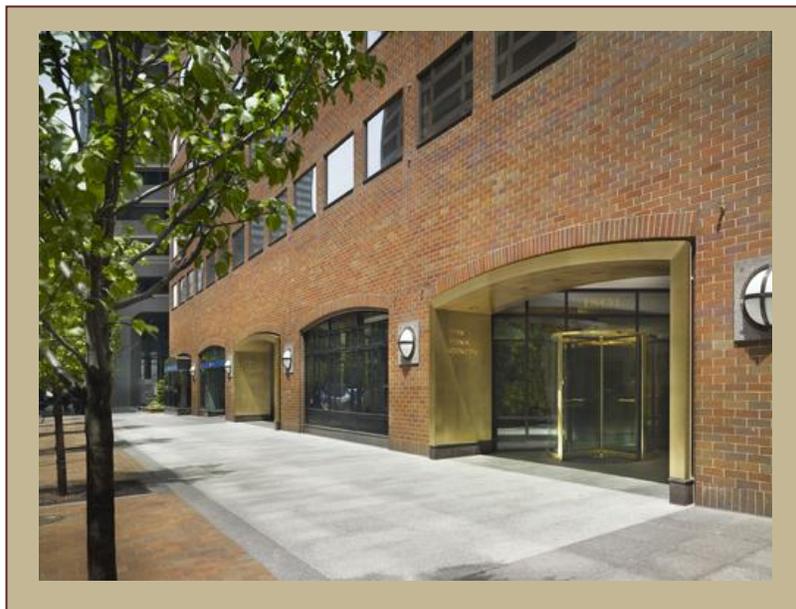


**TEN  
PENN  
CENTER**

# **TENANT MANUAL**

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1801 Market Street | Philadelphia, PA | 19103

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# TEN PENN CENTER

*Dear Tenant,*

*Welcome to Ten Penn Center, the first building in Philadelphia to earn the Energy Star award and LEED Gold for Existing Buildings in Operations and Maintenance! We are excited that you have chosen our building for your office location and committed to providing world class service to you over the years to come.*

*Ten Penn Center is one of the few owner occupied buildings in Philadelphia maintaining an office in the building. Our Ownership and Management is eager to service your needs and direct you to one of the numerous amenities in and around the building due to our central location in the Philadelphia business district.*

*This Building Manual provides an overview of our building operations and should answer any questions you may have concerning our regulations and policies. We have included building personnel names, phone numbers and emergency contact numbers. We hope that you will give extra attention to the Fire Safety and Security sections of the manual since these subjects pertain to everyone's safety, and suggest the placement of photocopies of the Fire Safety Procedures in locations where everyone can read them.*

*We ask that you keep this manual in a convenient location, perhaps at your reception area for easy reference. In the future, as policy and staff changes occur, we will distribute updates to supplement the existing information.*

*Please feel free to let us know how we can serve you and make your time here at Ten Penn Center more comfortable. We welcome any questions, concerns or suggestions that you may have and encourage you to work with us in upholding our service goals. Your suggestions will assist us in continuing to improve your office and surrounding environment.*

*Sincerely,*



*Henry B. Glover, Jr.  
General Manager*

**KEY BUILDING PERSONNEL**

Henry B. Glover, Jr.	General Manager
Ned McFadden	Property Manager
Allison Driver	Office Assistant
Daniel Pignuolo	Chief Engineer
Ken Morrow	Engineer
Frank Baldino	Engineer
Pat Richmond	Engineer
William McReynolds	Director of Security

**EMERGENCY NUMBERS**

Building Management/Lobby Console	(215) 564-4172	
Fire Department/Engine 43/Ladder 9	911	
Ambulance (Rescue Squad)	911	
Police Department (9th district)	911	
Hahnemann University Hospital	Broad St. above Race	(215) 762-7963 (ER)
		(215) 762-7000 (main)
Jefferson Hospital	11th & Walnut St.	(215) 955-6840 (ER)
		(215) 955-6000 (main)
Pennsylvania Hospital	8th & Spruce St.	(215) 829-3358 (ER)
		(215) 829-3000 (main)
City of Philadelphia Hotline		311
Poison Information Center		(800) 222-1222
Suicide Prevention (National Lifeline)		(800) 273-8255
Electric Emergency Service (PECO)		(800) 841-4141
Gas Leaks (PGW Emergency Line)		(215) 235-1212
Water & Sewer Emergencies		(215) 685-6300

# TEN PENN CENTER

## Building Manual

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Environmental Emergencies	(215) 685-7492
Mayor's Action Center	(215) 686-3000
Environmental Response Unit	(215) 686-3082

### HELPFUL NUMBERS

Amtrak	(800) 872-7245
Amtrak Metroliner Reservations	(800) 523-6590
PATCO Information	(215) 922-4600
Center City District - 925 Filbert St.	(215) 440-5500
City of Philadelphia Switchboard	(215) 686-1776
Commonwealth Action Center	(215) 686-8000
Franklin Institute Weather Forecast	(215) 448-1386
Illegal Dumping	(215) 685-9500
Pothole & Street Repair	(215) 686-5560
Recycling Program	(215) 686-5444
Street & Alley Lighting	(215) 686-5610
Traffic Signals & Signs	(215) 686-5560
Vendor Enforcement	(215) 686-2463
Business Compliance	(215) 685-3700
9th Police District	(215) 686-3090

### TOLL-FREE GOVERNMENT NUMBERS

Consumer Product Recall Information	1-800-638-2772
FDIC Banking Complaints (New York Office)	1-800-334-9593
Fraud in Government	1-800-424-5454
Environmental Protection Agency Hotline	1-800-424-9346
USDA Meat & Poultry Hotline	1-800-535-4555
National Pesticide Information Center	1-800-858-7378
Safe Drinking Water Hotline	1-800-426-4791
Small Business Administration Answer Desk	1-800-827-5722

## **GENERAL BUILDING INFORMATION**

Ten Penn Center is a twenty-seven story office tower designed by the internationally renowned architectural firm of Skidmore, Owings & Merrill. It consists of approximately 25,000 square feet of leasable office space on each floor.

The building contains thirteen automatically programmed elevators in two banks. Floors one through fifteen are served by the low-rise bank, that ascends at speeds of 500 feet per minute. Floors fifteen through twenty-seven are served by the high-rise bank, which rises at 700 feet per minute.

Our combined perimeter heating and variable volume air-conditioning system (HVAC) was designed to meet the nation's highest energy efficiency standard and ensures four season climate control and comfort. Heating and air conditioning controls in Tenants' offices permit adjustments to the environmental conditions.

Our building is equipped with reflective, insulating windows that reduce glare, outside noise, minimize energy loss, and reduce interior fading.

At Ten Penn Center, we diligently maintain 24-hour security that includes key-locked stairwells and afterhours access cards.

Our contact information is as follows:

Ten Penn Center  
1801 Market Street, Suite 1801  
Philadelphia, PA 19103-1606

Phone: (215) 564-4172  
Fax: (215) 665-8979

**BUILDING HOURS**

Standard building hours are from 8:00 a.m. to 6:00 p.m. Monday through Friday and on Saturdays from 8:00 a.m. to 1:00 p.m. Heat, ventilation and air conditioning (including the electricity, labor, maintenance and equipment required) will be provided during the above hours (except for holidays).

Holidays are as follows:

<b>New Years Day</b>	<b>Labor Day</b>
<b>Memorial Day</b>	<b>Thanksgiving Day</b>
<b>Independence Day</b>	<b>Christmas Day</b>

Any Tenant requiring after hours HVAC services may place a request with the Building Management Office. Details for HVAC services are discussed in a subsequent section of the manual. Tenants who require after hours building access must display a current building pass upon entrance at the lobby security desk. Access without a building pass and key will not be permitted.

## ACCESS PROCEDURES

In order to continue to provide everyone with a safe environment, our building security access procedures will be as follows:

### During Normal Access Hours (Monday thru Friday 7:00 a.m. – 6:00 p.m.)

- **Tenants with Access Cards** - All building employees will be required to scan their access card against the reader when they are entering the building.
- **All Visitors** - Will be directed to the front center of the lobby desk. One of our security staff will be dedicated to facilitating the procedures for all visitors.
  - **Pre-approved Visitors** - Visitors approved through the Tenant Portal Visitor Registration System will be given printed badges with their name, picture, your company name, and then sent to your suite. Your visitor will be required to show identification to confirm the appointment and directed to your space with little or no delay.
  - **Unapproved Visitors** - Procedures for unapproved visitors will be as follows:
    1. Visitors are required to provide valid photo identification
    2. Security will then contact a member of your staff, confirm access, issue a badge and direct the visitor to your suite. We will need each of our tenants to provide a list of no more than five staff members who are readily available and authorized to permit access of unapproved visitors to your suite.
    3. **Please use the Tenant Portal whenever possible as unapproved visitors will be delayed due to the time it takes to call and confirm access.**
  - **Large Meetings/Groups** – Our team will work with your staff on a case by case procedure that is tailored to meet both our security protocol yet allows your group to make it to your space with little or no delay.
- **Food/Lunch Deliveries** - Must be received at the front lobby by your employees as delivery personnel will not be permitted to proceed to tenant suites. We ask that your employees come to the lobby in advance to meet the delivery. If someone is not in the lobby to meet the delivery, our security will contact your staff, but there may be delays due to our normal operating activities during this time. Please refer to Dock Deliveries below for catered or large food deliveries.

**After Normal Access Hours and Weekends (Monday thru Friday 6:00 p.m. – 7:00 a.m., Saturday and Sunday anytime)**

- **Tenants with Access Cards** - All building employees will be required to scan their access card against the reader whenever they enter or exit the building.
- **Pre-approved Visitors** - Procedures for pre-approved visitors will be the same as during normal access hours.
- **Unapproved Visitors** - Procedures for unapproved visitors will be the same as during normal access hours. Please make sure that security is able to contact an authorized member of your staff in your suite to confirm access. Please be aware that your unapproved visitor will not be permitted to proceed to your suite if no one is available by phone to confirm access.
- **Food Deliveries** - Procedures for food deliveries after normal access hours will be the same as during normal access hours and again, please refer to Dock Deliveries for catered or large food deliveries.

**Dock Deliveries**

**During Normal Dock Operating Hours  
(Monday thru Friday 7:00 a.m. – 5:00 p.m.)**

- **Scheduled Deliveries** - Catering orders or deliveries that can be completed in less than 30 minutes can be planned during normal operating hours. Please call the management office at 215-564-4172 to schedule any activities requiring the use of the loading dock. When your scheduled deliveries arrive, they will be directed to your suite via the freight elevator.
- **Unscheduled Deliveries** - These deliveries will be accepted, but we can not guarantee availability of the dock when they arrive. Our dock security will contact your list of staff, which again should be readily available and are authorized to permit access of the delivery.
- **Moves and Deliveries taking over 30 minutes** – These activities must be scheduled to occur before or after normal operating hours. Please contact the management office at 215-564-4172, at least 24 hours in advance, so that we may coordinate the appropriate staffing for your move or delivery.

**After Normal Dock Operating Hours and Weekends  
(Monday thru Friday 5:00 p.m. – 7:00 a.m., Saturday and Sunday anytime)**

- **All Activity** - Any activities requiring the use of the Loading Dock after normal operating hours must be scheduled with the management office giving a minimum of 24 hours advance notice so that we may coordinate the appropriate staffing for your move or delivery.

Please keep in mind that these access and delivery procedures are for the safety of all at Ten Penn Center and are consistent with other A-class office buildings in the City. With your shared cooperation in using the Tenant Portal Work Order System, we believe that these procedures will not hamper or restrict, but rather expedite and safeguard your visitors and deliveries.

## **KEYS AND ACCESS CARDS**

We will issue two (2) keys per lock at the commencement of the lease. Additional keys will be issued upon request to the Building Management Office at a charge to the Tenant of \$5.00\* per key. We make all keys from originals and ask that Tenants refrain from duplicating keys outside the Building. Duplicates made by outside vendors would be made from a copy that may damage the locks. Should a Tenant require locksmith service, Building Management will provide one at the Tenant's cost.

1. Security within leased premises is the responsibility of each Tenant. Tenants may provide additional internal security systems for their offices. However, they must notify Building Management before the installation of any security systems within Tenant's leased premises. Building Management is also available for assistance in the selection of a security system that is most suitable to Tenants needs.
2. All Employees requiring access into the building above the lobby level must possess a current building access card. In lieu of a building access card, an employee must present a valid form of photo identification and sign into our visitor registration portal. Our security personnel will then call up and confirm access with your

authorized staff. It is imperative that Building Management is notified as changes occur in your staff, so we can make the necessary additions and deletions to our current building list, communication of this information will result in enhanced security for everyone. Also, please contact the management office immediately if your access card is lost, stolen, or damaged so that we may discontinue the card and re-issue a new one for a fee of \$25.00\*. Your employees must also possess a key/card to/for your suite as the building access cards only gain entry into the high-rise and our security staff are not permitted to unlock Tenant doors.

3. Afterhours access to the building is available through the Market Street East Revolving door (Starbucks side of building) entrance only. Other ground floor entrances will be locked after hours.

*\* Prices are subject to change.*

## MOVING AND DELIVERY GUIDELINES

All delivery traffic **must** come through the Loading Dock. No hand trucks or delivery carts are permitted in the main lobby or in the upper elevator lobbies.

The loading dock may be accessed at the Commerce Street entrance and is linked directly to our freight elevator which services all floors.

Deliveries **must** be scheduled with the Management Office at least twenty-four hours in advance.

Large deliveries or pick ups requiring the loading dock and/or the freight elevator in excess of thirty minutes must be scheduled before or after the normal business hours of (Mon-Fri 7:00 a.m.-5:00 p.m.) and also on the weekend. All scheduling will be done on a first come first served basis.

We insist on delivery schedules to ensure that deliveries are timely, free of complications, and so that we can coordinate appropriate staffing. This policy benefits both Tenants and the building because it helps to alleviate excess delivery charges that vendors often levy when there is any delay.

These moving and delivery guidelines have been developed to ensure a safe and efficient environment for you and your organization. Following these guidelines will expedite your deliveries, protect the people handling them as well as protect your property and the building itself. If you are planning a move please follow the guidelines below and we would be happy to answer any further questions you may have. Please call the Management

Office at (215) 564-4172.

### PLANNING A MOVE

- Notify us as soon as possible of the date and time of your scheduled move. The Building Management must clear all moving arrangements.
- Large office moves may only occur after hours and on the weekends and **must** be handled by the freight elevator and loading dock.
- The moving contractor must provide a Certificate of Insurance prior to the move. The mover must be bonded and carry a minimum of one million per occurrence and two million in the aggregate in Commercial General Liability insurance. In addition, the contractor is required to have Excess Liability Insurance in the amount of not less than one million per each occurrence and the statutory limits for Worker's compensation insurance. We suggest that you secure a certificate of insurance for your firm as well.
- Your moving contractor will be responsible for any damage to the building incurred during the move.  
To avoid unnecessary damage:
  - Pad or otherwise protect all entrances, doorways and walls affected by the move.
  - Cover all floors traversed during the move with the appropriate material.
- Your moving contractor must report any electrical problems or equipment breakdowns that occur during the move that may affect building operation. They are also responsible for removing all trash and bulky material.
- Ten Penn Center is a smoke-free building and we ask that your contractors and movers follow the building's no smoking policy.
- The Fire Marshall prohibits the blocking of any fire corridor, exit door, elevator, lobby, or hallway. Do not park moving vehicles in marked Fire Lanes.

## **BUILDING SERVICES**

### **Maintenance Requests**

All requests regarding cleaning or mechanical services must be directed to the Building Management office. You may call us or send your request through our web based work order system, 360Facility. We request that you designate a representative of your company or major departments within your organization to act as a liaison between you and Building Management.

### **Cleaning**

General cleaning is done on a nightly basis. This includes Tenant common area vacuuming, waste receptacles, drinking fountains, restrooms, the building lobby and common areas. Bright metal work will be polished as well.

Weekly services include detail vacuuming, the dusting of pictures and all exposed furniture tops, fixtures, shelving, windowsills, chair rails, baseboards and molding.

Polishing and buffing (no wax) of Tenant floors will occur monthly.

Blinds, louvers, grills and flush light fixtures will be dusted biannually.

Perimeter window exteriors are washed quarterly and the interior of the perimeter windows are cleaned annually. All partition glass is spot cleaned. Our public entrance doors and lobby glass are cleaned daily.

Special cleaning requests such as additional cleaning, carpet shampooing etc. can be made through Building Management, depending on the type of service requested and additional cost may apply.

## **TRASH REMOVAL**

All trash receptacles are emptied daily. Any items to be disposed of that are not in a wastebasket must be clearly marked **TRASH**. Never use wastebaskets as storage containers for items not intended to be discarded nor should such items be placed alongside trash containers for they may be removed with it and irretrievably lost.

We ask that Tenants do **not** place any type of waste in the hallway or by the freight elevator. Any waste that was not discarded the previous evening or that has accumulated during the day due to unusual office activities may be removed by contacting the Building Management Office at **(215) 564-4172**.

Any contractors or subcontractors employed by Tenants are solely responsible for the removal of waste and any debris resulting from their work on a daily basis. Should the contractor leave any waste material, Building Management will have it removed at an additional cost to the Tenant.

## **RECYCLING**

Ten Penn Center proudly acknowledges its environmental responsibilities by participating in a recycling program. Recycling benefits not only our environment and minimizes the amount of waste and toxins that are hauled to landfills and incineration plants, but is cost effective as well. Our daily single stream recycling program currently includes the co-mingled recycling of all office paper, cardboard, aluminum cans, glass, and plastic bottles.

We also offer computers, light bulbs, and battery recycling services and ask that you contact us if you would like to recycle any of these materials. We continue to look for more innovative ways of improving and increasing our recycling program.

Our shared participation in this type of program drastically reduces our waste removal costs and facilitates simpler waste management for our custodial staff. We urge all of our Tenants to display an equal amount of environmental concern by utilizing the recycling containers we have provided. Please refer to the guidelines below as a reference for proper daily waste separation.

### **RECYCLABLE MATERIALS**

#### **UNDER DESKS AND CUBICLES SMALL BINS**

All office paper

#### **COPY AREA LARGE BINS**

All office paper

#### **KITCHEN AND COFFEE STATIONS LARGE BINS**

Co-mingled and **clean** aluminum cans, plastics #1-#7, glass bottles, etc. (i.e. usual recyclable materials)

### **NON-RECYCLABLE MATERIALS**

#### **KITCHEN AND COFFEE STATION (IF NEEDED) LARGE BINS**

Hand towels

Coffee Cups

Food Waste

## **HVAC SERVICE**

Our state-of-the-art HVAC (Heating, Ventilation, and Air Conditioning) system utilizes a PC based Direct Digital Control (DDC) system designed to provide Tenants with superior indoor air quality and consistency in temperature. Heating is supplied through perimeter radiation. Ventilation is supplied from central fans with cooling coils to variable air volume boxes above the Tenant's ceiling. Both the temperature and air volume are adjusted to maintain the preset temperature in the office. Our high efficiency chillers utilize ozone friendly HCFC-134 refrigerants. The building supplies Tenants with HVAC service during Standard Business Hours, which are Monday through Friday from 8:00 a.m. to 6:00 p.m., and Saturday from 8:00 a.m. to 1:00 p.m.

We ask that Tenants request after hour HVAC service at least twenty-four hours in advance and by 12:00 noon Friday should weekend service be required. Our request that Tenants provide as much notice as possible is so that we can accommodate their needs. HVAC rates established by the building are available upon request from the Building Management Office and are subject to change.

## **ELEVATOR SERVICE**

Ten Penn Center boasts the provision of thirteen automatically programmed elevators in two separate banks. The low-rise bank provides service from floors 1 to 15. The high-rise bank serves floors 15 through 27. Our elevators are equipped with a control system that allows a quick response to calls even at critical peak times of the day. For your viewing pleasure, each elevator is equipped with The Captivate Network which offers up-to-date national news, weekly updates and sport's scores on digital screens.

The elevators also possess features that make their employment easier for all types of passengers. Tones and lights that differ in response to the direction aid Hall response. Additional features are; Braille buttons in the cars and audible tones to signal floor passing. Infrared door detectors allow easy access for those passengers that may arrive as the doors are closing. Each car is also equipped with an emergency phone and intercom for safety. Our elevators are routinely serviced, and if by chance you should experience a problem with an elevator, we ask that you notify the Building Management Office at once.

**BILLABLE BUILDING SERVICES**

Please find listed below all billable services:

1. Dumpster/Bulk Trash Removal
2. HVAC Overtime
3. Freight Elevator Service
4. Light Bulbs & Ballast
5. Keys & Lock Changes
6. Access Cards
7. Special Cleaning (Carpet Shampooing - Washing Lights)
8. Loading Dock Security
9. Mechanic/Vendor request

## **CONFERENCE & TRAINING CENTER**

Located on the 24<sup>th</sup> floor, we offer a Conference & Training Center as an amenity at no charge to building tenants, on a first-come, first-serve basis. The Conference & Training Center offers seating for up to fifty persons along with modular furniture that can be arranged in any possible formation to suit your meeting's needs.

Available Monday through Friday during normal business hours, this facility offers the following complimentary amenities:

- Drop down wall mounted projection screen with integrated:
  - Ceiling mounted projector
  - BluRay DVD Player
  - Cable Television
  - Wireless microphones (2)
  - Ceiling mounted speaker system
- Easy-to-use Push Button Controls for the projector screen and integrated equipment.
- Laptop with Microsoft Office Suite.
- Display easel without paper
- Flip Chart Easel with Post-It Note Paper.
- Walltalker white marker board including dry erase markers and erasers.
- One analog line, high-speed data lines and wireless router are available for Internet access, browsing.
- Separate Reception Area with desk and waiting area.
- Complimentary Keurig coffee, tea and Aquamark LX filtered hot and cold water.
- Two vending machines carrying the leading beverage and snack brands.
- Sink and mini-refrigerator

Reservations and additional information on this facility is available on-line through the Tenant Portal at [www.tenpenncenter.com](http://www.tenpenncenter.com) or by calling the management office at 215-564-4172.

**BUILDING RULES, REGULATIONS AND OPERATING POLICIES**

**Insurance**

All Tenant leases include a provision requiring Tenants to have comprehensive public liability insurance and extended coverage insurance for all Tenant belongings in Tenant premises. Building Management must be provided with Certificates of Insurance that state each policy coverage will not be materially changed or canceled with less than thirty days prior written notice.

**Common Areas**

Common areas are sidewalks, entrances, lobbies, halls, passages, elevators, stairways and facilities furnished for common use by Tenants. We find it in the best interest of both the Tenants and the building to retain control of the operation of these areas. Therefore, we ask that Tenants refrain from obstructing or using them for purposes other than entering and exiting the premises. Tenants are not to permit visitations in such number or condition that will interfere with the use or enjoyment of common areas by other Tenants. Tenants will not be allowed to place any mats, trash or other objects in common areas.

**Window Coverings**

The cover or obstruction of any windows, skylights, door or transom that admits light is not permitted.

**Renovations**

Each Tenant must refer all contractors, contractors' representatives and installation techniques rendering any services to the premises to Building Management for approval prior to the commencement of any work. This provision includes the installation of electrical equipment, telephones, computer and communication equipment, electrical devices and attachments and any installation affecting floors, walls, woodwork, windows, or other physical portion of Tenant premises. Tenants are responsible for compliance with Government Requirements and must procure at their expense all necessary permits, licenses and insurance certificates for work to be performed. Tenants and their contractors are also responsible for the transportation, storage and safekeeping of materials and equipment used in the performance of any work, as well as the removal of any resulting waste or debris on a daily basis.

**Exterior Signage**

Building Management will not permit any signs, advertisements or notices to be affixed to

Tenant premises without our consent. Signs on or beside interior suite doors must be installed by the person designated by Building Management at a cost to the Tenant.

#### **Restrooms**

Building Management assumes responsibility for the cleaning and maintenance of restrooms. We request that restrooms, water closets and other water apparatus be employed only for the purposes for which they were intended. Ten Penn Center is a smoke-free environment and smoking is prohibited in these areas as well.

#### **Noise**

To ensure a productive work environment for all of our Tenants we prohibit noise disturbances of any kind such as the play or operation of musical instruments, radio or television that may disrupt other Tenants.

#### **Hazardous Materials**

Tenants are not to manufacture, store, treat, transport, dispose of, discharge, use, or produce "Waste" at, from, or within the building. "Waste" is defined as any hazardous or radioactive material, polychlorinated biphenyls, friable asbestos, or other hazardous or medical waste substances as defined by the Comprehensive Environmental Response, Compensation and Liability Act as amended, or by any other federal, state or local laws, statute, rule, regulation or order concerning environmental matters, and all hydrocarbons and petroleum products.

Tenants may use cleaning materials and office supplies in the ordinary course of Tenants' business, in reasonable quantities and provided that such materials and supplies are used, stored and disposed of in compliance with all applicable laws, ordinances and regulations.

Tenants with materials requiring MSDS (Material Safety Data Sheets) must have them on file and give copies of them to the Building Management Office, as well as information detailing the quantity and location of the substance on Tenant premises.

The use or storage of any electric heating devices, kerosene, camphene, burning fluid or other illumination materials is not permitted without the consent of Building Management.

## **RENTAL REMITTANCE**

Rent payments are due on the first day of each month of the terms of the lease. All rent and other payments are to be made payable to:

TEN PENN CENTER ASSOCIATES LP  
LOCKBOX - 785721  
PO Box 785721  
Philadelphia, PA 19178-5721

Please contact the management office at (215) 564-4172 for wiring instructions or payments made by overnight courier services.

## **GENERAL RESTRICTIONS**

To insure proper use and care of the building as well as insuring the provision of a professional and productive environment for our Tenants, we have listed the following general regulations.

### **Tenants are not to:**

- Keep animals or birds in any area of the building.
- Use rooms as sleeping apartments, lodging or any other non-business purposes.
- Allow anyone but building employees or contractors to clean rooms.
- Bring bicycles or similar vehicles into the Building.
- Manufacture any commodity, prepare or dispense food, beverages, tobacco, drugs, flowers or other products without prior written consent from Building Management.

## **SMOKE-FREE BUILDING**

Ten Penn Center is a smoke-free building and follows the City of Philadelphia ordinance prohibiting smoking in office buildings, in the workplace, and within twenty (20) feet of any entrance. The designated smoking area for the building is conveniently located outside the rear lobby by the snack shop; this is a secure, covered smoking area.

## **POSTAL SERVICE**

A mail drop is located at the southeast corner of the main lobby adjacent to the public telephones. Bulk mail, large envelopes, newspapers, magazines etc. may also be deposited at that location. Federal Express and UPS drop boxes are also located adjacent to the postal boxes. Mail is delivered to each Tenant's office daily.

Additional postal services or special services may be obtained at the nearest general post office. The nearest U.S. Post Offices are located at 20<sup>th</sup> and Chestnut or in the concourse level of Two Penn Center and are open from 7:00 a.m. to 6:00 p.m. The main post office, which is conveniently close to Ten Penn Center, is located at 30th and Market Streets and provides 24-hour postal service, seven days a week.

## TEN PENN CENTER SECURITY

In addition to our security staff at the Lobby Desk, Ten Penn Center is equipped with closed circuit cameras that constantly scan the loading dock, the Market Street entrance and the Rear Lobby entrance.

The Security staff is continually in contact with the Building Management and Engineers. If you have a security problem or see something suspicious, call the Management Office at 215-564-4172 **immediately**. We have found that the most effective security is obtained when there is a spirit of cooperation between Tenants and Building Management. At Ten Penn Center, we are committed to providing visible, sensible, effective security. We also hope that Tenants will keep in mind that every individual entering the building will not appear as such; nor will every strange looking person be in the building for criminal purposes.

### Basic Security Awareness

Security often involves common sense and an awareness of ones surroundings as well as the people in them at all times. We encourage you to review these security reminders to help avoid unnecessary loss and problems in your office.

1. When you secure your premises at the end of the day, lock all doors and verify that they are locked.
2. Offices are most vulnerable to thieves just after opening in the morning, lunchtime and right before closing. At these times, there is a lot of movement and people are often away from their desks making valuables easily accessible.
3. Do not leave attaches or handbags in the clear view. Do not leave jackets hanging on chair backs and other articles of value unguarded even for a few minutes. Small articles left in plain view are easy targets.
4. Wallets left in jackets hanging on a hook and pocketbooks under desks, in bottom drawers of desks or filing cabinets are common locations that most thieves will know.
5. Keep all vault or safe combinations in a locked place. Remind personnel to keep copies of credit card numbers and contact addresses in a safe place.
6. Notify Building Management if you notice a suspicious person loitering in or about your premises. Be suspicious of any person who enters your suite and when confronted makes excuses that they are lost or looking for another company.
7. Challenge strangers with simple questions such as, "Can I help you? You look lost."

Taking such action will often elicit a response that is a tip-off on whether the person's business is legitimate. The standard office building sneak thief's responses may be: I'm looking for a job, I'm looking for my aunt, or I'm looking for the Personnel Department. If you have **any** doubts, call the Building Management Office **immediately**.

8. The Reception Area is often a Tenant's only line of defense. **Don't** leave it unguarded, especially when your suite entry door is unlocked.
9. People entrusted with office keys should never place them on a ring with an identifying tag. If they are lost, thieves may easily access Tenant premises. Office keys should never be kept in **unlocked** desk drawers. This is a standard location that even novice thieves will check.
10. All keys and access cards should be collected from employees who are leaving the Tenant's employment.
11. If an employee is terminated for any reason, consider changing the locks, resetting any vault or safe combinations they were entrusted with as well as canceling their access cards.
12. Do not allow persons into your offices that claim to have been sent by the Building. We will not send contractors, repairmen, etc. to Tenants' offices unescorted. If you do not recognize a person claiming to be a Building employee, call the Building Management Office.
13. Place serial numbers on all equipment to aid police in locating the goods if they are stolen.
14. Occasionally examine your wastebasket contents at the end of the day to see if any equipment or other valuables have been secretly placed there for later removal.
15. Should your firm be closed when the rest of the building is normally open, notify Building Management and we will have your mail and newspapers collected. A stack of mail outside your suite door is a clear signal that the premises are unoccupied making your office an easy target.
16. Consider having routine background checks done on prospective employees as an extra precaution.

### Theft

Report any suspected theft, no matter how small, to Building Management **immediately**. You should also notify the Police Department; they may be on the trail of a thief targeting office buildings and your report may help them complete their investigation more effectively. The buildings' insurance policy does not cover the theft of Tenants' personal belongings. Personal property insurance is the responsibility of each tenant.

**Incident Reports**

To record the details of any accident, theft, or injury that occurs on the Property, incident reports must be filed. Please notify the Building Management Office as soon as an incident occurs so we can follow up with the appropriate record taking. We appreciate your cooperation in answering any questions that building personnel may have pertaining to the incident.

## **CONTRACTOR RULES**

### **Vendor/Contractor Notification**

Once Tenants have gained approval for work to be performed in Tenant offices, we ask that written notification be provided for security reasons. Notification should include:

- The company name.
- Names of all people who will be doing the work.
- Date(s) work will be performed.
- Time the contractor will arrive and depart.
- Description of the work being done.

### **Contractor Rules**

- All contractor employees will enter and exit the building via the loading dock. They are also required to sign in and out on the log sheet located on the freight elevator.
- Vertical movement through the building will be via the freight elevator unless the following criteria are met:
  - Employees are going between a multi-tenant floor and the main lobby.
  - Shoes have been cleaned of all debris/dust.
  - No tools, carts, buckets or materials are to be carried or rolled onto passenger elevators.
- Full floor Tenant space is not to be used as a transfer floor at any time.
- Stair tower doors are locked and are not to be propped open.
- All construction activities that hinder or impede any business operations must be scheduled after hours at the discretion of the owner's representative.
- Any work requiring a shutdown of electricity, water, fire alarms, systems, doors etc. must be scheduled in advance. In certain cases a lengthy notice period may be required.

**PROPERTY REMOVAL PASSES**

Removal permits allow you or your authorized assistants to remove furniture, equipment and business machines upon presentation of the pass. This protects you against theft of your business furnishings and equipment. You may also prepare a letter on your letterhead signed by one of the designated officials on the signature cards authorizing removal. This will suffice as authorization for removal. Signatures must match with the signature card file at the Security Desk or property removal will not be granted.

## **EMERGENCY PROCEDURES**

At Ten Penn Center we regard the safety and security of our Tenants as one of our highest management priorities. With the interest of your safety in mind we have also provided instructions on emergency procedures. It is our hope that these instructions will never be utilized, but if an emergency should arise we want to ensure that a method of systematic, safe and orderly evacuation of an area or building by its occupants in case of fire or other emergency, in the least possible time, to a previously established safe area.

### **Fire Safety**

1. If you see fire or smell smoke, pull the fire alarm on your floor at the nearest exit stair door. Pull box stations may be found on each floor and you should familiarize yourself with their locations. When the alarm is transmitted, the Security Desk Attendant will notify the Fire Department.
2. If you have time and can do so safely, call the Fire Department at **9-1-1** and report the fire. Be certain to identify the Building and your floor when calling.
3. If time safely permits, also call the Building Manager and your fire emergency floor wardens.
4. Before you attempt to leave your office, feel the door to see if it is hot. If it is hot or if smoke is seeping through the cracks, do not open it. Try another exit door.
5. If you cannot exit your office, seal the cracks around your office doors; go to a window and signal for help.
6. If your exit door feels cool, proceed to evacuate. If there is smoke, stay low. It is best to crawl on the ground, taking quick, shallow breaths until you have located a Fire Tower.
7. Remain in the stairwell until given further instructions by the Fire Department or the building Fire Marshall. Fire Towers are safe areas of refuge since they are enclosed with doors and walls that are fire rated to keep smoke and heat from entering.

**Things to Remember**

- Know where pull stations, stairwells and exits are located.
- Never attempt to put out any sort of electrical fire with water. Only a dry chemical or CO2 fire extinguisher should be used on electrical fires.
- Do not attempt to fight a spreading fire. Focus your efforts on evacuating traffic to the stairs.
- Never use the elevators in a fire emergency. Direct all evacuating traffic to the stairs.
- A responsible person or persons that work in the same area as the disabled should be assigned to assist in the event of a fire. Physically Challenged Individuals are to be taken to the stairwells and remain on the landing until assisted by the Fire Department. Tenants should make known to the Building Management the names and locations of the Physically Challenged in their offices.
- Should the building be evacuated, do not return until the Fire Department, the Building Manager and your Floor Wardens have given the All clear.
- Per the Philadelphia Fire Code, we hold two fire drills per year and written notice will be distributed prior to the drills. All Tenants are asked to cooperate and must stand next to their designated fire tower. Tenants are not required to evacuate the building unless specific instructions are given to do so.

**Tenant Floor Wardens**

Each Tenant is asked to designate at least two responsible employees for its premises, a minimum of three are required per floor to act as a Floor Warden. This person will be responsible for ensuring that all of the Tenants' employees are safely evacuated in an emergency and for coordination during fire drills with the Building Management Office. An alternate Floor Warden should also be selected in case the Floor Warden is unavailable.

Please take the time to forward this critical information to the Building Management Office.

### **Fire Prevention**

1. Keep all trash or waste materials in fireproof trash receptacles and empty them frequently so waste does not accumulate.
2. Keep all trashcans away from drapes or other flammable window coverings.
3. If a fire does ignite in a trash receptacle and no water is nearby, turn an empty trashcan over the fire. This should smother the fire.
4. Turn off all electrical appliances in kitchen areas, and all computers, copying machines and other business machines at the close of each business day.
5. Do not overload electrical circuits.
6. Check all electrical cords for fraying to prevent a spark that might ignite a flammable item.
7. Do not store cleaning chemicals in a warm, enclosed location that might promote spontaneous combustion.
8. Do not store cardboard boxes, packing materials, or other flammable items in common areas or stairwells. Aside from the possibility that they might catch fire, these items could also block your exit route in the event of an emergency.

### **Medical Emergencies**

If a Tenant, employee or visitor becomes seriously ill or is injured, the Rescue Squad of the Philadelphia Fire Department can provide medical assistance:

1. Notify Rescue Squad by dialing **9-1-1**. Describe the medical emergency and ask for interim procedures.
2. Notify Building Management at **(215) 564-4172** so that the Security Desk Attendant will be able to have an elevator on standby for medical personnel.
3. If the medical emergency occurred as a result of occupancy of premises, it is important that Building Management be given all particulars.

### **Elevator Emergencies**

If you become trapped in an elevator, please remain calm. Elevators, no matter how far above ground level they travel, are designed with very substantial safety factors and features. As previously mentioned, each elevator has an emergency phone and intercom for your protection.

### Bomb Threats

In rare instances, office buildings or individual Tenants in office buildings receive a phone-in bomb threat. Should a Tenant receive a bomb threat, the Tenant **must** call the local authorities at **9-1-1 immediately** and provide name, building, address, floor and suite number. Repeat information from the caller. Please also notify Building Management of the situation and the fact that the authorities have been notified. We will follow up, coordinate with the authorities, and notify the building occupants of the situation. It is each Tenants individual decision whether or not to evacuate the building during a threat.

### Reacting to A Bomb Threat

Whoever receives the call that a bomb has been placed in the building or suite should:

- Remain calm and keep the caller on the line for as long as possible, so an attempt can be made to trace the call.
- Use the Bomb Threat Checklist to record what the caller said; identify as closely as possible the age, sex, and accent of the caller; identify any background noise and access the validity of the call.
- Ask the caller where the bomb is located, when it is set to explode, and in what, if anything, the bomb is contained.
- Call **9-1-1** and provide name, building, address, floor and suite number. Repeat information from the caller.
- Call the Building Management Office. The decision to evacuate should be made immediately.
- Follow the Fire Warden's directives for evacuation.
- Take purses, packages, briefcases, suitcases; all of these items are suspect and may be destroyed by the Bomb Squad if left in the suite. Further, in evacuations, your suite will be left unprotected and security coverage could lapse.
- Do not touch or handle any unusual items you might find. Report them to the authorities.
- Be aware of suspicious persons entering your suite, or of strange behavior exhibited by any staff person. Any abnormal activity should be reported to the Bomb Squad.
- Fire Wardens should monitor evacuations as rehearsed in fire drills and ensure that all occupants have left the floor. If an evacuation is ordered, the City of Philadelphia' Office of Emergency Management has deemed 20<sup>TH</sup> & Ben Franklin Parkway as the assembly point for Ten Penn Center.

- If you receive a bomb threat, **DO NOT LET ANYONE USE THAT PHONE.** Immediately contact the Philadelphia Police Department, and then call Building Management.
- If a bomb threat is received by letter, the individual who received the letter should be instructed not to handle the letter any more than necessary.
- As a result of recent events in other American cities an assessment of a Bomb Threat escalates quickly if a device is found, the Bomb Squad will be called and some evacuations may be required.
- Remember decisions to evacuate portions or the entire building are serious and include many risks. It is imperative that everyone remains calm, and follows all instructions.

Please take the time to photocopy and distribute the Bomb Threat Checklist to your employees.

**BOMB THREAT CHECKLIST**

- Remain calm
- Listen carefully
- Be courteous - Do not interrupt the caller
- Write as you listen

**DATE:**  
**TIME:**

**Exact words of person placing the call:**

**QUESTIONS TO ASK:**

When is the bomb going to explode? \_\_\_\_\_  
 Where is the bomb? \_\_\_\_\_  
 Confirm Street Address! \_\_\_\_\_  
 What kind of bomb is it? \_\_\_\_\_  
 What does the bomb look like? \_\_\_\_\_  
 Why did you place the bomb? \_\_\_\_\_

**CHECKLIST**

Identity	Voice	Accent	Speech	Language	Manner	Noises
Male	Deep	Local	Distinct	Excellent	Angry	Airplanes
Female	Hi-pitched	Not local	Distorted	Good	Calm	Animals
Adult	Loud	Foreign	Fast	Fair	Coherent	Bedlam
Juvenile	Intoxicated	Region	Lisp	Poor	Deliberate	Boats
Age:	Pleasant		Nasal	Foul	Emotional	Factory machines
	Raspy		Slow		Incoherent	Music
	Soft		Slurred		Intoxicated	Office machines
			Stutter		Irrational	Party
					Laughing	Quiet
					Rational	Street traffic
					Righteous	Trains
						Voices

## **NEIGHBORHOOD SERVICES**

For your convenience we have provided a list of nearby services that newer Tenants as well as Tenants that have been in the building longer may find useful. Ten Penn Center boasts a convenient location in Center City from which most services can be easily accessed on foot, by car or public transportation. We hope that you will find this list useful in satisfying both professional and personal needs.

### **Services Located in the Building**

<b>AAA Travel Agency</b> Travel Services	(215) 399-1180
<b>Devon &amp; Blakely</b> Fine Food Eatery and Caterer	(215) 575-9111
<b>Happy Flower Shop</b> Floral Arrangements	(215) 496-0803
<b>PNC Bank</b> Banking Services	(215) 585-6598
<b>Reliable Copy Services</b> Copy Services	(215) 563-3363
<b>Starbucks</b> Coffee Service	(215) 569-4223
<b>Scottrade</b> Investment Services	(215) 563-9224
<b>Ten Penn Newstand</b> Snacks and news stand located in rear Lobby	

## **Card & Gift Shops**

<b><i>Faber Coe &amp; Gregg</i></b> One Liberty Place	(215) 386-5235
<b><i>Neil's Hallmark Shop</i></b> 1722 Chestnut Street	(215) 569-3499

## **Caterers**

<b><i>Devon &amp; Blakely</i></b> 1801 Market Street, First Floor	(215) 575-9111
<b><i>Corner Bakery Café</i></b> 1701 Market Street	(215) 569-2533
<b><i>Coventry Deli</i></b> 2000 Market Street	(215) 972-8310
<b><i>DiBruno Brothers Catering</i></b> 1730 Chestnut Street	(215) 564-9339
<b><i>Marathon Grill</i></b> 1818 Market Street	(215) 561-1818

## **Copy Centers**

<b><i>Reliable Copy Services</i></b> 1801 Market Street, Suite 660	(215) 563-3363
<b><i>Replica</i></b> 35 South 18th Street	(215) 567-7107
<b><i>FedEx / Kinko's</i></b> 2001 Market Street	(215) 561-5170

## **Dry Cleaners**

<b><i>Center City</i></b>	(215) 561-6384
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2100 Chestnut Street

***Ye Olde Clean***

(215) 567-9933

23 S. 19th Street (On 19<sup>th</sup> below Market)

### Florists

***Happy Flower Shop***

(215) 496-0803

1801 Market Street, First Floor

***Carl Alan's***

(215) 246-0171

1700 Market Street

***Kremp Florist***

(215) 732-1100

226 W. Rittenhouse Square

***Old City Flowers***

(215) 925-2882

31 S. 3rd Street

### Health Clubs

***LA Fitness***

(215) 564-2121

1435 Walnut Street

***Philadelphia Sports Club***

(215) 564-5424

1735 Market Street

***Gold's Gym***

(215) 673-4653

2451 Grant Avenue

***12th Street Gym***

(215) 985-4092

204 S. 12th Street

***Weston Fitness***

(215) 963-2700

1835 Market Street

### Pharmacies

***Pickwick Pharmacy***

(215) 563-4860

1700 Market Street

***CVS Pharmacy***

(215)-972-0909

1826 Chestnut Street

## Parking Stations & Garages

COMPANY	ADDRESS	PHONE	PER MONTH	EARLY BIRD	24 HOUR RATE
<b>Central Parking</b>	1717 Arch Street	215-231-3155	\$350.00	\$17.00	\$28.00
<b>Central Parking</b>	1901 JFK Boulevard	215-557-3721	N/A	N/A	\$25.00
<b>InterPark</b>	1800 Market Street	215-567-3290	\$360.00	N/A	\$19.00
<b>Parkway</b>	1700 JFK Boulevard	N/A	\$464.00	N/A	\$33.00
<b>Commerce Sq. Garage</b>	2005 Market Street	215-851-6000	\$365.00	N/A	\$27.00

## Photo Finishing

**CVS Pharmacy** (215) 972-0909  
1826 Chestnut Street

**Ritz Camera** (215) 563-8803  
1330 Walnut Street

## Restaurants

**Alma de Cuba** (215) 988-1799  
1623 Walnut Street

**Bistro St. Tropez** (215) 569-9269  
2400 Market Street

**Barclay Prime** (215) 732-7560

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237 South 18th Street <b>Capital Grille</b>	(215) 545-9588
1338 Chestnut Street <b>Continental Midtown</b>	(215) 567-1800
1801 Chestnut Street <b>Cosi Sandwich Bar</b>	(215) 569-2833
1700 Market Street <b>City Garden Chinese</b>	(215) 569-8689
1801 JFK Boulevard <b>Devon Seafood Grill</b>	(215) 546-5940
225 S. 18 <sup>th</sup> Street <b>DiBruno's</b>	(215) 564-9339
1730 Chestnut Street <b>DiNardo's Famous Crabs</b>	(215) 925-5115
312 Race Street <b>Fountain Restaurant</b>	(215) 963-1500
Four Seasons Hotel Philadelphia <b>Genji Japanese Cuisine</b>	(215) 564-1720
1720 Sansom Street <b>Le Bec Fin</b>	(215) 567-1000
1523 Walnut Street <b>Marathon Grill</b>	(215) 561-1818
1818 Market Street <b>McCormick &amp; Schmick's</b>	(215) 568-6888
100 S. Broad Street <b>Oh Shea's Pub</b>	(215) 568-7071
1907 Sansom Street <b>Rouge</b>	(215) 732-6622
205 S. 18 <sup>th</sup> Street <b>Salad Works</b>	(215) 561-1772
1760 Market Street <b>Susanna Foo Chinese Cuisine</b>	(215) 545-2666
1512 Walnut Street <b>Thai Chef &amp; Noodle Fusion</b>	(215) 568-7058
2028 Chestnut Street	

## **Shoe Repair**

<b><i>Ludlow Shoe Repair (formerly Caruso Shoe Repair)</i></b> 1822 Ludlow Street	(215) 563-0994
<b><i>Happy Cobbler</i></b> Suburban Station - Concourse	(215) 751-9809

## **Ticket Sales, Entertainment & Sports**

<b><i>Philadelphia Theater Ticket Office</i></b> (Theater, Sports, Concerts) 1500 Locust Street	(215) 735-1903
<b><i>Glassman's</i></b> 231 S. 13 <sup>th</sup> Street (at Locust)	(215) 545-5400

## **Travel Agencies**

<b><i>AAA Travel Agency</i></b> Ten Penn Center, 1801 Market Street	(215) 399-1180
<b><i>American Express</i></b> 1600 JFK Boulevard	(215) 587-2300
<b><i>Liberty Travel</i></b> 1606 Chestnut Street	(215) 972-0200
<b><i>William Penn Ticket Agency</i></b> 2054 Sansom Street	(215) 568-4321