

# TENANT HANDBOOK



**SOUTHWEST CORPORATE CENTER**  
9700 Bissonnet Street  
Houston, Texas 77036

**OMNINET**

**Omninet Property Management, Inc.**

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Omninet Property Management (OPM) would like to welcome you to Southwest Corporate Center. It is our mission to provide you with an exceptional customer service experience. To acquaint you with the property, the on-site staff and the emergency policies and procedures, we have prepared this package as a tool for you to refer to. If you have any questions that are not immediately addressed in this handbook, please feel free to reach out to any of the on-site staff.

The Property Manager for your building is Natalie Victor and can be reached at (713)777-8282 or [NatalieV@omninet.com](mailto:NatalieV@omninet.com) for any inquiries regarding your facilities, lease and rent payments. For your convenience, the Management Office is located inside the Building, Suite 500.

<b>OPM Contact Information</b>
<i>Office Location:</i> 9700 Bissonnet Houston, Texas 77036
<i>Office Hours:</i> Monday - Friday   8:00 am – 5:00 pm
<i>Office Number:</i> (713)777-8282

<b>OPM Personnel Contact Information</b>
<i>Property Manager:</i> Natalie Victor – (713)777-8282; <a href="mailto:NatalieV@omninet.com">NatalieV@omninet.com</a>
<i>Property Administrator:</i> Stephanie White – (713)777-8282; <a href="mailto:StephanieW@omninet.com">StephanieW@omninet.com</a>
<i>Security:</i> Allied Universal   24/7   (713)777-8282

Property Management personnel are dedicated to making your work environment as pleasant as possible. We suggest that one to two persons be designated in your office to serve as a Tenant and/or facility contact person. This designated contact person(s) should be the main point of contact for communicating with the Property Management staff and requesting service(s). Property Management, in turn, will direct our calls and inquiries to this same person(s); including rental payments, insurance certificates or leasing.

**Building Hours:**

Monday – Friday	7:00am – 6:00pm
Saturday	9:00am – 1:00pm
Sunday	Closed

*\*Please note, all key fobs have access to common areas 24/7. If you need access to the building after hours or on weekends please contact the management office for arrangements.*

See Section II for more contact information

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# I. MOVE-IN INFORMATION

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# I. MOVE-IN INFORMATION

**I**n preparation for your move to Southwest Corporate Center we have included the following checklist of forms and other information required by the Management Office. These forms, as well as other forms you will need over the life of your tenancy, can be found in Section VII of this manual.

When using forms, please keep one copy for you and return the original to the Management Office.

It is required that you complete the following forms and return them to the Management Office at least two weeks prior to your scheduled move-in. If you have any questions, please contact the Management Office at 713-777-8282.

## **FORMS REQUIRED PRIOR TO MOVE-IN**

- Employee Parking & Building Access Card Forms
- Tenant Emergency Contact Information
- Physically Impaired Individuals List
- Emergency Procedures Acknowledgement

## ***An Explanation of Forms For Your Move-In***

### **PARKING CARD / DOOR CARD REQUEST FORMS**

At Southwest Corporate Center, separate access cards are issued for parking and building door access. We use a unified format for each request and one request per employee. The form details the card holder's personal and vehicle information so that it may be entered into our system and assist security in parking enforcement within the secured area. Please submit one form per employee to the Management Office no later than seven (7) days prior to your move in to allow adequate time for processing.

Unless otherwise provided for in the Lease, there is a non-refundable fee for each Southwest Corporate Center parking gate access card and each door access card. These fees also apply to any access card purchase over any Lease prescribed allotment or for replacements of access cards that have been lost, stolen or damaged.

### **AUTHORIZED INDIVIDUALS & AFTER HOURS EMERGENCY CONTACT LIST**

These lists will be used by security in the case of after-hours emergencies or after-hours access into the building. Security will only allow the desired action to take place with the approval from an authorized individual.

### **PHYSICALLY IMPAIRED INDIVIDUALS**

Please list those individuals who may need assistance in case of fire, earthquake or other emergency.

### **EMERGENCY PROCEDURES ACKNOWLEDGEMENT**

Complete this form to acknowledge receipt of the Emergency Procedures information found in this manual.

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## ***Pertinent Information For Your Move-In***

### **MOVING INSURANCE**

When moving into Southwest Corporate Center your moving company will be required to provide a Certificate of Insurance with coverage for General Liability, Worker's Compensation and Auto Liability as specified on attached Exhibit A, "Insurance Requirements". The following shall be named as additional insureds with Omninet SWCC LP as the Certificate holder.

**With respect to Liability coverage; "OMNINET SWCC LP and Omninet Property Management Inc. and all related interests, and TriMont Real Estate Advisors, it successors and assigns"**

**An Additional Insured Endorsement (Form B) must be provided as part of but separate from the ACORD Certificate in order for it to be acceptable.**

For your convenience, a sample Certificate of Insurance with Endorsement form is attached.

Once completed, the insurance information may be faxed to 713-988-5781. Please mail the original to:

**OMNINET SWCC LP  
c/o Omninet Property Management, Inc. as managing agent  
Southwest Corporate Center  
9700 Bissonnet, Suite 500  
Houston, TX 77036**

### **MOVE-IN HOURS**

We request that your move be scheduled after 6:00 p.m. Monday through Friday, or anytime on Saturday and Sunday. All move in's must be coordinated in advance with the management office.

### **FREIGHT ELEVATOR**

The building is equipped with multiple freight elevators. Not all tenant spaces are accessible from the freight elevator lobbies. Routing for your move in will be established in advance by management.

The dimensions of freight elevators 1, 3 & 4 are 122" deep x 95" wide x 95" high. The door is 96" wide x 84" high.

The dimensions of freight elevator 2 is 102" deep x 62.5" wide x 89" high. The door is 47.75" wide x 85" high.

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## ***Pertinent Information For Your Move-In (Continued)***

### **CITY OF HOUSTON BUSINESS USE & OCCUPANCY PERMIT:**

Most businesses are not required to have a license in the City of Houston; however, each tenant is required to have a Use and Occupancy permit. This permit may be obtained from the City of Houston Public Works & Engineering Dept.

City of Houston – Public Works & Engineering Dept.  
Planning & Development Services Division-Code Enforcement  
3300 Main Street  
Houston, Texas 77002  
713-535-7510

Helpful internet resources:

Code Enforcement main web page:

<http://www.publicworks.cityofhouston.gov/planning/enforcement/index.htm>

Information packet explaining the permit process

[www.houstontx.gov/onestop/index.html](http://www.houstontx.gov/onestop/index.html)

City of Houston - Building Permits Q & A (including sample permits)

<http://www.publicworks.cityofhouston.gov/planning/enforcement/permits.htm#4>

### **CITY OF HOUSTON POST OFFICES:**

3836 S. Gessner Rd.  
Houston, Texas 77063-5134  
(1.69 mi.)

8728 Beverlyhill St.  
Houston, Texas 77063-9998  
(2.60 mi.)

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## ***Move-In Checklist***

Please refer to the following checklist, provided for your convenience, to ensure a smooth transition to your new offices.

- ❑ Order new stationary, envelopes and business cards with new address and numbers
- ❑ Contact the electric company to initiate service.
- ❑ Contact the Telephone Company to regarding installation of phone service to your suite.
- ❑ Notify the post office of your change of address
- ❑ Send a change of address card or note to clients, vendors and friends
- ❑ Complete required forms, keep a copy for yourself and return the original to the Omninet Property Management, Inc., management Office.
- ❑ Furnish your moving company with a copy of the Moving Company Guidelines included in this manual.

## II. MANAGEMENT OFFICE

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## II. MANAGEMENT OFFICE

### IMPORTANT NUMBERS

**Management Office:**

9700 Bissonnet, Suite 500  
Houston, TX 77036  
713-777-8282 – Main  
713-988-5781 - Facimile

Security: AlliedUniversal Security Services, Inc.

### BUSINESS HOURS & HOLIDAYS

**Office Hours:**

Monday – Friday : 8:00 AM – 5:00 PM

**Management Office Holidays:**

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

### BUILDING HOURS

**Building Standard Hours:**

7:00 a.m. - 6:00 p.m.	Monday - Friday
9:00 a.m. - 1:00 p.m.	Saturday
Closed	Sunday

### MANAGEMENT STAFF

**Management Office Staff:**

Amanda Carrizales | Sr. Property Manager | 512-452-1636 | [AmandaC@Omninet.com](mailto:AmandaC@Omninet.com)  
Natalie Victor | Property Manager (Onsite) | 713-899-0200 | [NatalieV@Omninet.com](mailto:NatalieV@Omninet.com)  
Stephanie White | Property Administrator | 210-810-8656 | [StephanieW@Omninet.com](mailto:StephanieW@Omninet.com)  
Fernando Villa | Building Engineer | 832-681-0864 | [FernandoV@Omninet.com](mailto:FernandoV@Omninet.com)  
Charles Taylor | Building Engineer (HVAC) | (225) 236-2461 | [CharlesT@omninet.com](mailto:CharlesT@omninet.com)

*Director of Property Management:* Mary Magiatis | (714)290-8505 | [MaryM@omninet.com](mailto:MaryM@omninet.com)

*Commercial Management Associate:* Jelsi Chinchilla | (323)806-2091 | [JelsiC@omninet.com](mailto:JelsiC@omninet.com)

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# III. BUILDING OPERATIONS

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# III. BUILDING OPERATIONS

## BUILDING ACCESS

### Access Card Request

At move-in, tenants are required to complete the **Employee Parking and Building Access Card Form** so that proximity cards for access to the building and secured parking area can be issued. One form must be filled out for each employee. This form may be also be used any time a new employee is hired, a keycard is lost, or the access status of an employee changes. Please note that that this form includes an "Authorized Signature" block which must be signed and dated by your authorized representative in order for us to process your request.

### After-Hours Sign In/Out

All persons entering the building during non-business hours are required to use their door access cards to enter the building. The Security Officers/Attendants have been instructed to admit only those individuals who have been authorized for after-hours access. Persons who are not employees or students at the building who require access after normal building hours need to arrange for approval in advance.

## BUILDING SECURITY

### Security Hours

24 hours per day, 7 days per week

### Security Phone Number

713-777-8282

Southwest Corporate Center takes preventive measures to deter criminal activity at the property. However, the security of your office and your employees is the responsibility of each Tenant. If you elect to use a monitored alarm system, you must provide information regarding your monitoring service to the Management Office so that we may direct assistance to your office in the event of alarm.

The building access system provides controlled access after normal building business hours via a proximity card reader. Those people who have been authorized in writing by their employer/tenant will be allowed access to the building in a controlled manner. Remember that the best security is you. Immediately report to the any suspicious persons or activities, including, but not limited to, doors being blocked or propped open and employees following others into the building without using access cards to the Management Office.

### After-Hours Security

All **after-hours** security assistance calls should be directed to:

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**Omninet Property Management, Inc.**

**713-777-8282**

### **GENERAL SAFETY GUIDELINES**

For your safety, your cooperation is asked in observing the following building safety guidelines:

1. Notify the Management Office of loiterers or suspicious persons in corridors or restrooms.
2. Turn away all solicitors and report solicitors to the Management Office.
3. Always lock your suite when there is no one in the office –even if you have just stepped out for a quick moment.
4. Always remember to take your suite keys and building access card with you when you leave the premises.
5. Keep corridor doors closed at all times.
6. Do not leave personal valuables unguarded in reception areas, on desk tops or in unlocked drawers.
7. Refrain from using the stairways when alone except in emergency situations.
8. Request a security escort to your car if you leave the building after dark.
9. Notify the police and the Management Office of any crimes.
10. Collect keys and building access cards from employees who have resigned or have been terminated from your firm.
11. Copy and distribute these general guidelines to your entire office staff.

### **BUILDING MAINTENANCE**

Southwest Corporate Center leases require tenants to maintain own lease space, equipment, electrical, HVAC and plumbing systems. Tenant may contact and contract with their own service provider for maintenance and repairs or Property Management can provide a proposal for these services upon request.

Building Engineers are on duty Monday through Friday from 7:00 AM – 4:30 PM. They are here to maintain building operations and to provide standard building maintenance. Engineers are available for a reasonable hourly rate to perform basic maintenance tasks for our tenants. Maintenance requests that are chargeable to the tenant will require the approval of the designated office contact prior to work being performed.

#### **Urgent Requests**

Please have your Office Manager notify the Management Office of any URGENT maintenance or repair requests. We will have a building dayporter or a building engineer assist you as soon as possible.

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**MANAGEMENT OFFICE: (713-777-8282)**

When requesting Maintenance, please be prepared to provide the following information:

1. Your name, company name and suite number
2. Contact phone number
3. Clearly identify the nature and location of the problem

**General Maintenance Requests**

For general maintenance requests not requiring immediate attention, please call the Management Office or send an email to Natalie Victor (Natalie.victor@cbre.com) We will respond to your request as soon as possible with information regarding when an engineer or vendor will visit your suite to respond to the problem.

**JANITORIAL SERVICE**

Janitorial service is provided by each tenant for their own suite.

**Special Requests**

If you have any special requests or require emergency janitorial assistance, please direct your request to:

**MANAGEMENT OFFICE: (713-777-8282)**

**DAYPORTERS**

Dayporters are on duty (Monday thru Friday, 8 am – 4 pm) to keep the lobbies, corridors, restrooms and building perimeter clean during working hours. If you observe a janitorial problem in any of these areas or otherwise, please call our office so that we may immediately dispatch a dayporter.

**MANAGEMENT OFFICE: (713-777-8282)**

**PARKING**

Parking Access is managed by the Management Office. If there are any questions or problems with regards to parking, please contact:

**MANAGEMENT OFFICE: (713-777-8282)**

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### Visitor Parking

Visitor parking is located in the parking lot near the south entrance. Employees and students may not use these spaces for daily parking.

### Handicap Spaces

Parking stalls reserved for handicapped individuals are clearly marked. As a reminder, do not park in these spaces unless you have a valid handicapped license. Handicap parking is strictly enforced.

### Parking Guidelines & Reminders

Each employee/student will be issued a proximity tag that will allow access through the parking gates of the contract parking lot. Mount the vehicle tag to the front windshield of the vehicle, near or under the rear view mirror. *The rectangular shaped tag must be mounted vertically, that is up & down. The reader will not read it if it is mounted sideways.*

- Approach entrances and exits at 5 MPH
- There is no westbound entry to the gated parking area at the Northeast or South gates. Drivers should only approach the South gate driving northbound into the property and only approach the Northeast gate driving southbound into the property.
- Only one vehicle at a time through the entrance/exit. **NO TAIL-GATING.** Failure to follow this guideline will likely result in damage to your vehicle which is the sole responsibility of the driver. Drivers will also be held responsible for damage caused to the parking equipment by failing to follow this guideline.
- Use caution when walking near, beside or under the barrier arm or swing gate. Equipment will not detect a pedestrian. Injury may occur if a pedestrian comes in contact with a moving barrier arm or swing gate.
- Intercom to Security is available on the median at South entrance.
- Northeast and south swing gates open inward. Wait until they are fully open before moving forward.
- The Landlord and Management are NOT responsible for loss or damage to vehicles on the property.
- In order to maintain the integrity of the security system, do not use your vehicle tag to allow others access to the property.
- Remember to always lock your vehicle and remove any valuables including cellular phones.
- Phone the Management Office if you observe any hazards in the parking areas.
- Please observe all directional, speed limit and stop signs throughout the parking area.
- Do not park illegally, in delivery courts or in fire lanes. Cars parked in these areas are subject to citation and/or towing.

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- Overnight parking is not permitted. Please notify the Management Office if it is necessary to park your car overnight.
- Trailers and towed vehicles are not permitted in the parking areas.
- Handicapped spaces are reserved for disabled persons only. Cars illegally parked in these areas are subject to citation and/or towing.
- All vehicles must be parked in designated stalls and may occupy only one space.

### **Parking Enforcement Policy**

Tenants, their officers, employees, students and/or contract workers are required to park in the gated parking area of the project, per their Lease. Those vehicles found parking in the visitor parking area will receive a paper ticket by Southwest Corporate Center security. This ticket is a notice of being improperly parked and gives specific reason(s). The vehicle information and employee's name will be given to the tenant contact on a weekly basis by Property Management. It is expected that the tenant contact (or the appropriate company representative) will discuss the parking issue with the offender and motivate the offender to park inside the gated parking area. The second offense will result in the application of a violation sticker being placed on the driver's side window noting the violation. No fine is associated with these tickets.

The third offense will result in vehicle being towed at owner's expense. No further notices will be given.

Vehicles parked in Sears' parking lot will be towed at owner's expense. Sears do tow without notice. Any vehicles left on Sear's lot over night will be towed.

Vehicles parked in a handicap parking space and not displaying a handicap-parking permit issued by the government are subject to the same procedures as those outlined above for parking in the visitor parking area.

### **VENDOR REGULATIONS**

When arranging for services provided by an outside vendor for work in individual office suites, tenants and their vendors are asked to please comply with the following guidelines:

- Inform the Management Office (713-777-8282).
- A vendor shall be permitted access to the building only pursuant to the request of the tenant and only for the purpose of direct deliveries to the specified suite.

- Tenants outside vendors are allowed access to the building during normal business hours. Vendors requiring after-hours access will only be admitted if tenant has completed a **Visitor Access Request Form** (found in Section VII of this Manual).
- Vendors may not solicit work from other tenants in the building.
- Vendor must provide a Certificate of Insurance covering General Liability, Worker's Compensation and Auto Liability.

The following shall be named as additional insureds with OMNINET SWCC LP, as the Certificate holder.

**With respect to Liability coverage; "OMNINET SWCC LP, Omninet Property Management, Inc. and all related interests and its successors and assigns"**

An Additional Insured Endorsement (Form B, see attached exhibit A) must be provided as part of but separate from the Certificate in order for it to be acceptable.

Once completed, the insurance information may be faxed to 713-988-5781. Please mail the original to:

**OMNINET SWCC LP  
c/o Omninet Property Management Inc. as managing agent  
Southwest Corporate Center  
9700 Bissonnet, Suite 500  
Houston, TX 77036**

### **RENT PAYMENT INFORMATION**

Rent payments are due according to the terms set forth in your lease agreement. All rent payments should be mailed or overnight to:

**OMNINET SWCC LP  
9700 Bissonnet, Suite 500  
Houston, TX 77036**

Please make your checks payable to OMNINET SWCC LP. The return address will appear on the remittance portion of the rent statement. It is important that this remittance portion accompany your check. This will ensure the proper crediting to your account.

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Other important points of reference to ensure the proper processing of your check:

- Indicate the amount being paid and the check number on the remittance.
- Notify the Management Office in writing of any billing address changes.

If you have any questions, please do not hesitate to call the Management Office at 713-777-8282.

## **MAIL & OTHER DELIVERIES**

### **Incoming Mail**

All incoming mail should be addressed as follows:

#### **Tenant Name**

Southwest Corporate Center  
9700 Bissonnet

#### **Tenant Suite Number**

Houston, Texas 77036

Please notify all client and other business associates of your proper mailing address.

### **U.S. Mailbox Locations**

Tenant mailboxes are located in the first floor mailroom around the corner from the management office. Mailbox keys will be issued upon move-in. Outgoing mail is also accepted in the mailroom.

### **Pick-Up/Delivery Hours**

Mail delivery, distribution and pick-up hours are determined by the U.S. Postal Service.

### **Express Mail Service**

The building mailroom has drop boxes for UPS and DHL. Both services have a scheduled pick up time of 6:00 PM. Pick up times may change, please refer to the drop boxes for precise pickup information.

### **Oversized Deliveries**

All oversized deliveries should be made via the tenant's back door.

## **RECYCLING**

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Recycling is one of the most pressing issues of the new decade. The Management Office is eager to ensure that our building tenants and we do our part to help extend the life of current landfill areas. With that in mind, we have established a convenient recycling program in the building.

For more information about recycling please call the Management Office at 713-777-8282.

### **SMOKING**

In compliance with State Law, smoking is prohibited inside the building. For the convenience of building employees who smoke, we have a designated smoking areas located at the three entrances on the north side of the building. Ash urns are provided in these areas. Smoking is expressly prohibited at the south entrance to the building.

As a courtesy to non-smokers and all guests to our buildings, we ask that you please adhere to the following guidelines:

- Please use designated smoking areas and refrain from smoking at building entryways or in stairwells.
- Please use the smoking urns provide for disposal of ashes and cigarette butts.
- Do not discard of cigarette waste on walkways, planters or building landscaping.

### **SOLICITORS**

Southwest Corporate Center has adopted a "No Solicitors" policy. Please notify the Management Office at 713-777-8282 of any solicitors on the premises.

## IV. BUILDING RULES & REGULATIONS

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## IV. BUILDING RULES & REGULATIONS

**T**enant shall faithfully observe and comply with the following Rules and Regulations for Southwest Corporate Center:

1. Landlord reserves the right to close and keep locked all entrance and exit doors during hours when the Building is closed. Tenant, its employees and agents must be sure that the doors to the Building are securely closed and locked when leaving the Premises if it is after the normal hours of business for the building. Any tenant, its employees, agents or any other person entering or leaving the Building at any time when it is so locked, or any time when it is considered to be after normal business hours for the Building, may be required to sign the Building register when so doing. Access to the Building may be refused unless the person seeking access has proper identification or has a previously arranged a pass for access to the Building. The Landlord and his agents shall in no case be liable for damages for any error with regard to the admission to or exclusion from the Building of any person. In case of invasion, mob, riot, public excitement, or other commotion, Landlord reserves the right to prevent access to the Building during the continuance of same by any means it deems appropriate for the safety and protection of life and property.
2. Tenant shall not change locks to doors of the Premises or install additional locks on such doors without prior written consent of Landlord. Tenant shall not make or cause to be made duplicates of keys procured from Landlord without prior written approval of Landlord. All keys to the Premises shall be surrendered to Landlord upon termination of the Lease.
3. Tenant and its employees, agents and invitees shall park their vehicles only in those parking areas designated by Landlord. Tenant shall, within five (5) days after taking possession of all or any portion of the Premises, furnish Landlord with a list of the state automobile license numbers of Tenant's vehicles, its employees' vehicles, and any vehicles of subtenants, licensees or concessionaires of Tenant and employees of such third parties, and Tenant shall notify Landlord in writing of any changes to a previously supplied list within five (5) days after such change occurs. Tenant shall not leave any vehicle in a state of disrepair (including without limitation, flat tires, out of date inspection stickers or licenses plates) at the Project. If Tenant or its employees, agents or invitees park their vehicles in areas other than the designated parking areas or leave any vehicle in a state of disrepair, Landlord, after giving written notice to Tenant of such violation, shall have the right to remove such vehicles at Tenant's expense.

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4. Parking in a parking area shall be in compliance with all parking rules and regulations including any sticker or other identification system established by Landlord. Failure to observe the rules and regulations by any persons parking at the Project shall subject such persons to a termination of their right to use the parking or area and subject the vehicle in violation of the parking rules and regulations to removal and impoundment. No termination of parking privileges or removal or impoundment of a vehicle shall create any liability on Landlord or be deemed to interfere with Tenant's right to possession of its Premises. Vehicles must be parked entirely within the stall lines and all direction signs, arrows and posted speed limits must be observed. Parking is prohibited in areas not striped for parking, in areas marked "VISITOR PARKING", in aisles, where "No Parking" signs are posted, on ramps, in cross hatched areas, and in other areas as may be designated by Landlord. Parking stickers or other forms of identification supplied by Landlord shall remain the property of Landlord and not the property of Tenant and are not transferable. Every person is required to park and lock his vehicle. All responsibility for damage to vehicles or persons is assumed by the owner of the vehicle or its driver.
5. Tenant will refer all contractors, contractor's representatives and installation technicians rendering any service on or to the Premises for Tenant to Landlord for Landlord's approval before performance of any contractual service. Tenant's contractors and installation technicians shall comply with Landlord's rules and regulations pertaining to construction and installation. This provision shall apply to all work performed on or about the Premises, including installation of electrical devices and attachments and installations of any nature affecting floors, walls, woodwork, trim, windows, ceilings and equipment or any other physical portion of the Premises or the Project.
6. Tenant shall not permit or suffer any overloading of the floors of the Premises (loading at less than 100 pounds per square foot shall not be considered to be "overloading"). Tenant shall not lay floor covering within the Premises without written approval of Landlord. The use of cement or other similar adhesive materials not easily removed with water is expressly prohibited.
7. Landlord shall have the right to prescribe the weight, size and position of all safes and other heavy property brought into the Building. Safes and other heavy objects shall, if considered necessary by Landlord, stand on supports of such thickness as is necessary to properly distribute the weight. Landlord will not be responsible for loss of or damage to any such safe or property in any case. All damage done to any part of the Building, its contents, occupants or visitors by moving or maintaining any such safe or other property shall be the sole responsibility of Tenant and any expense of said damage or injury shall be borne by Tenant.

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8. No furniture, freight, packages, supplies, equipment or merchandise will be brought into or removed from the Building or carried up or down in the elevators, except upon prior notice to the Management Office, and in such manner, in such specific elevator, and between such hours as shall be designated by Landlord. Tenant shall provide the Management Office with not less than 24 hours prior notice of the need to utilize an elevator for any such purpose, so as to provide Landlord with a reasonable period to schedule such use and to install such padding or take such other actions or prescribe such procedures as are appropriate to protect against damage to the elevators or other parts of the Building. In no event shall Tenant's use of the elevators for any such purpose be permitted during the building's prescribed business hours. Landlord shall have the right to control and operate the public portions of the Building, the public facilities, the heating and air conditioning, and any other facilities furnished for the common use of tenants, in such manner as is customary for comparable buildings in the vicinity of the Building.
9. None of the parking, plaza or recreational lawn areas, entries, passages, doors, elevators, hallways or stairways shall be blocked or obstructed or any rubbish, litter, trash or material of any nature placed, emptied or thrown into these areas or such area used by Tenant's agents, employees or invitees at any time for purposes inconsistent with their designation by Landlord.
10. The toilet rooms, urinals, wash bowls and other apparatus shall not be used for any purpose other than that for which they were constructed, and no foreign substance of any kind whatsoever shall be thrown therein.
11. Tenant shall not use or keep in or on the Premises of the Building any kerosene, gasoline or other inflammable or combustible fluid or material.
12. Tenant shall not use, keep, or permit to be used or kept, any foul or noxious gas or substance in or on the Premises, or permit or allow the Premises to be occupied or used in a manner offensive or objectionable to Landlord or other occupants of the Building by reason of noise, odors, or vibrations, or interfere in any way with other Tenants or those having business therein. No person shall disturb occupants of the Project by the use of any radios, record players, tape recorders, musical instruments, the making of unseemly noises or any unreasonable use.
13. Tenant shall not bring into or keep within the Building or the Premises any dogs, cats, fowl or other animals other than seeing eye dogs or other certified assistance animals.
14. Cooking shall not be done or permitted by any tenant on the Premises, nor shall the Premises be used for the storage of merchandise, for lodging or for any improper, objectionable or immoral purposes. Notwithstanding the foregoing, laboratory-approved equipment and microwave ovens may be

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used on the Premises for heating food and brewing coffee, tea, hot chocolate and similar beverages, provided that such use is in accordance with applicable federal, state and city laws, codes, ordinances, rules and regulations, and does not cause odors which are objectionable to Landlord and other Tenants.

15. Landlord will approve where and how telephone and telegraph wires are to be introduced to the Premises. No boring or cutting for wires shall be allowed without the consent of Landlord. The location of telephone, call boxes and other office equipment affixed to the Premises shall be subject to the approval of Landlord.
16. During all hours other than regular hours, Landlord reserves the right to exclude from the Project, all persons who are not known to the Project security personnel and who do not present a pass to the Project signed by Tenant. Each Tenant shall be responsible for all persons to whom Tenant supplies a pass.
17. 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, or who shall in any manner do any act in violation of any of these Rules and Regulations.
18. Tenant, its employees and agents shall not loiter in the entrances or corridors, nor in any way obstruct the sidewalks, lobby, halls, stairways or elevators, and shall use the same only as a means of ingress and egress for the Premises.
19. Tenant shall comply with all safety, fire protection and evacuation procedures and regulations established by Landlord or any governmental agency.
20. Landlord shall not be liable for any damages from the stoppage of elevators for necessary or desirable repairs or improvements or delays of any sort or duration in connection with the elevator service.
21. Tenant shall assume any and all responsibility for protecting the Premises from theft, robbery and pilferage, which includes keeping doors locked and other means of entry to the Premises closed, when the Premises are not occupied. Landlord will not be responsible for lost or stolen merchandise, trade fixtures, furniture, furnishings, personal property, equipment, money or jewelry from the Premises or the Project regardless of whether such loss occurs when the area is locked against entry.
22. Landlord may waive any one or more of these Rules and Regulations for the benefit of any particular tenant or tenants. This shall not prevent Landlord from thereafter enforcing any such Rules and Regulations against any or all tenants of the Buildings.

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23. No awnings or other projects shall be attached to the outside walls of the Building without the prior written consent of Landlord. No curtains, blinds, shades or screens shall be attached to or hung in, or used in connection with, any window or door of the Premises without prior written consent of Landlord. All electrical ceiling fixtures hung in offices or spaces along the perimeter of the Building must be fluorescent and/or of a quality, type, design and bulb color approved by Landlord.
24. The washing and/or detailing of or, the installation of windshields, radios, telephones in or general work on, automobiles shall not be allowed on the Premises.
25. Food vendors shall be allowed in the Building upon receipt of a written request from the Tenant. The food vendor shall service only the tenants that have a written request on file in the Management Office. Under no circumstance shall the food vendor display their products in a public or common area including corridors and elevator lobbies. Any failure to comply with this rule shall result in immediate permanent withdrawal of the vendor from the Building.
26. Tenant must comply with requests by the Landlord concerning informing their employees of items of importance to the Landlord.
27. Tenant shall comply with any non-smoking ordinance adopted by any applicable governmental authority. In addition, Landlord reserves the right to designate, in Landlord's sole discretion, the only outside areas of the Premises where smoking shall be permitted.
28. If any governmental license or permit shall be required for the proper and lawful conduct of Tenant's business, Tenant, before occupying the Premises shall procure and maintain such license or permit and submit it for Landlord's inspection. Tenant shall at all times comply with the terms of any such license or permit.
29. Except with the prior written consent of Landlord, Tenant shall not sell or permit the sale from the Premises of, or use, or permit the use of any sidewalk or mall area adjacent to the Premises for the sale of newspapers, magazines, periodicals, theater tickets or any other goods or merchandise, nor shall Tenant carry on, or permit or allow any employee or other person to carry on, business in or from the Premises for the service or accommodation of occupants of any other portion of the Building, nor shall the Premises be used for manufacturing of any kind, or for any business or activity other than that specifically provided for in Tenant's lease.

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30. Tenant shall not install any radio or television antenna, loudspeaker or other device on the exterior walls or roof of the Building except as otherwise expressly provided in Tenant's lease or any exhibits attached thereto.
31. Tenant shall not use in any space, or in the Common Areas of the Building, any hand trucks except those equipped with rubber tires and side guards or such other material handling equipment as Landlord may approve. No other vehicles of any kind shall be brought by Tenant into the Building or kept in or about the Premises without prior written approval of Landlord.
32. Tenant shall store all its trash and garbage within the Premises until daily removal of same by janitorial service to such location in the Building as may be designated from time to time by Landlord. No material shall be placed in the Building trash boxes or receptacles if such material is of such nature that it may not be disposed of in the ordinary and customary manner of removing and disposing of trash and garbage in the city in which the Premises is located without being in violation of any law or ordinance governing such disposal.
33. Tenant shall not permit the use or the operation of any coin operated machines on the Premises, including without limitation, vending machines, video games, pinball machines, or pay telephones without the prior written consent of Landlord.
34. As used in the Lease, "business days" means Monday through Saturday (except holidays); "regular hours" means 7:00 a.m. to 6:00 p.m. on weekdays and 9:00 a.m. to 1:00 p.m. on Saturdays; and "holidays" means New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day, together with such other holidays designated by Landlord consistent with those holidays designated by landlords of comparable office buildings located in the county in which the Building is located.
35. Landlord reserves the right to deny entrance to the Building or remove any person or persons from the Building in any case where the conduct of such person or persons involves a hazard or nuisance to any tenant of the Building or to the public, or in the event of fire or other emergency, riot, civil commotion or similar disturbance involving risk to the Building, tenants or the general public.
36. Tenant shall not bring any bicycles, motorcycles or similar vehicles into the Building.
37. Tenant will be responsible for any damage to carpeting and flooring as a result of rust or corrosion of file cabinets, pot holders, roller chairs and other metal objects.
38. All glass, locks and trimmings, in or about the doors and windows, and all electric globes and shades, belonging to the Building shall be kept whole, and

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whenever broken by Tenant, shall be immediately replaced or repaired and put in order by Tenant under the direction and to the satisfaction of Landlord and, on removal, shall be left whole and in good repair.

39. Corridor doors, when not in use, shall be kept closed.
40. Tenant space that is visible from public areas must be kept neat and clean.
41. All freight elevator lobbies are to be kept neat and clean. The disposal of trash or storage of materials in these areas is prohibited.
42. Tenant must comply with all requirements necessary for the security of the Premises both during business hours and after hours and on weekends.
43. Tenant is requested to lock all office doors leading to corridors and to turn off all lights at the close of business each day.
44. Landlord may permit entrance to Tenant's premises by use of passkeys controlled by Landlord or employees, contractors or service personnel supervised or employed by Landlord.
45. Tenant will refer all contractors' representatives and installation technicians rendering any service for Tenant to Landlord for Landlord's supervision and/or approval before performance of any such contractual services including, but not limited to, installation of telephones, telegraph equipment, electrical devices and attachments, and any installations affecting floors, walls, woodwork, trim, windows, ceilings or equipment. None of this work will be done by Tenant without first obtaining Landlord's written approval thereto.
46. Tenant shall pay Landlord's actual cost plus an administrative charge equal to ten percent (10%) of such actual cost, for each parking and/or building security access card providing access to the Building and/or Parking Areas.
47. Smoking at the Project in violation of Article IX of Chapter 21 of the Code of Ordinances of the City of Houston, Texas, as the same may heretofore be amended and including the amendments thereto pursuant to the ordinance passed by the Houston City Council on August 28, 2002, is prohibited and Tenant shall cause Tenant's officers (if any), employees, agents, contractors and invitees to comply with the applicable provisions of this article (i.e., the Houston smoking ordinance).
48. Landlord reserves the right at any time to change or rescind any one or more of these Rules and Regulations, or to make such other and further reasonable Rules and Regulations as in Landlord's judgment may from time to time be necessary for the Management, safety, care and cleanliness of the Premises and Building, and for the preservation of good order therein, as well as for the convenience of other occupants and tenants. Landlord shall not be responsible to Tenant or to any other person for the non-observance of the

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Rules and Regulations and Tenant shall agree to abide by these rules as a condition of its occupancy of the Premises.

## V. AMENITIES

## V. AMENITIES

### BUILDING AMENITIES & SERVICES

#### General Building

- On-site Property Management Office
- Fitness Center
- Central Mail Center
- UPS Courier Drop Box
- Food Court with seating for 300
- Vending Machines
- Public Restrooms
- Metro bus stop in front of property

#### Security

- 24/7 Security staffing
- Proximity card building and parking access
- Video monitoring system
- Optional : Tenant access card integration

#### Parking

- Gated parking
- Proximity card entry system
- Emergency Call Boxes with voice communication
- Video Monitoring cameras
- Light level of 8-10 foot candles, above industry standard for parking lots
- After hours security escorts

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## VI. EMERGENCY PROCEDURES

## VI. EMERGENCY PROCEDURES

### OVERVIEW

The Ownership and Management of Southwest Corporate Center take Fire and Life Safety very seriously. Our objective is to provide our tenants with a safe and comfortable working environment. With this in mind, this Emergency Procedures Manual was developed.

While the Fire/Life Safety Systems in the building are engineered to ensure the safety of all occupants in the building in the event of a fire, it is important that all individuals working in the building understand the building's emergency procedures. However, each emergency is unique and sometimes the recommended procedures may not be suitable for all conditions that arise. Therefore, common sense should always be the primary element of any emergency procedure.

Please take the time to familiarize your entire staff with these procedures. If you have any questions regarding these procedures or any of the Fire & Life Safety systems in place in Southwest Corporate Center, please contact the Management Office at 713-777-8282.

### EMERGENCY PHONE NUMBERS

Emergency:	911
Fire Department (dispatch):	713-884-3140
Police Department (non-emergency):	713-222-3131
Management Office:	713-777-8282
After-Hours Emergencies:	713-777-8282

### FIRE

#### IF A FIRE IS DISCOVERED INSIDE YOUR SUITE

1. Advise others and move everyone away from the fire
2. Confine the fire by closing all doors in the area

3. Notify the Fire Department (911) and provide the following information:

- Building Name – Southwest Corporate Center
- Building Address – 9700 Bissonnet
- Nearest Cross Street – Southwest Freeway
- Suite Number or Exact Location of Fire
- Your call back number

NOTE: Do not hang up until the Emergency Operator does so.

4. Notify the Management Office at 713-777-8282

5. Attempt to extinguish the fire only under the following conditions:

- If the fire is small and can easily be extinguished.
- You are familiar with the operation of an extinguisher and it can be done safely.
- You have someone with you.
- You have your back facing an exit.

6. Proceed to the nearest exit to evacuate. Exit via stairwells; do not use the elevators.

7. Once outside the building, move to a safe refuge area away from the building and Fire Department operations.

**NOTE:** FIRES NEED FUEL, HEAT AND OXYGEN TO SURVIVE. YOU CAN REDUCE OR EXTINGUISH FIRE BY REMOVING ANY ONE OF THESE ELEMENTS. FOR EXAMPLE, CLOSE DOORS AND USE EXTINGUISHER TO REDUCE OXYGEN, THROW WATER ON THE FIRE TO REDUCE HEAT, AND ELIMINATE FUEL SOURCES BY REMOVING NEARBY PAPER, PLASTICS, AND OTHER FLAMMABLES.

**IF A FIRE IS DISCOVERED OUTSIDE OF YOUR SUITE:**

If you are in your suite, smoke or heat is evident in the corridor, and you are not able to exit, proceed as follows:

1. Call 911 and provide the following information:

- Building Name – Southwest Corporate Center
- Building Address – 9700 Bissonnet
- Nearest Cross Street – Southwest Freeway

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- Suite Number or Exact Location of Fire
- Your call back number

NOTE: Do not hang up until the Emergency Operator does so.

2. Call the Management Office at 713-777-8282
  - Report your building number, floor and suite number.
3. FEEL THE DOOR. If it is hot or warm, DO NOT OPEN IT!
4. CLOSE AS MANY DOORS AS POSSIBLE BETWEEN YOU AND THE FIRE.
5. IF SMOKE ENTERS YOUR SUITE FROM BENEATH THE DOOR, seal the area with a fire blanket, wet towel or other mist material.
6. IF SMOKE IN YOUR SUITE BECOMES UNBEARABLE, break a window for additional oxygen.
7. IF YOUR TELEPHONE STOPS WORKING, display brightly colored material from the window. Wave it to make it more visible to rescuers.
8. DO NOT JUMP!

### **FIRE SAFETY REMINDERS**

1. Post Emergency Phone Numbers for all employees.
2. Make sure all employees are aware of the location of fire extinguishers and are familiar with how an extinguisher operates.
3. In a fire or other emergency, follow the instruction of Emergency Personnel.
4. Never use the elevators.
5. If you encounter smoke, get down on your hands and knees. Air is cleaner and cooler near the floor. Crawl to the nearest stairwell and exit if it is safe to do so.

6. Few people are burned to death in fires. Most fire-related deaths are the result of smoke inhalation, poisonous gas or panic. Panic can be avoided by being well prepared for an emergency. Learn all the emergency procedures as if they were second nature.

### **FIRE PREVENTION TIPS**

1. Replace any electrical cord that has cracked insulation or a broken connector.
2. Do not pinch electrical cords under or behind furniture.
3. Do not run electrical extension cords under chair mats or across doorways where they can be stepped on or chaffed.
4. Leave space for air to circulate around heaters and other heat-producing equipment such as copiers and computer terminals.
5. Turn off or unplug all appliances, including coffee makers and hot plates at the end of each workday.
6. Keep exits, storage areas and stairways free from waste paper, empty boxes, dirty rags and other fire hazards.
7. Know the locations of fire extinguishers in the building and your work area.
8. Remove trash on a regular basis.
9. Close all doors after working hours.
10. Discard all flammable liquids.
11. Observe the building's NO SMOKING policies. Never throw matches or cigarette butts into waste containers (inside or outside of building).

### **FIRE EXTINGUISHER LOCATION & BASIC OPERATION**

Fire extinguishers are located throughout the building in common areas and tenant spaces.

All extinguishers in the buildings may be used on fires originating from wood, paper, plastic, grease, oil and electricity.

### Operating A Fire Extinguisher:

- To open the cabinet, turn the handle and pull open.
- Remember the "P-A-S-S" method for effective fire extinguisher use:
  - P** – Pull the safety pin. This is usually the pin with a string attached.
  - A** – Aim the hose, nozzle or horn at the base of the fire.
  - S** – Squeeze the trigger handle
  - S** – Sweep from side to side and watch for the re-flash of the fire.

**NOTE:** ALWAYS MAINTAIN A THREE-FOOT CLEARANCE AREA AROUND FIRE EQUIPMENT. ONCE THE EQUIPMENT HAS BEEN USED, DO NOT TRY TO RE-HANG IT, EVEN FOR A FEW SECONDS. USED EXTINGUISHER'S SHOULD BE SERVICED IMMEDIATELY!

## EARTHQUAKES

### Earthquake Preparedness

While the office building is structurally designed to minimize earthquake damage, it is wise for all occupants to be well prepared as well as keenly aware of the earthquake emergency procedures.

The following **SUPPLIES** will be necessary to protect and sustain your employees in the event of an earthquake:

- ❑ **Food** – stock your office with non-perishable and easy-to-store food products such as dehydrated foods and food bars.
- ❑ **Water** – keep at least a three-day supply of purified water. It is recommended that you stock two quarts of water per day, per employee.
- ❑ **Emergency Lighting** – flashlights, flares, light sticks.
- ❑ **Batteries** – keep a fresh supply
- ❑ **Medical** – keep a well-stocked First Aid Kit. Choose kits designed to treat earthquake-related injuries such as heavy bleeding, shock and broken bones.

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- ❑ **Blankets** – lightweight fire and shock retardant emergency blankets.
- ❑ **Radios** – portable transistor radios with extra batteries and two-way radios.
- ❑ **Fire Extinguisher**
- ❑ **Medications** – persons on medication should keep a 72-hour supply in their desk.

#### **Additional Supplies to Consider**

- ❑ Heavy work gloves
- ❑ Hard Hats & Goggles
- ❑ Work shoes
- ❑ Generator
- ❑ Shovels, crowbars
- ❑ Catalytic heater
- ❑ Dust masks
- ❑ Chemical toilets, waste bags, lime
- ❑ Water purification tablets
- ❑ Sleeping bags & Cots
- ❑ Portable stove
- ❑ Eating utensils
- ❑ Instant ice pack
- ❑ Pre-moistened towelettes

#### **During An Earthquake**

While Earthquake Emergency Procedures are similar to those of a fire, one specific difference should be communicated to all building occupants: Evacuation during fire is highly probable, whereas **EVACUATION DURING AN EARTHQUAKE IS NOT PROBABLE.**

Please adhere to the following safety procedures during an earthquake:

1. Take shelter away from windows and seek protection under tables, desks, or other objects that offer shelter from flying glass and debris.
2. Do not leave the sheltered area or exit the building until the quake is over. Seek safety where you are and leave calmly afterward if evacuation is necessary.
3. Do not dash for exits – stairwells may be unsafe.

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4. Never attempt to use elevators during an earthquake. Afterwards, do not use elevators until they are checked for safety.
5. Stay clear of bookcases, file cabinets, windows and other heavy objects.
6. Turn off electrical equipment. Do not be surprised if electricity goes off or alarm systems are activated.
7. Do not smoke or use matches in case of gas leaks. If power fails, use battery operated lights.

### **If You Are Outside of the Building When An Earthquake Occurs**

1. Move away from buildings, utility wires and poles, debris and areas subject to falling glass.
2. If you are unable to reach a clear area, stand in a doorway or archway.
3. If threatened by falling debris, cover face with one forearm and the back of the head with the other.
4. The most dangerous place to be is on a sidewalk subject to falling debris such as glass and masonry.

### **After an Earthquake**

1. Check for injured persons. DO NOT attempt to move a seriously injured person unless they are in immediate danger.
2. DO NOT use matches, candles or other open flames.
3. DO NOT turn on electrical switches or appliances.
4. Inspect your area for damage. Check for fire. Check utilities for gas and water leaks or electrical shorts. Stay clear of wires that are shorting out.
5. If you smell gas, open all windows. Evacuate the building if possible and report the leak to the Fire Department first, if possible, and then Building Management.
6. Clean up any dangerous spills.



7. Replace telephone receivers to restore communications. However, do not use telephones, except to reach Management Office or the Fire Department.
8. Listen to the radio for emergency reports.
9. DO NOT spread false rumors regarding the condition of the building or anything else that may cause panic.
10. Cooperate with Management personnel and Fire Department representatives.
11. Be prepared and stay alert for aftershocks.

### **Checklist for Business Survival following an Earthquake**

Businesses face many hurdles in recovering from earthquakes. A key to survival is looking ahead and planning for recovery before an earthquake strikes. The following checklist identifies areas that can reduce the impact of an earthquake by enabling your company to continue normal business operations.

- Make agreements with vendors and suppliers to assure continued business or identify alternate sources in the event your normal vendors are unable to function after an earthquake.
- Develop and maintain inventories for critical supplies, equipment and employee skills.
- Develop a plan for informing clients, the general public and the media about company operations following an earthquake.
- Store duplicates of vital company records and important documents off-site.
- Take steps to "quake proof" your computer facility and equipment.
- Establish contracts with engineers and suppliers to survey damage and perform clean up following an earthquake.
- Develop a plan for business restoration including securing alternate work sites for personnel, restoring damaged utility systems, and controlling access to company facilities.
- Develop alternate marketing strategies for your products or for moving into other markets under post earthquake conditions.

- ❑ Create post-earthquake financing and investment strategies to protect corporate assets.
- ❑ Make sure your bank is informed about your disaster contingency planning to assure quick response to your post-earthquake needs.
- ❑ Review existing inter-company mutual aid agreements to establish what needs might be following an earthquake.

## TORNADOS

### Tornado Preparedness

The following **SUPPLIES** will be necessary to protect and sustain your employees in the event that a tornado leaves you temporarily stranded in the office building:

- ❑ **Food** – stock your office with non-perishable and easy-to-store food products such as dehydrated foods and food bars.
- ❑ **Water** – keep at least a three-day supply of purified water. It is recommended that you stock two quarts of water per day, per employee.
- ❑ **Emergency Lighting** – flashlights, flares, light sticks.
- ❑ **Batteries** – keep a fresh supply
- ❑ **Medical** – keep a well-stocked First Aid Kit. Choose kits designed to treat earthquake-related injuries such as heavy bleeding, shock and broken bones.
- ❑ **Blankets** – lightweight fire and shock retardant emergency blankets.
- ❑ **Radios** – portable transistor radios with extra batteries and two-way radios.
- ❑ **Fire Extinguisher**
- ❑ **Medications** – persons on medication should keep a 72-hour supply in their desk.

### Additional Supplies to Consider

- ❑ Heavy work gloves
- ❑ Hard Hats & Goggles
- ❑ Work shoes

- ❑ Generator
- ❑ Shovels, crowbars
- ❑ Catalytic heater
- ❑ Dust masks
- ❑ Chemical toilets, waste bags, lime
- ❑ Water purification tablets
- ❑ Sleeping bags & Cots
- ❑ Portable stove
- ❑ Eating utensils
- ❑ Instant ice pack
- ❑ Pre-moistened towelettes

There are two designations placed on a Tornado: a **WATCH** and a **WARNING**. A Tornado **WATCH** indicates weather conditions are right for a tornado. A Tornado **WARNING** indicates that a tornado has been sighted in the immediate area.

### IN THE EVENT OF A TORNADO WATCH

1. Whoever is made aware of the threatening weather should notify the office manager, designated Floor Warden and the Management Office.
2. Floor Warden or office managers should alert all staff of the watch.
3. Once you have been notified of the watch, please do the following:
  - Immediately close the blinds in your office
  - Once this is accomplished, stay away from the windows
  - Remain at your normal work station
  - Tune in any battery operated radios to a station with weather updates
  - If possible, you should remain in the building until the weather has cleared

### IN THE EVENT OF A TORNADO WARNING

1. Move away from the perimeter of the building (windowed areas) toward the center of the building and close the doors behind you.
2. Floor Wardens and other emergency personnel will direct you towards corridors, stairwells and elevator lobbies.

3. Do not exit these designated areas or use elevators.
4. Protect yourself by placing your head close to your knees and covering your neck with your hands.
5. If you cannot reach a corridor or lobby in time, the next safest place is under a desk, table or chair.
6. Remain in the designated area until an announcement has been made by designated emergency personnel or building management that it is safe to return to your work station.
7. Once everyone has returned to their workstation, emergency personnel should assist Building Management in accounting for all employees.
8. If anyone has been injured, designated emergency personnel should assist where possible and follow the Medical Emergency Procedures outlined in this Manual.
9. If any portion of your offices or surrounding building areas have been damaged, please notify building management immediately.

## HURRICANES

### Hurricane Preparedness

The following **SUPPLIES** will be necessary to protect and sustain your employees in the event that a hurricane leaves you temporarily stranded in the office building:

- Food** – stock your office with non-perishable and easy-to-store food products such as dehydrated foods and food bars.
- Water** – keep at least a three-day supply of purified water. It is recommended that you stock two quarts of water per day, per employee.
- Emergency Lighting** – flashlights, flares, light sticks.
- Batteries** – keep a fresh supply
- Medical** – keep a well-stocked First Aid Kit. Choose kits designed to treat earthquake-related injuries such as heavy bleeding, shock and broken bones.
- Blankets** – lightweight fire and shock retardant emergency blankets.

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- ❑ **Radios** – portable transistor radios with extra batteries and two-way radios.
- ❑ **Fire Extinguisher**
- ❑ **Medications** – persons on medication should keep a 72-hour supply in their desk.

#### **Additional Supplies to Consider**

- ❑ Heavy work gloves
- ❑ Hard Hats & Goggles
- ❑ Work shoes
- ❑ Generator
- ❑ Shovels, crowbars
- ❑ Catalytic heater
- ❑ Dust masks
- ❑ Chemical toilets, waste bags, lime
- ❑ Water purification tablets
- ❑ Sleeping bags & Cots
- ❑ Portable stove
- ❑ Eating utensils
- ❑ Instant ice pack
- ❑ Pre-moistened towelettes

There are two designations placed on a Hurricane: a **WATCH** and a **WARNING**. A Hurricane **WATCH** indicates weather conditions are right for a hurricane. A Hurricane **WARNING** indicates that a hurricane has been sighted in the immediate area.

#### **IN THE EVENT OF A HURRICANE WATCH**

1. Whoever is made aware of the threatening weather should notify the office manager and the Management Office.
2. Office managers should alert all staff of the watch.
3. Once you have been notified of the watch, please do the following:
  - Immediately close the blinds in your office
  - Once this is accomplished, stay away from the windows
  - Remain at your normal work station
  - Tune in any battery operated radios to a station with weather updates

- If possible, you should remain in the building until the weather has cleared

### **IN THE EVENT OF A HURRICANE WARNING**

1. Move away from the perimeter of the building (windowed areas) toward the center of the building and close the doors behind you.
2. Emergency personnel will direct you towards corridors, stairwells and elevator lobbies.
3. Do not exit these designated areas or use elevators.
4. Protect yourself by placing your head close to your knees and covering your neck with your hands.
5. If you cannot reach a corridor or lobby in time, the next safest place is under a desk, table or chair.
6. Remain in the designated area until an announcement has been made by designated emergency personnel or building management that it is safe to return to your work station.
7. Once everyone has returned to their workstation, emergency personnel should assist Building Management in accounting for all employees.
8. If anyone has been injured, designated emergency personnel should assist where possible and follow the Medical Emergency Procedures outlined in this Manual.
9. If any portion of your offices or surrounding building areas have been damaged, please notify building management immediately.

### **EXPLOSIONS**

If an explosion occurs, please adhere to the following procedures:

1. IMMEDIATELY report the explosion to the Management Office. Remain calm and provide the following information:

- Your name, location (building and suite number) and phone number.
- Your company name.
- Exact location of explosion.
- Cause (if known) of explosion.
- Extent of casualties, and number and type of injuries.
- Whether explosion caused fire and if so, location of fire.

2. Evacuate all persons from the area if necessary.

The Management Office will immediately contact the Fire and Police Departments and will dispatch emergency personnel to the scene.

### **MEDICAL EMERGENCIES**

Should a medical emergency situation develop which requires immediate intervention by trained personnel, proceed as follows:

1. Call 911. Reassure the injured person that help is on the way. Remain calm and provide the following information:
  - Nature of medical emergency.
  - Building name and address – Southwest Corporate Center, 9700 Bissonnet
  - Exact location and name of sick or injured person.

**NOTE:** Do not hang up until the emergency operator does so.

2. Call the Management Office at 713-777-8282. Provide the following information:
  - Your name and company name
  - Nature of medical emergency
  - Exact location and name of sick or injured person
  - Whether or not you have called for trained assistance
  - A number where you can be reached
3. Direct any on-lookers away from the area of the injured person. Clear the area of any objects that might impede the rescue or interfere with emergency personnel.
4. Remain with the victim. DO NOT move the victim unless there is immediate danger of further injury. Keep the victim comfortable and warm.

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5. Designate a responsible person to do the following:
  - Wait at the building's main entrance for medical personnel. When they arrive, direct them to the injured person.
  - Whenever possible, have an elevator standing for the rescue team.

**NOTE:** CPR training and first aid courses are available through your local American Red Cross and are sometimes offered through the Management Office. All occupants are encouraged to participate.

### **BOMB THREATS**

Bomb threats should always be taken seriously. Do not assume that a bomb threat is a prank call or that they are only made to the Management Office. Anyone can receive a bomb threat and all building occupants should be prepared.

#### **Telephone Bomb Threats**

1. The person receiving the call should try to get as much information as possible from the caller and should **WRITE OUT THE MESSAGE EXACTLY AS RECEIVED FROM THE CALLER.**
2. **LISTEN CAREFULLY.** You may be able to help authorities identify the caller, his location, or the location of the explosive by his comments, vocal characteristics and any background noise.
3. Keep the caller on the phone for as long as possible. Ask the caller to repeat the message.
4. Obtain as much information from the caller as possible such as location of bomb, time of detonation, appearance of bomb, and callers' reason for planting the bomb (please see the **Bomb Threat Questionnaire** found in section VII of this manual).
5. Remind the caller that the building is occupied and that the bomb might cause the deaths of innocent people.
6. Once the caller has hung up, immediately contact the Management Office at 713-777-8282 and provide the following information:
  - Your name



- Your location (building and suite number)
  - Your phone number
  - Name of any other person who heard the threat
  - Name of any employee threatened by the caller and his/her work location
  - Time the bomb is to detonate if known
  - Location and description of the bomb if known
  - Any reason given for planting the bomb
  - Any other information received from the bomb threat perpetrator
7. Complete the Bomb Threat Questionnaire and provide it to management personnel as soon as possible after the call was received.

### **Written Bomb Threats**

Upon receipt of a written bomb threat:

1. Immediately notify the Management Office
2. Do not destroy the note
3. Do not let others handle the note
4. Turn the note over to building management or emergency personnel

### **Personal Receipt Of Bomb Threats**

When a bomb threat is directed to a specific individual, he/she should immediately search his/her own workstation or office for unidentifiable or suspicious items.

Please remember the following:

- Look for anything out of the ordinary or out of place.
- Look high and low – not just at eye level.
- Methodically search from one end of your work area to the other.

### **Searching Your Suite For A Suspected Bomb**

Once a telephone or written bomb threat has been reported to the Management Office, occupants should search their suites for any suspicious packages.

Following are some search guidelines:

- Do not rely on random searches in logical places.
- Explosives are concealed most easily in areas that have the easiest access
- Be aware of out of the ordinary articles that are foreign to the area.
- The bomb is likely to be packaged in a common container such as a shoe box, cigar box, a book, a grocery bag, an athletic bag, and airline bag, a suitcase or briefcase.

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- Anything that does not belong, such as a book in the restroom, should be considered a suspicious object.
- When searching individual rooms/offices, start at the outside walls and move towards the center of the room.

**NOTE:** If a suspicious object is found, **DO NOT TOUCH IT**. Report the finding immediately to your designated emergency personnel and to building management.

### Suspicious Packages

Upon the delivery of all packages always be aware and:

- Do not accept the contents of any container as bona fide simply because it was delivered in a routine manner.
- Do not assume that container marking and/or appearance is sole evidence of its content, identification or legitimacy.
- Be aware of packages with incorrect titles or those marked "Confidential" or "Personal".
- Do not open any suspicious package. Do not cut any cord, rope or wire on a suspicious package.

Be aware of the following signs that a package may include a bomb:

- Excessive postage
- No return address
- Excessive weight
- Incorrect titles
- Restrictive markings (such as "Confidential" or "Personal")
- Oily stains or discoloration

### Upon Receipt Of A Suspicious Package

1. Do not allow anyone to handle the package.
2. Immediately call the Management Office

### SUSPECTED BOMB SAFETY PRECAUTIONS

The following safety precautions will acquaint all occupants with the dangers inherent in a bomb threat, bomb search, discovery and handling of all suspected bombs, or if you have any other reason to suspect a bomb is in the building.

While some of the precautions may seem elementary, do not dismiss them as unimportant. Adequate knowledge of these precautions may save your life as well as the lives of other persons working in or visiting the building.

1. If it is suspected that a bomb is in the building:
  - Do not use radio equipment to transmit messages
  - Do not change lighting conditions
  - Remove all flammables
2. Please make only necessary phone calls. Open phone lines are essential to effectively controlling the emergency.
3. If a suspected bomb is identified:
  - Do not touch it
  - Do not attempt to move or carry it
  - Remove all flammable from the area
4. During a bomb threat emergency, cooperate with all fire department instructions, including building evacuation.

### **EVACUATION**

In the event of an emergency, it may become necessary to evacuate the office building. All personnel should be completely familiar with the following evacuation procedures.

- In an emergency situation, wait until management personnel indicated that it is safe and appropriate to evacuate the building.
- If you are directed to evacuate, closely follow the instructions provided.
- Do not exit via the elevators.
- Familiarize yourself with the location of all stairwell exits; in the event a stairwell is blocked, proceed to an alternate stairwell.
- Use safe stairwell exit procedures including:

- Remain calm and quiet
- Remove high heeled shoes
- Exit in a single file and keep to the right using hand rails
- Move quickly, but do not run
- Assist those who may have trouble on the stairs or who have been injured
- Treat injuries on stairwell landings only and only when safe to do so

### **Evacuating the Injured**

If you are alone with an injured person who is unable to leave the area unassisted, you may find that a "blanket drag" will provide you with the means to remove the person from the hazardous area. The drag can also be accomplished with a coat. If you are unable to carry the person, the "blanket drag" may be your only means of moving the person out of danger.

To get the person onto the blanket, turn the person on his/her side and roll the blanket up, lengthwise, so that when you roll them over to the other side, you can open the blanket. Grasp the corners nearest the head of the injured and pull the person out of the area.

### **CIVIL DISTURBANCES**

Although riots and civil disturbances are rare, there is still a need for a planned course of action in the event a civil disturbance erupts. Should a disturbance start outside the building, the Management Office will:

- Secure all building entrances.
- Notify the police.
- Notify the tenants.
- Prevent access to all suites.

In the event that a civil disturbance initiates inside the building:

- Make sure all occupants are in your office and lock your suite doors including the main entrance. Assign a responsible individual to stand by the entrance door with a key allowing authorized personnel only to enter and leave.
- Immediately notify the Management Office and provide the following information:
  - Exact location of the disturbance, demonstrators and/or rioters
  - Approximate number of demonstrators or rioters
  - Your name, company name and call back number

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## **POWER FAILURE**

In the event of a power failure Southwest Corporate Center is equipped with emergency systems which will provide power for emergency lighting, selected elevator service, life and safety security systems and water for the restrooms.

If you experience loss of power in your suite, immediately contact the Management Office. An engineer will be dispatched to assist in restoring power, If the entire building is affected, the Electric Utility Company will be contacted for assistance and building personnel will keep all tenants advised.

If the power failure occurs during daylight hours, open the blinds to utilize available sunlight. This should be avoided, however, in emergency situations where procedures call for closed blinds.

Following is a list of items that all tenants should keep on hand in case an emergency of any kind causes the loss of power:

- ❑ **Emergency Lighting** – flashlights, flares, light sticks.
- ❑ **Batteries** – keep a fresh supply
- ❑ **Blankets** – lightweight fire and shock retardant emergency blankets.
- ❑ **Radios** – portable transistor radios with extra batteries and two-way radios

## VII. FORMS

## VII. FORMS

### MOVE-IN

The following forms should be completed and returned to the Management Office two weeks prior to your scheduled move. Send an original, completed copy to the Management Office and retain one copy for your records. For replacement forms, please contact the Management Office at 713-777-8282.

- Employee Parking & Building Access Card Forms
- Tenant Emergency Contact Information
- Physically Impaired Individuals List
- Emergency Procedures Acknowledgement

# SOUTHWEST CORPORATE CENTER TENANT MOVE-DAY INFORMATION

Tenant Name: \_\_\_\_\_

Tenant Move-In Coordinator: \_\_\_\_\_

Current Address: \_\_\_\_\_

Current Phone #: \_\_\_\_\_

Moving Date: \_\_\_\_\_

Moving Time: Start: \_\_\_\_\_ Completion: \_\_\_\_\_

Moving Company: \_\_\_\_\_

Moving Company Telephone: \_\_\_\_\_

Moving Company Supervisor: \_\_\_\_\_

Moving Company Contacted for Certificate of Insurance? Yes\_\_\_ No\_\_\_

Number of Movers: \_\_\_\_\_ Oversized Furniture or Equipment: \_\_\_\_\_

Special Move Cleaning Requirements: \_\_\_\_\_

Additional Security Requirements: \_\_\_\_\_

Emergency Tenant Names and Phone Numbers During Move:

Name: \_\_\_\_\_ Telephone #: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone #: \_\_\_\_\_



# SOUTHWEST CORPORATE CENTER

## EMPLOYEE PARKING & BUILDING ACCESS CARD FORM

**Company Name:** \_\_\_\_\_

**Suite #:** \_\_\_\_\_

**Telephone #:** \_\_\_\_\_

**Please Check Appropriate Box (es):**

- Original Issue of building access card
- Original Issue of gate access card
- Cancellation of access cards
- Replace lost building access card - \$10.00 charge
- Replace lost gate card - \$35.00 charge
- Reissue of previously issued gate card
- Reissue of previously issued building access card
- Handicap Parking Information:
  - TDL# \_\_\_\_\_
  - DPS Permit# \_\_\_\_\_
  - DPS Placard Color: \_\_\_\_\_ (red or blue?)
  - Expiration Date \_\_\_\_\_
  - Disabled Vet license plate Yes / No Texas State disability license place Yes
- / No
- Other \_\_\_\_\_  
(Example: Name change, new vehicle, etc.)

**Name of Employee:** \_\_\_\_\_  
(Please Print Name)

Make of Car	Model	Year	Color	Lic. Plate	State

**\*\*AUTHORIZED SIGNATURE(S):** Must be signed by designated Tenant Contact before issuance of a security card or parking hang tag.

\_\_\_\_\_ Date \_\_\_\_\_

***\*THERE IS A \$10.00 FEE FOR LOST, UNRETURNED, OR MUTILATED BLDG ACCESS CARDS AND \$35.00 FEE FOR GATE CARDS! PRICES SUBJECT TO CHANGE WITHOUT NOTICE.***

PROPERTY MANAGEMENT USE ONLY	
<b>Gate Card #:</b> _____	<b>Issued by:</b> _____
<b>Access Card #:</b> _____	<b>Effective Date:</b> _____
<b>Access Level:</b> _____	<b>Date Issued:</b> _____

BUILDING OWNERSHIP AND/OR MANAGEMENT COMPANY IS NOT RESPONSIBLE FOR VEHICLE LOSS THROUGH FIRE, THEFT, COLLISION OR OTHERWISE: CARS ARE PARKED AT OWNERS RISK.

# SOUTHWEST CORPORATE CENTER DOOR SIGN ORDER FORM

Sign Cost is (insert dollar amount)

Company Name: \_\_\_\_\_ Date: \_\_\_\_\_

Phone #: \_\_\_\_\_ Suite #: \_\_\_\_\_

There are three (3) lines per sign with eleven (11) characters per line (including spaces and punctuation).

\_\_\_\_\_  
Firm Name

\_\_\_\_\_  
Firm Name

\_\_\_\_\_  
Firm Name

**Form Completed By:** \_\_\_\_\_  
**Name/Title**

**Note:** Please attach camera-ready art layout if required and contact the Management Office for additional cost.

Please return completed form as soon as possible, as there is an approximate 3-week turnaround.

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# SOUTHWEST CORPORATE CENTER

## TENANT EMERGENCY CONTACT INFORMATION

**EFFECTIVE DATE :** \_\_\_\_\_

**TENANT:** \_\_\_\_\_

**Tenant Contact Name:** \_\_\_\_\_ **Title :** \_\_\_\_\_

Direct Line: \_\_\_\_\_ Office Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**Alternate Tenant Contact:** \_\_\_\_\_ **Title :** \_\_\_\_\_

Direct Line: \_\_\_\_\_ Office Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**Senior Local Contact:** \_\_\_\_\_ **Title :** \_\_\_\_\_

Direct Line: \_\_\_\_\_ Office Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**Accounts Payable Contact:** \_\_\_\_\_ **Title :** \_\_\_\_\_

Direct Line: \_\_\_\_\_ Office Phone: \_\_\_\_\_

Email: \_\_\_\_\_

***In case of an emergency after hours, Property Management may contact (in the order listed):***

**Name:** \_\_\_\_\_

Home Phone: \_\_\_\_\_

Cellular Number: \_\_\_\_\_

Pager: \_\_\_\_\_

**Name:** \_\_\_\_\_

Home Phone: \_\_\_\_\_

Cellular Number: \_\_\_\_\_

Pager: \_\_\_\_\_

**Name:** \_\_\_\_\_

Home Phone: \_\_\_\_\_

Cellular Number: \_\_\_\_\_

Pager: \_\_\_\_\_



# SOUTHWEST CORPORATE CENTER EMERGENCY PROCEDURES ACKNOWLEDGEMENT FORM

Each tenant is required by law to observe and cooperate with the (insert name of property) Emergency Procedures and to enforce occupant participation in all related training and drills. It is tenant's responsibility to review the Emergency Procedures with all employees and to ensure that the manual is available for immediate reference in the event of an emergency.

By signing this form, tenant acknowledges the receipt of the (insert building name) Emergency Manual; acknowledges that the information provided is clear; and acknowledges the responsibility to share the contents of the manual with tenant's entire staff and any new employees that join the company.

Tenant Company Name \_\_\_\_\_

Authorized Individual \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Date \_\_\_\_\_

**Please return this form to the Management Office within 30 days of tenancy. Retain one copy for your records.**

## VII. FORMS

### DAILY OPERATIONS

The following forms are for use throughout the life of your tenancy. To use a form, please make a copy from the original, returning the original to this Manual for future use. Send one copy of your completed form to the Management Office and retain one copy for your records. If you use or misplace an original form, please contact the Management Office at 713-777-8282 and we will send you a new one.

- A. Building Construction – Request for Security Clearance
- B. Insurance - Additional Ensured Endorsement
- C. Bomb Threat Checklist

**SOUTHWEST CORPORATE CENTER**  
 BUILDING CONSTRUCTION – REQUEST FOR SECURITY CLEARANCE

TO: Omninet Property Management INC

FROM: \_\_\_\_\_

PROJECT MGR.: \_\_\_\_\_

PROJECT: \_\_\_\_\_

THIS FORM IS FOR:

- GENERAL CONSTRUCTION
- METER ROOM
- SPRINKLER SYSTEM DRAIN
- FREIGHT ELEVATOR (EXCLUSIVE)

START DATE	FINISH DATE

START TIME	FINISH TIME

ACCESS TO ADJACENT SPACE :

TENANT NAME	SUITE #
1. _____	_____
2. _____	_____
3. _____	_____

SUBCONTRACTORS:

COMPANY NAME	FOREMAN	CONTACT PHONE	# IN CREW

WORK DESCRIPTION / COMMENTS :

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

APPROVED BY : \_\_\_\_\_

GENERAL CONTRACTOR'S PROJECT MANAGER

BUILDING MANAGER

ROUTING: AREM  
MAINT

## SOUTHWEST CORPORATE CENTER ADDITIONAL INSURED ENDORSEMENT

The following shall be named as additional insureds with Omninet Property Management Inc. as the Certificate holder.

**With respect to Liability coverage; "OMNINET SWCC LP, and Omninet Property Management Inc. and all related interests, and its successors and assigns"**

An Additional Insured Endorsement (Form B, see attached exhibit A) must be provided as part of but separate from the Certificate in order for it to be acceptable.

For your convenience, a sample Certificate of Insurance with Endorsement form is attached.

Once completed, the insurance information may be faxed to 713-988-5781.

Please mail the original to:

**Omninet Property Management, Inc.  
9420 Wilshire Blvd., 4<sup>th</sup> Floor  
Beverly Hills, CA 90212**

**OMNINET**  
**Omninet SWCC, LP**



# SOUTHWEST CORPORATE CENTER BOMB THREAT CHECKLIST

**CALL 911 IMMEDIATELY:** *(If possible, have someone else call 911 during the call.)*  
After calling 911, immediately contact The Management Office at 713-777-8282.

All employees, especially those answering phones, should keep a copy of this checklist on their desk or near their phone at all times in the event a bomb threat is received.

**Tenant Company Name:** \_\_\_\_\_  
**Name of Person Taking Call:** \_\_\_\_\_ **Title:** \_\_\_\_\_  
**Date:** \_\_\_\_\_ **Phone number call came in on:** \_\_\_\_\_  
**Time call was received:** \_\_\_\_\_

## IF POSSIBLE, ASK THE CALLER THE FOLLOWING QUESTIONS:

1. When is the bomb going to explode? \_\_\_\_\_
2. Where is it right now? \_\_\_\_\_
3. What will cause the bomb to explode? \_\_\_\_\_
4. Did you place the bomb? \_\_\_\_\_
5. Why did you place the bomb? \_\_\_\_\_
6. Sex of caller: \_\_\_\_\_
7. Approximate length of call: \_\_\_\_\_

## PLEASE CHECK THE ADJECTIVES THAT APPLY TO THE SOUND OF THE CALLER'S VOICE:

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Calm   | <input type="checkbox"/> Rapid               | <input type="checkbox"/> Voices               |
| <input type="checkbox"/> Laughing                                       | <input type="checkbox"/> Clearing Throat     | <input type="checkbox"/> PA System            |
| <input type="checkbox"/> Lisp   | <input type="checkbox"/> Stutter             | <input type="checkbox"/> Static               |
| <input type="checkbox"/> Disguised                                      | <input type="checkbox"/> Deep Breathing      | <input type="checkbox"/> House Noises         |
| <input type="checkbox"/> Angry  | <input type="checkbox"/> Soft                | <input type="checkbox"/> Motor                |
| <input type="checkbox"/> Crying   |  | <input type="checkbox"/> Factory or Machinery |
| <input type="checkbox"/> Raspy  | <b>Describe Threat</b>                       | <input type="checkbox"/> Local                |
| <input type="checkbox"/> Accent   | <b>Language:</b>                             | <input type="checkbox"/> Long Distance        |
| <input type="checkbox"/> Excited  | <input type="checkbox"/> Well spoken         | <input type="checkbox"/> Telephone Booth      |
| <input type="checkbox"/> Normal   | <input type="checkbox"/> Educated            | <input type="checkbox"/> Clear                |
| <input type="checkbox"/> Deep   | <input type="checkbox"/> Foul                | <input type="checkbox"/> Cell Phone           |
| <input type="checkbox"/> Familiar (if so, who did it sound like?) _____ | <input type="checkbox"/> Irrational          | <input type="checkbox"/> Music                |
| <input type="checkbox"/> Slow   | <input type="checkbox"/> Incoherent Taped    | <input type="checkbox"/> Animals              |
| <input type="checkbox"/> Cracking Voice                                 | <b>Describe Any Background Sounds Heard:</b> | <input type="checkbox"/> Office               |
| <input type="checkbox"/> Slurred Voice                                  | <input type="checkbox"/> Street Noises       | <input type="checkbox"/> Other                |
| <input type="checkbox"/> Loud   | <input type="checkbox"/> Crockery            |   |
| <input type="checkbox"/> Nasal  |  |   |

**REMARKS:**

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# Request for Taxpayer Identification Number and Certification

**Give Form to the  
 requester. Do not  
 send to the IRS.**

<b>Print or type See Specific Instructions on page 2.</b>	<b>1</b> Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.	
	<b>2</b> Business name/disregarded entity name, if different from above	
	<b>3</b> Check appropriate box for federal tax classification; check only <b>one</b> of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ <b>Note.</b> For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶ _____	<b>4</b> Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i>
	<b>5</b> Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
	<b>6</b> City, state, and ZIP code	
	<b>7</b> List account number(s) here (optional)	

## Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

<b>Social security number</b>									
				-			-		
<b>or</b>									
<b>Employer identification number</b>									
					-				

**Note.** If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

## Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

<b>Sign Here</b>	Signature of U.S. person ▶	Date ▶
------------------	----------------------------	--------

## General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at [www.irs.gov/fw9](http://www.irs.gov/fw9).

### Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.*

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

# We'll Take Care of This

# You Take Care of Business



- Voice & Data
- Data Backup
- Disaster Recovery
- Continuity
- Redundancy
- Startups
- Relocation
- VoIP
- Mobile & Wireless
- Conferencing
- Security
- SD-WAN
- UCaaS
- Cloud Computing
- Contact Center
- SaaS
- Data Center
- Colocation
- Hosting

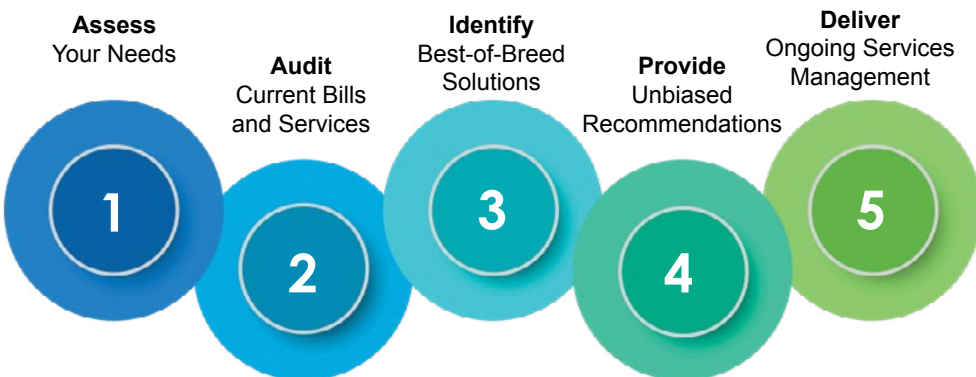
## Sandler Partners Gets You Out of the Telecom and IT Services Business and Back to Managing Yours

Communications and IT services are more complex than ever, with an array of cross-industry suppliers offering everything from bandwidth and backup to software-as-a-service and all things cloud. Which providers are best depends on product, region, technology and app, and pricing varies wildly. Keeping track of it all is a full-time job, and even then only those immersed in telecom and IT services on a daily basis know which providers are best for your needs, and whether or not you're paying too much.

At Sandler Partners, we take away the headaches of managing all of these services so you can focus on your own business with the confidence that an independent expert is making sure you always have the best services at rock-bottom prices.

- ✓ **Access Off-Book Rates from 200+ Providers**  
When we submit quote requests as your independent auditor and advocate, providers deliver aggressive, custom quotes for your services (typical audit savings = 20-30%).
- ✓ **Always Vendor Neutral**  
We grow, maintain and refine a massive portfolio of providers for one reason — to make sure you always have access to best-of-breed solutions.
- ✓ **Single Point of Contact for All Things Telecom, Data and Cloud**  
We offer white glove treatment for life, including post-install service and support, and ongoing service and contract audits.

## Our 5-Point Process



# SANDLER PARTNERS

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