

Verex Plaza Tenant Handbook



January 2017

www.fiorecompanies.com

FIORE
COMPANIES
A Diversified Investment Company

Executive Summary

Welcome to Verex Plaza in the historic Mansion Hill area of Madison, Wisconsin. We, at The Fiore Companies, look forward to a long and productive relationship with you. Please let us know if we can help as you settle into your new office space. We would be happy to provide any information or services you might require to move easily into your office.



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

At the Fiore Companies, we pride ourselves on quality service and responsive attention to our tenants and our buildings. We encourage you to work with us in upholding our service goals — by sharing your concerns with us and offering suggestions on ways that we can continue to improve your office and surrounding environment.

We hope that you will find this Handbook to be a useful guide to your new surroundings.

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Building Operations

Key Personnel

Contact	Title	Phone no.
Stacy Nemeth	Chief Operating Officer	608.255.5060
Phillip Maier	Vice President of Facilities	608.255.5060
Rosemary Temby	Administrative Services Coordinator	608.255.5060
Kaleigh Richards	Office Support Specialist	608.255.5060

Management and Leasing Office

West Washington Associates LLC

Phone: 608-255-5060

Fax: 608-255-8780

Mailing Address: West Washington Associates LLC
 C/o The Fiore Companies, Inc.
 150 E. Gilman Street, Suite 1600
 Madison, WI 53703

Emergency Numbers

Contact	Emergency no.	Phone no.
Police Department	911	608.255.2345
Fire Department	911	608.266.4420
Ambulance	911	608.266.4201
After Hours Answering Service (24 /7 service)		608.282.6620

Building Hours of Operations

Main Lobby

The main lobby atrium ADA pedestrian door of Verex Plaza is unlocked at 7:00 a.m. and is secured for the evening at 6:00 p.m., Monday through Friday. The building remains locked at all times on weekends and holidays. Tenants entering the building outside of these hours must utilize their access tag to gain entry to the building. Visitors entering the building after hours may gain access via the Door King system

Elevators

The elevators are unlocked and provide access to the entire building from 6:00 a.m. to 6:00 p.m., Monday through Friday. The elevators remain locked on the weekends and holidays.

When the elevators are locked off, tenants must use their access fob to gain entry onto floors three, four and five. For purposes of emergency exiting, the elevators will travel to the first and second floor at all times, without the use of an access tag.

If an elevator fails to operate properly, please let building management know immediately. If you are detained inside of the elevator cab due to a malfunction, you should use the emergency phone to speak directly to Otis Elevator, the elevator maintenance company, and receive further instructions.

Parking Garage

The garage entrance door is opened at 6:00 a.m. and secured again at 6:00 p.m., Monday through Friday. The garage remains locked at all times on weekends and holidays.

Tenants entering the building outside of these hours must utilize their access fob to gain entry to the garage. Visitor access to the garage is not provided.

Holiday Hours

The building will be closed for the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

If a holiday falls on a Saturday, the preceding Friday will be observed; if a holiday falls on a Sunday, the following Monday will be observed.

Building Access

Access Tags and Keys

Tenants have access to Verex Plaza seven days per week, 24 hours per day. An access fob is required to gain entry to the building outside of normal building hours, as described below. Upon move-in, an access tag and a suite key, if applicable, will be issued to all current employees at no charge. After the initial issuance, additional or replacement fobs and keys may be ordered at a cost of \$35 per tag and \$20 per key. Requests for fobs and keys can be made via a work order submitted from our website at www.fiorecompanies.com.

After Hours Access System

The Door King security system provides a means of allowing access to clients or visitors outside of building operating hours. A visitor uses the system in the atrium entrance to find the person they are visiting, and the system then dials the phone number of the selected individual. When the phone is answered, the employee simply presses the # button on their phone and the ADA man door is released so the visitor may enter. If you desire to utilize this system, please provide the appropriate names and telephone numbers to Maintenance via a work order for programming.

Vendor/Contractor Access

There may be special instances when vendors or contractors need to perform work in your suite during non-business hours. In such instances, please provide written notification to building management including:

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

Building staff will not admit your contractor into your suite. Please make arrangements to meet the vendor or to provide them with keys and/or access tags.

HVAC Service (Heating Ventilating and Air Conditioning)

HVAC service is provided to your suite during the dates and times specified in your lease. Outside of these hours, the temperatures will be allowed to fluctuate.

If you require HVAC service outside of these hours, you must submit a request form, 24 hours in advance. Requests can be submitted via work order on-line at www.fiorecompanies.com. The hourly charge for after hours HVAC service is set in your lease agreement.

Janitorial Service

Janitorial service is currently provided through a contract with CMS of Madison. Service is provided Monday through Friday (except holidays), beginning at approximately 6:00 pm. You can submit special requests via a work order at www.fiorecompanies.com. If you have any special janitorial needs or concerns, please contact the Administrative Services Coordinator.

Maintenance Requests

Maintenance personnel are available for service from 7:30 a.m. to 4:00 p.m. Monday through Friday. Maintenance service requests should be submitted on-line at www.fiorecompanies.com. Once you are on the web site, scroll to the Quick Links section at the bottom, where you will find a link for both Maintenance Requests and Janitorial Requests. Work orders will be addressed promptly and the issue will either be handled, or you will be contacted, within 24 hours.

If you have an **emergency request**, or do not have Internet access, please call our maintenance department at **608-282-6620**. This number is answered 24 hours a day, in the event of an emergency.

If a requested service is outside of the scope of Landlord's responsibility as outlined in your lease, you will be given an estimate of charges for the work and it must be signed before work can begin. You will be invoiced separately for these charges when the work is completed.

Moving and Delivery Guidelines

These moving and delivery guidelines have been developed to ensure a safe and efficient move for you and your organization. Following these guidelines will expedite your move and protect the people handling the move as well as your property and the building itself. These guidelines are in no way meant to hamper or restrict your moving process, but rather to safeguard the elements involved in the process. Please let us know how we can best assist you with your move. We would be happy to answer any further questions you may have.

1. Arrange a meeting with Fiore Companies personnel to discuss your move.
2. Notify us as soon as possible as to the date and time of your scheduled move. Fiore Companies must clear all moving arrangements.
3. Large (staff of 10 or more) office moves may only occur on the weekends or after 6 p.m. Monday through Friday. Small (staff less than 10) office moves may be accommodated during normal business hours.
4. The building will provide pads to protect the elevators designated for the move. Elevators that have not been padded may not be used.
5. The loading dock on A Level is the only entry permitted for office moves. Building management must authorize any exceptions to this entry point. If other areas of

access are approved, the mover must protect floors and walls with acceptable material to prevent damage.

6. The garage cannot be used as a staging area.
7. The moving contractor must provide a Certificate of Insurance prior to the move. The mover must be bonded and carry a minimum of \$1 million combined single limit, property damage, and public liability insurance. We suggest that you secure a Certificate of Insurance for your firm as well.
8. 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 appropriate material.
9. Your moving contractor must report any damages that occur during the move. They are also responsible for removing all trash and bulky packing cartons.
10. Our building has a strict “No Smoking” policy. The Madison General Ordinance 23.05 prohibits smoking in places of employment. Moving crewmembers are not permitted to smoke in any area of the building.
11. 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.
12. You will be responsible for any damage caused by your moving firm.

Mail & Delivery Guidelines

U.S. Postal Service

There is a U.S. Postal drop box located outside the main entrance to the building at 150 East Gilman Street and is picked up at 2:00 p.m. For large mailings, please contact the U.S. Post Office to schedule a pick up.

Post office address:

215 Martin Luther King, Jr. Boulevard

Madison, WI 53703

608-250-0121

www.usps.com

Zip Codes, Postal Rates, Hours and Locations - 1-800-275-8777

United Parcel Service (UPS)

To schedule a pickup please call UPS toll-free at 1 800-742- 5877 or log onto www.ups.com

Federal Express (FedEx)

To schedule a pick up please call FedEx toll-free at 1-800-463-3339 or log onto

www.fedex.com

Parking

Employee

The number of parking stalls reserved for your employees is indicated in your lease. Upon move-in, you will designate which employees will be assigned to your parking stalls. These employees will be provided with an access fob that will allow 24 hour access to the parking garage and surface lot. Any employee not assigned a parking stall will not be permitted to park within the Verex Plaza garage or surface lot.

The circle drive in front of the building and the surface lot across the street are monitored regularly. Employees violating parking rules will be issued tickets from the City of Madison Parking Enforcement.

Visitor

Parking is available for visitors in the surface lot across from Verex Plaza. Visitors will park in the designated visitor stalls #12 – 29 on a first come first serve basis. To exit the surface lot, the visitor must use the assigned pin code on the number pad at the gate. Each tenant has an assigned pin from the Fiore Companies, Inc. that can be changed upon request at any time. To do so, please submit a request at www.fiorecompanies.com.

It is suggested that when you have scheduled meetings and are expecting more than 10 visitors that you give advance notice to the Fiore Companies. This will allow us to better accommodate your visitors. Due to the limited amount of visitor parking available, we suggest, in addition to using the surface lot, you consider allowing your visitors to temporarily park in your leased stalls when feasible.

Personal Belongings

The common areas of Verex Plaza are for the use of all tenants and visitors to the building. Therefore, no personal belongings should be placed or left in any of the common areas. All personal belongings must remain inside of your office space.

Bicycles

In an effort to minimize damage to the interior finishes of the building, bicycles are not allowed inside the offices or lobbies of Verex Plaza. Bike racks are located in front of the building outside the front doors.

Pets

No animals or pets, other than those assisting the disabled, are allowed in Verex Plaza at any time.

Rent Payments

Rent payments are due on or before the first of each month. Payment may be made by check or by automatic withdrawal from a specified account. If paying by check, it should be made payable to West Washington Associates LLC and mailed to 150 East Gilman Street, Suite 1600, Madison, WI 53703. The form necessary to initiate auto pay service is included in the Appendix of this Handbook.

Security

Because any building security system is only as effective as the people relying on it, we encourage you to review these security reminders to help you avoid unnecessary loss and problems within your suite.

1. Secure your premises at the end of the business day by locking all doors and then verifying that they are properly locked. We recommend locking your suite entry door after 5 p.m. even if people are working late.
2. Never leave your reception area unattended when your suite entry door is unlocked.
3. Do not leave briefcases or handbags in clear view. Do not leave wallets or other valuables in jackets hanging on chair backs.
4. Keep all keys and safe combinations in a locked desk drawer.
5. Notify building management immediately if you notice a suspicious person loitering in or about the building. Be suspicious of any person who enters your suite and when confronted makes excuses that they are lost or looking for another company.
6. Put serial numbers on all business equipment to aid police in locating the equipment if it is stolen.
7. If an employee is terminated for any reason, please notify maintenance immediately in order to have their access tag terminated. If your suite entry is controlled with a key, you should consider changing cylinders on the lock. You may also want to reset any safe or vault combinations they may have been entrusted with.

Signage

Each suite in Verex Plaza has a standard sign next to the office door, which will be installed upon move-in. In addition, tenants will be permitted entry on the standard building directory near the elevators on the first floor. If an employee needs to be added, or removed from, the lobby directory, please submit a work order request.

Smoking

In accordance with Madison General Ordinance 23.05 smoking is not permitted anywhere inside Verex Plaza or the parking garage. Violators may be fined by the City of Madison.

Solicitation

Solicitation is not allowed in the building or on the building premises. Please notify building management immediately if you notice a solicitor within the building. Building staff will locate the person as quickly as possible and escort him/her off the premises.

Space Heaters

Use of space heaters is strictly prohibited at all times by the City of Madison Fire Department. If you are experiencing a problem with temperature control, please contact our office.

Theft

Report any suspected theft, no matter how small, to building management immediately. You may also notify the Police Department. The building's insurance policy does not cover the theft of tenant's personal belongings. Personal property insurance is the responsibility of each tenant.

Building Amenities

Café

There is a shared café space on B level, which contains dining tables and chairs for, televisions, music system, ping pong table, soft seating and an outdoor patio with lakeside seating. Food service is provided by Monty's Blue Plate Diner from 8 am – 2 pm, Monday – Friday.

This space may be reserved for tenant use outside of the normal hours of 8 am – 2 pm. Please contact the Fiore office for reservation and arrangements. Please be respectful of others and keep this area neat at all times.

Meeting and Conference Rooms

Verex Plaza has a conference facility on C level that may be reserved for your use. Fees for usage are described in your lease agreement.

1. The large conference room can accommodate approximately 30 people.
2. The smaller conference Room can accommodate approximately 8 people.

Both spaces have Wi-Fi service and white boards for your use. Furniture can be rearranged to meet your needs.

Use of any of the above rooms must be scheduled with Fiore by submitting a work order at www.fiorecompanies.com. Reservations are accepted on a first come, first served basis.

Vending

Vending machines are located on A level, adjacent to the loading dock, for tenant use.

Emergency Procedures

The safety and security of tenants in the Verex Plaza building is one of our highest management priorities. With this interest for your safety in mind, we have provided you with abbreviated instructions on emergency procedures. Please take a moment to review the following instructions so you will react quickly and appropriately in any emergency situation.

Remember: being prepared and staying calm are the two most helpful aids to coping effectively during an emergency.

Tenant Information and Emergency Contacts

Included in Section 5 of the handbook is an emergency contact form. The form should be completed and returned to Fiore immediately after move-in. The contact names will be kept in a confidential file. We also ask that you update the information when the emergency contact names change due to personnel changes.

Emergency Evacuation

In the event of fire, or other emergency, it may be necessary to evacuate the building. A copy of the evacuation plan for your premises is included at the end of this section of the Tenant Handbook.

To aid in safe evacuation of your staff, we recommend that you adopt the following practices.

1. Safety or floor wardens should be appointed by each Tenant to coordinate evacuations. This person should be someone who commands the respect of fellow employees, stays calm in emergencies, and is very familiar with appropriate exits, pull stations, and fire extinguishers.
2. When the notice to evacuate is given, floor wardens should immediately gather their group together and walk, not run, to the closest exit stair and begin descending. Walk DOWN, OUT, and AWAY from the building.
3. Never attempt to use an elevator.
4. Floor wardens should ensure their group stays together, and should take a head count once evacuation is complete.
5. Tenants should stay away from the building and from any emergency equipment.
6. If there is a fire, sound the alarms immediately and make sure a 911 call has been placed and the Building Management office has been notified.
7. Follow established procedures for evacuation of persons with disabilities.
8. Post a floor diagram within your suite so staff can clearly see designated exits.

Fire Emergency

In the event a fire is discovered in your office or you see smoke coming from another part of the building, remain calm and follow these instructions:

1. Call 911 and give the name and address of the property and the location of the fire.
2. Call the Building Manager and your fire emergency floor wardens.
3. Know where fire extinguishers, pull station, stairwells, and exits are located.
4. Small fires, such as a fire in a trash can, may be put out with a fire extinguisher.
5. 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.
6. Do not attempt to fight a spreading fire. Focus your efforts on evacuating and helping others evacuate in an orderly fashion.
7. Know the location of the nearest fire exits; you should be able to find them in the dark.
8. Never use the elevators in a fire emergency. Direct all evacuating traffic to the stairs.
9. Before you leave your office, feel the door to see if it is hot before you open it. If it is hot, or if smoke is seeping through the cracks, do not open the door. Try another exit door.
10. If you cannot exit your office, seal off the cracks around your office doors, go to a window and signal for help.
11. If the exit door feels cool, proceed to evacuate. If there is smoke, stay low. Crawl on the ground and take short breaths until you reach a stairwell. This should be a safer area, and you should be able to move freely and quickly to evacuate.
12. Follow the emergency plan guidelines for evacuating any persons with disabilities on your floor.
13. Choose a specific site outside the building that is far enough away from the building to avoid injury from explosion or shattering glass to reconvene with your staff once evacuation has been successfully completed.
14. Do not return to the building until the Fire Department, your building manager, and your floor warden have given the "All Clear".

Fire Prevention

WHAT YOU CAN DO TO PREVENT FIRES

1. Keep all trash or waste material in fireproof trash receptacles, and empty them frequently so waste does not accumulate.
2. Do not empty ashtrays or throw cigarettes into waste receptacles containing flammable materials or onto carpets in elevator or suite areas.
3. Limit smoking to outside areas equipped with appropriate receptacles in which to dispose of cigarette waste.
4. Do not light incense and candles. They are not permitted in the building at any time.
5. Keep all trashcans away from draped or other flammable window coverings.
6. If a fire does ignite in a trash receptacle and no water is nearby, turn an empty trash can over the fire. This should smother the fire.
7. Turn off all electrical appliances in kitchen areas, and all computers, copying machines, and other business machines at the close of each business day.
8. Do not overload electrical circuits.
9. Check all electrical cords for fraying to prevent a spark that might ignite a flammable item.
10. Do not store cleaning chemicals in a warm, enclosed location that might promote spontaneous combustion.
11. Do not store cardboard boxes, packing material, or other flammable items in common areas or stairwells. Aside from the possibility that they might catch on fire, these items could also block your exit route in the event of a fire.

Tornado and Severe Weather Warnings

In the event there is a tornado or other severe weather, you should rely on the Dane County Emergency Warning System. There is a tornado siren downtown that will be activated by Dane County in the event of a tornado. If this alarm sounds, all building occupants should heed the warning and take cover in the interior stairwell, C level, or lower level of the parking garage.

Bomb Threat

In the rare event of a bomb threat, please follow these steps immediately.

1. Whoever receives the call that a bomb has been placed in a building or suite should:
 - Remain calm and keep the caller on the line as long as possible so an attempt can be made to trace the call.
 - Use the ATF Bomb Threat Checklist (located in Section 5 of the Tenant Handbook) to record what the caller said, identify as closely as possible the age, sex, and accent of the caller, identify any background noise, and assess the validity of the call.
 - Ask the caller where the bomb is located, when it is set to go off and what the bomb is contained in.
2. Call 911 and provide name, building address, floor and suite number. Repeat information from the caller.
3. Call the Building Management Office. Evacuations will begin immediately, all threats are taken seriously.
4. Follow floor wardens' directives for evacuation.
5. 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.
6. Do not touch or handle any unusual items you might find. Report them to the authorities.
7. Be aware of suspicious persons entering your suite, or of strange behavior exhibited by any person. Any abnormal activity should be reported to the Bomb Squad.

If the bomb exploded, there will probably be a fire and injuries. Therefore:

- Follow fire emergency instructions.
- Evacuate the premises in an orderly fashion.
- Follow established procedures for evacuating physically impaired persons and help injured people evacuate.
- Call 911 or your local emergency number.
- Call the Building Management Office.
- Evacuate speedily, but do not run.
- Use stairwells, not elevators.

Suspicious Packages

What makes a package suspicious?

1. Any unattended package may be considered a suspicious package. As a result, it is recommended that packages, luggage, etc. never be left unattended at any time.
2. If your company or an employee were to receive a threat of any kind, and then find an unattended package that would be suspicious.
3. If the package is marked differently, looks as if it has been placed there on purpose, or if you have just fired an employee, the package would be suspicious.

Some characteristics of suspicious packages and envelopes include the following:

- Inappropriate or unusual labeling
 - Excessive postage
 - Handwritten or poorly typed addresses
 - Misspellings of common words
 - Strange return address or no return address
 - Incorrect titles or title without a name
 - Not addressed to a specific person
 - Marked with restrictions, e.g. "Personal," "Confidential" or "Do not x-ray"
 - Marked with any threatening language
 - Postmarked from a city or state that does not match the return address
- Appearance
 - Powdery substance felt through or appearing on the package
 - Oily stains, discolorations or odor
 - Lopsided or uneven envelope
 - Excessive packaging material such as masking tape, string, etc.
- Other suspicious signs
 - Excessive weight
 - Ticking sound
 - Protruding wires or aluminum foil

If a package or envelope appears suspicious, treat it as suspect.

- Do not handle it unnecessarily.
- Secure the location.
- Follow the procedures for bomb threats.

Incident Reporting

If an incident occurs on the property that results in damage to the building or personal property, physical injury, or loss of property, please notify the Building Management Office as soon as possible so we can follow up as appropriate. In most instances, you will be asked to aid in the completion of a brief Incident Report.

Upon initial notification to the Building Management Office please try to give a complete description of the incident or individual including:

1. Time of the incident
2. Location of incident
3. Explanation of incident
4. Description of the individual(s) involved (approximate height and weight, type of clothing, etc.). Please note that an incident may involve employees, tenants, visitors, clients, vendors or contractors.

Power Failure

Verex Plaza has been designed to minimize the risk of a general power failure resulting from causes within the building. Should a power failure occur, it typically would affect either an isolated area of the building or a large geographic area of which this building is a part.

All suites and public areas are equipped with adequate lighting for egress of the facilities.

In the event of an electrical failure, please observe the following guidelines:

1. Contact Building Maintenance by calling (608) 282-6620.
2. If there is adequate lighting from windows, continue to perform assigned tasks as well as possible.
3. If you are instructed to evacuate the building, lock all areas of your premises.
4. Do not congregate in the lobby areas or in the street.
5. If you are trapped in an elevator during a power failure, do not panic. Wait for assistance. Your elevator will cease operation, but will not fail. Do not attempt to force the doors open or escape through the roof hatch. Use the elevator telephone which will contact you directly to Otis Elevator.
6. Building management will notify you as soon as possible when power will be restored.

Appendix

The following forms in this section are for your use as referenced throughout the handbook.

- Tenant Information Card
- Directory Information and Suite Signage
- Auto Pay Authorization Form
- ATF Bomb Threat Checklist
- Evacuation Plans by Floor

