

CITY NORTH

Houston, Texas 77060

Tenant Manual



Prepared By
Lincoln Property Company
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GENERAL INFORMATION

INTRODUCTION

Welcome to CityNorth! The Lincoln Property Company Class A, LEED certified office campus offers you world-class amenities set amid lushly landscaped grounds with newly designed outdoor spaces. Six architecturally distinct office buildings provide our tenants with light-filled floors, state-of-the-art building systems, plentiful parking, 24-hour access and security, and Lincoln Property Company on-site management.

CityNorth promises to become the business address of distinction for some of Houston's most prominent citizens. Located just 15 minutes from Bush Intercontinental Airport at the confluence of all major North Houston highways, this is the area's most accessible and convenient business address. CityNorth is located less than 20 minutes from Downtown Houston and near desirable residential communities including Kingwood, Champions, and The Woodlands.

CityNorth features newly designed outdoor spaces for networking or thoughtful reflection, a 7,000 sq. ft high-performance fitness center, a 10,000 sq ft state-of-the-art conference center, and the on-site Hilton Houston North Hotel with conference facilities and meeting rooms. Six unique office buildings ranging in size from 200,000 to 450,000 square feet are set within a 36-acre campus surrounding the 480-room Hilton, offering Class A office space for discriminating corporate tenants seeking the very best business accommodations in North Houston.

Management Office address is listed below:

Lincoln Property Company
16945 Northchase Drive, Suite 150
Houston, Texas 77060
281-875-7800

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BUSINESS HOURS & HOLIDAYS

Regular building hours are 6:00 a.m. to 6:00 p.m., Monday through Friday. Property Management Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. The building is closed on the following holidays:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving

Christmas Day

In addition, the Property Management Office will be closed on the day following Thanksgiving, Christmas Day and Christmas Eve.

Fitness Center hours are 5:00 am – 7:00 pm, Monday through Friday exclusive of holidays.

Conference Center hours are 8:00am – 5:00pm, Monday through Friday, exclusive of holidays.

Please note that these holidays are subject to change. “Official” holidays are stated in your company’s lease documents.

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TENANT CONTACTS

Lincoln Property Company requires a list of tenant contacts for the following purposes:

- Primary contact to notify in the event of an after-hours emergency.
- Daytime contact authorized to make standard maintenance requests, special service requests, and overtime service requests which may involve charges and billing.

Please use the form on the following page to designate contacts and alternates. Send a copy to the Property Management Office and keep an original for your office records. Please inform our office of any changes following submission of the original contact list.

SEND WORD NOW EMERGENCY NOTIFICATION SYSTEM

The Send Word Now mass notification system allows us to quickly communicate with Tenant Contacts in the event of an emergency or a critical situation. During an emergency, we will be able to create a message that will be delivered to your designated Tenant Contact's office, home, and/or cell phone within minutes.

Please use the following form to designate which contacts should be notified by the mass notification system. Please note the order in which the phones numbers are to be called.

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TENANT CONTACTS

Building _____
Company Name _____ Suite(s) _____
Receptionist or Main Phone # _____ Fax Number _____

- Daytime Tenant Contact:

Contact Name: _____
Work Telephone #: _____ Cell #: _____ Home #: _____
Email Address: _____ Send Word Now Notices Y / N

- Alternate Daytime Tenant Contact:

Contact Name: _____
Work Telephone #: _____ Cell #: _____ Home #: _____
Email Address: _____ Send Word Now Notices Y / N

- Emergency Tenant Contact #1:

Contact Name: _____
Work Telephone #: _____ Cell #: _____ Home #: _____
Email Address: _____ Send Word Now Notices Y / N

- Emergency Tenant Contact #2:

Contact Name: _____
Work Telephone #: _____ Cell #: _____ Home #: _____
Email Address: _____ Send Word Now Notices Y / N

- Emergency Tenant Contact #3:

Contact Name: _____
Work Telephone #: _____ Cell #: _____ Home #: _____
Email Address: _____ Send Word Now Notices Y / N

- Accounting Tenant Contact:

Contact Name: _____
Work Telephone #: _____ Cell #: _____ Home #: _____
Email Address: _____ Send Word Now Notices Y / N

- IT Tenant Contact:

Contact Name: _____
Work Telephone #: _____ Cell #: _____ Home #: _____
Email Address: _____ Send Word Now Notices Y / N

You may email updates to Mguajardo@LPC.COM
Please use an additional sheet if needed.

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BUILDING RULES AND REGULATIONS

1. Sidewalks, doorways, vestibules, halls, stairways, freight elevator lobbies, and other similar areas shall not be used for the disposal of trash, be obstructed by tenants, or be used by tenants for any purpose other than entering or leaving the leased premises and for going from one part of the Building to another. If special trash hauling is required, please contact the Management Office.
2. No sweepings, rubbish, rags or other unsuitable materials shall be disposed of into plumbing fixtures or appliances. Damage resulting to any fixtures from misuse by a tenant shall be the liability of said tenant.
3. Movement of furniture or office equipment in or out of the Building, or the dispatch or receipt of any bulky material, merchandise, or materials which requires the use of the elevators or the stairways or movement through the Building entrances or lobby will be restricted to such hours as Landlord shall reasonably designate. All such movement will be under the supervision of Landlord and in the manner agreed to between the tenant and Landlord by prearrangement. Such prearrangement, initiated by the tenant, is subject to Landlord's control as to the time, method, routing of the movement and as to limitations for safety or other concerns which may prohibit any article, equipment or other item(s) from being brought into the Building. The tenant is to assume all risks for damage to articles moved or injury to persons engaged or not engaged in such movement and for any damage to Landlord's equipment or property or injury to Landlord's personnel as a result of any act in connection with fulfilling this service for the tenant. Landlord shall not be liable for any acts of any person(s) engaged in, or any damage or loss to any of said property of person(s), resulting from any act in connection with such service performed for the tenant unless the damage or injury is caused by the gross negligence or willful misconduct of Landlord.
4. All routine deliveries to a tenant's leased premises during 8:00 a.m. to 5:00 p.m. weekdays shall be made using the freight elevator(s). Passenger elevators are to be used only for the movement of people, unless an exception is approved by the Management Office.
5. To ensure orderly operation of the Building, no ice, mineral or other water, towels, newspapers, packages, etc. will be delivered to tenants' leased premises except by persons appointed or approved by Landlord in writing and provided such persons provide Landlord with appropriate proof of insurance.
6. As per City of Houston fire code, corridor doors, when not in use, shall be kept closed.

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7. Tenant space that is visible from public areas must be kept neat and clean and is subject to Landlord's approval.

8. Tenants shall not tamper with or attempt to adjust temperature control thermostats in the leased premises. Landlord shall adjust thermostats as required to maintain the Building standard temperature. Landlord requests that all window blinds remain down and tilted at a 45-degree angle toward the street to help maintain comfortable room temperatures and conserve energy.

9. All requests for overtime air conditioning or heating should be submitted through the tenant work order system, IMPAK. Please send requests directly through the IMPAK System. The system information will be emailed to the tenant contacts that you select.

10. The Building hours are from 6:00 a.m. until 6:00 p.m. Monday through Friday, excluding holidays. Access at all other times is provided by an access card system.

11. Tenants will comply with all security procedures during business hours and after hours and on weekends.

12. Landlord will provide, at the tenant's expense, all locks for doors entering or within the leased premises and no additional lock(s) will be placed on any door entering or within the leased premises without Landlord's written consent. All requests for duplicate keys will be made to the Management Office.

13. Tenants will cooperate with Landlord's employees in keeping leased areas neat and clean, unless the tenant is responsible for cleaning and maintenance personnel. Landlord will in no way be held responsible by any tenant, its agents, employees or invitees for any loss of property from the leased premises or public areas or for any damage to any property within the leased premises even if such loss or damage occurred when the leased premises were locked against entry.

14. Signs, advertisements, or notices visible in or from public corridors or from outside the Building shall be subject to Landlord's prior written approval.

15. Landlord will provide and maintain a directory for all the tenants in the main lobby of the Building, and no other directory will be permitted.

16. Proposed plans for alterations within the Building must be approved in writing by Landlord. This provision will apply to all work performed in the Building including, but not limited to, installation of telephones, electrical devices and attachments, and all installations affecting or affixed to floors, walls, woodwork, trim, windows, ceilings, equipment or any other portion of the Building.

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17. Landlord reserves the right to prescribe the weight and positioning of safes, files, filing systems and other heavy equipment and written approval must be obtained from the Management Office before work begins. All damage done to the Building by the taking in or putting out any property of a tenant or done by a tenant's property while in the building, shall be repaired at the expense of such tenant.

18. Should a tenant require telephonic, annunciator or other communication service, Landlord will direct the electricians where and how wires are to be introduced and placed and none shall be introduced or placed except as Landlord shall direct. Electric current shall not be used for power or heating without Landlord's prior written permission. Extension cords may be used for temporary loads only, and shall not be installed for permanent use. Any surge protectors utilized by Tenant shall be used in accordance with manufacturer's specifications in order to prevent electrical "overload(s)".

19. Tenants are requested to lock all office doors leading to corridors and to turn out all lights at the close of their working day.

20. Tenants, their agents, employees and invitees shall observe no smoking, as per Houston City Ordinance, in all public areas including elevators, restrooms, etc. In addition, the building is a non-smoking building and smoking is not permitted in the tenant premises or any other area of the building.

21. No flammable or explosive fluids or materials shall be kept or used within the premises or the Building. No open flames or flammable substances or materials (such as candles, sterno heaters, space heaters, live Christmas trees, etc.) shall be permitted to be utilized by Tenant in the premises or in the Building. Tenants shall comply with all applicable building and fire codes relating to its use of the premises.

22. Tenants will not make or permit any improper noises within the Building or otherwise interfere with other tenants or persons having business within the Building.

23. No animals shall be brought into or kept in, on or about the Building.

24. The carrying of firearms of any kind in any leased premises, the Building, the Building Garage, or any related amenity of the Project, including any sidewalks, drives or other common areas, is prohibited except in the case of unconcealed firearms carried by licensed security personnel hired or contracted for by tenants for security of their premises as permitted by such tenants' leases or otherwise consented to by Landlord in writing.

25. Solicitation of any kind is strictly forbidden unless approved in advance by the Property Management office.

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26. Landlord reserves the right to rescind any of the foregoing rules and regulations and to make such other and further rules and regulations as, in its reasonable judgment, shall, from time to time, be required for the safety, protection, care and cleanliness of the Building, the operation thereof, the preservation of good order therein and the protection and comfort of the tenants and their agents, employees and invitees. Such rules and regulations, when made and written notice thereof is given to a tenant, shall be binding upon it in like manner as if originally herein prescribed.

27. **SMOKING** - The City of Houston Ordinance number 86-1311, amending chapters 12, 21, and 28 of the Code of Ordinances, Houston, Texas and the Fire Code of the City of Houston prohibits and makes unlawful the possession of burning tobacco products or smoking tobacco in public places. At CityNorth, all public areas are considered “No Smoking” areas. This includes all restrooms, elevators, corridors, stairwells, the tunnel and the lobby. Smoking is also prohibited within 25 feet of the building’s entrances. In addition, the building is a non-smoking building and smoking is not permitted in Tenant premises or any other area of the building.

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MOVE IN / MOVE OUT CHECKLISTS Movers' Rules and Regulations

Purpose:

The purpose of the Movers' Rules and Regulations is to establish the procedures by which a mover employed by a building tenant at CityNorth must conduct any move-in, move-out or miscellaneous interim move. These rules are designed to protect the Building's common areas from damage by moving company personnel. The tenant and its mover are responsible for curing any damage, accidental or otherwise that might occur during any move activity.

1. Access to the tenant's space and freight elevators must be obtained through the tenant and not the management office.
2. All moving must take place when the building is closed between 6:00 PM and 6:00 AM, Monday through Friday or on weekends, with prior landlord approval.
3. A supervisor employed by the moving company must be on-site at all times to supervise all moving personnel.
4. Masonite or some other protective covering (but, not paper) must be used to line the walls and floors in all corridors and/or elevator lobbies along the move path leading into the freight elevators and loading dock. This is the mover's responsibility; no such material will be provided by the Landlord.
5. Under no circumstances will any doors be left propped open in any way shape or form (including the loading dock doors), except on the move floor in which case, any propped doors must be returned to the closed condition and locked at the end of the move.
6. Smoking is prohibited in the building and the loading dock. Smoking is only permitted in the designated smoking area. Any moving personnel observed smoking in the building or on the grounds except in the designated area will be instructed to leave the property immediately.
7. All mover personnel must either wear a uniform (t-shirt with moving company logo is acceptable) or a badge indicating the company they work for while at the building performing the move.

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8. No moving personnel will be allowed on the property without an acceptable shirt, pants and shoes as judged by building personnel. No attire with offensive logos, designs, etc. will be permitted on the property.
9. Move personnel are not authorized to go anywhere in the building other than the move destination and the pathway to the loading dock. Mover personnel discovered anywhere else in the building will be instructed to leave the property immediately.
10. All furniture and or materials must be moved from the tenant's space through the loading dock in a continuous fashion. Under no circumstance should any cargo be left unattended to block a corridor or passageway.
11. Elevator doors may not be propped open or obstructed from their normal use in any way. Elevators must be operated exactly as property management instructs the moving company prior to the move. Elevator damage repairs will be billed to the tenant. If the elevator malfunctions, moving personnel should immediately notify Building security who will dispatch the appropriate personnel to address the situation. Moving personnel are not authorized under any circumstances to attempt to repair any elevator equipment.
12. All trash created from the moving process must be removed from the site. The areas of the building subject to the move-out process should be left in the same condition prior to the move-out. The tenant will be billed for any excess cleaning necessary as a result of the move.
13. These Rules and Regulations will be enforced by a combination of Building Security, Management and Engineering personnel. In the event any such personnel instructs moving personnel off the site for violations of these rules, the expectation is immediate.
14. The Landlord reserves the right to terminate any move in the event any one or more of the following circumstances occur:
 - a. Civil disturbance
 - b. Act-of-god, (i.e., weather related, fire, etc.)
 - c. Building mechanical system failure
 - d. Repeated violation by moving personnel of these Rules and Regulations
15. Any attachments referenced below the signature lines are included as those rules and regulations herein.

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16. Any and all deliveries made via a tractor trailer to the loading dock need to be manned by a traffic officer. Please contact the Property Management Office and we will assist in contacting the onsite traffic officer coordinator.

The signatures below indicate that the Tenant and Moving Company accept and will adhere to the above stated Rules and Regulations.

Tenant

Date

Moving Company

Date

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EMERGENCY PROCEDURES EMERGENCY TELEPHONE NUMBERS

Property Management Office	281.875.7800
Campus Security	281.875.7910
Houston Fire Department	911
Houston Police Department	911
Ambulance	911

INTRODUCTION

In recent years, the term “life safety” has been accorded new emphasis as it affects all aspects of daily living. In order to keep pace with the hazards of the times and to offer a secure building environment certain protective measures must be implemented.

When confronted by an emergency, realize that “Emergency Procedures” are only an operational guide if effectively implemented by Property Management and the Tenant Wardens in combination with a vital personal ingredient—Common Sense.

The successful execution of the emergency plan depends upon the degree of confidence, cooperation and coordination mutually achieved by the Tenant Wardens, their fellow employees, and the Property Management Staff.

In that regard, each Tenant Warden must manifest an unselfish responsibility toward the “Common Good,” i.e., the safety of all occupants of the building. This can be achieved if each tenant gives its support to the following:

- Assign responsible and preferably senior/tenured personnel to function as Tenant Wardens, Assistants and Back-Ups.
- Insist that Tenant Wardens read and understand the emergency procedure and evacuation plan in its entirety.
- Assure that this plan, along with the Tenant Warden contact name, location, and phone number is adequately disseminated to each employee in the office.

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- Allow Tenant Wardens to participate in periodic training sessions which will equip them to perform specialized emergency assignments.
- Enthusiastically support the overall objectives of the building's emergency plan.

Tenants are encouraged to include specific procedures in their individual operation emergency plans for their suite, for example: procedures to safeguard monies, negotiable instruments, original contracts, etc.

PURPOSE

The emergency plan for CityNorth was established to be an integral part of the official building's response to emergencies. The contents of this plan are designed as an "operation guide" for the behavior, safety and protection of tenants and visitors of the building.

SCOPE

The emergency plan establishes a sequential "plan of response" for initially recognizing, identifying and reporting the existence of specific emergency situations threatening the building and/or its inhabitants. The plan also provides for the safety and protection of endangered personnel and/or building assets.

When implemented and supplemented with appropriate instructions from the building's Property Manager (or representative), this plan becomes an operational tool for effective and responsive action when occupants of the building are forced to cope with various emergency situations.

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TENANT WARDENS

QUALIFICATION, DUTIES AND RESPONSIBILITIES OF THE TENANT WARDENS TO CONTROL AN EMERGENCY

Tenant Wardens are to be selected on the basis of two major criteria:

- They must be intelligent, alert, and resourceful individuals who are capable of performing in a leadership role during an emergency situation.
- They must generally be working in their respective company areas within the building, rather than having primary duties and responsibilities elsewhere.

Tenant Wardens are the “connecting links” between the Property Management Office and their respective employees. As such, they have direct control and responsibility for all decisive matters relating to the safety of their employees during an emergency.

Tenant Wardens are responsible for communicating appropriate pre-planned emergency procedures and/or data to all employees under their jurisdiction through personnel orientation and/or company bulletin boards.

Tenant Wardens must be knowledgeable about what is not commonplace, i.e., “unusual” or “foreign” to the normal environment of their respective company areas, so that in the event of a bomb threat they will be qualified and instrumental in conducting a search, as well as assisting in the identification of any suspicious items.

TENANT SUPERVISOR’S EMERGENCY DUTIES AND RESPONSIBILITIES

While all tenant supervisory personnel and employees should have constructive knowledge of the operational aspects of the emergency procedures, they must recognize that it is essential for them to voluntarily subjugate themselves to emergency instructions given to them by the Tenant Wardens in order to ensure a safe and orderly response to any emergency situation.

Each tenant supervisor has two principal emergency duties and responsibilities:

- They must be calm, responsive, and able to help eliminate confusion, fear and/or panic among their subordinates.
- They must faithfully execute any emergency duties and responsibilities assigned to them during the existence of an emergency situation.

TENANT EMPLOYEES EMERGENCY DUTIES AND RESPONSIBILITIES

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All tenant employees must respond to official emergency instructions as if lives depend upon it...because lives do. The emergency plan and procedures were established to save lives and require strict compliance in order to be effective.

TESTING OF THE BUILDING'S EMERGENCY PLAN AND PROCEDURES

Various aspects of the emergency plan and procedures will be tested on a deliberate, systematic and periodic basis in accordance with instructions from the Property Manager and the City of Houston Fire Department.

Such testing will familiarize key personnel with their emergency duties and responsibilities and will help evaluate the emergency plan and procedures by identifying deficiencies. This will allow for the opportunity to make adjustments and corrections to the plan prior to an actual emergency situation.

Fire evacuation drills are required by law and held to ensure your safety. Participation in fire drills is not voluntary...it is mandatory for everyone!

CONDUCT WITH NEWS MEDIA

For the protection and safety of all building occupants, tenant employees are requested to refer news media inquiries to their respective company's public relations representative or to the Property Manager.

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REPORTING CHANGES IN TENANT WARDENS

Tenant Wardens are the appointed liaison between the Property Management Office and their respective organization. Communication of any emergency instructions and information must never be interrupted due to transfer or loss of this key individual.

Any changes in the employment status and/or replacement of each Tenant Warden must be reported immediately in writing to the Property Management office in order to maintain reliable communication during emergency situations. Special efforts must also be made to adequately inform company employees who look to the Tenant Warden for leadership during an emergency situation of changes in the tenant emergency staff.

Please note that Tenant Wardens are required by law to complete an online High Rise Evacuation Fire Warden Certification class offered by Lincoln Property Company free of charge every five (5) years. We must have a copy of each Fire Warden's High-Rise Certificate on file in the management office.

REQUIRED NUMBER OF FIRE WARDENS

There must be at least two (2) fire wardens per floor regardless of square footage if you are the only tenant on the floor. Each additional 7,500 square feet or portion thereof will require an additional representative. It is the tenant's responsibility to ensure there are an adequate number of fire wardens in their space and to communicate any changes to the Property Management Office.

0-7,500 square feet	one (1) representative is required
7,500 - 15,000 square feet	two (2) representative are required
15,001-22,500 square feet	three (3) representatives are required
22,501-30,000 square feet	four (4) representatives are required

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TENANT FIRE WARDEN CONTACT LIST

There must be at least two (2) fire wardens per floor regardless of square footage if you are the only tenant on the floor. Each additional 7,500 square feet or portion thereof will require an additional representative. It is the tenant's responsibility to ensure there are an adequate number of fire wardens in their space and to communicate any changes to the Property Management Office.

0-7,500 square feet	one (1) representative is required
7,500 - 15,000 square feet	two (2) representative are required
15,001-22,500 square feet	three (3) representatives are required
22,501-30,000 square feet	four (4) representatives are required

TENANT WARDEN #1

Building: _____

Name: _____ Company: _____

Suite #: _____ Office #: _____

Work Tel. #: _____ Cell Tele. # _____

TENANT WARDEN #2

Name: _____ Company: _____

Suite #: _____ Office #: _____

Work Tel. #: _____ Cell Tele. # _____

TENANT WARDEN #3

Name: _____ Company: _____

Suite #: _____ Office #: _____

Work Tel. #: _____ Cell Tele. # _____

TENANT WARDEN #4

Name: _____ Company: _____

Suite #: _____ Office #: _____

Work Tel. #: _____ Cell Tele. # _____

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FIRE EVACUATION PLAN / FIRE DURING WORKING HOURS

IF YOU SEE FIRE, SMOKE OR SMELL SOMETHING BURNING

- Immediately call the Fire Department at 911 and/or activate the fire alarm pull station.
- Call the Property Management Office at 281.875.7800
- Isolate the fire, if possible, by closing the door.
- Contact the Fire Warden(s) on the floor with the fire and give the location and severity of the fire.
- If directed to evacuate by the fire department or the Property Management Office, or if unsafe conditions warrant leaving the floor, evacuate DOWN to the next re-entry floor by using the fire exit stairs...never use the elevator!

IF YOU THINK YOU SMELL SMOKE

- Immediately call the Property Management Office at 281.875.7800
- Contact the Fire Warden(s) on the floor with the odor and give the location and characteristic of the odor.

IF YOU HEAR THE FIRE ALARM

- Call Property Management at 281.875.7800
- Direct all occupants on the floor in alarm to the fire exit stairs and await further instructions.

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FIRE EVACUATION PLAN / FIRE AFTER WORKING HOURS

IF YOU SEE FIRE, SMELL SMOKE OR HEAR A FIRE ALARM

- Immediately call the Fire Department at 911 and/or activate the fire alarm pull station.
- Call the Property Management Office at 281.875.7800
- Isolate the fire, if possible, by closing the door.
- Call security at 281.875.7910
- If directed to evacuate by the fire department or the Property Management Office, or if unsafe conditions warrant leaving the floor, evacuate DOWN to the next re-entry floor by using the fire exit stairs...never use the elevator!

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SUSPECTED BOMB THREATS /SAFETY PRECAUTIONS

The safety precautions listed below are designed to acquaint tenants with several factors to be considered in the search and discovery of suspected bombs. Do not dismiss any precautions as unimportant or take them for granted. Adequate knowledge of these precautionary provisions may save the lives of employees, visitors and customers.

- Do not use radio equipment to transmit messages.
- Do not turn light switches either off or on.
- Do not accept the contents of any container as bona fide just because it was delivered in a generally routine manner; nor should tenants accept container markings and/or appearance as sole evidence of contents.
- Do not touch or change the position of a suspected bomb.
- Do not shake shock or jar a suspected bomb.
- Do not cover or carry a suspected bomb.
- Do not open or cut any strings or cords on any suspicious container or object.
- Do not unscrew, unlatch, unhook or lift the cover off of a suspicious object.
- Do not submerge a suspected bomb in water.

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BOMB THREATS

At no time should a bomb threat be ignored or treated as a false alarm. Please follow the instructions below when a bomb threat call is received:

- Keep the caller on the line for as long as possible.
 - ⌘ Tell the caller that the building is occupied, and an explosion might cause the death of innocent people.
 - ⌘ Listen for background noises that might help in determining from where the call was made.
- Obtain as much information as possible from the caller:
 - ⌘ Location of the bomb.
 - ⌘ Time of detonation.
 - ⌘ Outside appearance of bomb and type of bomb.
 - ⌘ Reason for planting bomb.
- At the conclusion of the call, immediately report the bomb threat to the Property Management Office and provide the following information:
 - ⌘ Your name
 - ⌘ Your location and phone number
 - ⌘ Name of the “initial incipient”
 - ⌘ Time the call was received
 - ⌘ Name of anyone listening in to the threat
 - ⌘ Name of any employee threatened by the caller
 - ⌘ Normal work location of threatened employee
 - ⌘ Time bomb is supposed to detonate
 - ⌘ Exact location of where the bomb was placed
 - ⌘ Outside appearance and description of the bomb
 - ⌘ Reason given for bomb threat

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- Notify your supervisor about the bomb threat call.
- Have all written records or notes of the bomb threat call available for the proper authorities.
- Quickly and thoroughly search your company area for “suspicious, unusual or foreign items” (suspected bombs) and report any findings. Do not under any circumstances touch, move, jar, disturb or cover any suspicious items that are found. Report all findings to the Property Management Office.
- If the Houston Police Department requests evacuation, the Property Management Office will notify building tenants. Identify and give priority to the movement and evacuation of nervous, emotional, ill and/or disabled personnel. Upon evacuation, establish and announce a rendezvous point for employees to regroup. If you decide that your employees and visitors are in imminent danger, exercise your independent judgment and move or evacuate your personnel as soon as possible.
- Please make only necessary phone calls as it is important to maintain open phone lines.

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MEDICAL EMERGENCIES

In the event of a medical emergency, first call 911 and request the appropriate response. Next, please contact the Property Management Office at 281.875.7800 immediately and report the following information:

- Your name, company's name and location.
- The nature of the medical emergency.
- Exact location and name of the person the situation is in reference to.
- Verify that an ambulance has been requested and is on its way to the building.
- Property Management and Security will assist the 911 response.

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NATURAL DISASTERS

TORNADOES OR FUNNEL CLOUDS

In most cases advance warning of a tornado is unlikely. For this reason, if a tornado is sighted approaching the building, please notify the Property Management Office and begin moving office staff to the interior corridors and elevator lobbies of the building. One of the greatest dangers will be that of flying glass and objects, so please attempt to select a location that has the maximum number of walls to the exterior of the building.

HURRICANES/TROPICAL STORMS

When a hurricane warning and evacuation order has been given by the National Weather Service and Civil Defense Authorities, the Property Management Office will notify all tenants of the closing of the building. Notification will be given by the Send Word Now Emergency Notification System. All valuable documents, files and furnishings should be moved to inner offices to guard against the possibility of water damage from a broken window.

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CIVIL DISTURBANCES

Upon receiving notice that a civil disturbance threatens the building or your suite, contact the Property Management Office immediately at 281.875.7800 and give them the following information:

- The exact location of demonstrators or disturbance as notified.
- Approximate number of demonstrators.
- Demonstrator's current activity and current time.
- Your Name, company, and phone number.

Notify employees and visitors using Tenant Wardens:

- Provide pertinent facts about disturbance.
- Lock all doors except main entrance door.
- Lock and have a monitor by all sensitive areas.
- Request that employees and visitors avoid contact with demonstrators.
- Request that employees and visitors remain inside until situation has been handled.
- Avoid areas by windows.

Important:

- Be aware of any unattended or suspicious items that may be out of place, or that may have been carried by or left behind by demonstrators.
- Do not touch, move, jar, disturb or cover any suspicious items - contact the Property Management Office immediately and follow instructions for handling a suspected bomb.

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ELEVATOR EMERGENCIES

In the event of a problem with the elevators, such as doors not opening or the cabs stopping between floors, press the emergency phone button on the front panel. When pressed this button activates an alarm at the security desk. The security officer on duty will respond via an intercom system in the elevator cab and will arrange for immediate assistance. Should the car stop between floors and the door opens, do not ever attempt to climb out or jump to the floor below, as help will be there in minutes to assist with the situation.

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SERVICES

BUILDING ENGINEERING SERVICES

For assistance with any building service request, please contact the Property Management Office at Mguajardo@LPC.COM or at 281-875-7800. The following building standard services are provided for comfort and convenience for all tenants of CityNorth:

- Air conditioning adjustments within building standard guidelines
- Replacement of building standard fluorescent light tubes within the tenant and public areas

The following above-building-standard services will be provided at an additional charge:

- Overtime air conditioning - refer to lease documents for details
- Duplicate keys
- Additional graphics
- Removal of heavy trash, moving furniture, etc.
- Alterations or remodeling work
- Any light bulbs other than building standard
- Providing paper products for areas other than building standard restrooms

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JANITORIAL SERVICES

Guidelines for janitorial services at CityNorth are as follows:

- Individual tenant suites are cleaned five nights a week, Monday through Friday between the hours of 5:30pm and 10:30pm, excluding building holidays.
- Day porters and maids provide cleaning services weekdays between the hours of 8:00am and 5:00pm.
- To ensure tenant satisfaction with cleaning, please contact The Property Management Office at Mguajardo@LPC.COM or 281.875.7800 with any special requests or problems.
- Upon advance request, the following services can be provided at an additional cost: refrigerator cleaning, carpet cleaning, floor waxing, dish cleaning, post meeting clean-up, conference room prep, etc.

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ACCESS TO SERVICE AREAS

Occasionally various contractors, installation companies or the Lincoln Property Company engineering staff will require access to restricted areas within the building. Keys for authorized entry to these areas may be acquired from the Lincoln Property Company Management Office, during normal business hours, if the tenant provides building management with a written request prior to the date of authorization. Contractors must also provide proper identification and leave their valid driver's license with management, which will be returned, upon checkout.

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LOADING DOCK & FREIGHT ELEVATORS

Each of the buildings at CityNorth have a 2-bay loading area to be used by trucks and vehicles making deliveries. For larger truck deliveries, please contact the management office for coordination. Hand deliveries are not accepted at the loading dock. Hours of operation are 7:00 am - 6:00 pm, Monday through Friday. There is a time limit of 30 minutes during normal hours of operation. Other hours of use must be scheduled through the Property Management Office.

FREIGHT ELEVATORS

The service elevator is available on a first come, first serve basis during regular building hours.

AFTER HOURS FREIGHT ELEVATOR RESERVATIONS

- Reservations are required for usage of the freight elevators after normal business hours. Please contact the Property Management Office at least 24 hours in advance and provide your request in writing.
- Freight elevators are available for reservations between the hours of 6:00pm and 7:00am on weekdays and are available to be reserved anytime on weekends. A reservation does not allow sole usage of the freight elevator. Freight elevator is still in usage for day-to-day operations of the building.

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MAIL – POSTAL SERVICE INFORMATION

CityNorth tenants are issued a designated mail box in the postal area on Level 1, off the main lobby. The number of the box is for designation purposes only and is not a “post office box” number to be used for mailing purposes.

Your mail is appropriately addressed if the following building address is used:

Tenant Name

16855 Northchase Drive, Suite # _____

Houston, Texas 77060

Tenant Name

16825 Northchase Drive, Suite # _____

Houston, Texas 77060

Tenant Name

233 Benmar Drive, Suite # _____

Houston, Texas 77060

Tenant Name

16945 Northchase Drive, Suite # _____

Houston, Texas 77060

Tenant Name

17001 Northchase Drive, Suite # _____

Houston, Texas 77060

Tenant Name

12450 Greenspoint Drive, Suite # _____

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SECURITY & ACCESS CONTROL

- Uniformed security officers are on duty on the campus 24-hours each day.
- After normal business hours, a security card reader controls access to the building. Security officers are not allowed to open locked doors for any person after working hours unless authorization is obtained from the tenant contact and the Property Management Office.

The following are procedures that are in place:

- Security will question anyone leaving the buildings after hours with visible office equipment, large packages or valuables. If we have not been provided an approval in advance on tenant letterhead, the tenant contact will be contacted to approve removal of these items.
- Tenants are responsible for the security of their individual suite.
- You may contact security by calling 281.875.7910

SECURITY OFFICER POSTS

- We have officers stationed across the campus with security base located on level one at Two CityNorth [16825 Northchase Drive].
- Our Security team monitors life-safety systems 24-hours a day.
- Officers patrol the common areas, parking garages and the plaza 24-hours a day.
- For escorts to your vehicle after hours, please call the security office and ask for an officer to walk you to your vehicle.

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BUILDING ACCESS

The following are procedures that are in place:

- Tenant After-hours Access. Tenants accessing the buildings after-hours can enter with a valid access card. If the tenant does not have their access card, we will verify that the information on their driver's license matches the data in our access control system. If we do not find a match, we will call the tenant contact for approval before access is given.
- If the tenant does not have an access card issued in their name, but has other proof of employment (i.e. business card), the tenant contact will be called for verification and approval.
- Tenant Access into Office Space. If an individual needs access into a tenant space, (a) we require prior written permission from the tenant contact or (b) we will call the tenant contact to obtain approval.
- Contractor Access. All contractors and their employees working in the buildings must have security clearance on file with the dock officer. All requests must be submitted to the Property Management Office. The foreman/supervisor on the project will be responsible for making sure that all his employees and subcontractors arrive and are checked in together. Advance receipt of a list of all the subcontractors working in your space will expedite this process.
- Please make sure we have a phone number for your construction supervisor in the event we need to make contact with them, or workers who arrive late may not be allowed entry into the building.
- After-Hour Deliveries. Security is not authorized to sign for packages or food deliveries and these deliveries will not be allowed past the security console. If you are expecting an after-hours delivery, please inform the Management Office with the name and phone number of the individual who will be available to pick-up the delivery when it arrives. Due to liability issues, we cannot sign for packages at the security console or Management Office.

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KEYS & ACCESS CARDS

Keys and access cards will be issued to tenants according to lease provisions. Additional keys and access cards may be purchased through the Property Management Office by submitting a request form to Mguajardo@LPC.COM.

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ACCESS CARD APPLICATION

Lincoln Property Company

16945 Northchase, Suite 150

NEW **UPDATE**

Houston, TX 77060

Phone: 281-875-7800 Email: Mguajardo@LPC.COM

COMPANY/BUILDING/SUITE _____

EMPLOYEE NAME _____

CONTACT PHONE _____

Please check one:

Building Only

Garage Only

Both

License Plate Number

Vehicle Year

Vehicle Make/Model

	<u>Vehicle #1</u>	<u>Vehicle #2</u>

Signature

Signature

(Employee)

(Supervisor)

PARKING ENFORCEMENT PROCEDURES

Vehicles improperly parked in No Parking zones, Visitor Parking areas or unassigned reserved spaces will be issued distinctive warnings placed on the vehicle's window.

Please note there is a \$15.00 fee to replace any lost or stolen access cards.

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TENANT DIRECTORY

A computerized tenant directory is located on the lobby level. All firms are listed alphabetically. Please notify the Lincoln Property Company Management Office of any additions, changes or deletions to your firm's information. Please submit this information in writing, via email to Mguajardo@LPC.COM

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LEASING

CityNorth leasing services are managed by Lincoln Property Company. Please feel free to contact their office with questions concerning available office space or storage requirements.

Kevin Wyatt
KWyatt@LPC.com
281-875-7800

Robert Willard
RWillard@LPC.com
281-875-7811

Marie Wyatt
MWyatt@LPC.com
281-875-7817

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PARKING

PARKING GARAGE GUIDELINES AND GENERAL INFORMATION

I. Parking Cards

- Each tenant will obtain the allotted parking cards at their request per their lease. With these cards' employees may gain access into the garage.
- For new parking card requests, please fill out the Access Card Activation form and return to the Property Management Office via hand delivery, email Mguajardo@LPC.COM
 - Parking card requests are completed within 48 hours and can be picked up at the Property Management Office.
- Parkers wanting to use their Harris County EZ Tag can send their completed registration form to Mguajardo@LPC.COM. Please note that only Harris County EZ Tags can be programmed for our campus. TX Tags and other toll tags are not currently compatible.

II. Multiple Vehicles, Rental Car Parking Tag Access and Overnight Parking

- Parkers with multiple vehicles must register and assign each one.
- Should a tenant need to leave their vehicle overnight, please fill out the Hold Harmless Form and return to the Property Management Office.

III. Vendors/Delivery Parking:

- Vendors/delivery trucks must utilize the loading dock and not pull into the garage. The time limit maximum is 30 minutes. Usage exceeding the time limit must be approved through the Management Office.

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For Management Office Only:

Completed By: _____

E E D

Database CODE #: _____

ATTENTION:

Service Center

Phone: 281-875-7800 Fax:

281-875-7878

Email: MGuajardo@LPC.com

E-Z Tag Registration

Please PRINT or TYPE your information in the table provided below

DO NOT LEAVE ANY SECTIONS BLANK

All applicants will be notified via email once complete.

* FIRST NAME: _____

* LAST NAME: _____

* COMPANY/TENANT _____ *PHONE # _____

* LICENSE PLATE # _____
(No Temporary)

* YEAR/MAKE/
MODEL _____

*E-Z TAG #: HCTR _____

*WHICH GARAGE? _____

* BADGE #: 4 - _____ (8-digit number on back of the Access
card. It may be a white card with RED lettering)

*EMAIL ADDRESS: _____

New Tag to the system:

Replaces my current tag in the
system:

Additional Information:

- Please do not leave any blank spaces. All information requested above is required for EZ Tag authorization by our security department. Unfortunately, incomplete forms cannot be entered into the system. Please do not submit Temporary Tags.
- Please note, only Harris County Toll Road EZ Tags can be programmed at this time.
- If you do not know your E-Z Tag number you can contact the Harris County Toll Road Authority at 281-875-3279 and they can assist you.
- If you do not have an E-Z Tag and would like to get one, you can apply on-line at <http://www.eztagstore.com>.
- *Indicates Required Fields.

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FITNESS CENTER



Lobby of GP4

Hours of Operation:
6AM - 7PM M-F

For more information
contact the
Property Management Office
at 281.875.7800

- Exclusively for tenants of Greenspoint Place
- \$15 one-time sign up
- 24 cardio machines
 - Touch-screen interfaces
 - Virtual active feature
 - Sync with iPhone
- Resistance machines
- Free weights
- Locker Rooms
 - Day lockers
 - Vanity areas
 - Showers
 - Towel Service
 - Shampoo/Conditioner and body wash
 - Blow-dryers

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CONFERENCE CENTER



Gallery I - Conference Center

Hours of Operation:
8:00 AM - 5:00 PM M-F

For more information
contact Sorita Alexander:
SAlexander@LPC.com
281.875.7860

- Exclusively for tenants of CityNorth
- Seven room types to fit any meeting need
 - Breakout Room
 - Cypress Room
 - Boardroom
 - Oak-Room
 - Magnolia A, B or C, or Combined
 - Oak/Magnolia Room
- Projector and Screen
- Dry erase boards and markers
- Microphones
- Polycom (teleconferencing)
- Flip Chart
- Laptop Rental Available
- Business Center equipped with scanner, copier, and colored printer

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RETAIL & AMENITIES

- | | | | |
|---|--------------------------------|----|---------------------------|
| 1 | Piazza Italian Café | 10 | Schlotsky's Deli |
| 2 | Starbucks | 11 | Rising Roll Gourmet Deli |
| 3 | Vino Restaurant and Bar | 12 | Lonestar Donuts and Grill |
| 4 | Hilton Café | 13 | Smoothie King |
| 5 | Greenspoint Health Club | 14 | Clark Medical Center |
| 6 | Coastland Federal Credit Union | 15 | Vision Source |
| 7 | Wood Dental Group | 16 | Ichibon Japanese |
| 8 | Alonti Café | 17 | Allstate Insurance |
| 9 | Uncle Tong's Chinese | | |

