

James Center



901, 1021 & 1051 East Cary Street
Richmond, Virginia 23219

Tenant Manual

Revised August 2017

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WELCOME!

Welcome to James Center! Your choice in office space at James Center ensures for you a centrally located, Class A office building, with a correspondingly high level of services. We offer you a great location and a unique corporate environment, like none other in the Richmond area. We welcome you and extend to you our pledge to provide the highest level of property management services during your tenancy at James Center.

In support of your daily operations, RP James Center LLC (James Center Property Management) is pleased to provide you with this Tenant Manual. It is designed to provide tenants with useful information about your building's general policies, emergency procedures, services and amenities.

The content of the Tenant Manual in no way amends the terms and conditions of your lease agreement or rules and regulations of James Center. Should you have any questions regarding its content, please contact building management. In the event of a change or update in contents, supplemental pages will be provided.

To assist you in becoming more familiar with James Center, we encourage you to take the time to review the provided Tenant Manual. We wish you much success in your new location and look forward to a long and prosperous business relationship.

Please visit our website www.thejamescenter.com for James Center information, attractions, and events!

COMMUNICATIONS

A. Building Management Office

The property management office for James Center is located in Three James Center, Suite 610, on the 6th Floor. Our office hours of operation are from 8:30 a.m. to 5:00 p.m., Monday through Friday. Your Property Management team is as follows:

Anne Paul

Senior Property Manager
RP James Center LLC
apaul@thejamescenter.com
(804) 344-3211

Kimberly Carter

Marketing Director &
Operations Coordinator
RP James Center LLC
kcarter@thejamescenter.com
(804) 344-7278

Louis Jones

Chief Engineer
RP James Center LLC
ljones@thejamescenter.com
(804) 344-3218

Mary Eads

Property Accountant
RP James Center LLC
meads@thejamescenter.com
(804) 344-7271

Patricia Castillo

Account Manager
Red Coats
pcastillo@redcoats.com
(804) 389-9758

Mark Mierzwa

Director of Security
Admiral Security
mmierzwa@admiralsecurity.com
(804) 344-3222

Nathan Anderson

Parking Facilities Manager
City Parking Inc.
nanerson@cityparkingonline.com
(804) 643-1951

Erica Schilling

Assistant Director of Security
Admiral Security
eschilling@admiralsecurity.com
(804) 344-3222

B. Telephone Contacts

Property Management Office	(804) 344-3232
Fax Line	(804) 780-2209
Building Security	(804) 344-3222
Richmond Police Department (Non-emergency)	(804) 780-5100
Police, Fire Department and Ambulance	911
Bomb Threat Squad	911

C. Service Requests

GENERAL SERVICE REQUESTS (i.e. maintenance items, janitorial, etc.): Tenants will be assigned a password for the web-based work order system, Corrigo. Training will be provided by property management, as needed.

ACCESS CARD/SECURITY REQUESTS: New tenants will receive an initial group of building access cards at no cost. The number of cards should be based on the tenant's full staff population. Any additional cards for any reason at any time will be provided for \$25 per card. The charge will appear on the rent statement. The tenant will administer their card assignments via the Kastle system web link or through the Corrigo work order system. Requests for new/additional access cards must be **entered into Corrigo**.

Notification of holiday schedules or special access permission for guests or contractors should be emailed to management@thejamescenter.com. All matters related to parking garage access should be directed to City Parking at (804) 643-1951.

PROPERTY MANAGEMENT CONTACTS: Please call Anne Paul, Property Manager at 344-3211 or email apaul@thejamescenter.com for extraordinary matters or requests, or to discuss anything pertaining to property management services. If you would like to discuss anything that pertains to leasing, please contact Bruce Boykin at 344-7267 or bhboykin@thejamescenter.com.

D. Tenant Contacts

Each Tenant is asked to provide property management with the name of at least one individual to be designated as the "Tenant Contact" for your office. (Typically more than one person is designated a "Tenant Contact" in the case that an individual is out of the office or on vacation.) Requests pertaining to temperature control, maintenance, parking and other items should be conveyed from the "Tenant Contact" to property management.

In addition, it is VERY important that we are given the names of individuals from your office to be designated as "After-Hours Contacts". These individuals would be contacted for any event involving your office space after hours. Examples include but are not limited to: after hours access requests, loss of power to your suite, a water leak of any kind, etc.

We also request at least ONE mobile phone number for your office, as in the case of an emergency, this could possibly be the only means of contact with our tenants.

HOURS OF OPERATION

A. Building Entrances

ONE JAMES CENTER (from Cary Street and 9th Street): Doors open at 6:00 a.m. and are locked at 7:00 p.m., Monday through Friday. On Saturday, doors open at 6:00 a.m. and are locked at 1:00 p.m. On Sunday, One James Center doors are locked and secured. To enter when the doors are secure, use your access card at the card reader located at the 9th Street entrance.

TWO JAMES CENTER (from the Plaza): Doors open at 6:00 a.m. and are locked at 7:00 p.m., Monday through Friday. On Saturday and Sunday, Two James Center doors are locked and secured. To enter when the doors are secure, walk through the entrance doors on Cary Street.

THREE JAMES CENTER (from Canal Street): Doors open at 5:00 a.m. and are locked at 7:00 p.m., Monday through Friday. On Saturday, access is available from 8:00 a.m. to 3:00 p.m. for members of the YMCA. On Sunday, Three James Center doors are locked and secured. To enter the building when the doors are secure, use your access card at the card reader located between the doors at the Canal Street entrance of Tower Three.

ATRIUM ENTRANCE (from the Plaza): Doors open at 6:00 a.m. and are locked at 7:00 p.m., Monday through Friday. On Saturday, doors open at 6:00 a.m. and are locked at 3:00 p.m.. On Sunday, these doors are locked and secured. To enter when the doors are secure, walk through the entrance doors on Cary Street.

ATRIUM ENTRANCE (from Cary Street): Doors are always open.

B. Elevator Access

ONE JAMES CENTER

	<i>Day</i>	<i>Unlock Time</i>	<i>Lock Time</i>
High Rise	Monday – Friday	7:00 a.m.	6:00 p.m.
	Saturdays, Sundays, & Holidays		All Day
Low Rise	Monday – Friday	8:00 a.m.	6:00 p.m.
	Saturdays, Sundays & Holidays		All Day
Freight	Monday – Friday	7:00 a.m.	6:00 p.m.
	Saturdays, Sundays, & Holidays		All Day

TWO JAMES CENTER

	<i>Day</i>	<i>Unlock Time</i>	<i>Lock Time</i>
High Rise	Monday – Friday	7:00 a.m.	6:00 p.m.
	Saturday, Sunday & Holidays		All Day
Low Rise	Monday – Friday	8:00 a.m.	6:00 p.m.
	Saturday, Sunday & Holidays		All Day
Freight	Monday – Friday	7:00 a.m.	6:00 p.m.
	Saturday, Sunday & Holidays		All Day

THREE JAMES CENTER

	<i>Day</i>	<i>Unlock Time</i>	<i>Lock Time</i>
Mid Rise	Monday – Friday	7:00 a.m.	6:00 p.m.
	Saturday, Sunday & Holidays		All Day
YMCA	Dictated by YMCA Hours and Events		
Freight	Monday – Friday	7:00 a.m.	6:00 p.m.
	Saturday, Sunday & Holidays		All Day

BUILDING HOLIDAYS

Building Holidays include New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

ACCESS AFTER NORMAL BUSINESS HOURS

Tenants should use their access card to utilize the elevators after normal business hours, including weekends and holidays. Upon tenancy at James Center, you will receive an allocated amount of cards which can be programmed to access your office floor. Any cards requested after the initial allocation will be invoiced to the tenant at the current rate on the monthly rent statement. The tenant will also be invoiced for any cards replaced due to misplacement, loss or damage.

To order replacement access cards, please submit your request in Corrigo. Your request will be completed by the end of the following business day.

AFTER HOURS VISITORS, DELIVERIES, SPECIAL VENDOR ACCESS

We will not provide any individual access to a tenant’s suite without prior notification. Tenants should make prior arrangements with vendors for all after-hours deliveries, services or contract work. It is primarily the responsibility of the tenant to provide access for all employees, contractors, vendors and other visitors. If you are expecting a delivery after hours or during a weekend that will require use of the freight elevator and / or loading dock, please email management@thejamescenter.com to schedule such deliveries.

DIRECTIONS TO JAMES CENTER

Driving Directions

From the North

95 South through Richmond to Exit 74A (Downtown Expressway)
Keep right and immediately exit onto Canal Street - directly behind James Center
Turn right onto 10th Street and take an almost immediate right into the parking garage

From the West

64 East to 195 (Downtown Expressway)
Follow signs to downtown
Go through toll plaza
Take the 7th & 9th Street Exit
Cross 9th Street
Take a left on 10th Street
Parking is immediately past Canal Street on the right

From the East

64 West to 95 South
Exit 74A (Downtown Expressway)
Keep right and immediately exit onto Canal Street - directly behind James Center
Turn right onto 10th Street and take an almost immediate right into the parking garage

From the South

95 N across the James River Bridge
Take Exit 74A (Downtown Expressway)
Keep right and immediately exit onto Canal Street - directly behind James Center
Turn right onto 10th Street and take an almost immediate right into the parking garage

MOVING POLICIES AND PROCEDURES

RP James Center LLC would like for your relocation to James Center to be as smooth as possible. To facilitate your move in or move out, we recommend that you review the following:

A. Moving In, Moving Out & Major Office Moves

All moves, including major office moves within the building from floor to floor should be coordinated with the property management office. Please call Anne Paul at (804) 344-3211 at least ONE WEEK in advance to schedule your move. Be prepared to provide the anticipated start date and duration of move and name of any moving companies and/or other parties involved.

PLEASE NOTE: All office moves are to be scheduled over the weekend; beginning no earlier than 6:00 p.m. on Friday evening and concluding on or before Sunday night.

B. Elevators

The freight elevator will be assigned to you for your use during your move. There should be no material movement through the Ground Floor lobbies. The passenger elevators should never be used for moving purposes unless other arrangements have been made with RP James Center LLC.

Tenants and/or vendors taking possession of freight or specific passenger elevators will be held liable to pay costs for any and all damages incurred while they have exclusive use of an elevator(s).

C. Finishes

It is the moving contractor's responsibility to provide the necessary protection to prevent damage to the building and its contents through the duration of your move. Special precaution should be taken to protect the building's finished surfaces which include the paint, wall coverings, doors and jams, elevators, carpet, tile, marble floors, etc. Any damage caused to the building or its fixtures as a result of a move will be repaired or paid for by the moving company.

D. Parking

Once a moving company has unloaded and emptied a truck of its contents, the truck should be removed from the loading dock area.

Parking in or around the loading dock area is not permitted except for loading and unloading.

E. Loading Dock and Freight Elevator Dimensions:

One James Center:

- The height of the T1 loading dock entrance is 13' 6" tall by 20' wide.
- The interior dimensions of the T1 freight elevator is 12' tall;
- 7' deep; and 5' 7" wide. The width of the door opening is 4'. The weight limit is 4000 lbs. evenly distributed.

Two and Three James Center:

- The loading dock entrance is very generous in size. Most trucks clear it without any problem; however, the trailers with the large extended cabs (on the front end) will not clear the entrance due to the downward angle of the incline on the entrance ramp.
- The interior dimensions of the T2/T3 freight is 10' tall; 8' deep; and 5' 4" wide. The width of the door opening is 4'. The weight limit is 4000 lbs. evenly distributed.

E. Insurance Requirements for Tenants, Vendors and Contractors

The moving company transporting supplies, furniture and/or equipment in the Building shall secure and present to the Property Management Office a Certificate of Liability Insurance reflecting the following coverage at least twenty-four (24) hours prior to the move:

A.	Worker's Compensation/Employers' Liability	Statutory Worker's Compensation Insurance. Employers' Liability with limits no less than \$500,000 per accident for Bodily Injury and \$500,000 per employee per aggregate for disease.
B.	Comprehensive General Liability, Bodily Injury and Property Damage, Broad Form Property Damage (includes: completed Operations, Products, Blanket Contractual, Independent Contractor, and Personal Injury)	\$1,000,000 Combined Single Limit Bodily Injury, Property Injury and Property Damage Liability per occurrence, and \$2,000,000 General Aggregate each project or location.
C.	Comprehensive Automobile Liability, Bodily Injury and Property Damage including Owned, Non-Owned and Hired Vehicles	\$1,000,000 Combined Single Limit Bodily Injury and Property Damage Liability per accident.
D.	Umbrella Liability Insurance	Excess of, (A) (Employers' Liability only), (B) and (C) above with a Minimum Combined Single Limit of \$3,000,000.

The above minimum requirements must incorporate the following clauses in the Certificates of Liability Insurance submitted to RP James Center LLC.

1. With respect to Liability coverage, the Additional Insured information that must appear on the FRONT page in the Description of Operations box of the Certificate is as follows:
“Additional Insureds: RP James Center LLC”
2. Certificate of Insurance must state not less than thirty (30) days notification shall be afforded RP James Center LLC in the event of cancellation or material change in policies.
3. ACCORD FORMS: Delete/strike the following wording from Accord forms cancellation section: "...endeavor to..." and "...but failure to

mail such notice shall impose no obligation or liability upon the company..."

Certificate Holder: **RP James Center LLC**
1051 East Cary Street, Suite 610
Richmond, VA 23219
Attn: COI

*****Mail to this address***

4. IMPORTANT NOTICE: Additional Coverage Required for Excessive Risks.
5. Contractor shall carry the above indicated at his own expense.

KEYS

Tenants of James Center will receive two suite keys prior to their move-in date. Extra keys may be obtained emailing the Property Management Office at management@thejamescenter.com. There is a \$2.00 charge for each additional key requested.

The tenant agrees not to make or have made additional keys without the consent of RP James Center LLC and Tenant shall not alter any lock or install a new or additional lock or bolt on any door of their Premises. This policy ensures the safety and integrity of the Building's master keying system. Tenant shall advise the Landlord of restricted areas and shall deliver access cards or keys to the Property Management Office in order to access such areas in the event of an emergency.

Tenant, upon the termination of its tenancy, shall deliver to Landlord the keys of all doors which have been furnished to Tenant.

SIGNAGE

The property management office will provide your initial standard suite and floor directory signage in the public corridors for multi-tenant floors. Both suite and floor directory signage require special fabrication and may take two to three weeks for arrival and installation. If you wish to have your sign graphics included on your suite signage, please electronically send your company logo or graphics to Kimberly Carter at kcarter@thejamescenter.com.

Any tenant requested changes to signage after the initial install will be at the expense of the Tenant.

Lobby Directories

An interactive touch screen directory is displayed in each building lobby. The interactive directories allow tenants to make modifications to their own employee listings on an as needed basis. Tenants have the ability to log onto a website from any computer, and add, delete or change their company listing within minutes. Contact Kimberly Carter at kcarter@thejamescenter.com to obtain a User ID and Password to log onto the system. You can direct any questions or concerns in regard to the directory to Kimberly Carter.

MAIL AND DELIVERIES

A. Mail Deliveries

The United States Postal Service delivers U.S. Mail to the respective mailrooms at James Center daily. The One James Center Mailroom is located on the Ground Level of the building in the freight hallway. Two and Three James Center share a mailroom centrally located on the P2 Level of the Parking Deck near the Atrium Elevators. There is a yellow outlined walkway that leads you to the mailroom.

Upon move-in, the tenant will be assigned a mailbox and the corresponding key for that mailbox. We are unable to duplicate mailroom keys, so it is important that the key is kept in a safe place. RP James Center LLC does not have the authority to open your mailbox for you. There is a replacement charge for lost keys.

If you receive a large mail item, the item will be placed in an oversized mail box located to the right of tenant mailboxes. The key needed to retrieve the item will be placed in your mailbox.

B. Mail Pick-Up

The United States Postal Service has a scheduled mail pick-up at James Center in accordance with the following schedule:

Monday – Friday	3:00pm & 5:00pm
Saturday	10:00 am

Any concerns in regards to mail delivery or pick up should be directed to the United States Postal Service:

Capital Station
700 East Main Street
Richmond, VA

(804) 783-0723 or fax (804) 649-1933

Federal Express and UPS have boxes located in the mail rooms. If the package is too large to fit in the pickup slot, the tenant is required to call the appropriate shipping company to pick up their package. If toner or other recyclables need to be shipped, these must be called in for pickup from the tenant's space. The mailroom is NOT the appropriate place for such items.

If a tenant wishes to mail oversized items, the same rules apply. Either call a courier to take the packages to the post office at the address above, or take the items directly to the post office at the address listed above.

C. Building Addresses

One James Center Tenants:

Tenant Name
One James Center
901 East Cary Street
Suite Number
Richmond, Virginia 23219

Two James Center Tenants:

Tenant Name
Two James Center
1021 East Cary Street
Suite Number
Richmond, Virginia 23219

Three James Center Tenants:

Tenant Name
Three James Center
1051 East Cary Street
Suite Number
Richmond, Virginia 23219

F. Courier Deliveries

For your convenience, Federal Express and UPS drop boxes are located on the Loading Dock of One James Center and in the Mail Room for Two and Three James Center. Individual pick-up times are clearly posted on the boxes.

DELIVERIES, LOADING DOCK & VENDOR ACCESS

Property management should be notified **at least 24 hours in advance** when moving or receiving bulky materials, office furniture or equipment in or out of the building so what we may be able to best accommodate your schedule. RP James Center LLC, its contractors and subcontractors are not permitted to accept, sign for or store tenant deliveries. Notify Management by emailing management@thejamescenter.com.

All deliveries should be made using the loading dock and freight elevator. The Loading Dock Officer is authorized to direct drivers at his discretion in order to accommodate tenant vendors as much as reasonably possible. This includes enforcing the 30 minute parking limit in the Loading Dock unless otherwise previously arranged with the Management Office. When scheduling the loading dock/freight elevator, you should be prepared to provide the following information:

- Time of delivery or movement of items
- Contractor or vendor making the delivery
- Area to which the delivery will be made
- Contact name should any questions or concerns arise

Please inform contractors and vendors that upon their arrival at the loading dock they should sign in with the Loading Dock Officer and sign out upon their departure. They will receive a contractor badge to wear during their stay in the building.

Contractors should have “pre-authorization” to do work at James Center and it is the tenant’s responsibility to inform the management office of any scheduled work or any large delivery. The management office will notify the Loading Dock officers that the contractor has clearance to enter the building.

PLEASE NOTE: The Loading Dock is for loading and unloading only. Alternate parking arrangements should be made for a vendor that will be working within a tenant space, as opposed to making a delivery. Parking along the wall in the Two and Three James Center loading dock is strictly prohibited.

LOADING DOCK AND FREIGHT ELEVATOR DIMENSIONS: Please see MOVING POLICIES AND PROCEDURES, Section E., page 12

SECURITY

A. Physical Guard Services

James Center has contracted security coverage 24 hours a day, 7 days a week, 365 days a year. The main security operations center is referred to as "Control 5" and it is located outside the Atrium Elevators on the P2 Level of the Tower Two & Three Parking Deck. For your convenience, you can reach James Center Security at all times by calling the 24 hour service / security phone number: (804) 344-3222.

B. Access Card System

James Center is equipped with an onsite electronic access card system which is activated during non-business hours for entrance into the building, and access to the elevators. An access card should be obtained upon employment at James Center for access to the building outside of normal business hours. Replacement and additional cards may be issued for a fee upon written request through Corrigo. For information on obtaining necessary access cards, or to report problems in using your access card, please create a work order in Corrigo.

C. Entry into the Building by Non-Tenants

When your guests and/or service personnel need admittance to James Center during non-business hours, contact the property management office IN ADVANCE to authorize entry for your guests or service persons. Identify the company and specify the date and time of such entry.

D. Crime Prevention

RP James Center LLC wishes to take this opportunity to express its concern for Tenants and their employees regarding the various criminal activities to which each of us is potentially exposed on a daily basis. To reduce crime, emphasis must be placed on preventive rather than reactive measures. Preventive measures against office thefts, unauthorized activities and crimes against persons can be best achieved through the individual efforts of Tenants and their employees. All employees must understand the importance of their part in helping to ensure a more safe and secure working environment. With these thoughts in mind, we offer the following guidelines:

1. All questionable activities should be reported to RP James Center LLC at management@thejamescenter.com and to

Security at (804) 344-3222 so that we may coordinate an in-house investigation.

2. Check doors to make sure they lock securely.
3. All keys, including card access keys, should be issued on a restricted basis. Employees should sign for keys as a control measure and be instructed never to loan their keys for any reason. Assign a person to be responsible for key issuing and for key recovery from terminated employees. Lost cards, stolen cards or cards not returned from terminated employees should be deleted from the electronic access system to ensure suite and Building integrity. Please stress to your employees not to use his or her access card to give someone else access to a secured floor.
4. Report suspicious persons or activity immediately to the RP James Center LLC. Also, report persons loitering in a public corridor, elevator, restroom or stairway. Report any unknown persons in your leased space or in corridors seen trying to enter several doors to other spaces, etc. When calling, please note the building address and floor, and also the specific description of the person(s).
5. Solicitors are not allowed at James Center. If you see soliciting activity, contact Security or RP James Center LLC IMMEDIATELY. We will locate and escort the offender off of the property.

BUILDING RULES AND REGULATIONS

James Center regulations are not intended to unreasonably restrict tenant activities in any way. They are intended to provide the safest, most professional environment for all tenants, as well as to meet all requirements of the city, state, federal agencies and insurance requirements.

1. The Landlord may refuse admission to the Building outside of ordinary business hours to any person not known to the watchman in charge or not properly identified, and may require all persons admitted to or leaving the Building outside of ordinary business hours to register. Any person whose presence in the Building at any time shall, in the judgment of the Landlord, be prejudicial to the safety, character, reputation and interests of the Building or its tenants may be denied access to the Building or may be ejected therefrom. In case of invasion, riot, public excitement or other commotion, the Landlord may prevent all access to the Building during the continuance of the same, by closing the doors or otherwise, for the safety of the tenants, the Building and protection of property in the Building. The Landlord may require any person leaving the Building with any package or other object to exhibit a pass from the tenant from whose premises the package or object is being removed, but the establishment and enforcement of such requirement shall not impose any responsibility on the Landlord for the protection of any tenant against the removal of property from the premises of the tenant. The Landlord shall in no way be liable to any tenant for damages or loss arising from the admission, exclusion or ejection of any person to or from the tenant's premises or the Building under the provisions of this rule.
2. Landlord reserves the right to exclude or expel from the Building any person who in the judgment of Landlord is intoxicated or under the influence of liquor or drugs.
3. Tenants shall not do or permit anything to be done in their premises or bring or keep anything therein which will in any way obstruct or interfere with the rights of other tenants, or do, or permit anything to be done in their premises which shall, in the judgment of the Landlord or its Manager, in any other way injure or annoy them, or conflict with the laws relating to fire, or with the regulations of the fire department or with any insurance policy upon the Building or any part thereof or any contents therein or conflict with any of the Rules and Ordinances of the public building or health authorities.

4. All electrical equipment used by tenants shall be U.L. approved. Nothing shall be done or permitted in any tenant's premises, and nothing shall be brought into or kept in such premises which would impair or interfere with any of the Building services or the proper and economic heating, cooling, cleaning or other servicing of the Building or such premises.
5. Tenants shall not install or operate any steam or gas engine or boiler, or carry on any mechanical business, in the Building. The use of oil, gas or inflammable liquids for heating, lighting or any other purpose is expressly prohibited. Explosives or other articles deemed extra hazardous shall not be brought into the Building. Tenants shall not use any other method of heating than that supplied by the Landlord.
6. Tenants shall give Landlord prompt notice of all accidents to or defects in air-conditioning equipment, plumbing, electric facilities or any part or appurtenances of their premises.
7. Tenants shall use electric, gas and any other form of energy only from such sources of supply as is furnished in the Building.
8. All deliveries to the Building for or by any tenant are to be made through the service entrance to Building as designated by Landlord, unless special permission is granted by Landlord for the use of other Building entrances.
9. Furniture, equipment or supplies shall be moved in or out of the Building only upon the elevator designated by Landlord and then only during such hours and in such manner as may be prescribed by Landlord.
10. Should any tenant desire to place in the Building any unusually heavy equipment, including, but not limited to, large files, safes and electronic data processing equipment, it shall first obtain written approval of the Landlord to place such items within the Building, for the use of the Building elevators, and for the proposed location in which such equipment is to be installed. The Landlord shall have the power to prescribe the weight and position of any equipment that may exceed the weight load limits of the building structure, and may further require, at the tenant's expense, the reinforcement of any flooring on which such equipment may be placed, and/or to have an engineering study performed to determine such weight and position of equipment, to determine added reinforcement required, and/or determine whether or not such equipment can be safely placed within the Building.

11. Tenants shall not place additional locks or bolts of any kind upon any of the doors of their premises and no lock on any door therein shall be changed or altered in any respect. Duplicate keys for tenant's premises and toilet rooms (if applicable) shall be procured only from Landlord. There may be a charge to the Tenant for duplicate keys. Upon the termination of any tenant's lease, all keys of such tenant's premises and toilet rooms shall be delivered to the Landlord.
12. Tenants shall not leave any refuse in the public hallways or other areas of Building (excepting such tenant's own premises) for disposal.
13. Landlord shall have the right to prohibit any advertising by tenants which, in Landlord's opinion, tends to impair the reputation of the Building or its desirability as a building or offices; upon written notice from the Landlord, tenants shall refrain from or discontinue such advertising.
14. If a tenant employs laborers or others outside of the Building, such tenant shall not have its employees paid in the Building, but shall arrange to pay their payrolls elsewhere. Tenants shall not advertise for laborers, giving an address at the Building.
15. Bicycles or other vehicles shall not be permitted in the offices, halls, corridors, lobbies and elevators of the Building, nor shall any obstruction of sidewalks or entrances of the Building by such be permitted.
16. The sidewalks, entries, passages, elevators and staircases shall not be obstructed or used by tenants, their servants, agents or visitors for any other purpose than ingress and egress to and from their respective offices.
17. Canvassing, soliciting and peddling in the Building is prohibited and tenants shall cooperate to prevent the same.
18. No animals, birds or pets (other than seeing-eye dogs) of any kind shall be allowed in any tenant's premises or the Building.
19. The water closets, urinals, waste lines, vents or flues of the Building shall not be used for any purpose other than those for which they were constructed, and no rubbish, acids, vapors, newspapers or other such substances of any kind shall be thrown into them. The expense caused by any breakage, stoppage or damage resulting from a violation of this rule by any tenant, its employees, visitors, guests or licensees, shall be paid by such tenant.

20. All decorating, carpentry work, or any labor required for the installation of any tenant's equipment, furnishings or other property shall be performed at such tenant's expense, subject to Landlord's prior written approval and, by Landlord's employees or at Landlord's option and consent by persons or contractors authorized in writing by Landlord. This shall apply to all work including but not limited to, installation of telephone or telegraph equipment, electrical devices and attachments, and all installations affecting floors, walls, windows, doors, ceilings, equipment or any other physical feature of the Building. None of this work shall be done by any tenant without Landlord's prior written approval.
21. If any tenant desires radio signal, communication, alarm or other utility service connection installed or changed, such work shall be done at the expense of such tenant, with the prior written approval and under the direction of Landlord. No wiring shall be installed in any part of the Building without Landlord's approval and direction. Landlord reserves the right to disconnect any radio, signal or alarm system when, in Landlord's opinion, such installation or apparatus interferes with the proper operation of the Building or systems within the Building.
22. Except as permitted by Landlord, tenants shall not mark upon, paint signs upon, cut, drill into, drive nails or screws into, or in any way deface the walls, ceilings, partitions or floors of their premises or of the Building and the repair cost of any defacement, damage or injury caused by any tenant, its agents or employees, shall be paid for by such tenant.
23. All glass, lighting fixtures, locks and trimmings in or upon the doors and windows of any tenant's premises shall be kept whole and whenever any part thereof shall be broken through cause attributable to any tenant, its agents, guests or employees, the same shall immediately be replaced or repaired by Landlord at such tenant's expense.
24. The cost of repairing any damage to the public portions of the Building or the public facilities or to any facilities used in common with other tenants, caused by any tenant or the employees, licensees, agents or invitees of any tenant, shall be paid by such tenant.
25. Tenants shall not remove any carpet, or wall coverings, window blinds, or window draperies in its premises without prior written approval from Landlord.
26. The sashes, sash doors, windows, side glass, glass floors and any lights or skylights that reflect or admit light into the halls or other

places of Building shall not be covered or obstructed by any tenant without prior written approval from Landlord.

27. Tenants shall cooperate fully with the life safety plans of the Building as established and administered by the Landlord. This includes participation by tenants and employees of the tenants in exit drills, fire inspections, life safety orientations and other programs relating to fire safety that may be promulgated by the Landlord.
28. Smoking is not allowed anywhere in the Building. Each tenant shall take all action necessary to prevent smoking in its premises and smoking by its employees elsewhere in the Building.
29. Use of the freight elevator for personal convenience is prohibited. It is intended for transporting freight only.
30. Tenants and/or vendors taking possession of freight or specific passenger elevators will be held liable to pay costs for any and all damages incurred while they have exclusive use of an elevator(s).

JAMES CENTER CONSTRUCTION RULES AND REGULATIONS

Tenant and Tenant's contractors, general contractors and subcontractors shall perform the Tenant Work in accordance with the following rules and regulations:

1. Prior to construction or demolition, complete drawings, to include stamped mechanical and electrical drawings, must be reviewed and approved by the Owners/Landlord's representative (**RP James Center LLC**).
2. Prior to construction or demolition, the GC is required to furnish RP James Center LLC with the following:
 - Current Certificate of Insurance for GC and all subcontractors showing all minimum requirements and name RP James Center LLC as the additional insured.
 - Building permit.
 - Construction Rules and Regulations signed and dated.
3. Upon completion of construction, General Contractor (GC) will provide as built electrical plans which identify circuits in the panel(s). The panel board load in the panel(s) will be updated to identify the new circuits.
4. A full-time, on-site, competent superintendent must supervise all work. Prior to commencement of work, please furnish the names and phone numbers (both office and mobile), as well as fax numbers if applicable, of all supervisory personnel.
5. Core drilling into or through the concrete slab must be coordinated with James Center Property Management Office. X-ray for post tension support cables will be determined and approved by Property Management.
6. Approved "fire stop" is required for slab penetrations and core walls.
7. The installation of equipment or components is not permitted in the Building's mechanical, electrical or telephone rooms.
8. The GC is required to obtain approval on vendor selection from Property Management for all HVAC control related connections, disconnection's additions and or deletions of zone thermostats, local thermostats, VAV boxes, tenant initiated operator and pneumatic controls.
9. The GC is required to furnish Property Management with air balancing data prior to occupancy of the suite.
10. The GC is required to use the Owner's fire alarm vendor (currently "LSSI" or Life Safety Solutions, Inc.) for additions, deletions and or changes to the Building's life safety equipment programming and for final tie-in to the base building system. A digital CAD file will be provided to Owner showing location of all devices upon completion of the work.

11. All components installed above the ceiling must be supported directly to the concrete slab and a minimum clearance of 12 inches above the ceiling grid is to be maintained when installing items such as plumbing, electrical, HVAC, telephone and communication cables.
12. The installing contractor is required to comply with all codes, applicable to a return air plenum for above ceiling work. [i.e. Teflon coated cables, when installed without conduit.]
13. Non-building standard items included in the build-out will be the Tenant's responsibility to service and maintain.
14. The contractor will restrict its employee's vertical transportation and material delivery to the freight elevator ONLY. Ingress and egress to the Building will be through the loading dock entrances.
15. The contractor will restrict its employee's activities to the loading dock and the specific floor/suites under construction.
16. Contractor shall obtain Property Management's written approval prior to performing any work requiring access to any other existing tenant space. A representative of the Building shall accompany construction personnel into all occupied tenant areas.
17. The contractor is herein notified that the Building is occupied by its tenants during the normal business hours of 8:00 a.m. to 6:00 p.m. Monday through Friday and 8:00 a.m. to 1:00 p.m. on Saturday. Construction activities that create noise and or harmonic vibrations that may disturb tenants are to be performed after or before "normal business hours".
18. **NOISE:** Radios, televisions, construction equipment (such as stud guns, screw guns, jackhammers, etc.) are prohibited during normal business hours of 8:00 a.m. – 6:00 p.m. Monday – Friday. Utmost consideration must be given to adjoining tenants.
19. The contractor is required to take every reasonable precaution to prevent transferring construction dust or other substances into the occupied areas and common areas of the Building. Any use of noxious paint/adhesive/chemical applications must be approved prior to work, and must be scheduled outside of normal business hours.
20. RP James Center LLC does not accept responsibility for securing the contractor's tools and/or materials. The GC takes full responsibility for the security of these items.
21. Contractor is to install tenant suite and floor directory sign back plates, furnished by Property Management. Location must be coordinated with Property Management prior to installation.
22. **LOADING DOCK/FREIGHT ELEVATOR:** The loading dock is strictly for loading and unloading. No vehicles are to be parked in the loading dock

- areas. A fine of \$25.00 per hour will be charged to the contractor for parked vehicles and/or the vehicle will be towed at the owner's expense. All material deliveries shall be before 7:00 a.m. or after 7:00 p.m., Monday – Friday. Any Saturday and/or Sunday deliveries should be scheduled in advance through the Property Management Office at management@thejamescenter.com. The contractor will clean the dock, freight elevator and corridors of any debris resulting from the job.
23. **PARKING:** Property Management will try to best accommodate your parking needs at the prevailing rate. To reiterate, parking in the loading dock is not permitted.
 24. **BATHROOM FACILITIES:** GC must provide portable toilets to be placed in an area chosen by Property Management.
 25. **FINAL CLEANING:** Contractor is required to include final construction clean up prior to occupancy of the suite. Any cleaning cost resulting from the construction/demolition at the conclusion of the job will be billed back to the GC. Our janitorial contractor provides construction clean up services.
 26. **FIRE PROTECTION EQUIPMENT:** The contractor will install bags over all smoke heads through the duration of the work. Building Security (Control 5) has the proper bags available for your use. A 24 hour prior notification is required to take fire protection points out of the systems for work on the sprinkler system. The LSSI base building life safety system will be left as it was prior to the construction, with the exception of any modifications made with prior Landlord's approval.
 27. **TRASH COMPACTOR/CONTAINER:** The GC will provide a dumpster, at their expense, for disposal of all construction material. Property Management must approve location of container and duration of placement onsite.
 28. **ELECTRICAL AND MECHANICAL ROOMS:** Drinks and any liquid substances are prohibited from electrical and mechanical rooms. These rooms will be left in broom clean condition.
 29. **STANDARDS OF CONDUCT:** When on the James Center premises, the contractor and subcontractor's employees are required to dress and conduct themselves in a manner conducive to a "Class A" office building environment. If any employee does not comply, they will be asked to leave the property and not return.
 - Smoking is prohibited, except in designated areas. Use of alcohol or drugs at the property is prohibited.
 - Sexual harassment of any kind will NOT be tolerated.
 - Use of vulgar language or shouting is prohibited.
 - Clothing should be suitable to the task to be done. Tank tops, shorts, hats, sandals and t-shirts with objectionable printing shall not be permitted.

30. **ACCESS PROCEDURE/SECURITY:** GC, subcontractors and vendors must sign-in and obtain a vendor badge each day at the security post located on the loading dock. This post is manned 7am-7pm, Monday-Friday. Please go to the main security office (“Control Room 5”) located near the loading dock when the loading dock post is not manned to obtain your badge. **A VALID PHOTO ID IS REQUIRED AND MUST BE PRESENTED TO BUILDING SECURITY PRIOR TO RECEIVING A VENDOR BADGE.**
31. **ADVANCE NOTICE:** Notice to property management office for exclusive use of the freight elevator, fire alarm testing, access to other tenant spaces is required 24 hours in advance. Please email management@thejamescenter.com.
32. **FREIGHT ELEVATOR CARE:** Contractors and/or vendors taking possession of freight or specific passenger elevators will be held liable to pay costs for any and all damages incurred while they have exclusive use of an elevator(s). Elevator and elevator tracks will be cleaned daily by GC.
33. **LOADING DOCK AND FREIGHT ELEVATOR DIMENSIONS:**
- One James Center:
- The height of the T1 loading dock entrance is 13’ 6” tall by 20’ wide.
 - The interior dimensions of the T1 freight elevator is 12’ tall;
 - 7’ deep; and 5’ 7” wide. The width of the door opening is 4’. The weight limit is 4000 lbs. evenly distributed.
- Two and Three James Center:
- The loading dock entrance is very generous in size. Most trucks clear it without any problem; however, the trailers with the large extended cabs (on the front end) will not clear the entrance due to the downward angle of the incline on the entrance ramp.
 - The interior dimensions of the T2/T3 freight is 10’ tall; 8’ deep; and 5’ 4” wide. The width of the door opening is 4’. The weight limit is 4000 lbs. evenly distributed.

LIGHTING/CEILING STANDARDS

1. Lay in fixtures are to be mounted using mounting clips and are not to be screwed down to the grid. Care is to be taken not to lose mounting clips during demolition or relocation. Contractor is to supply new mounting clips for any relocated distributed fixture missing existing mounting clips.
2. Care is to be taken not to damage fixture frames or diffusers during demolition and installation.
3. Contractor is to replace any T8 bulbs broken or removed during demolition or construction with new bulbs to match existing, at their expense.
4. Contractor is to clean fixtures, lenses, and grid after installation or relocation.

5. No main ceiling grid tees are to be cut during demolition or construction.

HVAC STANDARDS

1. As part of the construction drawing package, Landlord requires mechanical drawings, which are stamped by an engineer.
2. All new tenant spaces shall include T.I.O. (Tenant-Initiated Operating) HVAC controls.
3. HVAC lines are not to be cut during demolition. Any damage to HVAC system, which occurs during work, attributable to the GC, shall be corrected at the GC's expense at the Property Management's discretion.
4. Contractor is to calibrate all thermostats within tenant space.
5. Contractor is to calibrate all VAV controls within tenant space.
6. Contractor is to verify that the minimum air flow settings on VAV boxes (as defined by ASHRA) are set correctly.
7. Contractor is to air balance all diffusers and submit air balance report to Property Management.
8. Contractor is responsible for verifying any modification required to HVAC system caused by any new construction (changes to airflow, thermostat locations, etc.). Any changes required that do not fall within the scope of contractor's work should be made known to the architect and/or Property Management. Use filters to cover intakes to prevent dust from getting into system.

PLUMBING STANDARDS

1. All material will be "no hub system" and cast iron drain lines.
2. All drain lines will have proper fall to the closest riser.
3. All horizontal drain lines will be replaced per buildout to the vertical risers.
4. Studor vents are prohibited.
5. All restroom sink drains must be snaked for a minimum of 50' when replaced.
6. If drain is in question, a visual inspection with camera is required to analyze the issue.

BUILDING STANDARD CONSTRUCTION MATERIALS

Wood Doors:

3'-0" full height X 1 3/4" solid core with die lot # RA-100 PL SL Teak Mahogany for (Tower I) and 3'-0" full height X 1 3/4" solid core with die lot # RA-954 PL SL Honduras Mahogany veneer finish by Algoma or equal for (Tower II & III).

Door Frames:

Extruded aluminum with bronze anodized finish. International Aluminum Corp. – Waxahachie, Texas 3-3/4" No. 5 bronze anodized or equal.

Hinges:

Stanley (1 1/2 pair) FBB 179-5" X 4 -12". Tower I has three hinges. Tower II & III have four.

Passage sets:

Schlage L9000 Series, 625 handle

Lockset:

Schlage L9000 Series, 625 Handle

Door Stops:

Ives floor stop BP 436B

Closer:

U.S. Lock 7600 with Duranodic

Building Standard Partition:

To the ceiling with 2-1/2 " 25 gauge metal studs 24" o.c. to ceiling (approximately 9'-0") with single layer of 5/8" drywall on each side.

Base:

4" vinyl base by V.P.I. Johnsonite or equal.

Ceiling:

Grid: USG Donn Fineline grid or new 9/16" grid when applicable and directed by landlord.

Tile:

Armstrong – Dune Angled Tegular – 24" x 24" x 5/8" (1775)

Lights:

Round recessed downlight- Lightolier 4" round: P4R-D-20-N-Z10-U-VB-P4R-D-8-35-VB-P4R-DCC.

Square recessed downlight- Pathway 4" square: 4SQLFLX-3000-35K-D8-4SQLED-SCLPF

2 x 2 fixture - Daybrite 2x2 Fluxgrid: 2FGG-38L-835-2-D-UNV-DIM

2 x 4 fixture- Daybrite 2x4 Fluxgrid: 2FGG-48L-835-4-D-UNV-DIM

Switches:

Building standard switches are Hubbell 1201-1.

Exit Signs:

Single Faced: Duallite model LE-C-S-R-X-A, LED.

Double Faced: Duallite model LE-C-D-R-X-A, LED.

Exit fixture on emergency power or with factory equipped battery, ceiling mounted.

Receptacles:

Building standard receptacles are Hubbell 5362-1 25 amp gray with stainless steel cover plates.

Building Standard Details:

A package of Landlord's building standard details is attached as part of this package.

EMERGENCY PROCECURES

LIFE/SAFETY SYSTEM REVIEW

WHAT CAUSES AN ALARM?

A smoke detector has detected smoke.

A duct detector has detected smoke.

A Manual Pull Station is physically pulled or is damaged.

A sprinkler head has been set off.

Water flow is detected in the sprinkler system pipes.

WHAT HAPPENS WHEN AN ALARM SOUNDS?

The floor where the “smoke” has been detected goes into alarm (Audible devices sounding and strobe lights blinking.)

The floors immediately above the floor in alarm and immediately below the floor in alarm go into alarm also. (Audible devices will sound and strobe lights will blink.) Floors that are connected by interior stairwells will have all the floors connected by the stairwell go into alarm, as well as the floor immediately above and immediately below these floors. (Example: If three floors are connected by an interior stairwell all three floors will go into alarm as well as the floor above and the floor below for a total of five floors being in alarm.)

If a water flow alarm is activated, every floor in the building will go into alarm. (Audible devices sounding and strobe lights blinking.)

Any alarm will result in all elevators being “captured” and returned to the elevator lobby where they will sit with their doors open. They will not respond to call commands until they have been reset.

WHAT IS PROPERTY MANAGEMENT'S RESPONSE TO AN ALARM?

On receiving the alarm, Building Security advises designated personnel of the type of alarm and its location.

Personnel respond immediately to the location of the alarm and search the area for the cause of the alarm.

If it is determined that there is or may be a fire on the floor, the Fire Department will be immediately contacted via 911.

If it is determined to be an "Innocent" alarm, Building Security is notified to "silence" the audible devices and begin the procedure to clear the alarm. (Some causes for "Innocent" alarms are cigarette smoke, drywall dust, dust from sweeping, knocking a manual station off the wall, etc.)

Only after the "All Clear" announcement should tenants come back into the building and return to their work areas.

If coming down a stairway do not attempt to turn around and go back up the stairs when you hear the "All Clear" announcement. Continue down the stairway to the building lobby.

EMERGENCY EVACUATION PLAN

I. PURPOSE

This plan provides instructions and methods to be used during emergency evacuations for the protection and safety of all tenants, visitors and employees of James Center.

II. SCOPE

This plan is general in scope and is designed to facilitate evacuation of all James Center Buildings. It is subject to change either by written or oral directive through the Director of Security or Richmond City Emergency Personnel when certain emergency conditions exist. This plan is prepared to meet emergency situations arising from:

- a. Fire
- b. Bomb threat
- c. Civil disorder
- d. Storm
- e. Flood
- f. Other threats to safety of life and property

III. ORGANIZATION OF SAFETY WARDENS

The emergency evacuation organization for each building is comprised of Security Personnel, a Floor Warden and Alternate, Stairway Monitors, Elevator Monitors and individual Office Wardens on all multi-tenant floors.

****PLEASE NOTE** that the above Safety Warden organization may not apply to smaller tenants that have 10 or less employees. Please use the system above as a reference to accommodate your office's needs. You should contact the Property Management Office if you would like to work with other tenants on your floor to share the Safety Warden responsibilities.

IV. RESPONSIBILITY PRIOR TO THE EMERGENCY

Security Personnel

Administer a plan for orderly evacuation of the Building to include floor diagrams for evacuation purposes. These floor diagrams are conspicuously located in each elevator lobby.

Distribute this plan to all members of the building emergency staff and ensure that they have a clear understanding of it. Ensure that Floor Wardens, Stair and Elevator Monitors are competent in their duties.

Solicit volunteers from the occupants on each floor to serve in Emergency Positions and as Alternates.

Floor Warden

Become familiar with all aspects of his/her assigned floor such as special hazards, exit locations, locations of alarm pull stations, fire extinguishers, and working locations of all handicapped personnel, etc.

Maintain a roster of all personnel on his/her floor, identify and locate all handicapped individuals and personnel assigned to assist in their evacuation, and keep roster current. To report handicapped individuals needing special assistance, contact the Property Management Office at 344-3232.

Designate an Alternate Floor Warden to take over responsibilities during his/her absence. Also, appoint Stairwell and Elevator Monitors and their alternates as necessary. Immediately notify Property Management in writing of any warden or monitor changes.

Inform personnel on the floor, especially newly assigned personnel, as to location of nearest emergency exit and also any changes in the emergency procedures or changes in assignment of duties on that floor.

V. RESPONSIBILITIES DURING AN EMERGENCY

Security Personnel

Upon notification of alarm signal, the Security Officer will position him/herself at the security desk in the lobby to take reports from the Floor Wardens that either their floor has either been fully evacuated or there are remaining individuals needing assistance on their floor. Security will also coordinate with fire or other emergency officials, upon their arrival, as to where the alarm originated and which personnel are unaccounted for.

Floor Warden

- a. The Floor Warden has absolute authority over all personnel on his/her floor. However, smaller tenants (less than 10 employees) may choose to vacate with direction from their Office Safety Warden, as previously coordinated.
- b. Upon notification of an alarm signal, the Floor Warden will oversee the orderly evacuation of all personnel and see that everyone leaves the floor in an orderly manner. The Floor Warden will then make a check of restrooms, store rooms, file rooms, offices, etc. to be certain that every room is empty, closing all doors as he/she goes, then gathering all Assistants such as Elevator Monitors, Stairway Monitors, etc., then he/she will evacuate the floor. Upon arrival on the ground floor the Floor Warden will report to the Building Warden (Security Officer or other personnel at the Security Desk) that his/her floor is clear; report any individuals needing assistance evacuating, as well as their location; and also report any injuries to anyone on his/her floor. They would then proceed to their designated holding area and take a headcount of all personnel from their floor and report any missing persons to the Building Warden.

Stairway Monitors

Upon notification of an alarm, the monitor will proceed to his/her assigned stairway to make sure that all personnel evacuate the floor in an orderly manner, while preventing personnel from smoking, pushing or shoving and panicking in order to maintain silence. They are responsible for maintaining complete order.

Stairway Monitors will have the responsibility of keeping stairway doors closed except when being used to evacuate the floor. Any periods of time during the evacuation that no person or persons

are actually using the stairway door, the door should remain closed to prevent smoke from entering the stairway.

After the floor has been cleared, the Stairway Monitor will verify the stairway door is closed and remain at his/her station until instructed by the Floor Warden to evacuate the floor. Then, they will move down their assigned stairway and exit the building.

Elevator Monitor

Upon notification of an alarm, the Elevator Monitor will respond to his/her assigned duty station and prevent people from trying to use an elevator during the building evacuation. The Monitor will direct all personnel to the nearest stairway and will remain at his/her station until relieved by the Floor Warden. He/she will then go to the nearest stairway and evacuate the Building.

Office Warden

Upon notification of an alarm, the Office Warden will direct all personnel within his/her office to the nearest stairway, taking a headcount to be sure that everyone is accounted for. After all office personnel have evacuated the floor, the Office Warden will assist the Floor Warden to check all rooms. When relieved by the Floor Warden, the Office Warden will move to the nearest stairway and evacuate.

**If, for some reason a Floor Warden has not been identified to you, it is the responsibility of the Office Wardens on the floor to check the restrooms and verify all areas are empty. It is, also, each Office Warden's responsibility to report to the Building Warden at the Ground Level Security Desk. Typically, the largest tenant on the floor is responsible for designating Floor Wardens.

VI. ALARM AND WARNING SIGNAL

Fire

Immediately upon the discovery of a fire, regardless of size, the discoverer should:

Pull down the handle of the nearest fire alarm pull station located in the passenger and freight elevator lobbies of each floor.

Notify the Property Management Office at (804) 344-3232. The caller should identify himself or herself to the Property Management Office and tell him or her exactly where the fire is located by giving the building name, floor, and tenant space.

VII. FIRST AID

Emergency officials will designate first aid stations for injured personnel.

VIII. TRAINING AND DRILLS

A tenant company is welcome to conduct an evacuation drill within their offices with the assistance of the Director of Security. Periodic meetings will be held to inform them of the latest developments and policies affecting evacuation activities. James Center encourages regular evacuation drills.

Tenants who elect to have additional fire extinguishers within their space are responsible for training personnel on proper usage. They are also responsible for having a licensed contractor certify them and inspect them to comply with local and state laws.

IX. EVACUATION

Notice to evacuate will be given by pre-arranged alarm system – i.e., a coded alarm or any method designed to warn building personnel of danger and that the building should be cleared of occupants.

X. ALL CLEAR ANNOUNCEMENT

A system has been developed whereby all Floor Wardens report to the Building Warden that their areas are clear of occupants. The Floor Warden will give notice that the event has ended or the threat of danger no longer exists.

XI. EVACUATION SAFETY RULES

1. When you hear the audible alarm and see the strobe lights flashing, remain calm and evacuate the Building immediately. (This means a detection device on the floor you are on or the floor above or below you has gone into alarm.) Do not spend time calling the Property Management Office or Security. (If you do call, the answer you receive will be, **“The Fire Marshall advises that whenever you hear a fire alarm and see fire alarm strobe lights flashing you are to evacuate the building.”**)

2. If there is a fire on your floor, **DO NOT** attempt to put it out yourself. Evacuate and let those trained to deal with this type of situation put the fire out.
3. Do not use the elevators; use the stairway nearest your location.
4. All individuals needing assistance evacuating the Building are to move to one of the stairway doors. They should stay on the floor just inside the stairway door. The Floor Warden needs to give this information (number of people and exact location) to the Building Warden at the lobby desk. This information will be relayed to the Fire Department as soon as they arrive.
5. Do not bring unnecessary items when you are evacuating (briefcases, laptops, etc.).
6. Do not carry drinks with you as you evacuate the Building. Spilling or dropping drinks will create slipping hazards. Also, hot liquids may burn someone in front of you.
7. When entering a stairway, open the door slowly – there may be someone on the other side of the door.
8. Follow all instructions issued by Floor Monitors, Office Wardens, Stairway Monitors, Elevator Monitors, Security Personnel and Emergency Response Personnel.
9. Do not hold a stairwell door open if no one is using it. Holding stairway doors open allows smoke to get into the stairway.
10. Stay to the right side of the stairway when coming down the stairs. Do not attempt to go around people in front of you or run down the stairs.
11. Do not go back up a stairway after an evacuation has begun. If an announcement has been made over the PA system, go the rest of the way down the stairs to the Building lobby.
12. There will be other tenants evacuating the building below you. **Remain calm and do not attempt to force the people in front of you to move if they have stopped or to go faster.** (The stairwells are the safest part of the building during a fire incident.)
13. When you have evacuated the Building, move away from the entrances/exits. This will allow others to exit the Building

without pushing or shoving and allow rescue personnel to enter unimpeded. Be sure to move far enough away that you will not be hit by debris that may fall from the Building. (The Fire Marshall's office advises that you should move at least twice as far away from the Building as the Building is tall.)

ELEVATORS DURING EMERGENCY

Once inside James Center, the elevator system is the main mode of transportation.

The elevators are equipped with a computerized system that controls the elevators. All elevators are equipped with an intercom system, which allows all individuals that may be in an inoperative elevator to communicate with a security officer on the first floor or in the main control room.

Listed below are some of the various types of elevator emergency situations that you should be knowledgeable about.

FIREMAN RETURN:

All elevators are programmed to return to the 1st floor lobby as soon as the fire alarm system is activated by a smoke detector in any elevator lobby, elevator shaft or elevator mechanical room.

If you should be in an elevator going in the downward direction at the fire emergency recall, the elevator, having been preprogrammed, will not stop on the floor you may have selected, but in turn will carry you down non-stop to the 1st floor lobby. The doors will open and you should depart the building.

If you should be on an elevator and are traveling upward at the time of a fire emergency recall, the elevator will continue upward to the next floor. When it reaches the floor, the elevator will stop; the doors will not open. There will be a momentary delay, the elevator will proceed in the downward direction, stopping only at the 1st floor, the doors will open and you should, in an orderly manner, depart the building.

Remember, the elevators will not function again until a trained technician returns it to its normal operation.

MEDICAL EMERGENCIES

IN THE EVENT OF A MEDICAL EMERGENCY:

DIAL 911 IMMEDIATELY and request an ambulance.

Give the emergency dispatcher the correct building address:

(Be sure to include the floor number so that emergency personnel will know where to respond.)

One James Center	Two James Center	Three James Center
901 E. Cary Street	1021 E. Cary Street	1051 E. Cary Street

REMEMBER: Stay on the line and let the 911 Operator hang up first!!

Depending on the seriousness of the injury or medical situation see if there is anyone (i.e. CPR certified individuals, doctor, nurses, etc.) in the immediate area that can assist.

Protect the individual from further injury. Remember, however, that whenever possible, the individual should not be moved as this may cause further injury.

Call James Center's Property Management Office at (804) 344-3232 and report the following: building location, company name, floor and type of emergency. Inform them that a 911 call has been placed.

Security will then be dispatched to respond to the emergency. Security staff will monitor the complex for the arrival of the ambulance, and direct emergency personnel to the correct location.

An elevator will be put in hand and held for responding emergency medical personnel and for patient egress.

BOMB THREAT AND OTHER SUBVERSIVE ACTS

In the event of a bomb threat, the person taking the call shall:

Get an accurate message – try to write it down word for word.

Try to get caller to repeat. Do not get excited and fail to get the statement of the caller. Again, try to get the caller to repeat, even if you did get the message word for word the first time, for the following reasons:

1. Identify voice – male or female.
2. Try to detect accent or dialect.
3. Try to determine sobriety.
4. Note caller's speech and message – erratic or firm and emphatic.
5. Note any background noises or conversations.
6. Ask caller where bomb is located and when it is set to go off.
7. Ask name of caller – oddly enough, there have been cases where correct name and address have been given.

Try to time length of call.

Check caller ID and write down the number that is displayed.

Determine if the phone number of the phone on which the call was received is a published number, either in the regional telephone directory or in the local agency telephone directory.

Person receiving the call should not “BROADCAST” the matter and cause panic.

Call emergency communications – 911 as soon as possible. If someone else is nearby try to write that person a note to call 911 and report that such a call is in progress and on what line.

Call James Center Security at 344-3222 and advise them of the situation.

WEATHER RELATED EMERGENCIES

Natural disasters are an “act of God” and no one has any control over these events. Please note that building management does their best to promptly assess each crisis. We cannot predict, nor will we have a full assessment of the event as it is happening, but we can offer the following guidelines. Please note that these are guidelines only, and may not apply to every specific situation. Building management will assess each event as soon as it is safe to do so, and will communicate with each tenant company about the next steps. Your safety is our first priority.

I. SNOW

It is unlikely that snow will materially affect the operation of the buildings; however, in the event that severe snow (over 6 inches) is anticipated, Building Engineers will ensure that sidewalks and outdoor walkways are protected, arrangements are made for necessary snow clearing, etc.

II. THUNDERSTORMS AND HURRICANES

Occupants of James Center (tenants, patrons, employees, etc.) should be encouraged to remain in the building (not to evacuate) and **take refuge as follows:**

1. Move away from doors and windows
2. Move towards interior of building
3. Take refuge in elevator lobbies, stairwells, and rooms that do not have windows
4. Avoid being near glass walls and windows

III. TORNADOS

The same procedures for ‘Thunderstorms and Hurricanes’ will apply in the event of an expected tornado.

1. Move away from doors and windows
2. Move towards interior of building
3. Take refuge in elevator lobbies, stairwells, and rooms that do not have windows
4. Avoid being near glass walls and windows

Advanced warnings for tornadoes will come in two forms as follows:

1. Tornado Watch: conditions exist for tornadoes to form. Monitor your battery powered radio and/or television stations.
2. Tornado Warning: tornadoes have been sighted in the area – **TAKE COVER IMMEDIATELY**. While the specific path of a tornado is highly erratic and unpredictable, tornado warnings are generally broadcast to the entire area that is potentially threatened.

Remember that even if a tornado does not “touch down” in a given area there still may be strong wind conditions that could cause a broad path of damage or interruption of electrical and other power sources.

IV. FLOODING

Flooding can occur from a number of sources, such as:

- Natural Floods (excessive rainfall)
- Blocked Drains (sewage or storm)
- Broken Water Pipes (domestic water, sprinkler system, etc.)

Reaction procedure is as follows:

1. Evacuate persons from the immediate area of flooding. Be prepared to provide the location and, if known, the source of the flooding.
2. Contact the Property Management Office at (804) 344-3222.
3. Redirect patrons around/way from area and control/redirect water flow.

In the event of a **NATURAL** flood event:

- a) Stay away from flood waters. They could be contaminated.
- b) **Do not walk through moving water**. Six inches of moving water can knock you off your feet. If you must walk in a flooded area, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you.
- c) **Do not drive into flooded areas**. If flood waters rise around your car, abandon the car and move to higher ground, if you can do so safely. You and your vehicle can be quickly swept away as flood waters rise.

V. EARTHQUAKES

Based on the building's structural design, the safest location is most likely the building core (the hall/lobby closest to the elevators and restrooms). If you are unable to safely get to this area, immediately get away from glass and take shelter under a table or a desk, and if possible get under a sturdy doorway. Most injuries will occur from falling ceiling tile, breaking windows and skylights, light fixtures, random objects, file cabinets, etc.

WHAT TO DO DURING AN EARTHQUAKE:

(recommendations by FEMA *Aug 11, 2010*)

Stay as safe as possible during an earthquake. Be aware that some earthquakes are actually foreshocks and a larger earthquake might occur. Minimize your movements to a few steps to a nearby safe place and if you are indoors, stay there until the shaking has stopped and you are sure exiting is safe.

IF INDOORS:

DROP to the ground; take **COVER** by getting under a sturdy table or other piece of furniture; and **HOLD ON** until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.

STAY AWAY from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.

Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load bearing doorway.

Stay inside until the shaking stops and it is safe to go outside.

Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.

Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

DO NOT use the elevators.

IF OUTDOORS:

Stay there.

Move away from buildings, streetlights, and utility wires.

Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Many of the 120 fatalities from the 1933 Long Beach earthquake occurred when people ran outside of buildings only to be killed by falling debris from collapsing walls. **Ground**

movement during an earthquake is seldom the direct cause of

death or injury. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.

IF IN A MOVING VEHICLE:

Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.

Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

IF TRAPPED UNDER DEBRIS:

Do not light a match.

Do not move about or kick up dust.

Cover your mouth with a handkerchief or clothing.

Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

AFTER AN EARTHQUAKE AT JAMES CENTER:

Do not call 911 or building security for an update. This will only jam phone lines and make it more difficult for emergency responders to do their job.

Once the shaking has stopped, **wait for further information from your employer or building management.** Allow some time for building management to assess the situation and send out an announcement.

If you are trapped, or if you know someone who is trapped, **call 911 or building security at 804-344-3222** if at all possible, identifying yourself and your location.

If you have not received instruction from building management or your employer, use your own discretion with regard to shelter-in-place versus evacuating. If you evacuate, use the fire stairwell (if passable), exercising extreme caution. Please be aware that when exiting the building, you may encounter falling debris or other hidden dangers.

If you choose to exit the building, move as far away as possible from the building and do not reenter until you receive instruction from your employer or building management.

SERVICES

PARKING

RP James Center LLC has contracted with City Parking to manage and operate the parking facilities at James Center. Contract parking spaces are provided to James Center tenants in accordance with lease terms. A set parking allocation is guaranteed for every tenant based on the amount of square footage leased at James Center. City Parking can provide parking rates and contact information for neighboring garages if needed.

The parking garage provides tenants, clients and customers with parking 24 hours a day, seven days per week. Upon contract, an access card will be issued to each tenant parking on a contract/monthly basis. The access card will activate the entry and exit gates at all entrances to the garage. Only one card per space will be issued. Should City Parking find it necessary to restrict parking the garage to those monthly parkers and building clients only, the tenants will be notified.

Please note that Security does patrol the parking garage. On request, Security will conduct escorts for tenants and their visitors to their vehicles located in James Center parking facilities. There are also cameras strategically placed and push-to-talk intercom stations in the parking deck for your safety.

The Parking Facilities Manager is Nathan Anderson. Nathan can be reached at (804) 643-1951 or nanderson@cityparkingonline.com.

AFTER-HOURS HVAC REQUESTS

The standard hours for heating and air conditioning (HVAC) are as follows:

Monday – Friday	8:00 a.m. – 6:00 p.m.
Saturday	8:00 a.m. – 1:00 p.m.
Sunday	none scheduled
*Building Holidays	none scheduled

(*Building Holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.)

HVAC service is available after hours at the rate specified in the tenant’s lease or the then current rate of \$65.00 per hour, whichever is applicable, and will be invoiced on the monthly rent statement.

Instruction for Activating After-Hours HVAC

Each tenant will have the ability to activate/deactivate the after hours heating/air-conditioning in their space by means of a specially developed website.

ONE JAMES CENTER

To schedule after hours HVAC, visit our exclusive HVAC web portal: <http://12.103.23.30/webtos/loginconfig.asp>. The site was set up by our HVAC Control Group: Siemens.

To make the request process easier, <Copy> the portal’s web address, right-click on your desktop and select “New Shortcut.” When it asks for a location, right-click and paste the portal’s web address. When asked to name the shortcut, make sure to choose a title that is clear, like: “After Hours HVAC Request”.

On the front page of the web portal, there are three (3) fields that need to be filled out. The information is provided below for fast viewing and here:

Tenant Number: **XXXX**

Employee Name or Number: **XXXX**

Password: **XXX**

Press <Enter> or click the <Logon> button.

Once logged in, you can choose to “Override a Zone for Today” or “Schedule a Zone Override”.

When you “**Override a Zone for Today**,” choose the duration of hours needed from the drop down list and click the “**Override Now**” button. You’re done!

When you want to “**Schedule a Zone Override**,” you must first click the button labeled: “**Add Scheduled Override Request**”. Select the Zone Number, Frequency, and Start Date. Choose the start time by clicking the Request Day and entering in the start time (it’s in 24 hour format). Click the duration or number of hours of the event. Depending on the frequency of the event, you can set start times for each day of the week. When you have finished, click the “**Add Request**” button.

You can schedule to override the HVAC system at anytime. The request will go into effect after normal building hours. Normal business hours are 8:00 am – 6:00 pm, Monday – Friday. Saturday normal business hours are 8:00 am – 1:00 pm. There are no normal business hours on Sunday.

TWO & THREE JAMES CENTER

The eDart system is designed to allow users to access a web based program to control after hours HVAC usage. The following information will guide you through the process of turning on the system.

1. Use the internet to access the system:
<http://12.101.134.141:8349/EDART/default.aspx>
The link is also found on James Center’s website:
www.thejamescenter.com/links.html
2. If you plan to use the HVAC Controls from time to time, either save the site in your “Favorites” folder in Internet Explorer, or create a shortcut on your desktop.
3. Edart from Johnson Controls will open prompting you for your user name and password. Enter:

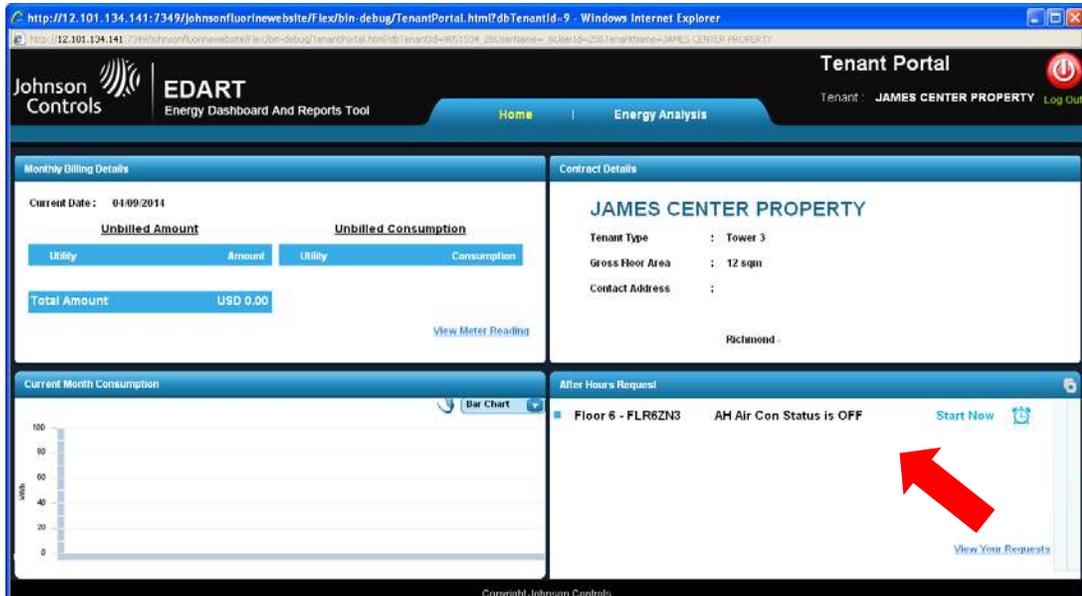
Username: XXXXX

Password: xxxxx

4. Once you have logged in, a list of your floor(s) and or zone(s) will appear in table format.

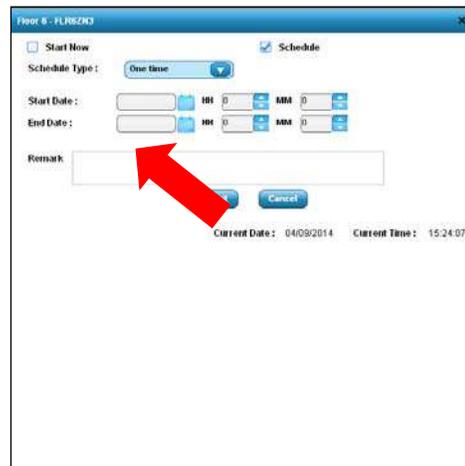
To Schedule HVAC

To set same day after hours HVAC or to schedule a request for after hours HVAC, click the clock icon in the lower right quadrant of the screen. A menu box will pop up allowing you to set up after hours HVAC.



Schedule After Hours HVAC Usage

1. To request after hours HVAC, choose either Start Now or Schedule.
2. Schedule Type allows you to choose whether you would like this to be a “one time” event or “Weekly” or “Monthly.” Choose your preference with the drop down arrow.
3. Next, use the drop down arrows to select the date and time for “Start Date” and “End Date.”
4. If you have any remarks you would like to notate, please type them in the Remark box.
5. Please select “Submit” to activate HVAC.
6. Please note that the charge for using after hours HVAC is \$65.00 per hour. We will receive a report of the usage and it will be billed monthly on the rent statement.



BUILDING MAINTENANCE SERVICES & REQUESTS

All requests for building standard maintenance services should be made via the web-based work order system, Corrigo. Those without internet access may call the service request line, **(804) 344-3222**; or email management@thejamescenter.com.

Building standard services include heating, air conditioning and ventilation requests, light bulb replacement, bathroom supplies, janitorial services and repair on building standard equipment owned by the Landlord. A Building Engineer will be dispatched to your request in the order it was received, unless the severity of the problem is deemed to require priority over other work order requests.

The engineering staff is a team with complementary skills and diverse expertise that will provide not only superior general building repairs and maintenance, but also a professional level of mechanical engineering to accommodate most requests or support your firm could require. If your needs exceed our staff's expertise, we can recommend selected vendors for you to contact.

JANITORIAL SERVICES AND SPECIFICATIONS

The janitorial cleaning contractor for James Center performs nightly cleaning in the complex between the hours of 6:00 p.m. and 2:30 a.m., Sunday through Thursday. The cleaning crew is supervised at all times and all employees wear identification and uniforms.

We also provide a day time porter service. The day porters are also required to wear proper uniforms. The day porters' responsibilities include maintaining the exterior areas including the parking decks and loading docks, maintaining the entrance lobbies and common areas, replenishing bathroom supplies, and handling individual tenant requests throughout the day.

Please note that the janitorial crew has been instructed and are under orders not to throw away ANY boxes or materials left in offices, UNLESS they are clearly marked with the yellow "Trash / Basura" tags provided by the property management office.

Please feel free to direct any comments, concerns, or special requests to the management@thejamescenter.com.

STANDARD SERVICES PROVIDED TO EVERY TENANT (Non-Retail)

Lobby and Corridors - Daily Service:

- Sweep and clean building entrances.
- Clean and remove smudges from entry door glass.
- Polish all entry handles, door plates and metal trim.
- Wipe clean all glass, wood or metal doors and door jambs.
- Screen all sand urns of cigarette butts and debris. Clean container and add sand as needed (contractor supplies sand).
- Empty all trash receptacles, clean container with clean, damp cloth, and replace plastic liner (Manager supplies the liners).
- Remove all debris from landscaped pots and planters (report any thefts, broken pots or missing plants).
- Dust and clean all horizontal surfaces under seven feet.
- Vacuum all carpet areas completely and remove spots.
- Dust mop and damp mop entry floors.
- Clean and remove smudges and marks on walls, wall coverings, columns, and artwork.
- Clean and straighten all furniture as needed.
- Wipe clean all directories with clean, soft cloth using glass cleaner that is considered safe and not labeled as hazardous waste.
- Wipe clean all fire extinguisher cabinets and glass (report broken glass or missing extinguishers).
- Clean all elevator doors, jambs, call plates, and hall lanterns.
- Dust and clean all lobby and corridor signage.
- Report any lights burned out.
- Secure all doors and turn off appropriate lights upon completion of work assignments.

B. Lobbies and Corridors - Weekly Service:

1. Clean and polish all entry metal and sills.
2. Dust and clean or polish all baseboards.
3. Spot clean all carpeted areas.
4. Dust all ledges and exit signs.
5. Dust all walls above seven feet.

6. Wash chrome clad columns.

C. Lobbies and Corridors - Monthly Service:

1. Clean all ceiling vents and grills.
2. Dust high ceiling corners and entry ways.
3. Dust and clean light fixtures and covers (interior and exterior).
4. Clean, detail and sanitize public phones and enclosures.
5. Dust and clean all fire lobby doors inside and out.
6. Polish door floor plates.

D. Offices - Daily Service:

1. Remove hand spots or smudges from entry doors.
2. Using a dustless mop, damp mop all non-carpeted areas.
3. Vacuum and spot clean carpets in all traffic areas, removing staples and other debris.
4. Properly position furniture, books and magazines in reception areas.
5. Properly position furniture in offices and conference rooms.
6. Blackboards will be erased/chalk boards cleaned *upon request only*.
7. Remove fingerprints and smudges from all walls.
8. Spot clean all partition glass and mirrors.
9. Remove all fingerprints and smudges from light switch covers, electrical outlet cover plates and doorknob handles.
10. Dust windows sills and ledges.
11. Dust all horizontal surfaces under seven feet, furniture, and equipment. *DO NOT* dust desks, conference tables or counters, which are cluttered with paperwork.
12. Dust and replace all desk ornaments, phones and machines in their *original position*.
13. Clean furniture fabric with a whisk broom to sweep off any dust, paper bits, and erasures as needed (remove all staples).
14. Empty all ashtrays and wipe clean.

15. Empty all wastebaskets and carry trash to designated areas for removal; replace plastic liners as needed.
16. Empty large recycling bins from offices into separate container to be disposed of into specially designated recycling dumpsters, per assigned schedule.
17. Clean and wash all lunchroom table tops, counters, sinks, cabinets, refrigerator, and stove (exterior only) surfaces (report any insect problems).
18. Report all burned-out lights.
19. Perform additional services requested by tenant and bill tenant directly.
20. Before leaving any suite, shut off lights, electrical appliances and lock all entrance doors and only interior doors as requested.
21. Clean drinking fountains (eliminate streaks and water spots).

E. Offices - Weekly Service:

Damp wipe all interior doors with a treated cloth.

Detail vacuum entire carpet areas; remove staples and other debris, to include edging.

Dust all desktops that are cleared of paperwork.

Dust all ledges, files, baseboards, and sills under seven feet.

Vacuum all furniture or wipe vinyl furniture clean.

Dust all lower parts of furniture.

Detail and clean all kitchen or wet bar areas.

Spot clean walls around light switches, electrical outlets and walls behind trash receptacles.

F. Offices - Monthly Service:

1. Completely clean all partitions and doors, door jambs, door floor plates, glass and mirrors from floor to ceiling.
2. Dust all ledges, wall moldings, pictures, shelves, etc. over seven feet.
3. Dust clean or vacuum all blinds.
4. Brush down and clean all vents and grills.
5. Strip, clean and apply floor dressing to all composition, hardwood and parquet floors.
6. Scrub and wax all tile floors.

7. Detail all desks and office furniture.
8. Dust and clean all light fixtures and covers.
9. Detail and clean all kitchens, wet bars or lunch room areas.
10. Clean all baseboards.
11. Detail and vacuum chairs and upholstered furniture.

G. Breakrooms & Kitchenettes – Daily Service:

Empty and remove trash.

Clean ashtrays.

Dust all horizontal surfaces.

Damp wipe tabletops and chair seats to remove food and drink spills.

Clean sink and counter tops.

Dust mop and damp mop floor.

Spot clean all vertical and horizontal surfaces.

Damp wipe all appliances and fixtures as needed.

Shut off appropriate lights and electrical appliances.

H. Breakrooms & Kitchenettes – Weekly Service:

Spot clean all surfaces not covered by Daily duties.

Dust all furniture and equipment.

Perform low dusting.

I. Breakrooms & Kitchenettes – Monthly Service:

Perform high dusting.

Spray buff resilient flooring.

Wash table legs and base.

Wash chairs.

Dust and clean air vents.

Strip and refinish resilient flooring.

Clean light fixtures and dust lamps.

J. Restrooms - Daily Service:

1. Dust and clean restroom signage and doors.
2. Vacuum all restrooms vestibules and remove spots.
3. Wet mop and disinfect tile floor, paying particular attention to areas under urinals and toilet bowls.

4. Clean alkaline deposits and soap spills from floor tile grout.
5. Wash and disinfect all basins, urinals, and toilet bowls.
6. Clean underside rims of urinals and toilet bowls.
7. Wash both sides of toilet seats with soap and water and disinfect.
8. Empty, clean, sanitize, and polish all paper dispensers and sanitary boxes, replacing liners as necessary.
9. Clean and polish all mirrors.
10. Dust ledges, baseboards and vents.
11. Damp wipe, polish, and shine all chrome, metal fixtures, hand plates, kick plates, utility covers, plumbing, and doorknobs.
12. Spot clean with disinfectant all partitions and tile walls (report any graffiti and remove if possible).
13. Fill all toilet latrines, soap, sanitary napkin and towel dispensers as necessary.
14. Report all burned out lights, leaking faucets, running plumbing, or other maintenance needs.
15. Janitor carts *will not* be brought into restroom areas or used to prop open doors.
16. Restroom doors will be propped open with a rubber stop, and a sign indicating “restroom closed for cleaning”, will be placed outside.
17. Shut off all appropriate lights.

K. Restrooms - Semi Weekly (twice per week):

1. Pour clean water down floor drains to prevent sewer gas from escaping.

L. Restrooms - Weekly Service:

Wash down all enamel walls.

Wash all waste containers and disinfect.

Clean and polish all doors, doorplates, and hardware.

Clean light fixtures over mirrors.

M. Restrooms - Monthly Service:

1. Wipe clean all ceilings, lights, and fixtures.
2. Strip wax and apply new wax to tile floors.
3. Shampoo as needed, and clean vestibule carpet.

4. Detail all toilet compartments and fixtures.
5. Brush and clean all grills and vents.

N. Elevators - Daily Service:

1. Vacuum and clean all spots and stains.
2. Dust and clean granite baseboards.
3. Dust and damp wipe all metal.
4. Damp wipe and remove all spots and fingerprints from doors and walls (interior and exterior).
5. Dust and clean elevator ceilings and lights.
6. Remove gum, stains or debris from ceilings, handrails and elevator tracks.
7. Dust, disinfect and clean emergency phone and security compartments.
8. Clean all call buttons, call plates, and signage.
9. Report any burned-out lights or malfunctions of elevator.
10. Clean elevator tracks.

O. Stairwells - Daily Service:

1. Police entire stairwell, removing all trash, cigarette butts, etc.
2. Report any exit signs that are burned out.
3. Report any lights burned-out.

P. Stairwells - Weekly Service:

1. Sweep down all stairs and landings.
2. Dust all handrails, banisters, and ledges.
3. Clean all walls of fingerprints and smudge marks, etc.
4. Dust and clean all stairwell signage.
5. Dust and clean all emergency phones.

Q. Stairwells - Monthly Service:

1. Wipe clean all stairwell doors and door jambs.
2. Wet mop all stairs and staff landing (clean base boards if necessary).
3. Dust and clean all lights and fixtures.
4. Dust and clean all emergency fire equipment and plumbing.

AMENITIES

James Center and the immediate Shockoe Slip/Downtown area offer tenants an array of amenities that your employees will find useful and convenient.

DINING

JAMES CENTER COMPLEX

Arby's – James Center Atrium

Starbucks – Operated by the Omni next to the James Center Atrium

Trevi's Market – Operated by the Omni in the James Center Atrium

Trevi's (Omni Restaurant) – James Center Atrium

A SHORT WALK FROM JAMES CENTER

Shockoe Slip Restaurants:

Sam Miller's, (804) 644-5465

Morton's Steakhouse, (804) 648-1662

Sine Irish Pub & Restaurant, (804) 649-7767

Kobe Japanese Steak and Sushi, (804) 643-8080

LODGING

The Omni Richmond Hotel, 100 South 12th Street, (804) 344-7000

Berkeley Hotel, 1200 East Cary Street, (804) 780-1300

Commonwealth Park Suites, 901 Bank Street, (888) 343-7301

Jefferson Hotel, 101 West Franklin Street, (800) 424-8014

Marriott Richmond, 500 East Broad Street, (804) 228-9290

Marriott Courtyard Richmond Downtown, 1320 E Cary Street, (804) 754-0007

ONSITE AMENITIES

FITNESS AND HEALTH CLUB

James Center YMCA THREE JAMES CENTER, 3RD FLOOR
Contact Membership Services at (804) 200-6070 for membership details.

CAR WASH SERVICE

New Car Wash Coming Soon.

ATM

Wells Fargo JAMES CENTER ATRIUM

ATM

Union Bank & Trust THREE JAMES CENTER

ATM

Park Sterling 10TH ST. DRIVE-THRU

JAMES CENTER PLAZA

The Plaza located at the corner of 10th and Cary Streets is available to all tenants and their visitors.