

**The Tower Building  
Electronic Tenant® Portal  
Created on March 11, 2023**

## **Amenities: Bicycle Parking/Storage**

Commuting by bike to work is a great way to cut down on auto emissions and reduce your carbon footprint along with increasing daily physical activity. To support these initiatives at The Tower Building, we provide bicycle racks on all 3 parking garage levels.

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

[Click Here for Safe Biking Tips](#)

## Amenities: On Site Amenities

### Fitness Center

- Generously sized, “tenant-only” fitness facility located on the LL (lower level).
- Yoga room with serene view of our meditation garden.
- State-of-the-art cardiovascular machines and equipment with built-in Audio Docking Stations
- Men’s and Women’s locker rooms with showers
- 24/7 security access with Kastle card

Bike Racks available on all 3 parking garage levels. Shower room available on the SL ( Service Level) off the loading dock area.

Bike Trail:

<http://www.rei.com/passport/Millennium-Trail-Rockville-Maryland>

**Tower Café is opened daily from 7am until 2:30pm and** offers a full beverage selection as well as a complete breakfast and lunch menu. You can also choice from the daily specials or from the fresh salad bar.

### Parking Garage Operations

- 3 level secure parking garage with 24/7/365 access for monthly permit holders
- Reserved Parking Spaces Available. Please contact property management at 301.984.7000.

**Visitor’s Parking Hours of operation and Rates** - Surface parking is located at the front entrance. Parking rates apply from 7AM until 7PM. All major credit cards are accepted; No cash payments. Clients can purchase pre-paid e-Val tickets to give to their visitors. Please contact property management at 301.984.7000.

Located 1 block from Montgomery County Ride On Bus 81, which also stops at the Red Line Metro stations Rockville and White Flint (approx. 2.5 and 3.5 miles away, respectively).

[Rub A Dub](#)

[Total Cleaners](#)

## **Emergency Procedures: Overview**

The following sections of this Handbook describe the emergency procedures for the tenants of the Tower Building 1101 Wootton Parkway. It is hoped that tenant's understanding of the building's emergency procedures will reduce the risk of threatening occurrences and result in coordinated, quick, and effective responses to emergency situations.

This manual should be read carefully by key managers and by designated Safety Wardens in your office. It is essential that these procedures are fully understood and that they are followed if an emergency situation arises.

Safety Wardens play an important role in maintaining the safety of the Building and responding effectively to emergency situations. Each office should select one Safety Warden (with an alternate) for every 50 employees. The Management Office should be notified of the names of these individuals, as they will be contacted regarding Building safety procedures.

# Emergency Procedures: Bomb Threat

## General Information

There are several reasons for a caller to report that a bomb is to go off at a particular location:

- The caller knows that an explosive or incendiary device has been or will be placed in the Building and wants to minimize personal injury.
- The caller may be the person who planted the device or someone who has specific information.
- The caller wants to create an atmosphere that spreads panic and disrupts normal business activity.

## Bomb Threat Received by a Tenant

Should a bomb threat be received by a tenant, the following guidelines should be used:

- Try to obtain as much information as possible. Be prepared to relate this information to the police when they arrive.
- Bomb threats received by telephone, facsimile or mail should be reported to the Police by dialing 911. If your office phone has the "Call Trace" option, this service should be used first for bomb threats received by phone. Every effort should be made not to alarm employees unnecessarily. In the event the firm receives a bomb threat by telephone, remain calm and make every effort to obtain as much information as possible from the caller.
- Every effort should be made to keep the caller on the telephone as long as possible to obtain maximum information. Threatening or harassing telephone calls can be traced by dialing star57. Police urge anyone who receives a bomb threat to use the Call Trace service. For business phones, this feature is available only by request. If you want to set up this service, please call AT&T's business office at (703) 954-6282.

"Call Trace" can be used by following the following steps:

1. After hanging up, pick up the same phone line and listen for a dial tone. No matter how long the call lasted, it can still be traced. Be sure it is the same phone line on which the threat was received.
  2. On a touch tone phone, press star57.
  3. Listen for the operator to confirm the trace and hang up. The origin of the last call has been recorded.
  4. If the call was a bomb threat or threatened emergency, call 911 after making the trace.
  5. Call Verizon's unwanted call center at 1-800-246-2800 and report the trace.
- Be alert for any unfamiliar people and/or objects to point out to the police or Building staff upon their arrival. DO NOT touch or handle any suspected object.

## Bomb Threat / Tenants Order to Evacuate

For the safety of the building occupants, when a bomb threat has been received, it is the policy of The Tower Companies that the building will be searched. As the Bomb K-9 unit cannot effectively conduct their search with people in the building, there will be an evacuation. This evacuation is mandatory. The evacuation is in effect at the time of the announcement and all occupants of the building should immediately proceed to exit the building. Once the decision and announcement to evacuate has been made, the Police Department is in authority and will use their policies and procedures to enforce the evacuation.

- Everyone should proceed quickly, but calmly, to the nearest stairway exit. DO NOT RUN.
- Evacuation will always be to the outside of the Building on Wootton Parkway via the closest exit to your area. Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the Police Department or Building Management.
- The Safety Warden or Alternate should proceed to take a head count. If someone is missing, this information should be relayed to Building Management, Fire or Police.

## Letter Bombs

Suspicious Items

- Letters that are unusually bulky, weighty, lopsided, or rigid.
- Parcels or envelopes with oily stains or discolorations.
- Parcels or envelopes without a return address.
- Handwritten or poorly typed address.
- Foreign mail, air mail, or special deliveries.
- Restrictive markings such as “confidential”, “personal”, etc.
- Use of titles but no names.
- Excessive Postage
- Parcels or envelopes that simply do not look or feel ordinary.

#### Handling Instructions

- DO NOT handle the item.
- DO NOT attempt to open the parcel.
- DO NOT place the parcel in water.
- DO NOT remove any binding material.
- DO NOT pull or cut any material that protrudes.

# Emergency Procedures: Earthquake

Earthquakes are one of the nation's most frightening natural phenomena. When an earthquake occurs, the ground will shake perceptibly for a relatively short time, perhaps only for a few seconds or for as much as a minute in a great earthquake.

## Precautions to take During an Earthquake

- Try to remain calm and to reassure others.
- If you are indoors, move immediately to a safe place. Get under a desk, table, or work bench if possible. Stand in an interior doorway or in the corner of a room. Watch out for falling debris or tall furniture. Stay away from windows and heavy objects (such as refrigerators and machinery) that may topple or slide across the floor.
- Do not dash for exits since stairways may be broken and jammed with people. Power for elevators may fail and stop operating. Seek safety where you are at the time of the incident and then leave calmly if evacuation is necessary.
- Do not be surprised if the electricity goes out, or if elevator, fire, and alarms start ringing, or if sprinkler systems go on. Expect to hear noise from breaking glass, cracks in walls and falling objects.
- If you are outdoors, try to get into an open area away from buildings and power lines.
- Do not be surprised if you feel more than one shock. After the first motion is felt, there may be a temporary decrease in the motion followed by another shock. (This phenomenon is merely the arrival of different seismic waves from the same earthquake). Also, after shocks may occur - these are separate quakes which follow the main shock. Sometimes after shocks will cause damage or collapse of structures that were already weakened by the main earthquake.

## Precautions to be taken After the Earthquake

- When the shaking stops, there may be considerable damage and people may be injured. It is especially important that everyone remain calm and begin the task of taking care of one another. The first concern is for those who are hurt, and the next concern is to prevent fires. After that, damage can be assessed and remedial measures begun.
- Remain calm and take time to assess your situation.
- Help anyone who is hurt and administer emergency first aid when necessary. Cover injured persons with blankets to keep them warm. Seek medical help for those who need it.
- Check for fires and fire hazards. Put out fires immediately if you can.
- Check for damage to utilities and appliances. Shut off electricity if there is any chance of damage to wiring.
- Shut off water mains if breakage has occurred. In due time, report utility damage.
- Do not light matches, use any open flames, or turn on electrical switches or appliances until you are certain there are no gas leaks.
- Do not touch power lines, electrical wiring, or objects in contact with them.
- Do not use the telephone except to call for help, to report serious emergencies (medical, fire, or criminal), or to perform some essential service. Jammed telephone lines interfere with emergency services and it is thoughtless to use the phone for personal reasons or to satisfy curiosity. (When the emergency is clearly over, contact relatives and friends so they will know you are safe and where you are).
- Be certain that sewer lines are not broken before resuming regular use of toilets.
- Clean up and warn others of any spilled materials that are dangerous, such as chemicals, gasoline, etc.
- Listen to the radio for information about the earthquake and disaster procedures.
- Be prepared to experience after shocks. They often do additional damage to buildings weakened by the main shock.
- Use great caution when entering or moving about in a damaged building. Collapses can occur without much warning, and there may be dangers from gas leaks, electric wiring, broken glass, etc.

There are no rules which can eliminate all earthquake danger. However, damage and injury can be reduced by following these procedures.

# Emergency Procedures: Emergency Contacts

## Emergency Telephone Numbers

### EMERGENCY

Police and/or  
Fire 911

Department

Non-  
Emergency (240)  
(Fire 777-  
Department) 0744

Non-  
Emergency (301)  
(Police 279-  
Department) 8000

Poison (202)  
Control Center 625-  
3333

The Tower (301)  
Companies 984-  
Management 7000  
Office

Department of [www.](http://www.dhs.gov)  
Homeland [dhs.](http://dhs.gov)  
Security [gov](http://gov)



# Emergency Procedures: Fire and Life Safety

In the event of a fire, the safe and rapid evacuation of the affected area is the joint responsibility of Building Management and the tenants in that area. It is imperative that each employee become familiar with the following procedures.

The fire alarm system is called a "High Rise" system and works in the following way:

If there was a real fire on the 5th floor, the fire alarm will activate on the 5th floor. The alarm will also activate on the floor above (6th floor) and the floor below (4th floor). You will only hear the alarm on floors 4, 5 and 6 and only floors 4, 5 and 6 are to evacuate the building. Once the fire department arrives and assesses the situation, they would determine if the rest of the building will need to evacuate.

## Smoke / Fire Emergency Procedures

### If You Discover a Fire / or Smell Smoke:

- IMMEDIATELY CALL THE FIRE DEPARTMENT - DIAL 911. PULL THE NEAREST FIRE ALARM.
- Advise the fire department of the floor and area as well as the street address and what you have observed. Do not assume anyone else has called them.
- Notify the Safety Warden.
- Before trying to leave your suite, place your hand on the door, palm down. If the door feels warm to the touch within five (5) seconds, do not attempt to open it as this indicates the presence of a dangerous fire condition in the corridor.
- If the door is not warm to the touch, carefully open it slightly to check for the possible presence of a dangerous fire condition in the corridor.
- If you feel the corridor can be used, alert occupants of the other areas on your floor and proceed to the closest exit stairway. Be sure to close your door and the stairway door behind you. DO NOT ATTEMPT TO USE THE ELEVATORS.
- If smoke is present, stay as close to the floor as possible.
- IN THE EVENT OF FIRE/EVACUATION, AT ALL COSTS, AVOID PANIC.

### If All Escape Routes are Blocked

- Move as far away from the fire as possible closing all doors as you go.
- Stuff clothing or wet towels around ventilation ducts and cracks in door to prevent smoke from penetrating the area.
- If possible, dial 911 and give them your precise location.

### When to Evacuate

- When you hear the fire alarm.
- Follow the evacuation instructions precisely, which is to go the nearest safe stairwell and exit directly outside Wootton Parkway.
- DO NOT use the elevators unless otherwise instructed. Use available stairwells only.

## Fire Safety Program

Our Safety Warden should be responsible for the development and implementation of the fire safety program. This program should include:

- Development of evacuation plans.
- Familiarize employees with the location of all exit stairwells and fire pull stations.
- Inform employees who is responsible for the order to evacuate.
- Inform the Building Engineer of all handicapped people who might require assistance during evacuation.
- Train employees in emergency response procedures.
- Practice emergency procedures to assure familiarity with individual responsibilities.
- In the event of an actual fire or emergency, make sure the alarm is activated.

## Tenant Evacuation Procedures

The following evacuation procedures should be observed:

- If possible, take purse and wallets with you as you evacuate. You will not be allowed back into the space until the Fire Department or Building Management says it is safe to re-enter.
- Do not carry any food, drink, or hand held items (i.e., laptop computers, boxes, etc.) into the stairwell during an evacuation.
- Before opening any door to the corridor, check the door and doorknob for heat.
- If door is warm, stay in your office and “caulk” around the door seams using wet towels or duct tape. **DO NOT OPEN THE DOOR.** Find another exit to the corridor.
- If both your door and doorknob are cool, and you leave your office:
- Check for smoke in the corridor.
- When smoke is present, stay low by crawling since clean air is closest to the floor.
- Everyone should proceed quickly, but calmly to the nearest stairwell. **DO NOT RUN.**
- **DO NOT PANIC.** Panic is the most harmful and most difficult element to control in an emergency. Panic will be avoided if employees are prepared with the following information:
  - Knowledge of procedures which must be followed.
  - Confidence in the responsible personnel’s ability and guidance
  - Calmness and self-confidence of responsible personnel.
- **DO NOT USE ELEVATORS**
- Check stairwells for smoke.
- If the corridor and/or stairwells are smoke filled, **RETURN TO YOUR OFFICE.**
- Once you are in the stairwell, should you encounter smoke on your decent, get out of the stairwell into any clean corridor and proceed to a different stairwell. There are three (3) separate stairwells on each floor.
- Evacuate to the exact area designated by the Building Manager, Safety Warden, or Fire Department.
- If your designated evacuation area is outside of the Building, move to areas well away from the building to ensure you do not inhibit fire-fighting activities.
- One person (possible an Alternate) should be designated to walk the suite to assist employees and make sure everyone is aware of the evacuation order.
- The last person leaving any enclosed office area should close the office door, without locking it. This will help to confine any fire until the arrival of the Fire Department.
- Form a single-file line at the stairwell exit door and proceed calmly and carefully down the staircase to the floor designated in the evacuation instructions. Never open any door without first checking to see if it is hot. If the door is hot, there is undoubtedly a fire on the other side. Proceed to another floor.
- Conversation should be kept to a minimum. Stay in a single-file line on the right side of the staircase.
- During evacuation, mobility impaired persons should be helped into a “safe room”. This safe room should be an outer perimeter office with a window and telephone. One person should remain with the mobility impaired individual and another designated person should contact the fire departments’s non-emergency number (240) 777-0744 and notify them of the mobility impaired person’s exact location (floor, room number). The telephone number shown above should be posted on or near the telephone in the designated “safe room”. Do not assist mobility impaired individuals down the stairwell during the initial evacuation, as the entire evacuation effort will be slowed. Building and Fire Department personnel will assist the evacuation of all mobility impaired individuals after the evacuation is complete.
- The Safety Warden or Alternate should proceed to take a head count. If someone is missing, this information should be relayed to the building staff or Fire Department.

### **Fire Prevention Tips**

- Unplug electrical appliances like coffee pots or water heaters when not in use.
- Arrange for proper use and storage of adhesives, cleaning fluids, and other flammable liquids and, where possible, substitute with less flammable products.
- **NO EXTENSION CORDS OR MULTI-JACKS SHOULD BE UTILIZED.** These items are not permitted by the Fire Department or Electrical Codes. Eliminate extension cords by providing more power outlets or relocating some electrical equipment.
- Make sure the power is shut off on all office equipment like copying machines, printers, or computers.
- Electrical closets within tenant spaces should be kept locked at all times. Nothing should be stored in these closets due to fire hazard.
- Hallways on all floors should be kept clear at all times to provide access for emergency equipment. Tenant belongings, deliveries or trash may not be stored in hallways.

## **Emergency Procedures: Medical Emergency**

Tenants Requiring Medical Attention Should:

1. Call the Paramedics - 911
2. Be prepared to provide:
  - The building address - 1101 Wootten Parkway
  - The floor and room number.
  - The name of the person requiring medical attention.

## **Emergency Procedures: Power Failure**

The stairwells and a sufficient amount of fixtures in the offices are equipped with emergency lights that will automatically go on in the event of a power failure.

In the event of an electrical failure the following guidelines should be observed:

- Open blinds/draperies to let outside light in.
- Do not start an evacuation unless you are instructed to do so.
- Do not congregate in the lobby areas or on the street.
- If you are trapped in an elevator during a power failure, wait for assistance, the elevator will not fall.  
**DO NOT PANIC.**

## **Emergency Procedures: Safety Wardens**

A Safety Warden should be someone who is reliable, respected by the other employees within your firm, and capable of providing guidance in the event of a fire or other emergency. This individual should rarely travel and be familiar with the names and faces of all employees in your office. Your Office Manager or Personnel Manager, or both depending on the size of your firm, would probably be good candidates for Safety Warden. You should elect an Alternate for every Safety Warden.

The Safety Warden would be responsible for the development and implementation of your Fire Safety Program. This Program would include development of evacuation plans, assignment of fire-fighting responsibilities, training of employees in emergency response procedures, and practice of emergency procedures.

In the event of a fire or other emergency, this individual is in charge of the situation until Building Management arrives. The Safety Warden may also be responsible for ordering the evacuation of your space depending on the severity of the situation and the availability of other safety personnel.

The Safety Warden will also be a key contact for the Management Office in case of power failures, medical emergencies, or other emergency situations.

# Emergency Procedures: Severe Weather

In general, there are two (2) types of unusual weather conditions which may occur and for which extraordinary precaution should be taken: Severe thunderstorm activity and tornados.

## Severe Thunderstorm Activity

Local weather service will issue advisories predicting areas of probable severe thunderstorm activity and the estimated duration of such activity.

## Tornado Warning

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The weather service will announce the approximate time of detection and direction of movement. Wind will be 75 mph or greater.

Public warning will come over the radio, TV or the Municipal Defense sirens. Should a severe storm or tornado occur, the following guidelines should be observed:

- Move away from the exterior of the building to a corridor or elevation lobby.
- As you move, try to close the doors of rooms which have windows. Also, be sure the door to your office is closed tightly, but not locked.
- Shelter in the inner areas of the building, including stairwells, rest rooms, inner corridors, and conference rooms. Protect yourself by putting your head as close to your lap as possible or kneel protecting your head.
- Stairwells are safe. If crowded, move down to a lower level for shelter. **DO NOT USE THE ELEVATORS.**
- **DO NOT** go to the first floor lobby or outside the building.
- Keep your radio or television set tuned to a local station for information.
- Do not use the telephone to get information or advice.
- **KEEP CALM.** If you are trapped in an outside office, seek protection under a desk.

## **Emergency Procedures: Shelter-in-Place**

helter in place". Sheltering in place is a precautionary routine to keep you as safe as possible while indoors during an emergency event. Someone who is not well-versed in emergency preparedness, however, may interpret the instruction as: stay exactly where you currently are. That tactic could, in fact, could put you in danger.

Situations that may require you to shelter in place include natural disasters; accidental or intentional release of chemical, biological or radiological material; or an emergency safety situation, such as in the event of an active shooter. Different threats require slightly different sheltering recommendations; if there are any clients, visitors, or customers, ensure that they stay in your building and are given directions on shelter-in-place protocols for your office.

**Below are a few of the key procedures necessary to shelter in place effectively in your workplace for either a natural disaster or a biological, chemical or radiological release:**

- Bring everyone into the designated shelter-in-place area, one that is secure and with locks on the doors.
  - In a natural disaster or radiological release, you will generally want this room to be on the lowest level (preferably below ground), and in the interior-most part of the building.
  - In the event of a chemical or biological event, this designated area should be an interior, windowless room on the highest floor possible. Most dangerous hazardous agents are heavier than air and will settle on the ground level.
- Shut off all HVAC systems and fans, and, if there is no option but to be in a room with windows, ensure they are closed and covered.
- Encourage everyone sheltering in place to contact their emergency contact to let them know of their location and that they are safe.
- Have essential emergency supplies (your emergency kit) on hand to bring to the shelter-in-place area. It is very helpful to have a land-line telephone as well as a battery operated radio and television in this safe room for communication purposes. Cellular towers may be overloaded, so a land-line could be very valuable in a disaster.
- Take your knowledge home with you as well to ensure that your family is as safe as possible in the event of a disaster.

## **Introduction: Welcome**

The tenant information provided in this Electronic Tenant® Handbook is meant to provide you with a better understanding of The Tower Building and to facilitate your company's operations. There is a great deal of information contained within this handbook; take the time to familiarize yourself with this handbook and it will become a valuable resource for you and your company. Please note that the Building Management Office is available to help in any way possible. Your first call for any problem or question can always be directed to the Building Management Office, and we will assist you from there.

Every attempt has been made to provide current and accurate information in this handbook, but it is possible that some items will change over time. The Building Management Office will promptly notify you of any such changes. Please feel free to contact the Building Management Office with any questions you may have. We are here to serve you.

**Welcome to The Tower Building; a premier Tower Companies property!**



## **Introduction: About Tower Companies**

For 60 years and three generations, the family-owned Tower Companies have maintained a commitment to socially responsible development by creating environmentally conscious buildings and communities that are enduring and aesthetically pleasing and positively impact their inhabitants.

By the mid-1990s, before “green” had gone mainstream, The Tower Companies already focused on smart growth and ecologically sensitive building practices, leading the market with innovative ideas such as superior indoor air quality, and completely re-engineering how buildings are designed and built.

Today The Tower Companies are recognized as an international authority in the industry, and have been honored for our commitment to sustainability and energy independence by numerous national organizations including the USGBC, US Department of Energy, and the Environmental Protection Agency. Currently, The Tower Companies is the only real estate developer in America to buy renewable energy to meet 100 percent of our energy needs.

We remain committed to transcending today's innovations and continuing to move the real estate industry in exciting new directions.

## **Introduction: About the Tower Building**

The Tower Building.... Energized Toward Tomorrow

The Tower Building, a dramatic composition of two overlapping forms rising above lush woodlands and overlooking I-270, revolutionizes both the form and function of an office building. Designed by the Rosslyn, VA-based architectural firm Kishimoto Gordon Dalaya, it is one of the most efficient and architecturally stunning buildings in the National Capital region. Its environmental features and inspiring design helped The Tower Building win AOBA's Green Office Building of the Year award, as well as the City of Rockville's first-ever Leadership Award for Environmental Excellence. The building is [EPA ENERGY STAR](#) Certified and is [LEED](#) Gold certified under the Existing Buildings Program.

## **Introduction: Platinum Service Pledge**

We pledge a commitment to Platinum Service that includes:

Service Requests are responded to immediately:

Our maintenance team is trained to respond to all service requests during normal business hours within 15 minutes or less. We offer effective communications for all work requests through wireless technology. This allows for real-time and effective communication that can be tracked and followed through by our Property Managers.

Our daily mission is to practice “green” and sustainable services:

Recognized across the country as one of the greenest real estate companies, everything we do encompasses this daily commitment in order to provide the healthiest office environment for our Clients with minimal impact to the environment. Engineers, Property Managers and our vendor partners receive constant training and information about sustainable practices and operations. All contracted work, engineering responsibilities and services follow strict compliance with LEED EB (Leadership in Energy and Environmental Design for Existing Buildings). Even our uniforms are made from organic cotton. Even our Client events feature organic, locally-grown foods with biodegradable serving plates and utensils, and napkins made from 100% recycled content.

Operating the building with innovative efficiency impacts costs favorably for our Clients:

We are constantly searching for ways to reduce energy and improve our carbon footprint to reduce operating expenses. Our in-house sustainability and engineering teams help us reduce costs by carefully monitoring monthly utility bills, introducing new technology such as McQuay MagLev Chillers, whose frictionless design is not only energy efficient, but can also reduce maintenance costs by up to 50%; utilizing rebates and green tax credits; buying wind power to offset our carbon footprint, and advising our Clients on how they can contribute to this goal.

Your feedback matters to us: Your opinions and input help us develop and implement new ideas so that we constantly improve our service.

The Tower Companies is a three generation, family owned business that is committed to investing not only our buildings, but also in our relationships with our Clients. Transcending beyond industry standards is our employee's daily mission. It is how we define Platinum Service. Welcome to a Tower Companies building.

# Introduction: Operating Instructions

## Navigation

You move through The Electronic Tenant® Handbook just as you would a traditional Internet site. It's as simple as pointing and clicking. The main page features a Table of Contents that provides links to each Chapter. Upon entering a Chapter, you will find links to the specific information provided in that chapter's Sub-Sections. You may return to the Table of Contents or Chapter Overview at any time by clicking the clearly labeled link on every page.

## Special Features

This Electronic Tenant® Handbook has special features, such as a [Search Engine](#) and [Forms Section](#). In order to take advantage of these useful features, you must have Adobe Acrobat Reader installed on your computer. This software is free and easy to use, and can be obtained by [clicking here](#).

## Updates

The Electronic Tenant® Handbook is updated on a regular basis, so please be sure to periodically check for updates and new information.

If you are having trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the [Management Office](#).

# Introduction: Mobile Property

## Go Mobile...With Mobile Property!

Your Electronic Tenant Handbook is now in the palm of your hand! By downloading / bookmarking The Tower Building's Mobile Property app to your Smartphone, you can add an icon to the 'home screen' of your mobile device and have all the information and features of your Electronic Tenant Handbook wherever you go.

Simply follow these 2 steps to add Mobile Property to your Smartphone's home screen:

### Step 1: Access the Mobile Site:

Type, or copy and paste, the below URL into your Smartphone's Web browser:

<http://towerbuilding.com/mobile.cfm?mode=toc>

### Step 2: Add the App to your Mobile Device's home screen:

#### iPhone / iPad:

1. When you have the mobile property app displayed in your web browser, click on the share icon (bottom/center - box with arrow icon) and choose "Add to Home Screen."
2. Choose a name for the new application, or leave as is, and click "Add."

#### BlackBerry:

1. When you have the mobile property app displayed in your web browser, use the menu button and choose "Add to Home Screen."
2. Choose the name and location for your application, or leave the default settings, and press "Add."

#### Android:

1. When you have mobile property app displayed in your web browser, use the menu button and choose "Add Bookmark."
2. Go to your desktop / home screen and hold down a finger on any blank area until prompt comes up. At this prompt - select shortcuts - Bookmarks - Mobile Site.

## **Operations: Accounting**

**The Tower Companies accounting department is located at:**

2000 Tower Oaks Blvd, Ninth Floor  
Rockville, MD

(301) 984-7000

### **Rent Payment:**

In an effort to continue our green sustainability goals for a paperless company, you may now send your rent payment via electronic funds transfer in the form of an ACH payment. Please contact Narottam Shrestha at [narottam.shrestha@towercompanies.com](mailto:narottam.shrestha@towercompanies.com).

## Operations: Building Management

The staff of The Tower Building is dedicated to making your work environment as safe and pleasant as possible.

**Please do not hesitate to contact the management office at:**

**Phone:** (301) 984-7000

All issues must be entered with your company representative through [Building Engines](#) for immediate response.

**The following personnel are available to address your needs:**

*Assistant Property Manager*

**Mercy Novaton**

*Maintenance*

**Radhames Pena**

*Chief Engineer*

**Carlos Diaz**

## Operations: Contact Information

### Building Management

Mercy Novaton  
[mercy.novaton@towercompanies.com](mailto:mercy.novaton@towercompanies.com)

Kelli Reed  
[kelli.reed@towercompanies.com](mailto:kelli.reed@towercompanies.com)

**All Maintenance and/or Service Requests should be made by contacting your company's Representative / User for [Building Engines](#).**

Note: Each client has one or two representatives assigned to use Building Engines.



## Operations: Holidays

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

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

There will be no engineering services or housekeeping services. If you would like special arrangements made for HVAC, please submit the request through [Building Engines](#) by contacting your company's representative / user, no later than 3:00 PM on the day before the Holiday.

The building will be secured and will require the use of a Kastle card to gain access. In the event of an emergency, please contact Kastle at (703) 524-7911 to have the on-call engineer paged.

# Operations: Leasing

The leasing company for The Tower Building is Lincoln Property Company. Listed below is the contact information for the authorized representatives.

Name	Phone Number	E-Mail
Nathan (301) Bortnick	304- 8300	<a href="mailto:nbortnick@LPC.com">nbortnick@LPC.com</a>

## **Policies and Procedures: Contractors**

[RULES AND REGULATIONS GOVERNING WORK BY TENANT CONTRACTOR IN THE BUILDING](#)

## **Policies and Procedures: General Rules and Regulations**

[Click here to view the General Rules and Regulations for The Tower Building](#)

## **Policies and Procedures: Insurance Protection**

Please instruct your insurance company to send a current Certificate of Insurance (ACORD 25), per the instructions below for each specific property where you, your vehicles and/or your representatives /employees will physically be present. The COI should be sent to the attention of Property Management by U. S. Mail, email ([COIs@towercompanies.com](mailto:COIs@towercompanies.com)) or by fax (301-984-7601) and to automatically send us a renewal certificate, prior to the expiration of your policy.

Please name The Tower Companies as the Certificate Holder and use the wording listed below in red to be recorded under "Description of Operations/Locations/Vehicles", and providing a waiver of subrogation in favor of same.

Unfortunately, our current software system will not process payments, unless a current, properly completed Certificate of Insurance is uploaded and on file in the system. Therefore, we will not be able to continue our business relationship without your assistance.

If you have any questions, please do not hesitate to contact Property Management at 301-984-7000.

### **Requirements for Certificates of Insurance**

***The following should be listed as the Certificate Holder:***

Tower Companies  
2000 Tower Oaks Boulevard  
9th Floor  
Rockville, MD 20852

***Please list the following under "Description of Operations / Locations / Vehicles":***

"Tower-Dawson, LLC, Tower Construction Group, LLC, Tower MD Holdings, LLC, Tower Property Holdings, LLC, Tower Real Estate Group, LLC, the Landlord, Its Owners, Partners, Managers, Employees, Agents, Subsidiaries, Affiliates, Property Managers, Lenders, Members, Officers and Directors are additional insureds. Insurer shall agree to a Waiver of all rights of Subrogation. This will cover any and all ongoing work, as well as completed operations at 1101 Wootton Parkway, Rockville, MD 20852."

***Please mail Original Certificate, Endorsements, Renewals and Cancellation Endorsements to:***

The Tower Companies  
Attention: Property Management  
2000 Tower Oak Boulevard  
9th Floor  
Rockville, MD 20852

**Policies and Procedures: Moving Procedures**

*INFORMATION PENDING*

## **Policies and Procedures: Tobacco Policy**

The Tower Companies has a strict Tobacco Policy. The building and property are designated as a Tobacco Free zone. Smoking, vaping and chew is prohibited in The Tower Building and on the property.

A tobacco-free policy for outdoor spaces contributes to reductions in tobacco use among employees and reduces exposure to secondhand smoke.

## **Security: Overview**

The Tower Building is equipped with Kastle security (visit [www.kastle.com](http://www.kastle.com) or call 703.524.7911), an electronically controlled access system after hours. Building hours are 6AM to 6PM, Monday through Friday. The building is secured on weekends and Holidays. Elevators are secured after hours and on weekends, except holidays when this schedule may be modified.



## **Security: Building Access**

Main Entrance is secured (locked) at 6pm and unlocked at 6am.

Loading dock is locked from 6pm until 6am. Deliveries can be made between 6am and 6pm

Garage access is 24/7 with a Kastle key fob.

The Tower Building is equipped with an access control system monitored by [Kastle Systems](#). Your employees may gain access to the building during security hours with their Kastle cards/fobs.

Once you are inside the elevator, during the building secured hours, you must use your Kastle card/fob in order to proceed to your floor. Place your card/fob next to the card reader. The light on the reader will turn green, then press the elevator button to your floor until it lights and the elevator will take you to your floor. When traveling in a down direction, it is not necessary to use the card/fob. However, the card will not stop at any floor except the main lobby. Your Kastle card/fob is not necessary to operate the elevators during your building hours listed above unless you work on a secured floor.

## **Security: Deliveries**

All deliveries must be received or unloaded at this designated loading dock or service entrance.

DELIVERIES WILL NOT BE PERMITTED AT ANY TIME THROUGH THE MAIN LOBBY.

Deliveries are restricted to the freight elevator only. Use of the freight elevator for regular deliveries may be accommodated during normal business hours with each delivery waiting their turn. Deliveries that require use of the freight elevator on independent service (such as office moves) must be scheduled in advance for evenings after 6:00 pm or weekends.

Parking is permitted in the loading dock area for deliveries only. Vans and pickup trucks may also utilize the "15 minute delivery/contractor" parking spaces directly in front of the building.

## **Security: General Office Security**

Security of your suite is important to us and we ask for your cooperation in maintaining its integrity. If your reception area is not going to be occupied during times when the front door security is off, we recommend that you keep all doors locked.

### **Security Checklist**

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

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

### **Suspicious Persons**

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

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

## **Security: Lost and Found**

Any individual finding lost item(s) should turn them in to the Building Engineer.

Please contact the Management to claim or report items that have been lost or found in the buildings.

## **Security: Solicitation**

The building has a strict "No Soliciting" policy. Please contact property management at (301) 984-7000 immediately if a solicitor comes to your suite or confronts you elsewhere on the property.

### **Please be prepared to provide the following information:**

- Your name, company & suite number
- The location in which the solicitors were confronted or seen
- Their company name
- Accurate physical description of person(s), including hair color / length, type and color of attire

## **Security: Tenant Security Responsibilities**

The best way to improve security is for each tenant to take an active role - just as you would in your neighborhood.

- Make sure all office doors are locked and secured at the close of your business day. This is extremely important on the weekends.
- Report any suspicious or disorderly individuals by calling 911.
- Solicitation is not permitted in the building, and any individual who enters your office for this purpose should be reported to the Building Engineer.
- Inform the Building Engineer of any lost building keys, office keys, or Kastle Keys.

## **Security: Theft**

Should you suspect that your office has been burglarized, or if items are found to be missing, contact the Building Engineer and the Montgomery County Police Department. Try to avoid disturbing anything in areas which you feel might have been affected by an intruder.

## **Services: Building Signage and Directory**

The building has a digital directory that allows for your organization's name and high resolution logo to be listed as well as the names of any executives, managing partners, or other VIPs.

All requests and future changes to the directory should be forwarded to: [Property Management](#).



## **Services: Cleaning**

The Tower Building utilizes Daylight Cleaning™, an innovative, sustainable cleaning program, proven to improve overall client satisfaction. Red Coats is the janitorial contractor and provides cleaning services at the building weekdays between 7 AM and 3:30 PM.

Benefits of the Daylight Cleaning™ program include:

- Energy savings through reduced demand for lighting
- Improved building security
- Decreased staff turnover
- Increased customer satisfaction by providing an interactive cleaning environment
- Improved consistency of cleaning services

### **DAILY WORK SCHEDULING**

All cleaning personnel wear distinct uniforms and display photo identification at all times. Routine cleaning is done during the day during work hours. The cleaning staff is trained to respect the private space around tenants and their work stations. If you would not like to be disturbed, please indicate this to the cleaning staff.

Typically, cleaning staff perform the following tasks daily around your work area:

- Dust and spot clean on the way over to the trash can
- Clean the trash can, replace trash can liner, if required
- Dust and spot clean on the way out
- If required, use a carpet sweeper to pick up soil from the office carpet

Additional areas serviced daily include conference rooms, pantries and restrooms.

### **SPECIAL CLEANING REQUESTS**

Please contact Property Management to schedule any special cleaning requests. This includes:

- Rescheduling cleaning around special events
- Cleaning of inaccessible, secured areas
- Cleaning of specialized display cases
- Interior cleaning of microwaves, refrigerators etc. - contact Red Coats for price

### **RECYCLING**

Recycling services are provided by the cleaning services contractor as part of routine cleaning services. The following can be recycled:

- Paper
- Aluminum, steel and tin cans
- Brown, green and clear glass bottles and jars
- Plastic food containers and bottles are optional
- Corrugated cardboard (flattened only)
- Newspaper
- Composting - contact management

Please place these items in the central recycling containers located in kitchens and copy areas. The cleaning staff will empty the recycling containers on a daily basis. Items that do not fit the recycling containers should be marked "Trash" or "Basura" to ensure these are removed from the building.

## **Services: Elevators**

### **Elevators**

- Five (5) Passenger Elevators and one (1) freight elevator with access to the loading dock.
- One (1) elevator located in the lobby corridor with direct access to the parking garage.

The freight elevator may be reserved for moves during the hours of 10:30 am - 12:00 noon, 1:30 pm - 4:30 pm, 6:00 pm to 6:00 am, weekdays and at your convenience on weekends. Deliveries may be made during business hours for office supplies and small routine types of deliveries. If you are planning a move, please pre-schedule with Property Management so that property insurance information can be arranged.

## **Services: Forms**

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available from the Property Management Office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at [www.adobe.com](http://www.adobe.com).

[Daylight Cleaning Frequently Asked Questions](#)

[Daylight Cleaning Information](#)

[COI Instructions](#)

[Fitness Center Waiver](#)

## **Services: HVAC**

If the temperature in your office needs to be adjusted, please enter a service ticket using our online [Building Engines](#) system. Your request will be referred immediately via email to the building Engineering personnel.

The standard hours of operation of the heating and air conditioning systems are 7am to 6pm Monday through Friday. Special arrangements should be made for any HVAC needed outside of those hours.

## **Services: Mail Service**

The mailboxes are located on the Service Level.

## **Services: Maintenance Requests**

The Tower Building utilizes [Building Engines](#) software to manage all service requests/work orders. This software allows us to track and monitor your requests to ensure satisfaction, as well as, provide you with real-time updates.

Access to the Building Engines system is provided to 1-3 individuals within each organization. Please contact your company's appointed user(s) to submit all service requests/work orders through building engines.

Our Maintenance staff will be notified immediately and will respond to your requests within 15-30 minutes.

Please contact the Property Management team if you still need access to Building Engines or if you would like training on the system.

## **Sustainability: Introduction**

The Tower Companies helps people create their own success by using green design as a starting point for engaging them in their surroundings – which in turn engages them in their work, their play, their purpose. Whether dramatic or subtle, the artistry and design elements of each building are intended to create harmony with its surroundings, and to create spaces that are as visually pleasing as they are functionally superior. The Tower Companies is a devoted green builder who's worked to achieve balance in every building.

Being "Green" isn't just about saving energy and the environment, it also involves being socially responsible. The Tower Companies believes in a triple bottom line approach to doing business, which includes making decisions based on social, environmental, and economic benefits. There is a strong business case for being socially responsible because it can have a positive impact on workspace productivity, building occupant happiness, brand differentiation, employee retention and attraction, operating costs and the bottom line. Our Corporate Social Responsibility initiatives focus on the following:

### **Environmental Stewardship**

According to the EPA, building in the United States account for approximately 40 % of total energy usage and green house gas emissions. Since before 2000, The Tower Companies has made a serious commitment to take responsibility for the buildings for which we own and manage. Our Sustainability strategy is to make our building operate as efficiency as possible by using tools such as LEED, Energy Star, Energy Management Systems, and client engagement.

### **Stakeholder Engagement**

Green building starts with efficient use of resources. It moves to how the site selection, construction and ultimate operation affect the environment – today and for generations to come. But The Tower Companies has added another requirement to the picture: people. How individuals are impacted by the spaces they occupy, at any given moment in their day. How they feel, whether they're inspired, what puts them in harmony with their surroundings. How effective they are – not just as employees, but as whole human beings.

### **Community Outreach**

The Tower Companies believes in giving back to the community in which we operate. We accomplish this mission by supporting local organizations through sponsorship, through charity giving, and by participating in hands on volunteering events through the area on an annual basis.

## **Sustainability: Carpooling**

At The Tower Building we encourage carpooling as another great way to decrease automotive emissions and keep the air clean. Carpooling can also save money on your commute costs along with wear and tear on your vehicle. Please see below for links to carpooling information in the area.

<http://www.erideshare.com>



# **Sustainability: Community Supported Agriculture**

[4P Foods](#)

**Sustainability: Eco Snapshot**





## **Sustainability: Green Tips**

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

### **Green Tips**

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

**Click on the links below for more Green Information:**

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

## **Sustainability: Recycling**

At The Tower Building we appreciate and support the positive effect that recycling can have on the environment and have provided access to recycling collectors throughout the Building. Please see below for a list of recyclable items vs. non-recyclable items.

### **Accepted Recyclable Items:**

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

### **Non-Recyclable Items:**

- Anything in the above list that is soiled or wet
- Styrofoam
- Wax Paper
- Pizza Boxes
- Any Plastic w/out #1-7
- Tempered Glass

## **Sustainability: Sustainability Features**

### **1101 Wootton Parkway (Tower Building) Street Sustainability Features:**

1. Located 1 block from Montgomery County Ride On Bus 81, which also stops at the Red Line Metro stations Rockville and White Flint (approx. 2.5 and 3.5 miles away, respectively).
2. Bike racks available for tenants.
3. One(1) 240V SemaConnect Electrical Vehicle Charging Station
4. LEED Gold Certified under the LEED for Existing Buildings: Operations and Maintenance.
5. Achieved Energy Star Certification in 2006, 2010, 2011 and most recently in 2012. In 2012, the energy star score for certification was 92, which means that it performs within the top 8% of all similar buildings.
6. All spaces have plenty of outside views, thanks to 100% perimeter windows.
7. Real-Time Energy Management Program saves energy and helps ensure systems are operating at optimal performance.
8. Building Automation System is monitored 24-7 to control major building systems to keep building occupants comfortable.
9. The HVAC system is capable of providing a complete and total air change in under an hour.
10. Green Cleaning (Green Seal™) practices implemented throughout entire building.
11. "Day Cleaning" has been implemented to help reduce energy usage at night and create a happier and healthier work environment for cleaners.
12. Low Flow water fixtures installed throughout to help reduce water consumption by over 20%.
13. Energy Efficient lighting and motion sensors installed throughout common areas.
14. Renewable Energy Credits and Carbon Credits purchased by Tower to offset 100% of green house gas emissions from energy consumption annually.
15. Tower offers special recycling programs several times a year including e-waste, furniture, eyeglasses, clothing, etc.
16. Tower promotes several Earth Day activities.
17. All new tenants required to sign a "Green Lease" to follow important sustainability requirements to create a healthy and energy efficient building for all occupants of 1101 Wootton Parkway (Tower Building).
18. Tower is continuously researching initiatives to help "green" 1101 Wootton Parkway (Tower Building).