legal holidays:

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

BECO will send you notification prior to the holiday reminding you the building will be closed, or of any changes to our normal holiday observance.

## HEATING AND AIR CONDITIONING

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The heating, ventilating and air conditioning system (HVAC) in your building is designed to control individual floors and offices independent of the rest of the building. The HVAC system is automatically controlled by a computerized energy management system, which is monitored and controlled by the building engineer.

Heating and air conditioning are provided in season, Monday through Friday from 8:00 a.m. to 6:00 p.m. Heating and air conditioning are not provided on observed holidays.

A tenant may arrange to have heating or air conditioning provided on holidays, weekends or after normal hours of operation by placing a service request at [www.mybeco.com](http://www.mybeco.com) twenty-four (24) hours prior to the requested service. Services are billed on a per hour basis with a four hour minimum. The current cost is \$25 per hour.

## MAINTENANCE AND SERVICE REQUESTS

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The Hallmark Building has a staff of engineers who routinely deal with the maintenance and operation of the building's mechanical, electrical and plumbing systems. Service requests can be made 24 hours a day via the MyBECO Portal ([www.mybeco.com](http://www.mybeco.com)) or during normal business hours to BECO headquarters' receptionist (301-816-1500 or 800-967-BECO). All service requests will be logged and directed to your engineer who will respond to your needs.

# TENANT HANDBOOK

## AFTER HOURS SERVICE REQUESTS

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After hours service requests can be made via the MyBECO portal ([www.mybeco.com](http://www.mybeco.com)) which can be accessed 24 hours a day.

In case of an after-hours emergency you can also call our answering service who will contact “on-call” personnel as appropriate to respond to your needs. Please call (301) 816-1500 or (800) 967-BECO and follow the recorded instructions.

## MYBECO PORTAL

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MyBECO ([www.mybeco.com](http://www.mybeco.com)) is an innovative, web-based, portal designed for your convenience. You can utilize [www.mybeco.com](http://www.mybeco.com) to enter service requests 24/7. Service requests are delivered directly to your engineers and their status can be tracked online. We keep pertinent building resources, including building handbooks and forms, on the portal for ease of reference. You can even use MyBECO to view your lease, run reports, and pay rent and expenses directly.

## PAYMENTS

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All payments should be made payable to and sent to the following address:

Wells Fargo Bank/BRIT-Hallmark LLC  
P.O.Box 758807  
Baltimore, MD 21275-8807

Because we do not render monthly invoices, please keep in mind that your rent is due on the first day of every month. you can view your account balance as well as submit electronic payments online at [www.mybeco.com](http://www.mybeco.com). Should you have any questions regarding your account, please contact your property manager or lease administrator.

## NOTIFICATIONS

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Your employees may register to receive email and (text) notifications directly from us by going to [www.becohallmark.com](http://www.becohallmark.com), select “Contact Us”, then "Sign Up For BECO News and Updates". Please fill out the form and be sure that you are subscribed to your building. Additionally you can sign up employees in your office by using the notifications form (in the forms section). Employees can update their email preferences or unsubscribe at any time by clicking on the links on the button of the emails.

Below are the types of emails that we send out:

### **Emergency Notifications:**

Stay up-to-date with important building announcements and emergency communications.

Frequency: As needed

### **Building Events:**

Don't miss a single building event - like the summer BBQ!

Frequency: Approximately 8 emails/ year

# TENANT HANDBOOK

## **Sporting Tickets:**

Be the first to know about discounted sporting tickets available exclusively to BECO tenants.

Frequency: Approximately 1 email/ month

## **Building Amenities:**

We occasionally send announcements and offers that we believe would be of interest to you - like Automenity!

Frequency: Approximately 2 emails/ month

## **SECURITY**

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The Hallmark Building has Honeywell Systems equipment that is monitored by Securitas Security. Securitas provides security guards who monitor perimeter security including door props and panic devices 24 hours a day, 7 days a week. Securitas will dispatch appropriate personnel in the event of an emergency. Of course serious criminal activity should be reported to the Fair Oaks District Station at (703) 591-0966 and to the security guard at (703) 318-6825.

## **SECURITY ACCESS & KEYCARDS**

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During non-business hours all perimeter doors are secured. You will be provided with access keys that allow access to the building during secured hours. Please fill out the Security Card Request Form (see Forms section of this handbook or on the MyBECO portal) at least two weeks prior to move in. If you need to activate or deactivate a keycard, please also contact your property manager. Replacement key cards cost \$25.

## **POSTAL SERVICES**

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Incoming mail is delivered daily to suites between 1:00 p.m. and 2:00 p.m., Monday through Friday. Mail is picked up daily in the building lobby at 3:00 p.m., Monday through Friday.

Your company's mailing address should be as follows:

[Your Name]  
13873 Park Center Road  
Suite [Your suite number]  
Herndon, VA 20171

## **FEDERAL EXPRESS/EXPRESS SERVICES**

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Federal Express and UPS, each have a drop box located in the Atrium, Lower Level One. Packages are picked up daily. There is no scheduled pick-up on Saturday or Sunday.

## **GROUNDS**

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BECO maintains all landscaping in and around the building through an independent landscaping company. Any questions you may have on our grounds operations should be directed to your property manager, or entered online at [www.mybeco.com](http://www.mybeco.com).

# TENANT HANDBOOK

## ELEVATORS

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The building has six passenger elevators that are operational twenty-four (24) hours per day. After building hours, tenants must use their access cards to take the elevators to their floors.

The elevators are equipped with telephones in case of emergency. When the contact button is depressed, a call is automatically placed to the monitoring office. The dispatcher will immediately contact the appropriate personnel to handle the situation.

In case of a building emergency, elevators will return to the ground floor for emergency personnel. The elevators will remain locked on the first floor until emergency personnel have deemed them safe for use.

## CLEANING SERVICES

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BECO has employed a janitorial contractor, USSI, to clean the office building nightly, from approximately 6:00 p.m. to 10:00 p.m., Monday through Friday. The building will not be cleaned on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

The cleaners are responsible for cleaning floors (i.e., mopping, vacuuming and periodic waxing), emptying the trash and dusting furniture. Trash will only be removed if in waste cans or if clearly marked "TRASH" or "BASURA." Large amounts of trash (i.e., due to construction, moving or an office cleanup day) should be coordinated with your property manager. Depending on the volume of trash created you may be responsible for additional removal costs. Due to safety concerns, trash should never be placed in the halls or service corridors.

If a tenant has a private kitchen, cafeteria, vending area or bathroom, the cleaners will clean the floors and empty trash. Supplies will not be provided for these facilities.

Venetian blinds will be dusted and/or vacuumed on a quarterly basis. The tenant is responsible for having the blinds cleaned if more attention is required. All building standard blinds must remain in the windows at all times.

If a tenant spills something or otherwise stains the carpet or floor, the cleaners or porter will attempt to remove the stain. If the substance cannot be removed by conventional methods, the tenant may be responsible for having the stain removed. Please notify your Property Manager as soon as possible in the event of a spill. Time is of the essence when preventing stains.

Cleaning personnel are provided keys for each tenant's suite. BECO recommends that each tenant lock the offices at the close of the business day, even if employees are working late. Upon leaving the premises, the tenant should turn off all lights. The cleaners are required to turn off the lights and ensure that suite entry doors are locked upon departing.

## RECYCLING

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The building has instituted a single-stream recycling program for glass, aluminum, plastic, cardboard, and paper. Single-stream recycling means that you no longer have to sort glass, paper and metal within your recycling container. Just mix everything together – it will be sorted once it's delivered to the recycling center. The janitorial contractor conducts pick-ups on an as-needed basis from a central

# TENANT HANDBOOK

station located within your office.

## What we recycle

- Paper (newspaper, junk mail, magazines, catalogs, envelopes)
- Clean cardboard and boxboard
- Paper egg cartons
- Paper bags
- Office and school papers
- Empty glass jars and bottles
- Aluminum cans and clean foil
- Empty tin and steel aerosol cans
- All plastic containers labeled #1 and #2

## What we do not recycle

- No garbage
- No plastic bags
- No food waste
- No food tainted items (used paper plates or boxes, paper towels or paper napkins)
- No polystyrene or styrofoam
- No motor oil bottles
- No hazardous chemical containers
- No plastic toys or sporting goods
- No electronics or batteries
- No compact discs or DVDs
- No foam egg cartons
- No ice cream cartons
- No light bulbs
- No hangers
- No yard waste or garden tools
- No plastic containers labeled #3 – #7
- No pots and pans
- No phone books
- No pizza boxes
- No mirrors or window glass

## WINDOW CLEANING

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Cleaning of the interior and exterior perimeter windows will be scheduled semi-annually. You will be informed by memorandum prior to the scheduled date of each cleaning to allow sufficient time for your staff to remove personal items, (i.e., books, paper, artifacts) from the windowsill. This will enable the window cleaners to have easy access to the window surfaces and accomplish their task with minimum disruption to you. The window cleaners are not allowed to handle or relocate any articles that may rest on or near the sills. As such, if articles are not removed, the windows will not be cleaned.

## TENANT FUNCTION GUIDELINES

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If you are planning a function (party, reception, fund-raiser, etc.), please notify your property manager in advance. BECO maintains certain policies and procedures to help coordinate the event, limit liabilities to the building, and ensure the safety of all visitors and guests. Your property manager may ask for the following information: date of event, time, number of guests, presence of alcohol, parking requirements, overtime HVAC requirements, service elevator use, janitorial needs, electrical requirements (for other equipment), security requirements and certificate of insurance.

# TENANT HANDBOOK

## LOST AND FOUND

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Please report any lost or missing items to BECO. Items found on the premises are kept in the security office.

## PARKING

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The underground parking is exclusive for tenants only with a parking tag. Please fill out the Parking Form (see Forms section of this handbook or on the MyBECO portal) to request a parking tag.

## LOCK OUT POLICY

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Tenants who request that building staff let them into locked offices are often unaware that this puts our staff members in a difficult position. We do not know every employee of your company and do not want to accidentally admit a former employee or unauthorized person into your suite.

For security, safety and liability reasons, the building staff (including management and engineers) has been instructed not to unlock tenant suite doors except in an extreme emergency.

If one of your employees becomes locked out of your suite, we suggest that he/she contact a fellow employee for access. You may want to designate a person or persons in your office to handle such situations.

Also, please note that the same policy applies to after-hours access to the building. All employees must use their access cards.

## SMOKING

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Smoking is prohibited in public areas of the building. This includes elevator lobbies, stairwells loading docks and all restrooms. Smoking at the front entrance to the building is discouraged as it lends the outside entrance to looking untidy and presents additional work for the building staff. Designated smoking areas are located on the patio in front of the building.

## SOLICITATION

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Solicitation is not allowed in the building. Any salespersons or suspicious persons should be reported to BECO immediately at (301) 816-1500 or (800) 967-BECO or via [www.mybeco.com](http://www.mybeco.com).



# TENANT HANDBOOK

## TELECOMMUNICATION SERVICES

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Currently, the following providers can offer all tenants a variety of telecommunication services.

Cypress Communications 1-866-711-3207  
Cox Communications (866) 839-4400  
Verizon FiOS (888) 839-5799

These services may include dedicated internet access as well as a variety of advanced internet services. Other services may include voice services and equipment and hosted applications. Should a new provider be added to your building you will be notified.

## SELECT A MOVING COMPANY

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There are many options for moving companies in the area. We suggest you connect with a company as early as possible to secure your ideal moving dates. We recommend looking for companies with reliable trained help, checking references, asking for a detailed explanation of their insurance coverage and claims procedures.

If you need recommendations for a local moving company, please feel free to contact your property manager.

## MOVE-IN PROCEDURES

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Notify us as soon as possible as to the date and time of your scheduled move or large deliveries. BECO must clear all moving arrangements. Elevator pads will be provided by BECO. All moves will be scheduled on a first come, first served basis.

- Large office moves (more than two elevator loads) may only occur on the weekends or after 6:00 p.m. Monday through Friday. Large deliveries (Less than two elevator loads) may be taken between the hours of 9:30 a.m. to 11:30 a.m. and 1:30 p.m. to 4:30 p.m., Monday through Friday.
- When moving furniture or equipment, please provide management office with the completed Elevator Reservation Request Form. If the move involves the utilization of a professional moving company or furniture delivery personnel, a Certificate of Insurance must also be provided to the building administrator with the following as additional insured:
  - BRIT-Hallmark LLC, as Owner
  - BECO Management, Inc., as Manager
- The movers are responsible for providing masonite or other acceptable floor covering to protect the lobby and elevator floors.
- The moving contractor will be responsible for any damage to the building resulting from the move.
- Movers and delivery personnel are not to block pedestrian traffic or vehicular traffic during the move.
- After hour/weekend moves require a member of the building management staff to be in attendance. The tenant will be charged for the management staff costs.

Your property manager will inspect your move-in route to your suite before and after your move. BECO recommends your move coordinator attend the walkthrough.

Tenants are responsible for their moving company by:

## TENANT HANDBOOK

- Scheduling arrivals and departures
- Supervising help
- Providing access to restrooms
- Making repairs to building damages and/or reimbursement for costs
- Removing all packing materials
- Requiring placement of rigid boarding over the pathway to and from the elevators and office.
- Ensuring that the floors (including carpeting, tile, granite floors, wood doors, and walls) are protected during the move.
- Protecting wall corners with shields
- Protecting wood doors
- Keeping elevators padded
- Using established service routes and access doors
- Prohibiting the use of the main lobby without special approval and preparation

### KEYS

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Should you need additional keys they can be purchased from BECO. Requests for lock work, except for desks and filing cabinets, should be made directly to your property manager. Alterations to locks can be made only with approval from BECO.

### SIGNS, LETTERING, AND NOTICES

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Suite entry signage must be ordered through the property manager. A form to request your signage is included in the “Forms” section. The building directory in the lobby displays your company name and suite number. If you require additional listings or wish to make changes to your current listing, please contact your property manager.

Signs or notices displayed in any public area of the building require prior approval from the property manager.

# TENANT HANDBOOK

## TENANT CONSTRUCTION

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BECO Management's construction team is available to perform construction, renovations or alterations anytime during the course of your lease. Tenants wishing to utilize an outside contractor for any construction, renovations or alterations performed within their office space after initial lease improvements will first need to obtain prior written approval from the property manager and construction manager. It is helpful for both the tenant and property manager to begin discussing any potential construction at the earliest possible stage. Advance planning may avoid any concerns about:

- Protection of the building systems (air conditioning, heating, structural, etc.) during construction to ensure maximum comfort and safety for all building tenants.
- Protection of the building appearance to the maximum extent possible during and after construction.
- Compliance with relevant building codes and insurance requirements.

## WRITTEN APPROVAL PROCESS FOR OUTSIDE CONSTRUCTION

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A written request for outside construction approval should include an architectural drawing or a detailed sketch of the proposed improvement. After the initial request, detailed construction drawings will need to be provided prior to final approval. A list of all contractors and sub-contractors for the proposed project must also be submitted for approval.

After a review of the construction drawings, the property manager will provide a written response either approving the project or detailing points of concern.

## TENANT RESPONSIBILITIES DURING OUTSIDE CONSTRUCTION

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Once written approval is obtained, it is the tenant's responsibility to ensure that all work is performed in compliance with the rules and regulations provided by the property manager. This includes but is not limited to the following:

- Providing copies of the contractor's certificates of insurance for the appropriate amount of general liability and workers' compensation coverage.
- Providing a copy of the building permit for the work being undertaken.
- Scheduling an initial meeting and periodic inspections between the contractor and the construction manager.
- Making appropriate arrangements in advance with the property manager for the admittance of workers and the delivery of materials.
- Ensuring that the contractor cleans the space during and after the construction period.
- Noise producing work shall be performed after hours.
- Obtaining prior written approval for any changes that depart from the original plans.
- Upon completion, providing the property manager with architectural, mechanical and electrical as-built drawings.

# TENANT HANDBOOK

## OUR AMENITIES

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BECO Management provides tenants with an opportunity to take advantage of many special amenities. We are always updating our offerings to best meet your needs. The most current amenity information can be found on your property website [www.becohallmark.com](http://www.becohallmark.com).

## SUITE AMENITIES

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BECO provides each tenant (suite) with complimentary daily newspaper delivery.

## BLUEBIKE

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BlueBike, BECO's complimentary borrow-a-bicycle program, gives the Hallmark Building tenants the opportunity to grab a midday adventure and enjoy the nature trails around the building. The process is as easy as 1, 2, 3... Sign up, grab a key and helmet, and ride.

Bluebikes are located in the first floor garage. Reservations can be made at [www.becohallmark.com](http://www.becohallmark.com).

## BECO TICKETS

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BECO offers deeply discounted premium sporting tickets with savings better than StubHub, exclusively for BECO tenants!

ickets are available for the Baltimore Orioles and Washington Nationals. Ticket requests can be made online at [www.becohallmark.com](http://www.becohallmark.com). All tickets are first come first serve.

## CONFERENCE CENTER

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Plan your next meeting or event in one of our complimentary conference centers in the Baltimore-Washington area. Conference rooms are available at the following locations:

### **BECO Park at Forbes Center**

Seats 50  
4601 Presidents Drive  
Lanham, MD 20706

### **Century Plaza**

Seats 18, 30 auditorium style  
10630 Little Patuxent Parkway  
Columbia, MD 21044

### **Fifty West Corporate Center**

Seats 50 - divisible to 2 rooms  
3975 Fair Ridge Drive  
Fairfax, VA 22033

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## **Poplar Run**

Seats 15  
5285 Shawnee Road  
Alexandria, VA 22312

Seating capacity and configuration varies by location. Reservations can be made online at your building website, [www.becohallmark.com](http://www.becohallmark.com) or [www.mybeco.com](http://www.mybeco.com).

## **THE LIVING ROOM**

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The Living Room is an elegant space with comfortable couches and lounge chairs - a space designed so you can create your company's next Extraordinary idea. Whether you need to spark, develop or apply your next BIG idea, The Living Room is just the place.

Complimentary coffee and tea, snacks, state-of-the-art audio visual equipment and beconet WiFi are included.

The Living Room at the Hallmark Building is located on the first floor near the BECO Management Office. Reservations can be made at [www.becohallmark.com](http://www.becohallmark.com) or [www.mybeco.com](http://www.mybeco.com).

## **AUTOCARE**

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BECO realizes how expensive and time consuming it has become to maintain your vehicle's "like-new" appearance. We have therefore arranged to have Top-Notch auto detailing bring professional on-site car wash and auto detailing right here at the Hallmark Building, so you'll never have to leave your office.

Car wash and car detailing is available in season and serviced by Top-Notch detailing. Reservations can be made at [www.becohallmark.com](http://www.becohallmark.com).

## **BECONET WIFI**

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Complimentary Wi-Fi service is available in our indoor and outdoor common areas including lobbies, picnic areas, delis and gym. To use the service open a browser on your laptop or mobile device and accept the agreement. Network name is "beconetWiFi".

## **DRY CLEANING**

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Pressed4Time, the largest dry cleaning pick up and delivery service in the country, provides professional dry cleaning, shoe repair, laundry and alteration services-conveniently picked up and delivered right to your office.

Delivery days are Monday and Thursday - any item(s) picked up on Monday will be delivered on Thursday. Any item(s) picked up on Thursday will be delivered on Monday. Visit [www.becohallmark.com](http://www.becohallmark.com) for more information.

# TENANT HANDBOOK

## ONSITE FOOD

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The Hallmark Deli and Caterings from the Soul provide diverse menus full of delicious and healthy American and international dishes. They are located on the lobby level, south wing.

### **Caterings from the Soul**

Phone: (703)707-2002

Website: [www.cateringsfromthesoul.com](http://www.cateringsfromthesoul.com)

Email: [soulforyou@sharednet.com](mailto:soulforyou@sharednet.com)

Hours:

Mon-Fri: 8:00 a.m. - 6:00p.m.

Sat-Sun: Closed

### **The Hallmark Deli**

Phone: 703.709.0679

Hours:

Mon-Fri: 6:30am - 4:00pm

Sat-Sun: Closed

Full menus can be found online at [www.becohallmark.com](http://www.becohallmark.com).

## BECO FITNESS

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BECO fitness facilities are designed to give you all you need to achieve your personal goals. Our facilities feature top-of-the-line weight stations, treadmills, exercise bikes, elliptical machines and free weights.

The Fitness Center at the Hallmark Building is located in the Atrium, lower level one. Card access is required to enter. Lockers and showers are provided for your convenience. Fitness hours are Monday-Friday 6:00a.m. to 8:00p.m., 8:00a.m. to 1:00p.m. on Saturday and closed on Sunday.

BECO fitness membership is complimentary to tenants that work in a BECO building. The term of the membership lasts for one year and can be renewed easily online. Employees can start their membership by visiting [www.becohallmark.com](http://www.becohallmark.com) and signing the waiver and confirm their email address.

## BECO ADVANTAGE

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BECO has teamed up with local businesses to offer a new discount program exclusively for BECO tenants. The program is intended to provide BECO tenants with discounts and savings on business related products and services. Visit [www.becohallmark.com](http://www.becohallmark.com) for more information.

If you are interested in becoming a BECO Advantage provider, please email us at [communication@beconet.com](mailto:communication@beconet.com) about your company and the discount or product that you would like to offer.

# TENANT HANDBOOK

## SPECIAL EVENTS

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BECO provides a number of events throughout the year to our BECO tenants. The food at our events ranges from light & refreshing snacks to full buffets with numerous entrée choices. All of BECO's events are Kosher certified.

Should you have any questions, concerns, suggestions or ideas for amenities or future events please contact Melissa Parrish, BECO's Marketing and Events Manager, directly by phone at (301) 816-1530 or email at [Melissa.Parrish@beconet.com](mailto:Melissa.Parrish@beconet.com).

# TENANT HANDBOOK

## EMERGENCY PHONE NUMBERS

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EMERGENCY Fire – Rescue – Ambulance	911
Local Police, Non-Emergency	(703) 691-2131
Local Fire, Non-Emergency	(703) 691-2131
Fair Oaks Hospital	(703) 787-8687
Poison Control	(800) 222-1222
Chemical & Oil Spills, National Terrorism Response Center	(800) 424-8802
Access Monitoring Company, Honeywell	(703) 749-8802
Security, Securitas	(703) 318-6825
Dominion VA & NC Power Company	(888) 667-3000
Fairfax Water and Sewer	(703) 698-5800
Verizon	(800) 356-2355

## BECO PHONE NUMBERS

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Victoria Alexander, property manager, is responsible for overseeing all of the day-to-day operations of your building. She may be reached directly by phone at 703.318.4020 or email at [victoria.alexander@beconet.com](mailto:victoria.alexander@beconet.com).

Janice Mauck, building administrator, is responsible for receiving maintenance requests and other general inquiries regarding your building. She may be reached directly by phone at 703.318.6820 or email at [janice.mauck@beconet.com](mailto:janice.mauck@beconet.com).

Michael Brodsky, vice president of property management, is responsible for the overall operation of all BECO properties. Michael may be reached at BECO headquarters by phone at (301) 816-1511 or email at [michael.brodsky@beconet.com](mailto:michael.brodsky@beconet.com).

Amy Gresinger, Director of Leasing  
Phone: (301) 816-1585. Email [amy.gresinger@beconet.com](mailto:amy.gresinger@beconet.com)

Roberta Liss, Executive Vice President, Leasing & Marketing  
Phone: (301) 816-1508. Email: [roberta.liss@beconet.com](mailto:roberta.liss@beconet.com)

Rachel Ney, Lease Administrator  
Phone: (301) 816-1574. Email: [rachel.ney@beconet.com](mailto:rachel.ney@beconet.com)

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# TENANT HANDBOOK

## DISCLAIMER

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BECO has compiled the information in this Fire Safety Plan and Evacuation Procedures (the "Plan") to provide reference and resource information for its tenants. The information contained in this plan has been gathered from, among other sources, the resources named in the Plan. Although the Plan may be updated from time to time by BECO, each tenant is hereby advised to use its own best judgment and knowledge in the event of any of the emergency situations described in the Plan. The Plan is intended as a general guide only and should not be used as a definitive statement of the best course of action to take in the event of an emergency. Strict adherence to the steps enumerated in the Plan should not be construed as a guaranty of the best outcome in the event of an emergency.

## PURPOSE OF THE FIRE SAFETY PLAN, EMERGENCY & EVACUATION PROCEDURES

The purpose of the fire safety plan, emergency and evacuation procedures are for The Hallmark Building tenants and their employees to apply the guidelines herein when fire or other life threatening emergencies exist. Preparation and training are an integral part of the building's emergency response plan.

Fire drills will be conducted periodically. Fire drills will be coordinated with the Fairfax County Fire Department and the contractor(s) who monitors the building fire alarm system. The purpose of the drills is to simulate emergency conditions and familiarize tenants with the actions required under such conditions for evacuation.

When a fire drill is completed, each tenant's Safety Monitor and members of the Emergency Team will submit reports on the effectiveness of the emergency plan and any problem areas. A record of each drill will be kept for documentation of the date and time of the drill, the notification method used, personnel on duty, number of occupants evacuated, special conditions, problems encountered, weather conditions and time required to complete evacuation.

Please read carefully so that you are made aware of the exact procedures for handling emergencies and evacuation of the building. The goal is to ensure the highest degree of safety to all concerned. Copies of this plan should be distributed to all occupants within a tenant's suite so everyone will be familiar with the enclosed procedures.

In an emergency, limit your telephone use. It will be vital to keep lines of communication between BECO, the authorities and tenants open. Tenants' cell phone numbers should be provided as an additional communication resource. Also listen to your radio for instructions should telephones and power outages prevent traditional means of communication.

**During fire drills at BECO buildings, it is mandatory for all persons to completely evacuate the building.**

# TENANT HANDBOOK

## EMERGENCY CALL SHEET

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**1. Call 911**

Provide the following information:

**a. Nature of the Emergency:** Fire, Bomb Threat, Medical, other

**b. Your Name**

**c. Complete Street Address of Location of the Emergency**

13873 Park Center Road

**d. Building Name**

Fifty West Corporate Center

**e. Your Company Name**

**f. Suite Number and Floor Where the Emergency is Located**

**g. Closest Street Intersection:**

The Hallmark Building

**h. Telephone Number for Call Back**

**2. Call BECO at (703) 318-6820 or (800) 967-BECO**

Provide the above information and whether 911 has been notified.

# TENANT HANDBOOK

## RECOMMENDED TENANT EMERGENCY SUPPLY LIST

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- Flashlights and batteries
- AM/FM-weather band battery operated radio and batteries
- First aid kit
- Large Ziplock bags
- Roster of all employees/occupants to include:
  - a. Name
  - b. Home address & telephone number
  - c. Cell telephone number
  - d. Vehicle make, model, year, color and tag number
  - e. Emergency contact name and telephone number
- Daily census/schedule
- Floor plan of suite identifying employee locations
- Suite access monitoring company Information including access codes & combinations
- List of equipment in suite to include additional HVAC units & hazardous chemicals or materials
- Pre-established schedule of time and day for contact with corporate telephone tree

# TENANT HANDBOOK

## FIRE/LIFE SAFETY PLAN

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The Hallmark Building has many fire/life safety systems designed to minimize the chance of a life-threatening emergency and to reduce damage in the event one does occur. The building systems are inspected regularly and the fire control panel is monitored remotely 24-hours a day, seven days a week.

The building is fully sprinklered. Smoke detectors and manual pull stations are located in various locations on each floor. They sound an alarm that is heard throughout the building and transmitted to the monitoring center which contacts the fire department.

The fire control panel is located in the main lobby of the building. This panel will pinpoint the source of the alarm. If smoke is detected, the air handling equipment will shut down to help prevent the spread of smoke and fire. Elevators will be returned to the lobby to await firefighters. During an emergency, the elevators will not respond to call buttons. **YOU MUST USE THE STAIRS.**

Fire extinguishers are located at each stairwell. They can be operated easily if you remember the word **PASS:**

- P** - PULL THE SAFETY PIN (typically a twist-pull action).
- A** - AIM NOZZLE (or hose) AT THE BASE OF THE FIRE.
- S** - SQUEEZE THE TRIGGER HANDLE.
- S** - SWEEP SLOWLY FROM SIDE TO SIDE (watch for re-flash).

**NEVER** re-hang an extinguisher once it has been discharged, even if only used for a few seconds. Notify BECO so a licensed contractor can recharge it.

# TENANT HANDBOOK

## FIRE EMERGENCY PROCEDURES

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### When smoke or fire is discovered or you hear the alarm

1. Remove everyone from the immediate danger area.
2. Pull the fire alarm. There is one located at each stairwell and elevator lobby area of the building.
3. **Call 911 – Use the Emergency Call Sheet.**
4. If you can safely do so, call **BECO at BECO at (703) 318-6820 or (800) 967-BECO**. Do not stay at the telephone if you are in danger.
5. When the fire alarm is activated all tenants and occupants are to evacuate the building.
6. Use one of the six stairways to exit the building.
7. Do not use the elevators. Elevators are out of service during an emergency.
8. Feel doors for heat before opening. Open doors cautiously.
9. Contain the fire if possible by closing doors and turning off electrical equipment.
10. If the fire is small and confined to one object, you may attempt control with the fire extinguisher. **Do NOT attempt to fight the fire** if you do not know how to use a fire extinguisher, it is not the type for the fire or you place yourself in danger.
11. Exit calmly. Do not panic.
12. Assemble at designated area upon exiting the building.
13. The fire department will give an “all clear” when it is safe to reenter the building.

# TENANT HANDBOOK

## FIRE PREVENTION TIPS

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The most effective method of handling an emergency is to prevent the situation from arising or by following sound safety procedures. BECO Maintenance personnel perform regular inspections of common areas, fire warning and fire suppression equipment. However, it is still important for each tenant and their occupants to regularly inspect their suite and work areas for potential fire hazards.

Below is a suggested list of some precautionary steps to follow.

- The office wiring was designed for a specific electrical load. Overloaded electrical circuits or outlets cause overheating creating a fire hazard. Contact your property manager should your electrical needs not be adequate.
- Using extension cords in lieu of permanent wiring is not permitted.
- Keep emergency exits open and free of boxes or furniture.
- Keep sprinkler heads free. The National Fire Code indicates that nothing shall be within 18 inches of the ceiling. The heat from the fire must reach the head for it to release and extinguish the fire.
- Appliance connections and cords should be kept in good repair.
- Turn off kitchen appliances when unattended.
- Flammable materials are not permitted. However, if you have any materials necessary for the operation of an office, store with lids tightly closed in an approved metal or safety container.
- Law strictly prohibits smoking anywhere in the building.
- **The use of space heaters is strictly prohibited.**
- Know how to use a simple fire extinguisher.
- Report any potential fire hazard to BECO immediately at **(703) 318-6820 or (800) 967-BECO**

# TENANT HANDBOOK

## EVACUATION PROCEDURES

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Once a situation is identified, tenants and occupants should evacuate the buildings whether it is due to a fire or other type of emergency.

1. Secure classified materials if the situation so allows.
2. Take only essentials such as coats, briefcases, purses and leave.
3. Feel the door before opening it.
4. If cool, open cautiously. Shut the door immediately if there is smoke in the hall or if there is heat pressure against the door. If the hall is clear, proceed.
5. If heat or smoke is seeping in, **DO NOT OPEN**.
  - a. **Call the fire department at 911 and BECO at (703) 318-6820 or (800) 967-BECO** if you **cannot** evacuate from your location.
  - b. Place wet towels, clothing, etc. around the door.
  - c. Cover heating and AC vents (if possible) with towels or clothing.
  - d. Place a wet towel or cloth over your mouth and nose. Stay low, below the smoke.
  - e. Do not break out the windows unless it is a last resort. (It may allow smoke into your room.)
6. When evacuating an office, close all doors, **walk, don't run, to the nearest exit**. Remain calm and quietly descend the stairs.
7. Unless otherwise instructed, your destination will be street level. Keep to the inside wall of the stairwell when descending.
8. If your stairwell becomes impassable, go to the closest floor to reach another stairwell and continue down.
9. When reaching street level, proceed to your organization's outside designated assembly area.
10. If you are away from your office or the building, do not return. Evacuate the building if inside and go to your designated assembly area.
11. If you are in an elevator when the alarm sounds, remain calm. The elevator will automatically go to the first floor and open.
12. Elevators from that point are available to emergency personnel only.
13. Your organization's outside assembly location is where all personnel shall meet and be accounted for. This area is at least 300 feet away from the buildings and does not interfere with fire, police or other emergency personnel or equipment.
14. **Smoking during a drill or an evacuation is absolutely prohibited.**

## TENANT HANDBOOK

15. Each visually impaired and physically disabled/non ambulatory person must be assigned an “aid” to assist them during an emergency. Each impaired person must complete the Impaired Employee form in the back of this plan and return it to BECO. Each person must be asked what is the best way to assist them during an emergency. It is important that the “aid” or “aids” remain with the person until the emergency is over.
16. Each tenant has a Safety Monitor(s) that will assist with the safe and speedy evacuation of a building.
17. Assistant Safety Monitors will report to the Safety Monitor(s) and are appointed by them. They will:
  - a. Search restrooms and offices for personnel.
  - b. Order evacuation of personnel unaware of the emergency.
  - c. Assist personnel who are impaired or injured if their “aids” are unavailable.
18. Suites are evacuated in the following order:
  - a. All personnel, except those with evacuation responsibilities.
  - b. Assistant Safety Monitors, after determining that no one is in the lavatories, storerooms, or other auxiliary rooms.
  - c. Safety Monitor(s), after ascertaining that no one remains by checking with Assistant Safety Monitors and personally checking the general areas.
19. An Emergency Evacuation Floor Plan of each floor is included in these procedures. There should be one posted in each tenant suite by each exit.
20. Building personnel and authorities will make the best efforts to prohibit the entrance of unauthorized personnel during an evacuation.
21. Upon receiving the “all clear” signal from the authorities in control, tenants may reenter the building.
22. If tenants are not permitted to reenter the buildings right away, BECO will notify the Safety Monitors. Each tenant can make a decision as to what their employees are to do.



# TENANT HANDBOOK

## THE BUILDING EMERGENCY TEAM

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The property manager is the acting Safety Director. As such, the Safety Director will coordinate and be the primary tenant contact in emergency situations.

The building engineer will be the Assistant Safety Director. When the property manager is not on-site the engineer becomes the acting Safety Director.

All Building On-Site Personnel are members of the Emergency Team with specific roles to interface with the Safety Director, Assistant Safety Director and the authorities responding in the event of an emergency.

Each tenant will be responsible for selecting and notifying BECO of the Safety Monitor(s) for each suite. The Safety Monitors become members of the Emergency Team.

BECO relies on the police, fire and emergency management authorities to advise of protective actions that will be taken during specific situations on or around the building premises.

If any tenant or tenants' employees have knowledge of or reason to believe there will be an incident involving the building or its tenants, BECO should be contacted at (703) 318-6820 or (800) 967-BECO so that appropriate coordination with local authorities can be made.

### DUTIES OF THE SAFETY DIRECTOR

1. Reviews and updates the fire safety, emergency & evacuation plan as necessary but at least once a year.
2. Distributes and reviews plan with tenant representatives.
3. Meets with Tenant Safety Monitor(s) and Assistant Safety Monitor(s).
4. Assumes control of the situation until emergency authorities arrive.
5. Takes position outside the building at the Incident Command Center.
6. Liaison to authorities responding to on-site situation.
7. Interacts with each Tenant Safety Monitors on employee and impaired employee evacuation check.
8. Communicates periodically with Tenant Safety Monitors regarding the status of situation.
9. Meets with Tenant Safety Monitors after the situation to review the effectiveness of the plan.

### DUTIES OF THE ASSISTANT SAFETY DIRECTOR

1. Acts as Safety Director in the absence of the property manager.
2. Be familiar with duties of the Safety Director.
3. Assists in shut down of building mechanical operations.
4. Assists emergency response personnel.

## TENANT HANDBOOK

5. Assists in evacuation as needed.
6. Works in conjunction with the Safety Director.
7. Makes emergency repairs as appropriate.

### **DUTIES OF THE BUILDING ON-SITE PERSONNEL**

1. Takes position in the main entrance lobby level to assist in evacuation.
2. Shuts down building non-emergency mechanical operations.
3. Assists emergency response personnel as needed.
4. Reports to Safety Director at the Incident Command Center for additional assignments.

### **DUTIES OF THE SAFETY MONITOR(S)**

Each tenant is responsible for appointing a Safety Monitor(s) and an Assistant Safety Monitor for each floor or department occupied by the tenant. Each tenant is also responsible for designating an assembly area 300 feet away from the building. This will be the location all employees should report to upon evacuation of the building.

The tenant and each department(s) Monitor(s) shall submit a completed Safety Monitor Roster (See Safety Monitor Roster in Forms Section) and return it to BECO. The duties of the Safety Monitor(s) include familiarizing themselves with this manual and the following information.

### **Safety Planning Responsibilities**

1. Have an evacuation route planned for the office and individual areas. See that emergency exits are posted within the suite.
2. Identify individuals within their company who require special assistance in evacuation. Assign them an aid.
3. Identify areas within your office that may not be able to hear or see the fire alarm system.
4. Select a pre-arranged assembly site away from the building.
5. Maintain up-to-date organizational charts and current roster of all personnel to include home and cell telephone numbers.
6. Locate all building exits.
7. Know the location of fire extinguishers and how to use them.
8. Periodically inspect your area for safety.
9. Instruct Assistant Safety Monitors of their responsibilities during drills or actual evacuations.
10. Meet and communicate periodically with the Safety Monitor(s) of neighboring tenants on your floor.

# TENANT HANDBOOK

## During An Alert

1. Implement the building fire safety plan & evacuation procedures.
2. Remove anyone in danger.
3. Pull the alarm.
4. **Call 911.**
5. **Call BECO Management at (703) 318-6820 or (800) 967-BECO.**
6. Notify all employees and other occupants in the tenant's suite of the situation.
7. Ensure the designated "aid" assigned to assist each impaired employee is available and escorting the employee to a designated safe area if not out of the building.
8. Secure special company records.
9. Direct the evacuation of their group via designated fire exits. If these egress routes are not accessible, know alternate routes and use them.
10. Check all offices, conference rooms, kitchen, restrooms, storage areas, etc. to assure complete evacuation. Coordinate this effort with your department Monitors.
11. Confine the fire by closing all doors in the office. (Do Not Lock)
12. Turn off lights as you inspect each area.
13. Unplug electrical equipment if possible.
14. Take flashlights, radio and first aid kit.
15. Direct fellow employees to your organization's designated assembly area.
16. Reassemble and account for all people. Determine missing persons.
17. Report to the Incident Command Center.
18. Notify BECO property manager/Safety Director and/or the fire department of handicapped people who need special assistance, any injuries, or any missing persons.
19. Await further instructions from the property manager/Safety Director.
20. Upon the "all clear" signal direct the employees to reenter the building.
21. Provide any follow-up information that may be necessary to BECO.

# TENANT HANDBOOK

## BOMB THREATS

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### 1. The bomb threat is received:

- a. Instruct all personnel, especially those answering the telephones, in what to do if a bomb threat call is received.
- b. Discreetly attract the attention of a co-worker to listen in on the call.
- c. Get as much information as possible and complete the Bomb Threat Checklist in the Forms Section.
- d. Pay particular attention to background noises, such as motors running, music playing, and any other noise that may give a clue as to the location of the caller.
- e. Keep the caller on the line as long as possible. Ask him or her to repeat the message. Record every word spoken by the person.
- f. Remain calm to solicit additional information from the bomb threat caller.
- g. Inform the caller that the building is occupied and that the detonation of a bomb could result in death or serious injury to many innocent people.

### 2. After the call:

- a. Do not hang up until the caller hangs up.
- b. Hang up on the call.
- c. Pick up the phone and before you take another call, trace the previous one.
- d. Listen for dial tone then:
  - i) Push \*57 if you have a push button touch tone phone
  - ii) Dial 1157 if you have a rotary phone.
  - iii) Wait for the message telling you the call was traced.
  - iv) The information will only be released to a law enforcement agency for investigative purposes.

### 3. Call 911 and BECO at (703) 318-6820 or (800) 967-BECO immediately

### 4. The bomb:

- a. Assemble the Safety Monitors and Assistant Safety Monitors to conduct a quick visual search of their suites and common areas on the floor for a bomb.
- b. Bombs can look like anything and can be placed or delivered in any number of ways.
- c. When searching for a bomb, suspect anything that looks unusual.
- d. Never disturb a suspicious device.
- e. Do let trained bomb technicians determine what is or is not a bomb.
- f. In the event of a bomb threat, do not use radios or cell telephones in or near the building.
- g. Do not pull a fire pull lever to evacuate the building.

### 5. Written bomb threat:

- a. Do not ignore.
- b. Upon recognition as a bomb threat, avoid any further handling.
- c. Save all materials, including any envelope or container.
- d. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting, paper, and postal marks.

# TENANT HANDBOOK

## 6. The Command Center:

- a. The authorities will establish a Command Center in the vicinity of the building.
- b. The police department and/or fire department representatives and members of the building staff will inspect the building for areas where explosives are likely to be concealed.
- c. A bomb disposal unit will be dispatched if warranted.
- d. Communication will be established between the Command Center and tenants.
- e. The tenant will be responsible for reporting the results of their searches within their suites to the Command Center.
- f. If necessary, the tenant, upon notification by authorities should evacuate their employees from the building and report to their designated assembly area.
- g. When authorities give the "all clear" signal tenants may return to the building.
- h. The true decision to return will be made by each tenant.

# TENANT HANDBOOK

## SHELTERING IN PLACE

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The following information identifies basic actions to be implemented to enhance protection from airborne chemical, biological or radiological attacks. The purpose is to assist tenants in preparation to “self help” their employees and visitors in the event of an incident requiring everyone to remain in the building.

### Upon notification of an attack

1. Relocate immediately to a predetermined interior location away from windows and exterior doors.
2. Seal area, doors, all vents and windows (if any) with plastic sheeting and duct tape.
3. The building engineer will turn off central system equipment immediately. If there are fan control adjustments on thermostats within your office space, turn them to the off setting.
4. If skin is exposed wash with soap and water.
5. Don't bring contaminated clothing into the shelter. Cut it off rather than pull over your head. Put clothes in a plastic bag outside.
6. Use chlorine bleach to disinfect glasses.
7. Stay in the shelter and listen to the radio.
8. Authorities will give instructions on whether to evacuate or stay put. Do not go outside to help someone until the authorities say it is safe. When the authorities say it is safe, carefully leave the shelter and the building.

The supply list below should be stored in the designated shelter location. Supplies should be adequate to last three (3) days -72 hours minimum.

- Water – 1 gallon per person/per day
- Food – Non-perishable
- Non-electric can opener
- Coarse soap
- First Aid Kit
- Blankets
- Chlorine Bleach
- Disinfectant
- Battery Powered Radio + Extra Batteries
- Flashlight + Extra Batteries
- Plastic Sheeting – Precut to size for doors and vents
- Duct Tape
- Bucket with Lid

# TENANT HANDBOOK

## BIOLOGICAL AGENTS (i.e. anthrax, ricin)

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### 1. Identification of suspicious envelopes or packages

The US Post Office has identified characteristics of suspicious mail, they include:

- a. Any envelope or package with suspicious or threatening messages on it
- b. Any envelope or package with stains, oily marks, or powder
- c. Unexpected envelopes or packages from foreign countries
- d. Any packages or envelopes emitting odors
- e. Envelopes or packages with no return address
- f. Envelopes or packages that show a city or state in postmark that does not match return address.
- g. Misspelling of common words on envelopes or packages
- h. Uneven, loose or powdery contents in envelopes or packages
- i. Envelopes or packages that are excessively sealed with tape
- j. Envelopes or packages that are excessively heavy for their size
- k. Personally addressed envelopes or packages with childish writing and bad capitalization

### 2. Handling unopened suspicious mail

- a. Do not sniff envelopes or packages
- b. Do not shake envelopes or packages
- c. Place unopened suspicious mail in a closeable plastic bag, such as Zip-Loc, then seal bag. Carefully place plastic bag in empty bin, box or trash container Post **"Do Not Touch"** sign on container holding plastic bag
- d. Wash your hands with copious amounts of soap and water
- e. **Call 911 immediately.**
- f. **Call BECO at (703) 318-6820 or (800) 967-BECO.**
- g. Record names and contact numbers of everyone present in the area where the package or envelope was first identified as suspicious and everyone who possibly handled the suspicious package or envelope.
- h. Give this list of names and their contact information to the police and property manager

### 3. If, when opening mail, powder spills out or odors emitted

- a. **DO NOT TRY AND CLEAN UP POWDER**
- b. **DO NOT CALL OTHERS TO VIEW SPILLED MATERIALS**
- c. **DO NOT INHALE OVER OR NEAR THE OPEN MAIL**
- d. Carefully place the package or envelope on table where opened.
- e. Carefully cover the spilled contents and the source envelope or package (use anything available, newspapers, clothing, inverted trash can etc. and remember location and nature of covering).
- f. Advise anyone in room or area to quietly leave area and close door. These individuals should be directed to go to another room and wait until their contact information can be obtained or they are given further instructions.
- g. Immediately wash hands with copious amounts of soap and water.
- h. **Call 911.**
- i. **Call BECO at (703) 318-6820 or (800) 967-BECO.**
- j. If traces of powder fell on clothing, do not brush off, carefully remove clothing item and place on floor, cover discarded clothing with plastic sheets, cloth or newspapers and walk out of room.

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- k. Wash thoroughly with soap and water and then notify authorities. Note, soap and water is every bit as efficient, and is a lot safer than spraying yourself with disinfectants.
- l. List people in area and record contact numbers; give this information to the police and property manager.
- m. Tenant should shut down air handling units serving affected areas, until cleared by authorities.
- n. Doors in the immediate area should be shut and labeled “Do Not Open”

#### 4. Suspected contamination by an aerosol

This situation could result from any small device that is triggered on opening a parcel or letter; or, may be considered feasible if there are warnings that the air-handling system has been contaminated; or, any warning that a biological agent has been released into a public space.

- a. Advise all present to leave the area immediately and proceed to another designated room in order to get their contact information and wait for instructions from authorities.
- b. Close all doors to the area.
- c. **Call 911 immediately.**
- d. **Call BECO at (703) 318-6820 or (800) 967-BECO.**
- e. List names of all people who were in area and collect contact numbers.
- f. Deliver these lists to the authorities and property manager.



# TENANT HANDBOOK

## NATURAL DISASTERS

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### POWER OUTAGES

1. During a power outage, life-safety systems are backed up by an additional power source.
2. Sufficient emergency lighting will be provided on each tenant floor.
3. The stairwells will be fully lit by emergency power.
4. Elevators will automatically return to the lobby one by one during a power outage.
5. During a power failure, whether total shut down, partial or just dimming, immediately turn off all office equipment and supplemental HVAC units to prevent unnecessary damage.
6. **Notify BECO at (703) 318-6820 or (800) 967-BECO.**
7. Open blinds to let outside light in.
8. Private telephone systems may be inoperable during a loss of power. Check with your vendor concerning emergency power back-up.
9. If instructed to evacuate, lock all areas.

BECO does not evacuate a building unless a power failure is life threatening or appears to be extended. The property manager will update tenants periodically until power is fully restored.

### FLOODING

1. The most important consideration is to eliminate all sources of electricity from the flooded area, if possible.
2. Unplug or switch off all electrical equipment accessible away from the water.
3. Move all documents, valuables and portable equipment from the premises or to a safe area, if possible.
4. Consider moving furniture if practical.
5. Evacuate the immediate area.
6. **Notify BECO at (703) 318-6820 or (800) 967-BECO** immediately if water overflows or a water pipe ruptures.
7. Contact the appropriate agencies to turn off the water supply and shut down the electrical power as required.
8. Tune into the emergency broadcast station to determine extent of danger.
9. If evacuation is necessary, follow instructions to safely exit the building.

# TENANT HANDBOOK

## HURRICANES

1. Close and lock all doors and windows.
2. Tenants should store all small office equipment and loose papers in locked cabinets in the interior of the suite if possible.
3. Unplug all computers, remove them from locations near windows, and cover computers with plastic.
4. Tune into a radio station for information.
5. Evacuate if instructed.

## TORNADOS

1. In the event of a *Tornado Watch*, tenants should store all small office equipment and loose papers in locked cabinets in the interior of the suite if possible.
2. *Tornado Warning* means imminent danger.
3. Stay away from windows, doors, and outside walls.
4. Leave office and go to interior small rooms or corridors on as low a floor as possible.
5. Tune into a radio station for information.
6. Evacuate if instructed.

## EARTHQUAKES

1. Crouch under desk or table on an interior wall.
2. Tuck your head to your knees and cover head and neck with your arms if you cannot reach a sheltered area.
3. Stay away from masonry walls or large glass areas susceptible to collapse.
4. Beware leaving the building, as there may be falling debris, broken glass, collapsing walls or overhead power lines.
5. If fire develops, **report it to 911 and BECO at (703) 318-6820 or (800) 967-BECO.**
6. Follow fire drill procedures.
7. Direct first aid personnel to injured persons.
8. Follow Medical Emergency procedures.
9. Assist in directing evacuation of building after shaking has stopped.
10. Help avoid confusion and panic.
11. **USE ONLY STAIRWELLS.** Elevator must not be used.
12. Evaluate injuries or property damage. Report them to Safety Director/property manager at the Incident Command Center.

# TENANT HANDBOOK

## MEDICAL EMERGENCIES

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1. In the event of a serious injury, accident or illness in your suite, lie the person down, keep them comfortable and still. Do not try to move the victim.
2. **Call 911.**
3. **Notify BECO at (703) 318-6820 or (800) 967-BECO.**
4. Send someone to meet the emergency medical team either in the lobby or at the elevator on your floor.

# TENANT HANDBOOK

## RIOT/CIVIL DISTURBANCE SITUATION

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1. **Call the police department at 911.**
2. **Notify BECO at (703) 318-6820 or (800) 967-BECO.**
3. Determine if any action is necessary to ensure the safety of employees or property.
4. Close all blinds and drapes.
5. Act as fire guards and watch for any signs of fire.
6. Ensure that everyone stays away from windows.
7. Tenants and occupants on the first floor may be advised to proceed to an upper floor for safety.
8. Tenants and occupants should not attempt to leave the building until advised that conditions have returned to normal.
9. Building management will notify tenants in the event of an early closing of the building.

# TENANT HANDBOOK

## WORKPLACE VIOLENCE/ HOSTAGE SITUATIONS

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1. Limit access within suite area.
2. Be alert to suspicious persons or unusual behavior by tenant employees or occupants.
3. **Call 911** - Communicate the actual situation immediately and clearly.
4. **Call BECO at (703) 318-6820 or (800) 967-BECO** if safe to do so.
5. Keep low to the floor and a low profile – no heroics.
6. Do not aggravate the individual or the situation.
7. Be calm, professional and do not panic or cry.
8. In the resolution, be very still and be prepared to be treated as the “threat” or hostage taker until the S.W.A.T. team establishes your identity.

# TENANT HANDBOOK

## PERSONAL SAFETY PRECAUTIONS

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- Never leave your reception area unattended. Do not allow visitors or delivery men/women to pass beyond the reception area unless the receptionist is aware of the nature of their business.
- Never leave an unattended office unlocked, even for a short time.
- Keep all valuable personal items such as keys, wallets, or purses with you, and never leave them in plain sight.
- If you must store personal valuable items or cash, do so only in a drawer or cabinet that locks.
- Do not keep petty cash or stamps in an unlocked drawer.
- Do not carry large sums of money. Do not leave your wallet in a jacket (or your purse) hung over your chair or behind your door.
- If you are responsible for making deposits, vary your procedure. Carry deposits where they cannot be seen, not in purses, briefcase or moneybags.
- Beware of repairmen attempting to pick up office equipment for repair. Question the person, obtain identification and check with his office for verification.
- When working during non-business hours, keep all exterior doors locked. If you have an alarm system, keep it activated if possible.
- Always lock your door and secure your suite alarm system from inside when working late or early. If you are working alone, turn on lights in other areas and leave a radio playing in another room.
- Never leave a combination safe on a day-lock position. Always spin the dial when locking the safe.
- Be alert to persons who enter an office under the pretext of seeking employment. Keep them in your sight at all times and ask them to begin filling out an application while you phone your firm's personnel manager.
- Immediately report all suspicious persons, peddlers, or person purporting to be canvassing to management personnel or call the police at 911. Do not attempt to apprehend or detain these persons.
- Ask to see the I.D. cards of any person claiming to represent the company that provides access control services to the building or to your suite. BECO contractors are required to wear a visible photo ID card.
- Always secure your automobile by locking all windows and doors. Do not leave valuables in the car. Park near a light if you are working late.
- Have your car keys in hand when leaving the office so you may enter your vehicle quickly. Be sure to lock your doors once inside. Stay clear of alleys, alcoves and other parked vehicles when walking to your car.

## TENANT HANDBOOK

- Look under your car as you approach and check the back seats before entering.
- Quietly leave if an unauthorized person surprises you in your suite. Call the police.
- Ask unknown persons attempting to follow you into the building during security hours to use his/her card in the reader or instruct them to use phone for assistance.
- Do not enter an elevator if a suspicious looking person occupies it. Simply walk away.
- Inspect the locking hardware on your suite doors. Notify BECO if repair or replacement is necessary.
- Request that BECO change door locks and security system key cylinders if keys cannot be accounted for.
- Do not keep your valuable or movable belongings near door or windows.
- Record serial numbers of merchandise and belongings and engrave your firm's tax identification numbers on valuables. This will help speed their identification upon recovery and ensure their return to you. Photograph items that cannot be engraved.
- Control the issuance of security cards and keys. Update your card access list.
- Report all lost access cards and keys to the access control company or your property manager immediately so that unauthorized persons cannot use them to gain entry.
- Secure your suite alarm system at the end of the day.

# TENANT HANDBOOK

## MEDIA

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It is of paramount importance that each tenant designates a company spokesperson in the event of an emergency or disaster. Depending on the magnitude of the disaster, BECO may designate a company spokesperson to handle the media.

The media will be on the scene within moments of the event. There will be reporters with cameras and microphones talking to anyone on location at the time of the incident. Therefore, any and all inquiries for updates, interviews, etc. should be referred to the appropriate authorities (police or fire) first, then to a company representative.

The goal is to furnish the news media with accurate information without jeopardizing the situation through misinformation or hamper efforts by officials to investigate the situation. It is important to remain composed and professional.



# TENANT HANDBOOK

## BUILDING INFORMATION SHEET

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Building Name:	The Hallmark Building
Address:	13873 Park Center Road Herndon, VA 20171
Building Telephone Number:	(703) 318-6820
Hours of Operation:	6:00 a.m.- 6:00 p.m., Monday-Friday
Year Building Completed:	1985
Type of Construction:	Steel Frame, Cinder Block and Brick
Number of Floors:	6
Garage Parking:	2 Levels (under building) – 1,079 Spaces
Gross Square Foot Floor Area:	326,000 Square Feet
Fire Alarm System and Signals:	Voice activated on all floors with flashing strobes, pull stations on all floors, annunciator panel in Atrium Security Office, Atrium Level.
Automatic Sprinkler System:	Throughout the building.
Elevator Capture and Recall:	Occurs when fire alarm activated elevators return to 1st floor and stop - can only be used with a fireman recall key by authorized emergency personnel.
Smoke Detection System:	In front of each elevator, elevator room, electrical room and telephone room.
Other Fire Protection Systems:	Fire Pumps and Fire Hose Standpipe System (for fire department use only).
Standpipe System Location:	In stairwells.
Emergency Lighting:	Electrically operated lights are in all stairwells, hallways and office areas - they remain lighted in case of a power failure.
Access Control System:	Monitored by Securitas - stairwells are locked but will immediately release when the fire alarm is activated.
Power Generators:	None - Dual Power Feeds.

## TENANT HANDBOOK

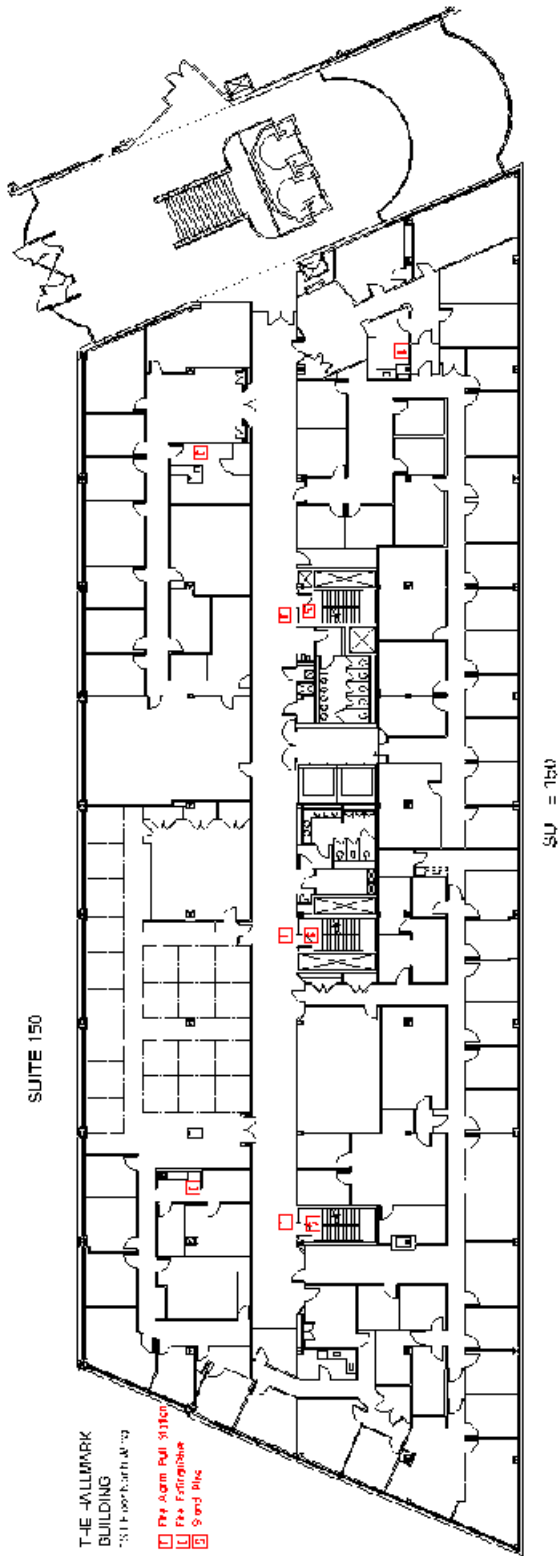
Main Auxiliary Water Valves: Central Plant Pump Room, South Wing, Lower Level 2, Mechanical Room.

Main Auxiliary Gas Valves: Visitor Lot RT 28 by Atrium Entrance.

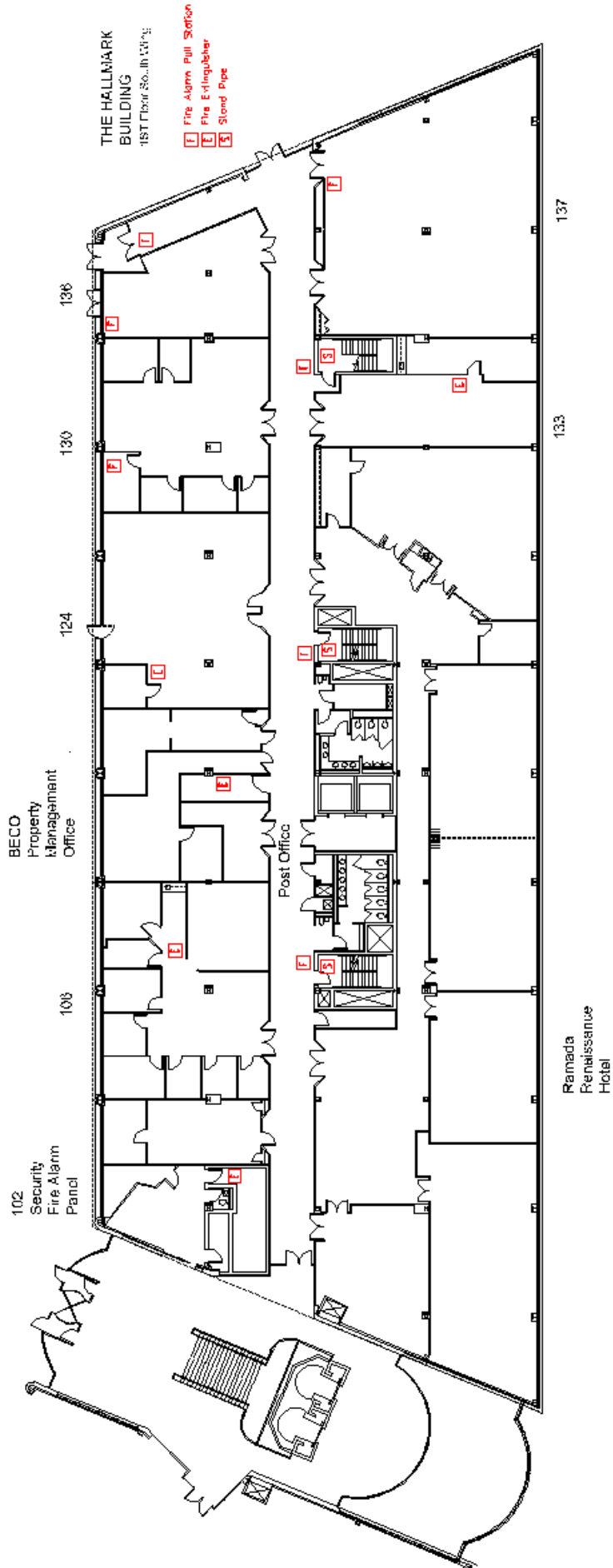
Main Electrical Cut-Off Switch Location: South Wing, Lower Level 2, Main Electrical Room.

# TENANT HANDBOOK

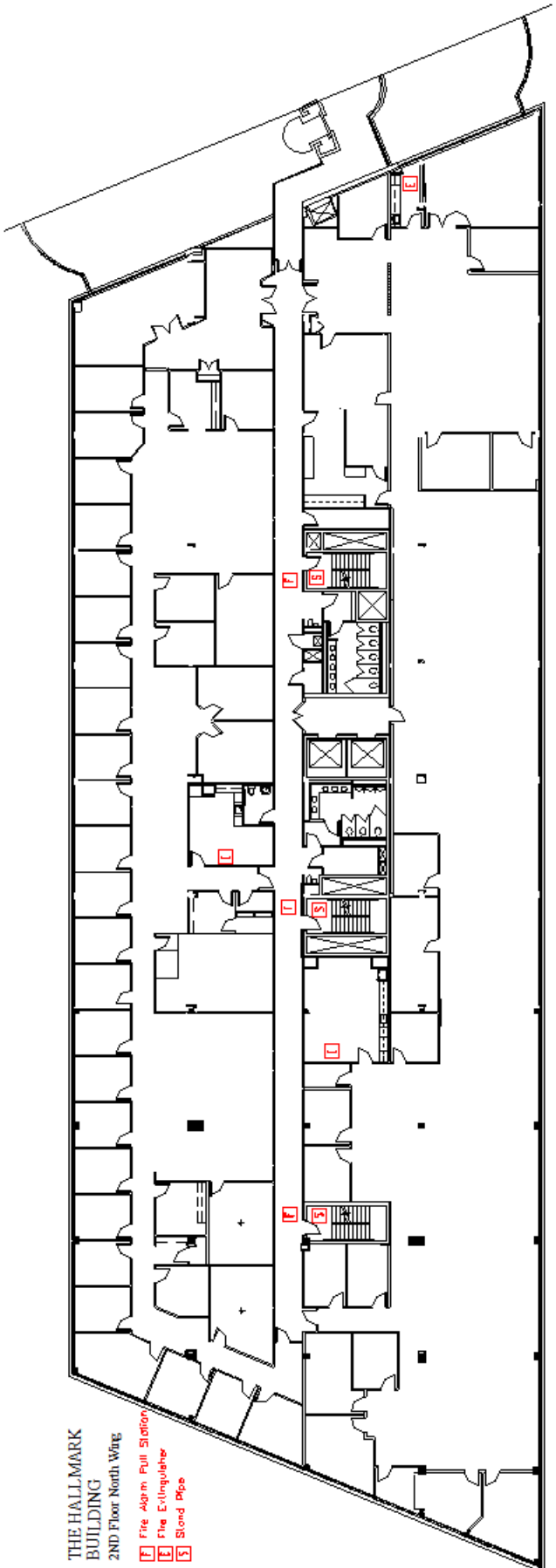
## BUILDING FLOOR PLANS



# TENANT HANDBOOK



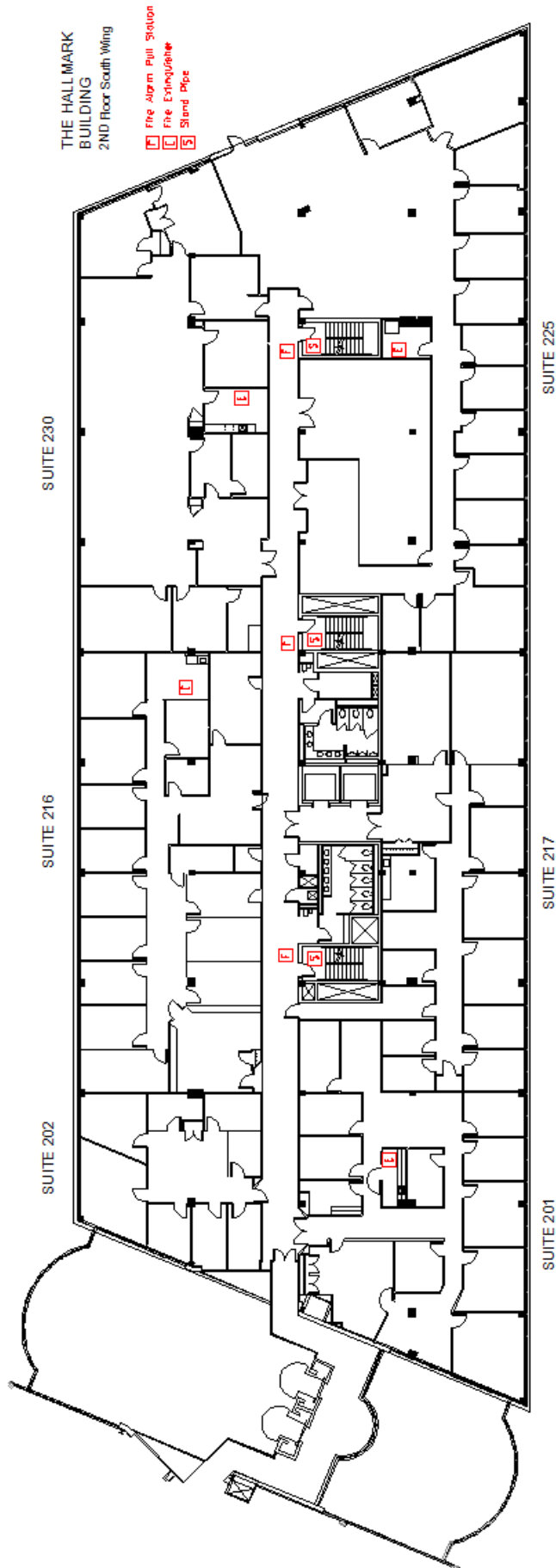
# TENANT HANDBOOK



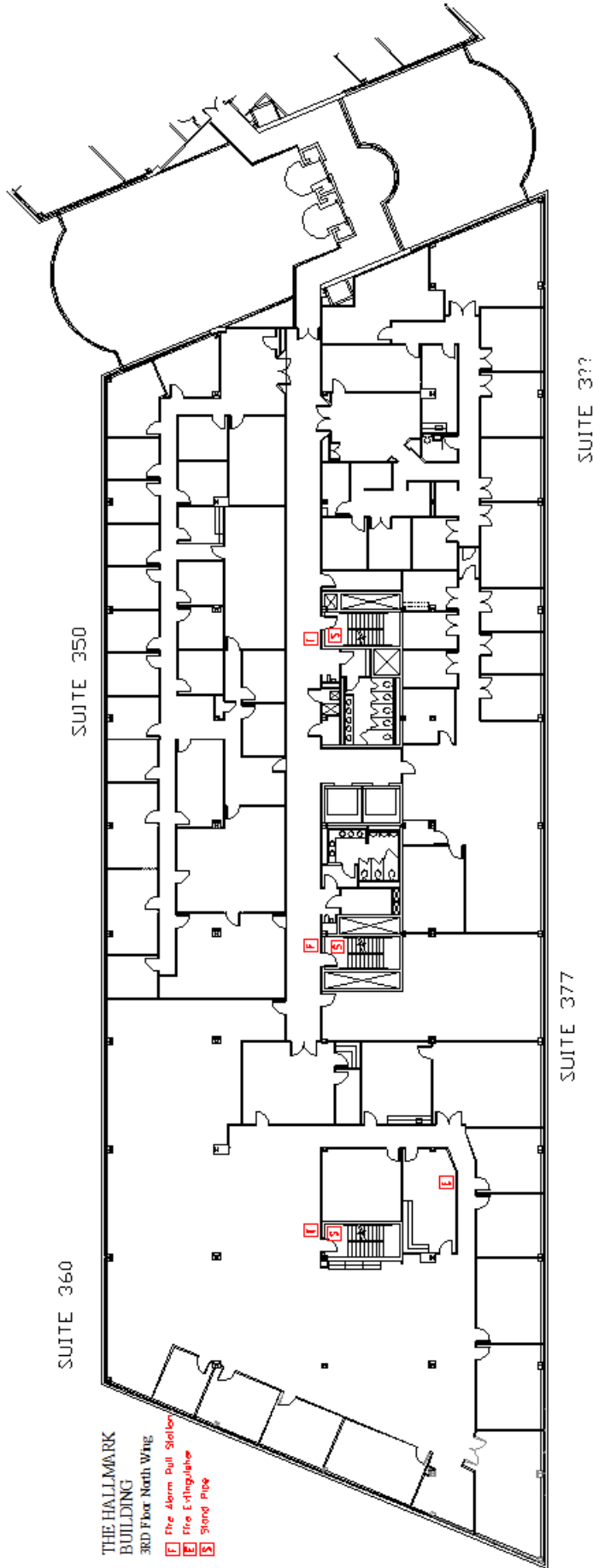
THE HALLMARK  
BUILDING  
2ND Floor North Wing

- L** Fire Alarm Pull Station
- E** Fire Extinguisher
- S** Stand Pipe

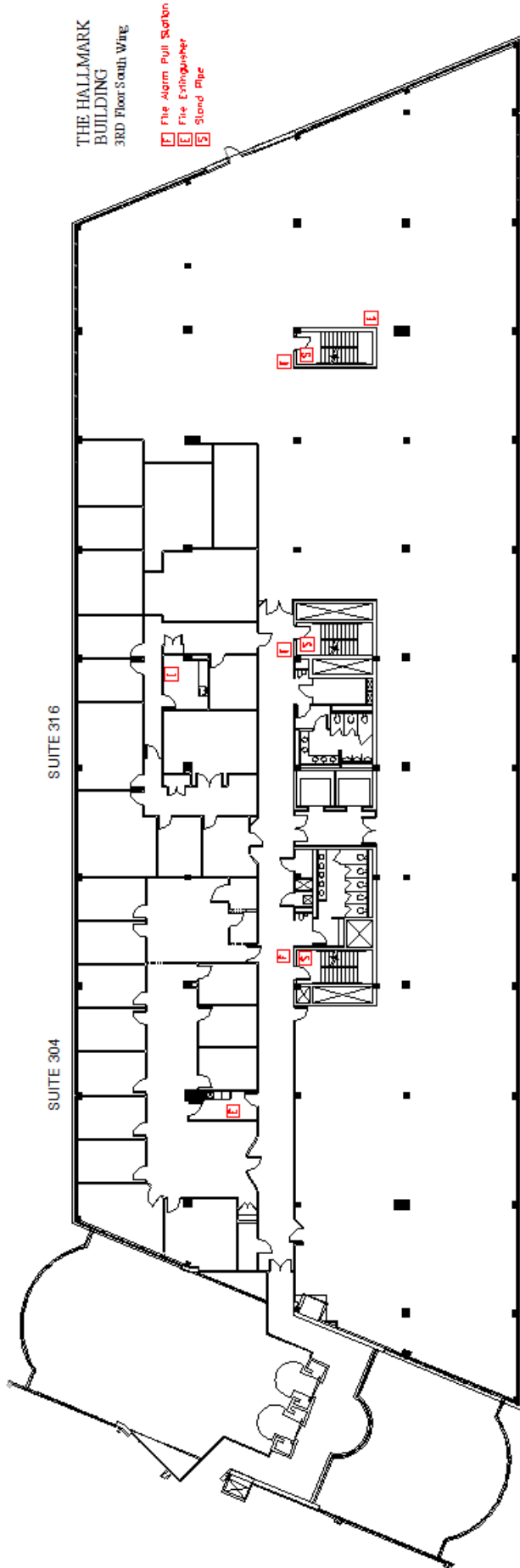
# TENANT HANDBOOK



# TENANT HANDBOOK

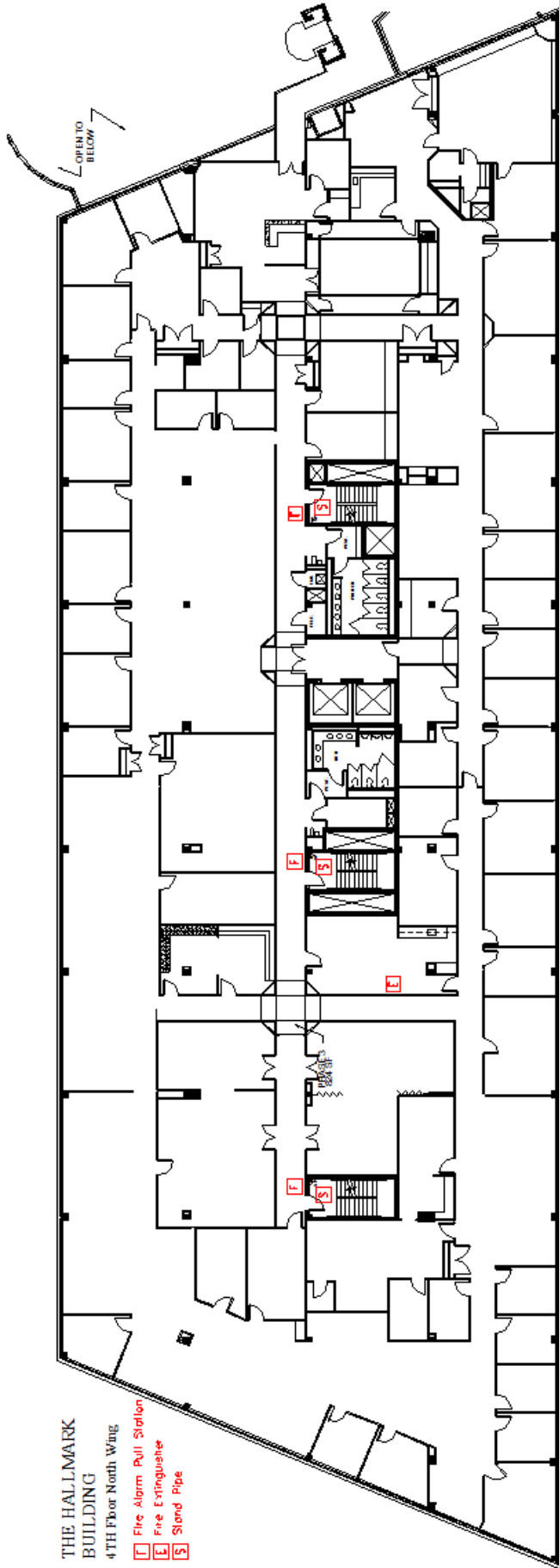


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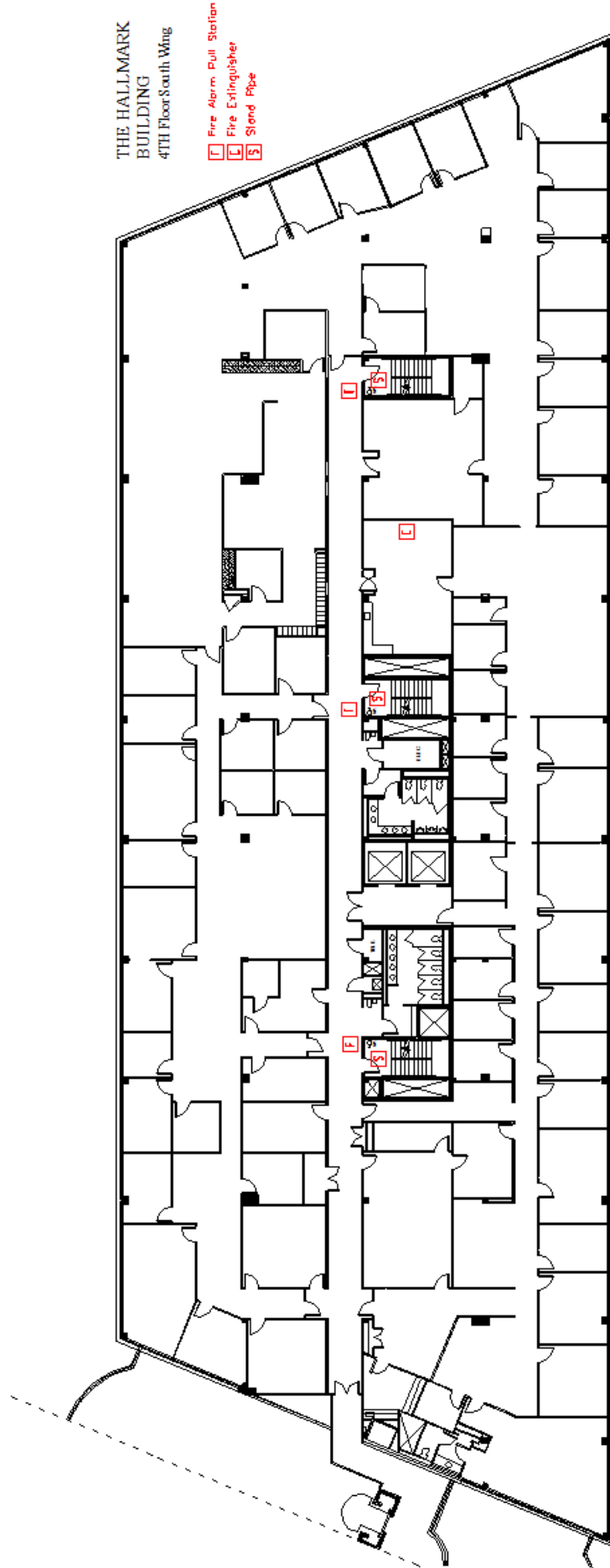




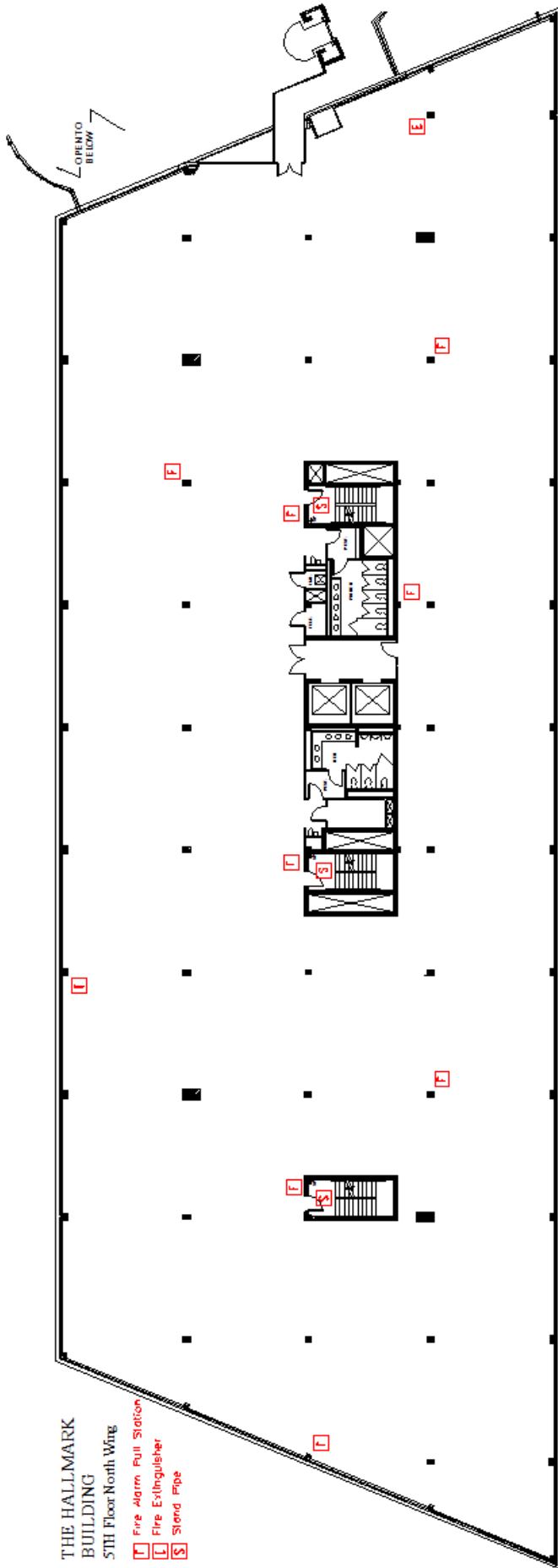
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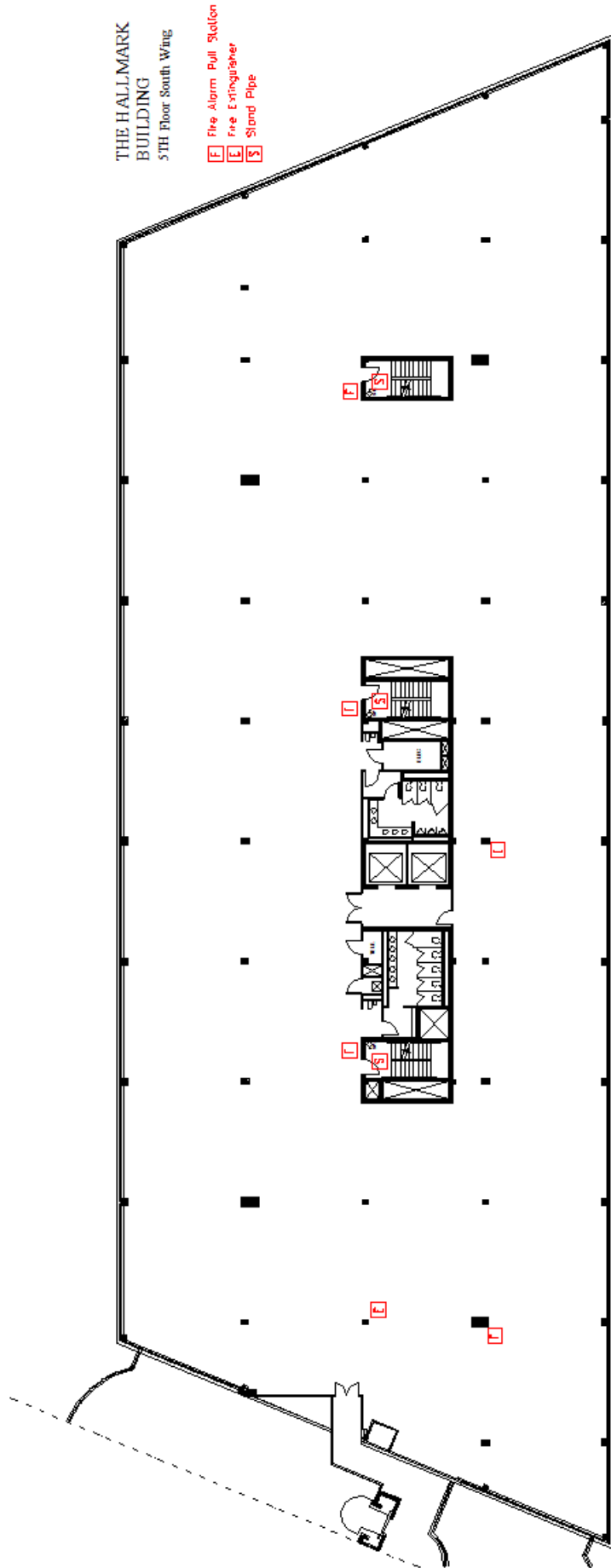
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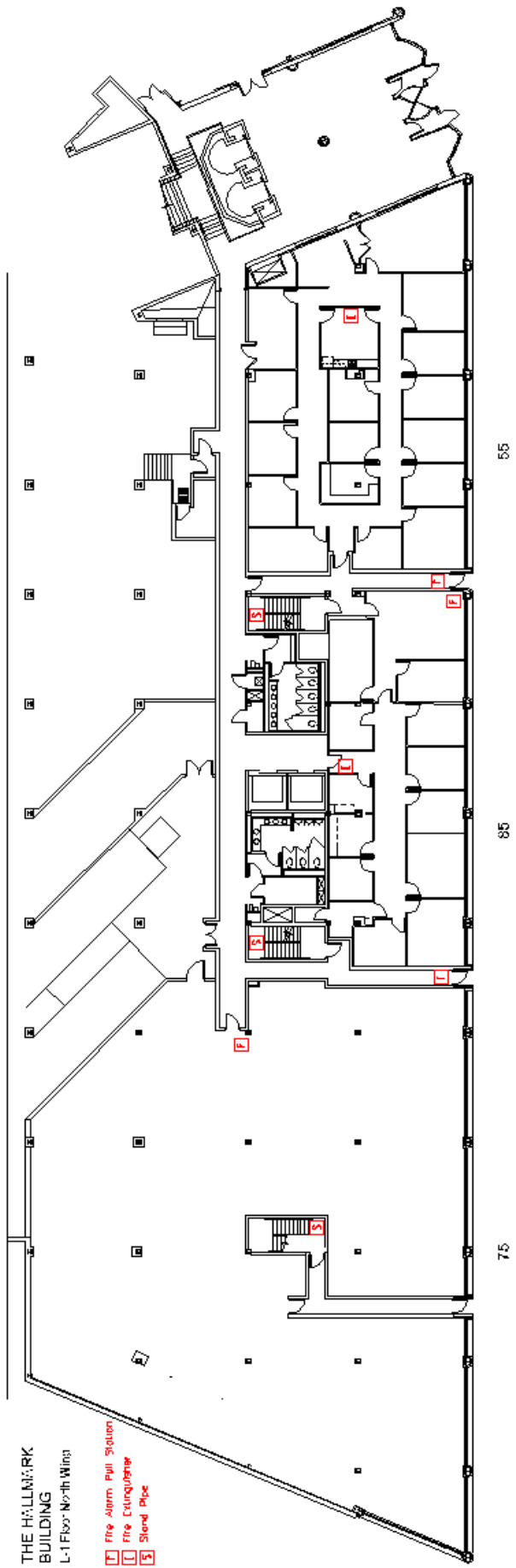
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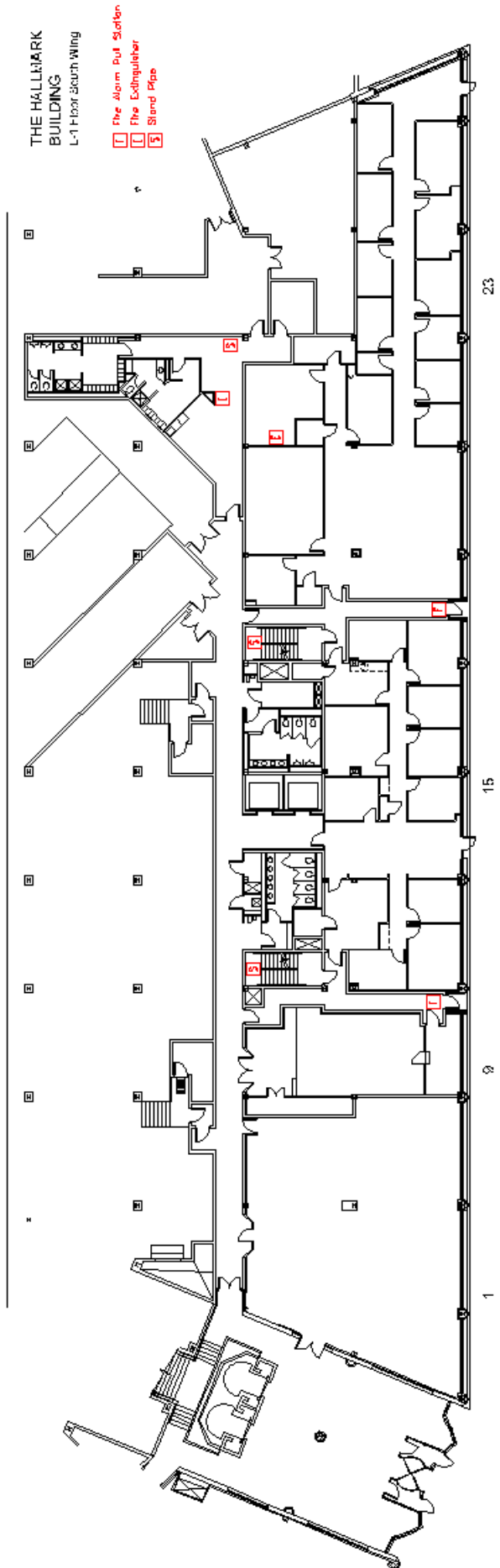
# TENANT HANDBOOK



# TENANT HANDBOOK



# TENANT HANDBOOK



# TENANT HANDBOOK

## RESOURCES

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1. BOMA International Emergency Resource Center, Building Owners & Managers Association International (BOMA), Washington, DC, [www.boma.org](http://www.boma.org)
2. Before Disaster Strikes: Developing an Emergency Procedures Manual, Institute of Real Estate Management (IREM) Chicago, IL; [www.irem.org](http://www.irem.org)
3. Emergency Management Guide For Business and Industry, Federal Emergency Management Agency, [www.fema.gov](http://www.fema.gov)
4. Montgomery County Fire & Rescue Services, 101 Monroe Street, Rockville, MD 20850
5. Healthy Buildings International, Inc. 9401 Mathy Drive, Montgomery, VA 22031-5311, [www.hbiamerica.com](http://www.hbiamerica.com)
6. The Connie Patterson Company, LLC, 2316 Pondsides Terrace, Silver Spring, MD 20906, [conpatco@aol.com](mailto:conpatco@aol.com)

# TENANT HANDBOOK

## INSTRUCTIONS

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Forms should be completed and submitted electronically. The forms can be found online at [www.mybeco.com](http://www.mybeco.com) or you can request an email copy by contacting your property manager. A hard copy of each form has been provided for reference or should you not have access to the web. Forms A and B should be completed immediately and returned to your property manager.

**A. Disabled Employee List**

Form to be filled out if there are any disabled employees in your company.

**B. Safety Monitor Roster**

Assign safety monitors for emergency procedures.

**C. Bomb Threat Checklist**

Form to be filled out after a bomb threat.

**D. Evacuation Drill Review**

Help us improve our evacuation plan using this form.

**E. Tenant Information Form**

Form to update contact information.

**F. MyBECO Form**

Form to request MyBECO tenant portal access.

**G. Elevator Reservation Request:**

Form to schedule a move or large delivery.

**H. Notifications Signup Form**

Subscribe your employees to receive emergency emails and SMS notifications.

**I. Short Term Parking**

Form to be used when leaving a vehicle in the building parking lot for more than one night.

**J. Access Card Administration**

Form for new access cards and updating/deleting cards.

**K. Parking Registration**

Request/update parking pass

**L. Tenant Signage Form**

Form to be used when requesting building signage



# TENANT HANDBOOK