

**JBP Properties - Mini Portal  
Electronic Tenant® Portal**

**Created on October 17, 2023**

## **Amenities: Amenities**

JBP Property is currently servicing over 400 million square ft and offers a cost effective, indispensable, informative and interactive tools for building owners, brokers, tenants and property managers.

## **Amenities: Car Wash**

Red Hand, LLC now offeres a free car wash program to all employees use the parking garage for over a month.

# Emergency Procedures: Active Shooter in the Workplace

**Response to Active shooter - Quickly determine the most reasonable way to protect your own life.**

## **CONTACTING AUTHORITIES - When you are safe:**

Call Security or 9-1-1, and be prepared to give the following information concerning the incident:

1. Your exact location (building, floor, room number)
2. Specific location and direction of the assailant(s)
3. Number of assailant(s)
4. Sex, race and age of assailant(s)
5. Clothing color and style Number injured, types of injuries

**Run - if there is an accessible escape path, attempt to evacuate the premises.**

### **Be sure to:**

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 9-1-1 when you are safe

**Hide - if evacuation is not possible, find a place to hide where the active shooter is less likely to find you.**

### **Your hiding place should:**

1. Be out of the active shooter's view
2. Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
3. Not trap you or restrict your options for movement

### **To prevent an active shooter from entering your hiding place:**

1. Lock the door
2. Blockade the door with heavy furniture

### **If the active shooter is nearby:**

1. Lock the door
2. Silence your cell phone and/or pager
3. Turn off any source of noise (i.e., radios, televisions)
4. Hide behind large items (i.e., cabinets, desks)
5. Remain quiet

### **If evacuation and hiding out are not possible:**

1. Remain calm
2. Dial 9-1-1, if possible, to alert police to the active shooter's location
3. If you cannot speak, leave the line open and allow the dispatcher to listen

**Fight - As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:**

1. Acting as aggressively as possible against him/her

2. Throwing items and improvising weapons
3. Yelling
4. Committing to your actions

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# **Emergency Procedures: Bomb Threat**

## **Telephone Threat**

When a bomb threat is made over the telephone, obtain the following information from the caller:

- Exact location of the device.
- Time set for explosion;
- Description of the device;
- Reason the caller has placed the bomb;
- Exact words used by the caller.
- Keep this information as confidential as possible.
- Notify the Police Department. Call 911.
- Notify the Management Office at Insert Number

Once the Management Office has been notified of a bomb threat, it is our policy to advise your firm's manager or senior officer. It is up to the manager or senior officer to decide whether it is appropriate to evacuate the office.

In the event that you are asked to evacuate the Building, please move away from the Building so as to allow unfettered access to emergency personnel. Do not re-enter the Building until the Management Office, the Police, or the Fire Department have given clearance.

## **Suspicious Packages or Mail Bombs**

Letter bombs are usually sent through the mail addressed to a specific individual in the company, usually disguised to look like some sort of gift or a small package. Letter bombs have the power to kill or seriously maim anyone in close proximity. Letter bombs are usually contained within a large size manila envelope 1 1/4" to 1 1/2" thick and are fairly rigid.

However, the technology used in letter bombs has become increasingly sophisticated, and can be difficult to detect visually. Letter bombs have been mailed from cities or small towns in the United States, as well as from foreign countries. Be especially wary of letters that are mailed to titles -- Chairman, President, Manager, Security Officer, etc. - rather than directly to named individuals.

### **If you suspect a parcel contains a letter bomb:**

- Clear everyone out of the immediate area; establish at least a 25 foot radius around the package.
- Notify the police at 911 and Building Management.
- DO NOT HANDLE IT UNDER ANY CIRCUMSTANCES.
- DO NOT ATTEMPT TO DEACTIVATE IT YOURSELF.

## **Emergency Procedures: Civil Disturbance**

Should a riot or civil disturbance start outside the Building, the security guards will immediately lock all entrances to the building. The police will be notified. We will keep you informed.

If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

# Emergency Procedures: Earthquake

## Earthquake Preparedness

Keep an earthquake preparedness kit on hand. Include the following:

- Food and water - at minimum, a 3 day supply (a 7 day supply is ideal)
- First Aid kit and First Aid manual
- Large and small heavy-duty plastic bags, duct tape and scissors
- Extra prescriptions and eyewear
- Heavy-duty shoes and gloves
- Extra clothing, and a whistle
- Rescue tools
- Portable TV and/or radio with extra batteries
- Flashlights and extra batteries
- Cash (ATMs and credit cards may not work)
- Emergency Phone List, including family at work, school, daycare, etc.
- Long-distance message check-in phone number
- Cell phone

## During an Earthquake

Most earthquake-induced injuries are caused by falling objects or debris that has become dislodged by the quake. During an earthquake, please observe the following:

- Remain calm, do not panic.
- Stay in the office area.
- Take cover under tables, desks, or strong doorways.
- Keep away from windows and glass doors.
- Keep clear of filing cabinets, shelves and tall stacks of materials.
- Check for any injured personnel and administer first aid where necessary
- Floor Wardens should assess damage and injuries and be prepared to expedite evacuation of serious cases.
- In the event of a fire resulting from an earthquake, follow the fire emergency procedures.

Elevators are equipped with seismic detectors, which when activated, will automatically stop the elevator at the nearest floor; if they are occupied at the time, inhabitants should exit immediately, and follow instructions issued by the Floor Warden.

## Following an Earthquake

- Be prepared for aftershocks. While aftershocks are generally smaller than the earthquake that generates them, they can cause additional damage.
- If you smell gas, notify the Building Office or Security immediately.
- Check immediate location – make sure you are safe.
- Check for injuries and apply first aid as needed. Be prepared for an absence of immediate emergency services, and be prepared to help yourself and others.
- Extinguish any fires. Do not light matches. Do not smoke.
- Listen for news or pertinent instructions on the radio or television.
- Do not use the telephone unless you have a dire emergency; ensure that all telephone receivers are properly mated to their cradles.
- Conserve, and responsibly ration food and water.



## **Emergency Procedures: Elevator Malfunction**

If you are in the elevator and it stops for no apparent reason, remember to remain calm. Pressing the emergency button within the cab will alert Building Management that the elevator is malfunctioning. The cab number will be identified, and so too, the specific floor on which it is stuck. The Guard will establish two-way communication with elevators occupants until help has arrived.

In the event of a power outage, elevators will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car itself will temporarily cease moving. Each elevator will automatically return to the lobby, their doors will open, and they will remain inoperable until the power has been restored.

**IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.**

## Emergency Procedures: Emergency Contacts

<b>All Emergencies</b> Aaron O'Neil - 202.342.7090 x101	<b>Building Management Office</b> Ian O'Neil - 202.342.7090 x101
<b>After Hours Emergencies</b> Jordi St. John - 202.342.7090 x101	<b>Fire Department - non Emergency</b> Lisa Story - 202.342.7090 x101
<b>Police Department - non Emergency</b> Julio Jimenez - 202.342.7090 x101	<b>Hospital</b> 202.342.7090 x101

### Important notes:

If you call 911 as a result of a medical emergency, please be sure also to notify building management with your name, callback number, and location so that security may swiftly guide the paramedics to your exact location.

If the audible alarm within the building sounds, please do not call the Management Office, unless you have something specific to report. Building Management is aware of the noise, as well as the source of the alarm, whether it's false or a legitimate emergency. Please keep the telephone lines clear so that Management may attend to the situation as quickly and efficiently as possible.

## **Emergency Procedures: Evacuation**

It is extremely important that all tenants evacuate in the precise manner and to the exact area as designated by the tenant safety coordinators.

### **The following evacuation procedures should be observed:**

- Before opening any door to the corridor, check the door and doorknob for heat. If it is warm, stay in your office and, if possible, 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.** All the stairwells are constructed with fire-resistant materials to provide safe evacuation for building occupants.
- **DO NOT PANIC,** Panic is the most harmful and most difficult element to control in an emergency. Avoiding panic is accomplished through the following steps:
  - 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 ATTEMPT TO USE THE ELEVATORS, Elevators report to the main lobby where the doors will open during building alarm and are not available for use.**

# Emergency Procedures: Fire and Life Safety

## Fire Prevention

- Do not accumulate quantities of discarded files or other paper trash in your office or storage area. Pay special attention to housekeeping in those departments that produce quantities of debris, such as duplication machines, mailing and receiving rooms.
- Do not store large quantities of flammable solvents, duplicating fluids, or other combustible fluids.
- Keep electrical appliances in good repair. Report unsafe conditions to the building office.
- When furnishing an office, consider the fire potential of materials used in large amounts, like overstuffed chairs, settees, couches or anything that could become a combustible item. Such furnishings should be flame-proofed.
- Where potential for fire is especially high, such as supply rooms, tenants may wish to consider installing additional fire extinguishers.

## Fire Prevention

### IF YOU DISCOVER A FIRE, you should remain calm and:

1. Pull the nearest fire alarm. Alarms are located in the corridors adjacent to the stairwells.
2. Call 911 from a safe location.
3. Evacuate or relocate and assist all others in the immediate area.
4. Close doors behind you to isolate fire.
5. Proceed to stairwells and listen for instructions. NEVER use the elevators.
6. Be cautious when opening doors so as not to spread the fire.
7. Touch any door to see if it is hot before opening.
8. If smoke is present, stay low and crawl with your body against the floor. The clearest air is near the floor. If forced to make a dash through smoke or flame, hold your breath and cover your nose and mouth with an article of clothing.

## **Emergency Procedures: Flooding**

In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by Building Management personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

## **Emergency Procedures: Medical Emergency**

**In the event that an accident or illness befalls one of your employees, or a visitor to your office area, please:**

1. Call Emergency Services at 911.
2. Provide the Emergency Dispatcher with the following information:
  - Your name
  - Your Building's name and address
  - Your specific floor number, and the exact location of the emergency
  - Any pertinent details of the accident or illness
3. Do not move the injured/ill person. Attempt to make them as comfortable as possible.
4. If feasible, send someone to meet the emergency unit upon its arrival in the lobby.
5. Call the Management Office at Insert Number. Inform management that you have called 911 and briefly describe the nature of the emergency.
6. The emergency unit will be with you shortly and will administer all necessary medical assistance. Determine, if possible:
  - Name, address and age of injured/ill person
  - The nature of the problem, as best you can surmiseAll known
  - allergies and current medications taken by the individual
  - A local doctor

## **Emergency Procedures: Power Failure**

All JBP Property Buildings and Common areas are served by emergency generators. In the event of power failure, these generators will provide emergency power for certain basic building functions. Those functions include:

1. Activating emergency lights on each floor throughout the building, including all Exit signs.
2. Activating all stairwell lighting.
3. Activating the building's emergency Fire, Life and Safety Systems as well as the building's communication systems.
4. Recalling all elevators to the ground floor lobby. (One elevator will remain operative for use by security to assist handicapped persons or to take service crews and equipment into the building, as needed.)

It is seldom necessary to evacuate the building during a power failure. Unless you are directed to do so through the emergency communication system, please remain in your offices.

**Please... DO NOT CALL the Management Office unless you need to notify us of the location of a disabled employee.**

## **Emergency Procedures: Severe Weather**

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are present that can produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken to enhance safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Building Management, but rather by each Tenant Company. However, in the event these conditions do exist, the following guidelines should be adhered to:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.



## **Emergency Procedures: Toxic Hazards**

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed. Call 911. Provide the building's address, your floor and phone number, and also what type of spill has occurred. Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

## **Emergency Procedures: Homeland Security**

JBP Properties recommends that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

Department of Homeland Security

<http://www.dhs.gov/dhspublic>

Federal Emergency Management Association

<http://fema.gov/>

American Red Cross

<http://www.redcross.org/>

Center for Diseases Control and Prevention Emergency Preparedness and Response

<http://www.bt.cdc.gov/>

**Local media outlets will provide important information during an emergency situation.**

# Emergency Procedures: Pandemic Preparedness

## What you Need to Know

An influenza (flu) pandemic is a worldwide outbreak of flu disease that occurs when a new type of influenza virus appears that people have not been exposed to before (or have not been exposed to in a long time). The pandemic virus can cause serious illness because people do not have immunity to the new virus. Pandemics are different from seasonal outbreaks of influenza that we see every year. Seasonal influenza is caused by influenza virus types to which people have already been exposed. Its impact on society is less severe than a pandemic, and influenza vaccines (flu shots and nasal-spray vaccine) are available to help prevent widespread illness from seasonal flu.

Influenza pandemics are different from many of the other major public health and health care threats facing our country and the world. A pandemic will last much longer than most flu outbreaks and may include "waves" of influenza activity that last 6-8 weeks separated by months. The number of health care workers and first responders able to work may be reduced. Public health officials will not know how severe a pandemic will be until it begins.

## Importance and Benefits of Being Prepared

The effects of a pandemic can be lessened if you prepare ahead of time. Preparing for a disaster will help bring peace of mind and confidence to deal with a pandemic.

When a pandemic starts, everyone around the world could be at risk. The United States has been working closely with other countries and the World Health Organization (WHO) to strengthen systems to detect outbreaks of influenza that might cause a pandemic.

A pandemic would touch every aspect of society, so every part of society must begin to prepare. All have roles in the event of a pandemic. Federal, state, tribal, and local governments are developing, improving, and testing their plans for an influenza pandemic. Businesses, schools, universities, and other faith-based and community organizations are also preparing plans.

As you begin your individual or family planning, you may want to review your state's planning efforts and those of your local public health and emergency preparedness officials. State plans and other planning information can be found at <http://www.flu.gov/professional/checklists.html>

The Department of Health and Human Services (HHS) and other federal agencies are providing funding, advice, and other support to your state. The federal government will provide up-to-date information and guidance to the public if an influenza pandemic unfolds.

## Pandemic Flu Resources

There are many publicly available resources in place to help communities, companies, and individuals plan for a possible pandemic flu outbreak. A few of the most useful sites are linked below:

### [Pandemicflu.gov](http://www.pandemicflu.gov)

This is the official U.S. Government site for information on pandemic and avian influenza. The material on this site is organized by topic for easy reference.

### [Centers for Disease Control and Prevention \(CDC\)](http://www.cdc.gov)

The CDC Web site is another primary source of information on pandemic influenza. They also have a hotline—1-800-CDC-INFO (1-800-232-4636)—that is available in English and Spanish, 24 hours a day, 7 days a week (TTY: 1-888-232-6348). Or, if you prefer, questions can be e-mailed to [inquiry@cdc.gov](mailto:inquiry@cdc.gov).

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

DHS is working on a "Business Planning Guide," which will be posted on the DHS home page and on [Pandemicflu.gov](http://www.pandemicflu.gov) as soon as it is completed. Also, for business-specific questions, the DHS has created an e-mailbox—[DHSPandemic@dhs.gov](mailto:DHSPandemic@dhs.gov).

[BOMA Resources](#)

BOMA/Greater Toronto Pandemic Flu Report

The report addresses the threat to commercial buildings from an avian flu pandemic.

**The resources above will provide a lot of information, but we also encourage you to:**

Listen to local and national radio.

Watch news reports on television.

Read your newspaper and other sources of printed and Web-based information.

Look for information on your local and state government Web sites.

Consider talking to your local health care providers and public health officials.

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## **Introduction: Welcome**

This Electronic Tenant® Portal equips you with the tools and information you'll need to understand JBP and how to efficiently facilitate your company's tenant operations. Please dedicate some time and familiarize yourself with the contents -- it's a vital resource that's being provided to you with everything you'll need to carry out tenant-related logistics. Moreover, it will keep you informed about current property news, events, provide helpful tips and insightful information.

Every attempt is made to portal information up to date and accurate, however it's likely information will change from time to time. When there are revisions which will effect tenants, Building Management will provide notification about revised information. If you have any suggestions for the portal, questions or concerns, please contact the Building Management Office - we welcome and appreciate any and all feedback. There's also a suggestion box link, located at the bottom of the home page, where you can quickly submit portal your suggestions that will come directly to us.

Building Management Staff is available to help. Your first call, for issues or concerns, should be directed to the Building Management Office, where we will gladly provide you with any needed assistance -- we're here for you and very pleased to have you as a tenant.

Again, we welcome you to JBP, a premier [ETH Property](#).

## **Introduction: About JBP Property**

[Electronic Tenant® Solutions \(ETS\)](#) develops web-based applications and accompanying services that are deployed by over 400 million square feet of commercial property. [Electronic Tenant® Solutions'](#) success is based on the proven capacity to meaningfully and tangibly advance a property owner's most salient goals and initiatives and maximize the value of established resources (yours, 3rd party and ours) to cost-effectively, cultivate a superior property management/tenant experience.

We develop and deliver Applications and Services that address multiple property operations with added focus on communications. An enhanced concentration on communications, delivers a significantly greater return on investment, beyond that of a primary focus on property operations.

Benefits of the aforementioned, include increased tenant retention, better emergency preparedness, decreased / stabilized liability, improved tenant relations, heightened operational efficiency, expedited leasing, improved positive brand awareness, 24/7 access, eco-friendlier operations and mitigated energy use.

# Introduction: Operating Instructions

## Navigation

You move through The Electronic Tenant® Portal 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® Portal has special features, such as a **Downloadable Forms** and [Search engine](#). 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® Portal is updated on a regular basis, so please be sure to periodically check for updates and new information. In order to keep you abreast of your property's operations, we have included a monthly **Building Calendar** and **Announcement Board**. Here, you will find information regarding scheduled maintenance and events taking place at the property.

If you are having trouble accessing the Electronic Tenant® Portal or need assistance, please e-mail or call the Management Office

## **Policies & Procedures: Contractors**

Construction firms and personnel providing remodeling services must be approved by the Building Manager and must provide proof of adequate insurance coverage, including certificates establishing bonding, compliance with worker's compensation, and insurance for public liability and property damage in amounts equal to those required to be provided by you under your lease agreement. These certificates must name both the landlord and Manager as additional insured.



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

JBP Property is committed to providing quality office space managed with professionalism and an experienced eye for detail. Your help in meeting these standards is greatly appreciated. The following common-sense rules protect everyone and are intended as a broad outline only. See your lease for a more specific enumeration of tenant obligations:

1. Please do not block the halls, courts, elevators, and other public spaces or use them for any purpose other than traveling to and from your office. This rule includes storage of freight, merchandise, displays or showcases in any common area used by people outside your own firm.
2. Please do not alter the exterior appearance of the building by installing signs, advertisements, notices or other graphics on exterior walls, or interior surfaces visible from outside, without prior permission. Similarly, electrical fixtures hung in offices or other spaces along the perimeter of the building, which affect its exterior appearance, must be fluorescent of a color and type previously approved in writing by Building Management.
3. Interior signs on doors and any directory tablet shall be of a size, color, and style acceptable to Building Management.

## **Policies & Procedures: Insurance Protection**

**The Tenant shall provide the following minimum insurance coverage:**

### **Commercial General Liability**

Combined Single Limit - \$1,000,000 per occurrence and \$3,000,000 annual aggregate per location. (Such insurance shall be broad form and include, but not be limited to, contractual liability, independent contractor's liability, products and completed operations liability, and personal injury liability. A combination of primary and excess policies may be utilized. Policies shall be primary and noncontributory.)

### **Worker's Compensation - Statutory Limits**

#### **Employer's Liability**

With minimum liability limits of \$1,000,000 bodily injury by accident each accident, \$1,000,000 bodily injury by disease policy limit; \$1,000,000 bodily injury each employee.

#### **Property Insurance**

All-risk, replacement cost property insurance to protect against loss of owned or rented equipment and tools brought onto and/or used on any Property by the Service Contractor.  
Excess/Umbrella liability - \$5,000,000

## **Policies & Procedures: Moving Policy**

- The property management office **MUST** be notified at least five (5) days prior to move-in.
- Elevators will only be available for move-in after 6:00pm
- Monday through Thursday and 6:00pm Friday until 5:00pm Sunday.
- All debris is the responsibility of the tenant and should be removed before regular business hours, Monday through Friday, 7:00am to 6:00pm.
- The loading dock is the only building entrance permitted for large moves.
- Please use the freight elevator **ONLY** for moving furniture and equipment from the ground floor to your suite floor.
- A layer of material, such as masonite, **MUST** protect all common corridor and lobby floors.
- All door jambs must be protected by a material such as cardboard or cotton padding.
- The entrance doors (building and suite) must be protected by furniture pads or cotton padding.
- All walls and corners must be protected by a material such as masonite or cardboard.

## **Policies & Procedures: Smoking**

JBP Property is completely smoke-free as required by Washington, D.C law. Smoking is prohibited in all areas of the buildings, including all elevators, stairs, lobbies, corridors, restrooms, mechanical, storage, and janitorial areas, as well as all offices and work areas. Smoking is not permitted outside of the building within 25 feet of any operable windows, doors, outdoor air intakes or outdoor cafe seating areas.

## **Security: After Hour Access**

Security officers on duty **after hours** will permit access upon presentation of proper authorized building identification card.

## **Security: Building Access**

### **Photo ID Badges**

Employees are required to carry authorized photo building identification badges issued by JBP Properties. Anyone unable to present this badge will be treated as a visitor and must show a photo ID and obtain a temporary daily pass for access.

### **Visitors**

Visitors are required to present photo identification to lobby staff, who will issue a temporary visitor pass ID. Visitor passes must be affixed to an outermost garment.

# Security: General Office Security

## Security Checklist

- 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 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 Office of the Building immediately.

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## **Security: Key and Lock Policy**

For security reasons, JBP staff is not authorized to open office doors if keys are lost or misplaced without approval from an authorized tenant representative. Only in the event of an emergency will tenant doors be opened.



## **Security: Lost and Found**

Please contact the Management Office at 202.342.7090 Ext. 101 to claim items that have been lost or found in the buildings.

## **Security: Property Removal**

In order to protect tenant property and reduce theft, all packages, equipment, or furniture removed from the building must be accompanied by an authorization from Building Management.

## **Security: Solicitation**

Solicitation is not permitted. If someone is soliciting in your suite, then please notify the Management Office at 202.342.7090 Ext. 101 and we will send appropriate personnel to escort them off of the premises.

## **Security: Deliveries**

### **Freight Entry**

The sidewalk freight entrance is available during business hours of 8:00 a.m. to Noon and 1:00 pm to 4:00 pm. Individuals utilizing this entrance will be treated as visitors. Drivers and passengers will be required to show a bill of lading and a photo ID. Our freight entrance is under strict video surveillance.

The following items may require the use of freight service; all construction materials, furniture delivery, excessive amount of file boxes, items requiring more than one trip. Please contact the Building Management Office for confirmation. These services are billable. The rates can be obtained in the Building Management Office.

## **Services: Building Signage & Directory**

All request to change suite signs or lobby directories should be made through the management office.

## **Services: Cleaning**

Cleaning service is provided five nights a week, Monday through Friday. Carpets will be vacuumed, unobstructed surfaces dusted, and trash will be emptied. If trash that is to be disposed of is not in wastebaskets, then please inform the cleaning personnel by leaving a large note on such items marked TRASH. Please DO NOT leave items that are not trash on top or near wastebaskets that might be misconstrued as garbage. If you have special cleaning needs, such as carpet shampooing, then contact the Building Management office. Special cleaning services can be arranged at tenant expense.

**If a small cleaning problem should arise during working hours, please contact the Building Management.**

**If you have any questions or comments regarding the cleaning services, please notify the Building Management's Office.**

## **Services: Elevators**

The building passenger elevators are designated for passenger use only. No deliveries or bikes are permitted on the passenger elevators. All deliveries are to be made through the freight elevator.

## Services: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. 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).

[JBP Cafe](#)

[JBP Recycling](#)

Password-protected:

[Sample COI Form](#)

[Tenant Survey](#)



## **Services: HVAC**

If the temperature in your office needs adjustment, please contact the building management office. Your call will be referred immediately to engineering personnel.

The standard hours of operation of the heating and air conditioning systems are 8 am to 6:30 pm Monday through Friday. Special arrangements should be made for any HVAC needed outside of those hours.

## **Services: Mail Service**

The JBP mailrooms are located on the first floor of the building. Mailboxes will be supplied for each tenant. Mail will be delivered to these boxes daily. Mail delivery and pick up occurs daily at each building Monday through Saturday.

## Services: Maintenance Requests

For your convenience this Handbook includes an Electronic Tenant® Service Request System. Use this system to submit routine maintenance requests directly to the engineering department; to track the status of previously submitted requests; to download important documents; and to communicate with the property management office.

1. Simply click on the link below,
2. Enter your username and password
3. Choose the action you would like to complete

**Click here to log into the Electronic Tenant Service Request System**

Once you have logged into the system, you will be presented with four options:

1. Complete a Maintenance Request Form
2. Update User Information
3. View Electronic Maintenance Request Log
4. Download Miscellaneous Administrative Forms

For detailed instructions for using the Electronic Tenant® Service Request System please see the following pages or contact the Building Office.

### Completing a Service Request Form

After logging in, click on the "**Electronic Maintenance Request Form**" Link. Users will be taken to a service request form.

**Step One-** Confirm or complete all contact information.

**Step Two-** Choose the nature or type of request being submitted.

**Step Three-** If applicable, provide details of the contractor to be used.

**Step Four-** Review all information thoroughly. Click submit.

You will receive conformation via e-mail that your request was submitted to the management office.

### Updating User Information

Personalized user information is used to auto-fill the Electronic Maintenance Request Form for quick and easy submission. In addition, accurate contact information will assist the management staff in expediting all maintenance requests. Each user should check regularly to ensure that accurate information is on file.

### Electronic Maintenance Request Log

This feature allows users to track and monitor all service requests submitted through the Electronic Tenant® Service Request System. Service requests are sorted by month and will have the current month displayed upon entry.

### Miscellaneous Forms

Here users can download and print various administrative forms, reports and documents. In order to access the forms and documents contained in this section, users must have Adobe Acrobat Reader 5.0 or higher installed on their computers. This software is free and can be obtained by [clicking here](#).

**Questions regarding the Electronic Tenant Services Request System should be directed to the Management Office.**

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## Services: Documents

For your convenience, we have included downloadable and printable PDF document forms including invoices, forms etc. To view and print PDF files, click on the Tenant Company name you are associated and enter the password to download your forms. 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). Please contact Property Management if you need a password.

[Magella Health Services](#) (Option 1)

[General Electric](#) (Option 2)