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## **Introduction**

### Welcome

Brookfield Properties is committed to providing you the highest level of Tenant Services and Support. Please let us know how we can assist you, as we would be happy to provide any information or coordinate any services that you may require.

This Tenant Handbook should answer many of the immediate questions you may have about property regulations, policies, and operating procedures. We have provided important Building personnel names and phone numbers, as well as emergency contact phone numbers.

The information contained within this Handbook is general in nature and may differ from your lease. In all cases, the lease takes precedence over the Tenant Handbook.

Brookfield Properties prides itself on quality service and responsive attention to the needs of our tenants. We encourage you to work with us in upholding our service goals and provide feedback to improve our premises and your surrounding business environment.

We hope you find this Tenant Handbook to be a useful guide.

### About Management Company

Brookfield Properties is a premier real estate operating company, providing integrated services across all property investment strategies of Brookfield Asset Management ("Brookfield") – a global alternative asset manager with over \$265 billion in AUM. The combination of Brookfield's highly regarded network of investment professionals around the globe and vast access to capital, along with Brookfield Properties' well-established position as the commercial property landlord of choice in many of the world's most dynamic markets, provides a competitive advantage in the marketplace. More importantly, it assures premier quality and optimal outcomes for our tenants, business partners and the communities in which we do business.

### About Property

4 Houston Center is a Class "A" office building comprised of two towers with 12 floors of office space, The Shops is 5 floors with 3 floors of retail space in the master planned, 4.4 million square foot, four-building Houston Center complex. 4 Houston center is located at 1200 McKinney Street in the Houston Central Business District.

## **Operations**

## **Accounting**

Listed below are three ways that the you can remit your rental payment.

4 HOUSTON CENTER:

Remitter Address:  
BSREP II Houston Office 4HC Owner  
PO Box 207346  
Dallas TX 75320-7346

Should you want to send your payments via Overnight delivery, please use the following address (Both "Name" and "PO Box #" must be referenced or else check processing may be delayed):

Overnight Address:  
BSREP II Houston Office 4HC Owner  
Lockbox Services 207346  
2975 Regent Blvd., Suite 100  
Irving TX 75063

Lastly, should you need to Wire or ACH your payment directly to the restricted clearing account, please use the following instructions:

Wiring Instructions for tenants that wish to pay by wire or ACH

Wells Fargo Bank, N.A.  
San Francisco, CA 94105  
ABA # 121 000 248  
Account Name: BSREP II Houston Office 4HC Owner, LLC  
Account #: 4224057158  
Reference: 207346

## Management

The staff of 4 Houston Center is dedicated to making your work environment as safe and pleasant as possible. The Building Office is located in **Suite 545 in The Shops**. Please do not hesitate to contact the management office at:

Phone: 713 759.1442  
Fax: 713.759.1337

Address:

1200 McKinney Street, Suite 545, Houston, TX 77010

The following personnel are available to address your needs:

Title	Name	Phone #	Email
Receptionist	Shauna Stockton	713-759-1442	Shauna.stockton@brookfieldproperties.com

Property Administrator (Shops)	Clare Stoever	713-655-5576	Clare.Stoever@brookfieldproperties.com
Assistant Property Manager	Amy-Nicole Johnson	713-655-5571 Insert Phone	AmyNicole.Johnson@brookfieldproperties.com
Property Manager	Greg Sherman	713-655-5580 Insert Phone	Greg.Sherman@brookfieldproperties.com

## Hours & Holidays

Standard Operating Hours for the property are listed below:

Building Standard Hours:

7:30 a.m. - 6:00 p.m. Monday - Friday

9:00 a.m. - 1:00 p.m. Saturday

The Holidays observed each year are listed below in order to aid your planning operations during the year.

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

Certain services are not provided on weekends and the holidays listed above. Please provide information regarding weekends / holiday services.

## Leasing

The leasing company for Brookfield Properties is located at:

909 Fannin, 10<sup>th</sup> Floor  
Houston, TX 77010

Listed below is the contact information for the authorized representatives:

Title	Name	Phone #	Email
Vice President	Kelli Gault	713-270-3349	kelli.gault@transwestern.com
Senior Managing Director	Doug Little	713-272-1284	doug.little@transwestern.com

## Amenities

### On-Site Amenities

- Auditorium and Conference Facilities
- The Shops at Houston Center

- 7 Parking Garages
- Metro Park and Ride
- Kelsey Seybold Clinic
- 8 banks
- Post Office
- Downtown Club at Houston Center

## **Services**

### **Cleaning**

Cleaning service is provided five nights a week, Monday through Friday. Carpets will be vacuumed, unobstructed surfaces dusted and trash will be emptied.

If trash that is to be disposed of is not in wastebaskets, then please inform the cleaning personnel by leaving a large note on such items marked TRASH.

Please DO NOT leave items that are not trash on top or near wastebaskets that might be misconstrued as garbage.

If you have special cleaning needs, such as carpet shampooing, then contact the Management Office at (713) 759-1337. Special cleaning services can be arranged at tenant expense.

If a small cleaning problem should arise during working hours, or if you have any questions or comments regarding the cleaning services, please contact the Management Office.

### **Elevators**

4 Houston Center has 14 gearless passenger elevators and 2 geared service elevators. The Shops has 8 escalators, 1 hydraulic passenger elevator and 3 hydraulic service elevators.

### **Forms**

For your convenience, we have included downloadable documents that will expedite various building service requests. Hard copies of all forms are available from the Management Office as well.

Listed below are the forms we have in our possession. Please review this list and supply us with any additional forms for inclusion in the Web Portal.

### **HVAC**

If the temperature in your office needs adjustment, please contact the Management Office. Your call will be referred immediately to engineering personnel.

The standard hours of operation of the heating and air conditioning systems are

6am-6pm- Monday-Friday (Except Building Holidays)

9am-1pm- Saturday (Except Building Holidays)

, Monday through Friday. Special arrangements should be made for any HVAC needed outside of those hours.

### Mail Service

Mailboxes are located on level 3 in The Shops by the First City Tower Skybridge. USPS is on site Monday through Friday at approximately 1:00 pm.

### Signage & Directory

There are digital directories in the 1221 and 1331 Level 4 elevator lobbies. There is also directional signage on each level of The Shops .

## Security

### Overview

Security officers are on duty at the Building's Security Console and tour throughout the property and garage twenty-four hours a day, seven days a week. The Building also employs electronic surveillance devices throughout certain common areas. Two-way radio communication between the Management Office, Security Console and property staff provide quick response to any issue.

### After-Hours Access

To gain access to the building after-hours and on non-business days, tenants must use the doors at the Lamar Street entrances and on Austin Street at The Shops. For the safety of all, all exterior doors and tower elevators will automatically lock after normal business hours. Anyone accessing the building after-hours will to use their access card for entry.

### Access

4 Houston Center is open form 6 am – 6 pm Monday through Friday. The Shops is open from 6 am – 6 pm Monday through Friday, 7 am – 3 pm on Saturday and closed on Sunday Should you need to access the building outside of business hours you will need to have your access badge. Elevator use in the tower outside of normal business hours will also require use of your access badge.

### Deliveries

Oversized Deliveries- All oversized deliveries should be made via the loading dock, located on the street level off Caroline Street or Austin Street.

## General Security

### Security Checklist

The following is a list of general office security suggestions, which are offered to you as an aid in establishing your internal security procedures:

- Restrict office keys to those who actually need them.
- Keep complete, up-to-date records of the distribution of all office keys.
- Establish uniform procedures for collecting keys prior to the termination of employees.
- Establish a rule that keys must never be left unguarded on desks or cabinets.
- Require that filing cabinet keys be removed from locks and placed in a secure location after opening cabinets.
- Prevent unauthorized personnel from reporting a lost key and receiving a replacement.
- Ensure that a responsible person is in charge of issuing all keys.
- Store keys systematically in a secured wall cabinet of either your own design or one that conforms to a commercial key control system.
- Insist on identification from repairmen who come to work in your office.
- Clear all desks of important papers.
- When working alone in the office at night, lock the front door to prevent anyone else from entering.
- Keep the police, fire department and building security telephone numbers posted.
- Double check to see that all doors are securely locked before you leave.

### Suspicious Persons

If you see suspicious or offensive persons in the building, please call the Management immediately. If possible, make note of appearance, clothing, etc. in order to assist building security in locating them.

Please be aware of strangers in your tenant areas and halls. Quite often a question such as "May I help you locate someone?" will be enough to deter a potential thief. Suspicious encounters of this type should be reported to the office of the building immediately.

### Key & Lock Policy

Keys will be provided upon move-in. All additional locks, keys and lock changes must be installed by our preferred locksmith. A fee is charged for this service and is billed as an extra service. No additional locks will be allowed on any door without written permission of landlord. All key and lock requests should be submitted using the Angus work order system. There is a charge for damaged or lost access cards.

### Lost & Found



Please contact the Management Office at 713-759-1442 to claim items that have been lost or found in the building.

### Property Removal

To prevent unauthorized removal of material or equipment from the Building, the "Property Removal Authorization" form, which can be obtained by contacting the Property Management Office, must be completed by an authorized tenant representative and be retained by the individual authorized to remove the material. Security personnel will request this form when an individual is removing materials or equipment from the building after normal business hours.

If property belonging to a tenant, employee or visitor is stolen, notify the Police Department and the Management Office immediately (after normal business hours, calls to the Management Office will be automatically forwarded to Security). A security officer will respond as quickly as possible to take an incident report and will assist the Police Department.

### Solicitation

Solicitation is not permitted. If someone is soliciting in your suite, then please notify the Central Security Office at (713) 759-1002. and we will send appropriate personnel to escort them off of the premises.

## Emergencies

### Active Shooter in the Workplace

Response to Active shooter - Quickly determine the most reasonable way to protect your own life.

CONTACTING AUTHORITIES - When you are safe:

Call Security or 9-1-1 and be prepared to give the following information concerning the incident:

- Your exact location (building, floor, room number)
- Specific location and direction of the assailant(s)
- Number of assailant(s)
- Sex, race and age of assailant(s)
- Clothing color and style
- Number injured, types of injuries

Run - if there is an accessible escape path, attempt to evacuate the premises.

Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow

- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 9-1-1 when you are safe

Hide - if evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 9-1-1, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

Fight - As a last resort and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

**Bomb Threat**

Telephone Threat

When a bomb threat is made over the telephone, obtain the following information from the caller:

- Exact location of the device
- Time set for explosion
- Description of the device
- Reason the caller has placed the bomb
- Exact words used by the caller
- Keep this information as confidential as possible
- Notify the Police Department. Call 911
- Notify the Management Office at 713-759-1442

Once the Management Office has been notified of a bomb threat, it is our policy to advise your firm's manager or senior officer. It is up to the manager or senior officer to decide whether it is appropriate to evacuate the office.

In the event that you are asked to evacuate the Building, please move away from the Building so as to allow unfettered access to emergency personnel. Do not re-enter the Building until the Management Office, the Police, or the Fire Department have given clearance.

#### Suspicious Packages or Mail Bombs

Letter bombs are usually sent through the mail addressed to a specific individual in the company, usually disguised to look like some sort of gift or a small package. Letter bombs have the power to kill or seriously maim anyone in close proximity. Letter bombs are usually contained within a large size manila envelope 1/4" to 1/2" thick and are fairly rigid.

However, the technology used in letter bombs has become increasingly sophisticated and can be difficult to detect visually. Letter bombs have been mailed from cities or small towns in the United States, as well as from foreign countries. Be especially wary of letters that are mailed to titles -- Chairman, President, Manager, Security Officer, etc. - rather than directly to named individuals.

If you suspect a parcel contains a letter bomb:

- Clear everyone out of the immediate area; establish at least a 25-foot radius around the package.
- Notify the police at 911 and Building Management.
- **DO NOT HANDLE IT UNDER ANY CIRCUMSTANCES.**
- **DO NOT ATTEMPT TO DEACTIVATE IT YOURSELF.**

#### Civil Disturbance

Should a riot or civil disturbance start outside the Building, the security guards will immediately lock all entrances to the building. The police will be notified. We will keep you informed.

If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

# Earthquake

## *Earthquake Preparedness*

Keep an earthquake preparedness kit on hand. Include the following:

- Food and water - at minimum, a 3 day supply (a 7 day supply is ideal)
- First Aid kit and First Aid manual
- Large and small heavy-duty plastic bags, duct tape and scissors
- Extra prescriptions and eyewear
- Heavy-duty shoes and gloves
- Extra clothing and a whistle
- Rescue tools
- Portable TV and/or radio with extra batteries
- Flashlights and extra batteries
- Cash (ATMs and credit cards may not work)
- Emergency Phone List, including family at work, school, daycare, etc.
- Long-distance message check-in phone number
- Cell phone

## *During an Earthquake*

Falling objects or debris that has become dislodged by the quake causes most earthquake-induced injuries. *During an earthquake, please observe the following:*

- Remain calm; do not panic.
- Stay in the office area.
- Take cover under tables, desks, or strong doorways.
- Keep away from windows and glass doors.
- Keep clear of filing cabinets, shelves and tall stacks of materials.
- Check for any injured personnel and administer first aid where necessary.
- Floor Wardens should assess damage and injuries and be prepared to expedite evacuation of serious cases.
- In the event of a fire resulting from an earthquake, follow the fire emergency procedures.

Elevators are equipped with seismic detectors, which when activated, will automatically stop the elevator at the nearest floor; if they are occupied at the time, inhabitants should exit immediately and follow instructions issued by the Floor Warden.

## *Following an Earthquake*

- Be prepared for aftershocks. While aftershocks are generally smaller than the earthquake that generates them, they can cause additional damage.
- If you smell gas, notify the Building Office or Security immediately.

- Check immediate location - make sure you are safe.
- Check for injuries and apply first aid as needed. Be prepared for an absence of immediate emergency services and be prepared to help yourself and others.
- Extinguish any fires. Do not light matches. Do not smoke.
- Listen for news or pertinent instructions on the radio or television.
- Do not use the telephone unless you have a dire emergency.
  - Ensure that all telephone receivers are properly mated to their cradles.
- Conserve and responsibly ration food and water.

### Elevator Malfunction

If you are in the elevator and it stops for no apparent reason, remember to remain calm. Pressing the emergency button within the cab will alert Building Management that the elevator is malfunctioning. The cab number will be identified and so too, the specific floor on which it is stuck. The Guard will establish two-way communication with elevators occupants until help has arrived.

In the event of a power outage, elevators will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car itself will temporarily stop moving. Each elevator will automatically return to the lobby, their doors will open and they will remain inoperable until the power has been restored.

**IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.**

### Emergency Contacts

All Emergencies	911
Building Management Office	713-759-1442
Building Security / After Hours Emergencies	713-759-1002
Fire Department (Non-Emergency)	832-394-6700
Police Department (Non-Emergency)	713-884-3131
Hospital	713-757-1000

### Important Notes

If you call 911 as a result of a medical emergency, please be sure also to notify Management Office with your name, call-back number and location so that security may swiftly guide the paramedics to your exact location.

If the audible alarm within the building sounds, please do not call the Management Office, unless you have something specific to report. The Management Office is aware of the noise, as well as the source of the alarm, whether it's false or a legitimate emergency. Please keep the telephone lines clear so that Management may attend to the situation as quickly and efficiently as possible.

### Fire & Life Safety

## Fire Prevention

- Do not accumulate quantities of discarded files or other paper trash in your office or storage area. Pay special attention to housekeeping in those departments that produce quantities of debris, such as duplication machines, mailing and receiving rooms.
- Do not store large quantities of flammable solvents, duplicating fluids, or other combustible fluids.
- Keep electrical appliances in good repair. Report unsafe conditions to the building office.
- When furnishing an office, consider the fire potential of materials used in large amounts, like overstuffed chairs, settees, couches or anything that could become a combustible item. Such furnishings should be flame-proofed.
- Where potential for fire is especially high, such as supply rooms, tenants may wish to consider installing additional fire extinguishers.

## Fire Emergency

*IF YOU DISCOVER A FIRE, you should remain calm and:*

1. Pull the nearest fire alarm. Alarms are located in the corridors adjacent to the stairwells.
2. Call 911 from a safe location.
3. Evacuate or relocate and assist all others in the immediate area.
4. Close doors behind you to isolate fire.
5. Proceed to stairwells and listen for instructions. NEVER use the elevators.
6. Be cautious when opening doors so as not to spread the fire. Touch any door to see if it is hot before opening.
7. If smoke is present, stay low and crawl with your body against the floor. The clearest air is near the floor. If forced to make a dash through smoke or flame, hold your breath and cover your nose and mouth with an article of clothing.

## Flooding

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

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

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

## Homeland Security

Brookfield Properties recommends that each tenant have an emergency action plan in place to help their employees prepare for *and* react quickly to, a regional emergency, including terrorist attacks.

Click on the links below to access a variety of resources that aid in preparing for a regional emergency:

- Department of Homeland Security

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

- Federal Emergency Management Agency

<http://fema.gov/>

- American Red Cross

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

- Center for Diseases Control and Prevention Emergency Preparedness and Response

<https://emergency.cdc.gov/>

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

## Medical Emergency

In the event that an accident or illness befalls one of your employees or a visitor to your office area, please:

1. Call Emergency Services at 911.
2. Provide the Emergency Dispatcher with the following information:
  - Your name
  - Your Building's name and address
  - Your specific floor number and exact location of the emergency
  - Any pertinent details of the accident or illness
3. Do not move the injured / ill person. Attempt to make them as comfortable as possible.
4. If feasible, send someone to meet the emergency unit upon its arrival in the lobby.
5. Call the management office at 713-759-1442. Inform management that you have called 911 and briefly describe the nature of the emergency.
6. The emergency unit will be with you shortly and will administer all necessary medical assistance.
7. Determine, if possible:
  - Name, address and age of injured / ill person

- The nature of the problem, as best you can surmise
- All known allergies and current medications taken by the individual
- A local doctor

## Power Failure

All **4 Houston Center** office and common areas are served by emergency generators.

In the event of power failure, these generators will provide emergency power for certain basic building functions. Those functions include:

1. Activating emergency lights on each floor throughout the building, including all exit signs.
2. Activating all stairwell lighting.
3. Activating the building's emergency Fire, Life and Safety Systems as well as the building's communication systems.
4. Recalling all elevators to the ground floor lobby. One elevator will remain operative for use by security to assist handicapped persons or to take service crews and equipment into the building, as needed.

It is seldom necessary to evacuate the building during a power failure. Unless you are directed to do so through the emergency communication system, please remain in your offices.

Please... DO NOT CALL the Management Office unless you need to notify us of the location of a disabled employee.

## Severe Weather

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a *Watch* or a *Warning*.

- A *Watch* becomes effective when atmospheric conditions are present that can produce the particular weather phenomenon.
- A *Warning* means that the weather condition has been spotted and prompt action must be taken to enhance safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Building Management, but rather by each tenant company. However, in the event these conditions do exist, the following guidelines should be adhered to:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.



## Toxic Hazards

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed.

Call 911 and provide the following information:

- Building's Address
- Your Floor
- Phone Number
- What Type of Spill has Occurred

Take appropriate action to contain the hazard; close doors behind you and always follow all safety procedures when working with toxic materials.

## Sustainability

### LEED / Energy Star

4 Houston Center is Energy Star rated and LEED Gold certified.

### Bicycle Parking / Storage

Commuting by bike to work is a great way to cut down on auto emissions and reduce your carbon footprint along with increasing daily physical activity. To support these initiatives at 4 Houston Center, we provide bicycle parking at in the parking garage (ground level).

Access to the bicycle parking is available at no charge and on a first-come, first-serve basis. Please ensure your bike is securely locked for we are not responsible for any damage or loss due to theft.

Click Here for Safe Biking Tips (<http://zenhabits.net/6-tips-for-commuting-to-work-by-bike/>)

### Carpooling

At 4 Houston Center, we encourage carpooling as another great way to decrease automotive emissions and keep the air clean. Carpooling can also save money on your commute costs along with wear and tear on your vehicle.

Please see below for links to carpooling information in the area:

<http://www.erideshare.com>

## Initiatives

Please insert any information pertaining to Sustainability Initiatives in the building such as Energy Star Certification or LEED Certification.

## Tips

At 4 Houston Center, we are committed to protecting and preserving our environment. Along with the green initiatives we have taken in the building, we have provided tips and links to great websites that will aid in continuing the initiative in daily life here and at home.

### Sustainability Tips

- Optimize the energy settings on computers and other electronic devices and make sure to shut them down at the end of the day.
- Unplug printers, scanners and copiers that are only used occasionally.
- Turn off all lights and any audio / visual equipment that is not being used.
- Keep things digital and minimize the use of materials whenever possible, do not use unnecessary amounts of paper.
- Implement the use of recycled materials such as recycled paper whenever possible.
- Bringing lunch and using reusable containers cannot only save unnecessary waste but costs too. If you order take-out join co-workers in large orders to minimize waste of small individual packaging.
- Bring in mugs/glasses/utensils to reduce the use of paper/plastic goods.

Click on the links below for more Green Information:

- <http://www.earthshare.org/green-tips.html>
- <http://www.thegreenguide.com/green-living>

## Recycling

At 4 Houston Center, we appreciate and support the positive effect that recycling can have on the environment and have provided access to recycling collectors throughout the building.

Please see below for a list of recyclable items vs. non-recyclable items:

Accepted Recyclable Items:

- Office Paper
- Newspaper
- Brown Paper Bags
- Magazines
- Junk Mail
- Phone Books
- Plastic Bottles and Containers #1-7
- Aluminum/Tin/Steel Cans
- Flattened Cardboard (e.g. Cereal and Snack Boxes)
- Paper Cardboard (e.g. Dairy and Juice Containers)

- Glass Bottles and Jars

#### Non-Recyclable Items:

- Anything in the above list that is not soiled or wet
- Styrofoam
- Wax Paper
- Pizza Boxes
- Any Plastic without #1-7
- Tempered Glass

For More Information on Recyclable Materials Click Here: <http://rootsrecycling.com>

## TECH

### On Demand

It's an on demand world. Need a ride? A reservation? Food delivered? Tickets? Click on the logos below. Any additional suggestions of local on demand services? Drop us a line.

Uber - <https://login.uber.com/login>

Lyft - <https://www.lyft.com/>

StubHub - <https://www.stubhub.com/>

Fandango - <http://www.fandango.com/>

GrubHub - <https://www.grubhub.com/>

### TECH at the Property

Technology is a significant component of the property's operations. This building deploys state of the art tools to foster more efficient operations, fingertip access to information and services as well as timely and meaningful communications.

The use of technology at the property creates an enhanced tenant experience providing for a safer, more efficient, more productive, more enjoyable and sustainable environment.

The initiatives and applications in this chapter are in place at your property!

### Tenant Center

Tenant Center Access will allow you to:

- Submit and track Work Orders, Shared Amenity/Conference Room Reservations and Certificates of Insurance. Note: Access to complete

these options is based on the property's app subscriptions and may not be available for all tenants.

- Customize notification options - receive information via email and/or text!
- View and manage your contact information.
- Sign up for notifications containing critical property information such as updated policies, security procedures, building closings, etc.!
- Receive alerts pertaining to the latest news about the surrounding area like weather and traffic conditions!
- Stay current and improve your involvement in crucial property initiatives such as sustainability and preparedness campaigns!
- Learn more and take better advantage of the available amenities and affinity programs at your property!
- Take advantage of current Tenant Rewards!

#### Need Access?

1. Click on the "Request Account" link on the login page of the Tenant Center.
2. Enter your contact information and click "Submit". Your account request will then be sent to Management for review.
3. Once your request is approved, you will receive your login credentials via email. You can then login to the Tenant Center, update your password, and review and update your contact information and notification preferences.

#### Download the App!

#### How to submit a Service Request:

1. Select Service Request - Request Service
2. Click the circle, or choose from the drop down menu the service type you are requesting.
3. Enter the location and a brief description relating to the request. Please enter any and all information that will assist management in locating and addressing the request.

#### How to submit a Reservation:

1. Select Conference Room - Request Reservation
2. Choose "Select" next to the room you would like to reserve.
3. Enter the details of your reservation.

#### Help Center Link

#### Tenant Engagement / Property Messages

Registered tenant Users have the ability to set personal communication preferences for receiving important property messaging.

Preferences determine what information (amenity, emergency, sustainability, exclusive retail / restaurant offers, calendar events, etc.) users receive and how they get notifications (email, text, desktop, mobile, etc.)

Preferences also allow users to determine message receipt by severity (low, medium and high level alerts).

Online Registration and Subscriptions:

- Email Notification
- Instant Alert
- Building Calendar

## Wellness

### Overview

At 4 Houston Center, we recognize the workplace wellness programs that support employees and their work environment. Wellness has a positive impact on employee morale, and can also present a positive return on investment for the employer, too. If employees are healthy and happy they will be more productive.

This property is invested in providing a healthy environment that fosters employee wellness and satisfaction.

### CDC Workplace Health Promotion / Scorecard

The Center for Disease Control offers a website dedicated to workplace health promotion and offers you a property scorecard to evaluate wellness awareness. The scorecard provides you and your property team with suggestions for moving forward with programs appropriate for your property and steps on how to integrate.

Scorecard (<http://www.cdc.gov/workplacehealthpromotion/index.html>)

Below are additional links to helpful checklists:

- *Snack Nation* (<http://www.snacknation.com/blog/employee-wellness-program-ideas/>)
- *Wellness Program Ideas* ([www.snacknation.com/wp-content/uploads/2015/12/121-Corporate-Wellness-Program-Ideas-For-Your-Office-Bonus.pdf](http://www.snacknation.com/wp-content/uploads/2015/12/121-Corporate-Wellness-Program-Ideas-For-Your-Office-Bonus.pdf))
- *Broke & Healthy* (<http://www.brokeandhealthy.com/100-free-or-cheap-ways-to-exercise>)

- *Wellsteps* (<https://www.wellsteps.com/blog/2017/01/10/employee-wellness-program-ideas/>)

## General Health

### General Health

- Stay up to date on vaccines and immunizations:  
<http://www.cdc.gov/vaccines/index.html>
- Stop Smoking: [http://www.cdc.gov/tobacco/quit\\_smoking/index.htm](http://www.cdc.gov/tobacco/quit_smoking/index.htm)
- Workplace Health Promotion:  
<http://www.cdc.gov/workplacehealthpromotion/index.html>

## Nutrition

### Nutrition

- Employers can offer healthy foods at meetings, conferences and catered events
- Remember to stay hydrated - drink plenty of water throughout your day

## Physical Activity

### Physical Activity

See the following for information on physical activity programs and/or facilities and walking / cycling trails in our area:

- Get up and move! Standing up from your desk and moving will increase circulation and general focus.
- Active transportation e.g. biking or walking to work -  
<http://bikeleague.org/commutingdata>
- We encourage employees to take the stairwell over elevator use.

## Stress Management

### Stress Management

- Take stress relief breaks (i.e., meditation, walking or just closing the office door).
- Encourage laughter to reduce stress at the worksite.

## Wellness Resources

Here at 4 Houston Center are proud to offer the following resources:

- Smoke free building - see the following section regarding our No Smoking Policy.
- Hand sanitizer stations in the main elevator lobby.

- Annual flu shots available at the building - Key Facts about the flu vaccine: <http://www.cdc.gov/flu/protect/keyfacts.htm>

## Policies

### Contractors



4 Houston Center  
Rules and Regulation

### Insurance Protection



4 Houston Center  
Insurance Requirements

### Smoking

4 Houston Center maintains a no smoking policy throughout the building, including all common areas, the lobby, rest rooms, stairwells and elevators. Please do not smoke at building entrances.

## Neighborhood

Banks & ATMs  
Business Services  
Entertainment  
Hotels  
Maps  
Restaurants  
Transportation