

PACES WEST



OCCUPANT HANDBOOK



Welcome to Paces West

We have designed this comprehensive Paces West Occupant Handbook to provide you with as much information as possible concerning the property. Should you have any questions or need additional information, please contact the Management Office at 770-805-0706. Outlined below is a brief description of the Occupant Handbook as well as information regarding the management of Paces West.

Paces West Occupant Handbook is usually most utilized by the person who is responsible for managing your office and is likely to be a key decision maker regarding your office space needs. Please review each section and the table of contents.

Paces West Occupant Handbook is organized in three sections.

Section I, General Information, describes the management and operational procedures for the building.

Section II, Tenant Services, outlines the quality services available to tenants, with suggested guidelines for your office.

CP Group, LLC, serving as a real estate advisor to major institutions throughout the country, offers a complete range of corporate real estate services and strategies that directly assist clients in reaching their real estate objectives.

The property staff at Paces West is a highly motivated management and leasing team that takes full responsibility for the coordination of resources. The objective of the Paces West Management Team is a smooth, efficient and safe operation of the property.

[2727 PACES FERRY ROAD, ATLANTA, GA 30339. 770.805.0706](http://2727PACESFERRYROAD.ATLANTA.GA30339.770.805.0706)

We utilize proven standardized systems and approaches at Paces West and all other properties managed by CP Group, LLC. Thus, a consistently high level of management service is provided to both tenants and clients.

Please call on any of us at any time.

Paces West Tenants

2727 Paces Ferry Road SE
Building Two, Suite 125
Atlanta, Georgia 30339

Re: Occupant Handbook

Dear Tenant:

We have compiled and designed comprehensive documentation, procedures and training information for our tenants. We have provided our tenants with the latest safety, security and operational information as required and as recommended by local, state and national organizations and governing authorities. This information is provided to you in the Paces West Occupant Handbook to provide you with as much information as possible concerning the property. Should you have any questions or need additional information, please contact the Management Office at 770.805.0706.

Maintain this manual in your office and bring it with you to the annual Occupant Handbook meeting so that the information contained therein can be updated and revised as needed in the future.

The Paces West Occupant Handbook will be utilized by the person who is responsible for managing your office and training your personnel and who is most likely to be a key decision maker regarding your office operations.

The property staff at Paces West is a highly motivated management and leasing team that takes full responsibility for the coordination of resources. The objective of the Paces West Management Team is the safe, efficient and effective operation of Paces West. We utilize proven standardized systems and approaches at Paces West and all other properties managed by CP Group, LLC. Thus, a consistently high level of management services and support are provided to both tenants and clients.

Thank you for your time and consideration.

Please call on any of us at any time.

PACES WEST

Welcome to Paces West

We have designed this comprehensive Paces West Occupant Handbook to provide you with as much information as possible concerning the Paces West Property.

The Paces West Occupant Handbook is organized into two (2) sections.

Section I, **General Information** describes the Management and Operational procedures of the building.

Section II, **Tenant Services**, outlines the quality services available to the Tenants, with suggested guidelines for your office.

Please sign and date below in acknowledgment of receipt of the Paces West Occupant Handbook and return the acknowledgment to the Management Office.

Maintain this manual in your office and bring it with you to the annual Occupant Handbook and Emergency Procedures meeting so that the information contained therein can be updated and revised as needed in the future.

Sign _____

Date _____

OCCUPANT HANDBOOK

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PACES WEST

INTRODUCTION

SECTION I

This section of the Paces West Occupant Handbook reviews specific information relating to the management and operation of the building.

In this section, you will find a listing of Building Personnel as well as guidelines concerning hours of building operations, temperature control, scheduling of deliveries, mail and express mail services, keying and access cards, moving and billing processes, and Building Security.

We appreciate your careful reading of this section to familiarize you with the building operations and building regulations here at Paces West. Many of the building operations and building regulations are specific to the tenant and owner lease terms and conditions. If you have any questions after reviewing this section of the handbook, please call a member of the CP Group, LLC in the Building Management Office at 770.805.0706.

THE PACES WEST MANAGEMENT TEAM.

The Building Management Office is located in Building Two, Suite 125. It is open from 8:00 a.m. to 5:00 p.m. Monday through Friday, and is closed Saturdays, Sundays and holidays. To contact the Building Management Office, please call (770) 805-0706. During non-business hours, the building on-site security staff is available to take your message. We will respond to your inquiry at the earliest opportunity. On-site security may be contacted through the management office (770) 805-0706 or at the security desk:

- Building One 678-213-4184/470-693-0908
- Building Two 678-213-4185/470-693-0875

The Management Team of Paces West is comprised of the following individuals, all of whom can be reached through the Building Management Office:

Title	Responsibilities
Property Manager	Provides on-site management; coordinates all Building activities.
Asst. Property Manager	Assists the General Manager in the execution of building projects, operations and management functions.
Chief Engineer	Provides on-site infrastructure and operations management; coordinates all building infrastructure, operations activities, and regulatory compliance and construction projects.

KEY EMERGENCY RESPONDENT PERSONNEL

(Also see "Section Three" of this Handbook)

Emergency Manager

Sandra Grice – Assistant Property Manager

The Emergency Manager's primary responsibility is to coordinate and implement an effective evacuation of the building's occupants in case of a serious fire or other situations that might require evacuation. Further responsibilities include the preparation, monitoring and implementation of a training program for tenant Fire/Safety Wardens. The Emergency Manager also is responsible for the implementation and coordination of the emergency procedures during an emergency condition.

Incident Commander

Randall Whitten - Chief Engineer

The Incident Commander is responsible for all on going incidents and in the implementation of the fire evacuation plan and actions taken by the building's emergency assistance team prior to the arrival of the Cobb County Fire Department. The Incident Commander will coordinate with and assist the responsible municipal emergency services (Fire Department, emergency services personnel, EMS) in briefing as to seriousness, location, access and type of emergency condition while explaining actions taken prior to the arrival of the municipal emergency services (Fire Department, emergency services personnel, EMS).

Emergency Respondent Team

Randall Whitten – Chief Engineer

Daniel Melton – Assistant Chief Engineer

Katherine Brooks – Senior. Property Manager

Sandra Grice – Assistant Property Manager

Malika McCalla – Property Administrator

Lamont Graham – Director of Security

The Emergency Respondent Team consists of management team emergency respondent personnel who would assist the Incident Commander, the Safety Director and Fire Department personnel in the event of an emergency condition at the property.

Tenant Fire Safety Wardens

To be appointed by tenant management.

Tenant Fire Wardens are responsible for implementing the orderly and safe evacuation of their space and personnel upon notification from the building Fire Alarm System, Emergency Notification System, the Public-Address System, Building

Emergency Respondent Personnel or Fire Department Personnel. Tenant Fire Wardens should attend the annual Fire Warden's Meeting and have current evacuation procedures in place for their space. They must also be responsible for appointing Deputy or Alternate Fire Wardens to assist them in an emergency condition and to serve in the capacity of Fire Warden if the designated Fire Warden is not in the office.

There must be a Fire Warden and an Alternate or Deputy Fire Warden appointed to manage personnel and emergency procedure operations for every fifty (50) tenant occupants.

PACES WEST OPERATIONS

Managed by: Address: Ensignia

Telephone: 2727
Paces
Ferry
Road SE
Building
Two, Suite
125
Atlanta,
Georgia
30339

770-805-0706

Office Hours: 8:00 a.m. to 5:00 p.m.

Building Access Hours: Monday thru Friday 7:00 a.m.
to 6:00 p.m. without access

card

*Security Hours 24 hours Daily (24/7)

Building HVAC Hours: Service Loading Dock
Hours:

8:00am to 5:00pm 8:00am to M-F
1:00 pm Saturday

Delivery personnel are
required to sign in with
building security for access
to the freight elevators. M-F

Furniture or Unusually Large Deliveries: Before 8:00 a.m. and after 5:00 p.m. Monday
 thru Friday.24 hours Saturday thru Sunday.

**No oversized deliveries or furniture may be made between the hours of 8 a.m. and 5:00 p.m.,
Monday through Friday due to the shared use of the loading dock by all tenants and delivery
personnel during business hours.**

**All furniture and large deliveries must be coordinated with the Management Office to
reserve the loading dock space. See Deliveries page of this section.**

BUILDING HOURS AND HOLIDAYS

Normal hours of operation at Paces West with regard to access are 7:00 a.m. to 6:00 p.m., Monday through Friday. Access to the Building at other times is monitored by the Building's security personnel and surveillance systems.

To provide you with the most effective security, all tenants and personnel entering the building outside of normal operating hours are required to identify themselves, sign-in and sign-out with the security guard at the security desk before accessing the Building.

All contractors and vendors must have after hour access and or property access forms completed prior to entering the premises.

Paces West Management Office will be officially closed on the following holidays:

New Year's Day

Labor Day

Martin Luther King Day

Veteran's Day

President's Day

Thanksgiving Day

Memorial Day

Friday after Thanksgiving Day

Independence Day

Christmas Day

Security will be on duty during each of these holidays. Should you require any cleaning, HVAC or other services on any of the above holidays or after hours, please contact the Building Management Office at least 48 hours in advance. We will be glad to provide you with an estimate for these services during holidays.

BUILDING DELIVERIES

No oversized deliveries may be made between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday. All furniture and large deliveries must be coordinated with the Management Office to reserve the loading dock space.

All oversized deliveries must be made after 5:00 p.m. Monday through Friday. All furniture and large deliveries must be coordinated with the Management Office to reserve the loading dock space.

All oversized deliveries may be made 24 hours, Saturday and Sunday. All furniture and large deliveries must be coordinated with the Management Office to reserve the loading dock space.

NO Parking is allowed in front of either building. These are designated “Fire Lanes”.

ALL deliveries are to be made at the loading dock. If you need to utilize the freight elevators, please contact Security at the Loading Dock by pressing the button for assistance by the door or see Security Personnel at their post located on the lobby level (4th Floor) in Building Two and Lobby Level in Building One. Delivery personnel must surrender their driver's license to receive an access card to the delivery destination. The driver's license will be returned once the access card is returned to security.

ALL deliveries are to be made through the service elevators (Same information applies as above if freight elevator access is needed).

All large deliveries not scheduled with the Management Office AT LEAST 24 HOURS IN ADVANCE ARE SUBJECT TO REFUSAL.

HEATING, VENTILATING, AND AIR CONDITIONING SYSTEMS

General Services

Heating and Base Building air conditioning, in season, are provided Monday through Friday from 7:00 a.m. to 6:00 p.m. and Saturday from 8:00 a.m. to 1:00 p.m. Your office temperature is maintained per your lease specifications and terms at a comfortable level and centrally controlled. Should the temperature level become uncomfortable in your suite, or in a particular office, please call the building management office or enter your request through our Angus work order system. Please contact the management office to register for access to Angus at (770) 805-0706.

Heating and Base Building air conditioning are not provided on holidays or after normal business hours. If you need HVAC service at these times, please contact the building management office at least 24 hours in advance to schedule this service and inquire about the current charge.

HVAC Systems Overview

The Paces West HVAC cooling system is powered by four (4) York centrifugal chillers and a central chilled water system. During the summer, cool air is delivered by dedicated floor air handling units and fans. The air conditioned air is delivered through a system of variable air volume units and distributed to occupied spaces with diffusers located above the ceiling. During the winter months, the building is heated by warm water economizer operations and electric heating elements located above the ceiling at the perimeter of the Building. The heat is controlled by thermostats, which are located in various offices and occupied spaces. This heat is delivered to your offices by plenum fans also located above the ceiling. Heating and cooling adjustments may only be accomplished by contacting property management through Angus. The thermostats located in each suite will not make these adjustments.

HEATING, VENTILATING, AND AIR CONDITIONING SYSTEMS

HVAC After Hours Request

HVAC provided after normal building hours is provided upon request and submittal of a workorder through the Angus work order system. After hours HVAC is billable at the rate specified in your lease or at market rates which are updated as electrical costs increase or decrease.

Space Heater Policy: The purpose of this policy is to promote the safety of the Paces West Tenants. The following restrictions on the use of personal and/or office area appliances are effective immediately. The use of electric space heaters (or those fueled by other means) is strictly prohibited at Paces West. Electric space heaters pose a safety risk and fire hazard by overloading building electrical circuits. They are also a very inefficient means of providing heat and often result in the discomfort of occupants in nearby offices or work areas. Individuals who believe their work area is too cold may contact the Management Office at (770) 805-0706 or submit a work order request to have their space evaluated.

SPECIAL OR AFTER HOURS DELIVERIES

The Building maintains a loading dock. The freight elevator is located adjacent to the loading dock via the service corridor at building one and in the service elevator lobby at building two.

As we do not allow deliveries to be made through the lobby doors, all tenant deliveries must be directed to the loading dock area. Delivery Personnel will notify Security by pressing the button outside of the loading dock doors when arriving to receive an access badge for freight elevator usage.

Delivery personnel are required to use the freight elevator ONLY. The passenger elevators may not be used for deliveries of packages.

Please advise all carriers, armored car personnel, package delivery services, contractors and vendors. We need the cooperation of all of our tenants to enforce these regulations. Please instruct all delivery services to use the loading dock and the freight elevators. The main lobby entrances may not be used for these deliveries.

All contractor and vendors that are scheduled to enter the buildings and property **must have a current Certificate of Insurance on file in the building management office** and be compliant with the building insurance requirements.

Deliveries, which cannot be scheduled during regular operational hours, may be scheduled through the Building Management Office. Please call the management office to notify management and security of these scheduled operations. Since security personnel must be present for these deliveries and operations, please allow at least **48 hours' notice** for these special delivery and operation times.

Security Officers are not authorized to accept any deliveries ever. There are no exceptions

SPECIAL OR AFTER HOURS DELIVERIES

Deliveries of any type will not be accepted by Building Security or Management. This is a liability issue and there will be no exceptions. No oversized deliveries, furniture, bulk materials, construction materials, mechanical / electrical equipment or any delivery that may occupy the loading platform, service elevator or corridors may be made between the hours of 8 a.m. and 5:00 p.m., Monday through Friday. All furniture and other large deliveries and operations must be coordinated with the Building Management Office to reserve the loading dock space.

No oversized deliveries may be made between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday. All furniture and large deliveries must be coordinated with the management office to reserve the loading dock space.

All oversized deliveries must be made after 5 p.m. Monday through Friday or anytime Saturday or Sunday. All furniture and large deliveries must be coordinated with the management office to reserve the loading dock space.

Please call the management office and provide the appropriate forms as specified in other sections of the Occupants Handbook.

NO Parking is allowed in front of either building. These are designated “Fire Lanes”

ALL deliveries are to be made at the loading dock and service entrance areas.

ALL deliveries are to be made through the service corridors to the service elevators.

All deliveries not scheduled with the Management Office AT LEAST 48 HOURS IN ADVANCE ARE SUBJECT TO REFUSAL.

EXPRESS MAIL

U.S. Mail

For best mail service, use the following address format according to the appropriate building and suite number.

The ABC Company
2727 Paces Ferry Road
Building #, Suite #
Atlanta, GA 30339

The Mail Rooms are located on the lower level of building one and on the second floor of Building Two. The mailroom contains the tenants' mailboxes and the mail drop off chute. A FedEx drop box is also available in both mailrooms. Tenants are responsible to obtain a mailbox letter from the management office to present to the post office for a mailbox. The management office has no access to the mailrooms or keys to mailboxes. These are assigned by the U.S. Postal Service only.

US Postal Service makes one stop at Paces West at approximately 12:00 p.m. Keys for mailboxes must be coordinated directly with the local post Office.

You may reach the post office located at the Akers Mill shopping center at 800-275-8777 or 770-818-9674. Post Office Keys: \$28.00 fee for initial key or replacement
The post office responsible for Paces West is the following:

U.S. Post Office (Paperwork for Keys Submission/Payments) 2997 Cobb Parkway, SE
Atlanta, Georgia 30339

Cumberland Post Office "Annex" (Receive Mailbox Keys and Other Requests) 1901 Terrell Mill Road, Atlanta, Georgia 30339

EXPRESS MAIL

For your convenience, the following express mail services have drop boxes in the Mail Room on the first floor with pick-ups as listed:

Federal Express	7:00 p.m.	M – F
U.S. Post Office	12:00pm	M - F
	11:00am	Saturday

Couriers and Deliveries

Some tenants of the Building have couriers who bring mail or express mail to their offices at times other than regular delivery times. We ask that these couriers abide by the Building's delivery policies and procedures. Mailbags and large package deliveries should not be brought through the lobby doors into the lobby area. The loading dock entrance and the freight elevator should be used for these deliveries. **Absolutely no one is permitted to park in front of either building at any time.**

Please notify and inform your service providers in advance.

KEYS AND ACCESS CARDS

Keys

Several days before your move-in date, five keys to your main suite door will be ready for you at the Management Office. Additional keys replacement keys are available at an additional charge of \$10.00 (prices are subject to change without notice). Requests should be made with the Management Office at 770-805-0706 or via the Angus work order system.

All keys in the building are included in a Building Master Key System. This key system is necessary so that the building staff and emergency and law enforcement personnel have access to all areas in the event of an emergency. **The building security lock system is proprietary and must remain so through a specified keying system and locksmith.** **Please DO NOT compromise this security system.** For these reasons, we require that no locks be changed or additional locks or bolts be added to any door within your suite. If additional lock work for your office is necessary, it must be coordinated with the Property Administrator through the Management Office. This includes your own internal security monitoring, surveillance and access systems.

If replacement or re-keyed locks are needed because keys have not been collected from the individual, the cost for the locksmith service will be charged to the tenant.

KEYS AND ACCESS CARDS

Access Cards

All persons entering the building between the hours of 6:00 p.m. and 7:00 a.m., Monday through Friday; between 2:00 p.m. and 12:00 a.m. on Saturdays; and all day on Sundays and holidays, are required to use a valid Paces West access card and must sign the log at the security desk in the lobby. ***See Access Card and or Key Request forms at the end of this handbook.***

Prior to your move-in date, please let us know the number of access cards required. The Management Office will issue a limited number of cards and keys with move-in without charge. Additional cards will cost \$10 per card and \$5 per key.(prices are subject to change without notice). Lost or stolen access cards should be reported immediately to the Management Office to maintain security for all occupants. The Management Office will provide the appropriate forms for our security operations records.

When an employee is terminated, his/her access card and suite key should be collected to prevent further access to your suite. It is the tenant's responsibility to collect the keys and access cards of all terminated employees in order to maintain the security of your suite and others.

It is the tenant's responsibility to notify building management to delete non-active access cards and to provide the required information for building management to re- assign access cards to new employees through the management office and building security system. Simply passing out a terminated employee access card to another employee is not an acceptable security procedure due to the incorrect information still residing in the building security access system.

KEYS AND ACCESS CARDS

Tenant Visitors

Tenants of our Building may have visitors come to the Building after hours and on weekends. The guest(s) must check in with the security guard on duty to gain admittance to the Building.

If visitors are to be permitted unaccompanied access to your suite, we must receive notification in writing 24 hours in advance listing the individual's name, company affiliation, and the purpose of visit and approximate time of arrival. Your visitor will be required to show picture identification and sign the Building's Log Book. You will have to provide actual access to your suite by giving the visitor a key or meeting the visitor.

Security guards will not provide access to tenant suites unless written authorization is provided by the tenant to the management office, or a designated tenant contact can be reached by telephone to approve access.

Vendor/Contractor Access

There may be special instances where vendors or contractors need to perform work in your suite during non-business hours. In such instances, please provide written notification to the Building Management Office that states the name(s) of the individual(s), the company, and the date they will be coming and the approximate time. A brief description of the work to be done should also be included. We also ask that you request the individual/company to provide some form of identification when signing in with the security guard on duty.

KEYS AND ACCESS CARDS

Special Keying

All keys in the Building are included in a Building Master Key System. This key system is necessary so that the building staff, Law Enforcement and Emergency Response Personnel have access to all areas in the event of an emergency.

For this reason, we require that no locks be changed or additional locks/bolts added to any door within your suite. If additional lock work for your suite is necessary, this service must be coordinated through the Building Management Office. **All non-compliant and or non-proprietary keying by the tenant shall be corrected at the sole and complete expense of the tenant including any additional service or administrative fees.**

As standard Building policy, we re-key each suite before new tenants move in. This insures the security of that space for the new tenant. If you would like additional keys to any of the locks in your suite, they can be obtained through the Building Management Office.

In response to your internal security needs, we can provide additional services which include:

- Separate keying of individual offices
- Re-keying the entire suite
- Installation of security systems throughout the space

Please submit request for Access Card or Key Request via Angus work order system.

MOVE IN / OUT PROCEDURES

INTRODUCTION

The actual relocation of your company's business begins with your ideas on how you would like your space to function and ends with the Management Office. We will provide the property safety, security and operations information and the keys to your front door. In between, there is a tremendous amount of planning, estimating, and decision making that must be done, all within the time frame set forth in the lease. Many different people are involved in the process. We will assist you in every way possible to ensure a smooth and comprehensive relocation.

This section will cover the following tenant moving specification procedures:

1. Tenant Relocation Checklist
2. Use of Building Facilities/Elevators
3. Tenant Charges
4. Instructions to Tenants and their Movers
5. Certificate of Insurance

We request that you read this section carefully as it pertains to all aspects of your move, in or out, of Paces West. These procedures also apply to any move undertaken during the term of your lease. It is also important that your mover familiarize itself with this section thereby ensuring a timely, efficient and safe move. The Management Office requests that both tenants and movers adhere to these procedures.

Please do not hesitate to contact the Management Office at (770) 805-0706. We are ready to help you in any way we can.

MOVING PROCEDURES

TENANT RELOCATION CHECKLIST

This checklist is to be used as a preparation guide for your move.

- A. _____ Select move-in or move-out date. Please refer to the “Instructions to Tenant and Movers” section for categories B through F.
- B. _____ Hire a mover and provide the company with information regarding building procedures and insurance requirements.
- C. _____ Obtain name of mover and person to contact.
- D. _____ Supply the Management Office with moving information by telephone at (770) 805-0706 and follow up letter/email.
- E. _____ Send Certificate of Insurance to the Management Office for all Contractors, vendors and moving contractor, by mail or email evidencing the moving company's insurance as required by the Management Office.
- F. _____ Schedule Loading Dock and Freight Elevator for move.
- G. _____ Contact Telecommunications and IT Company to install telephone and data systems. Provide information and COI to Management Office.
- H. _____ Provide telephone number of your new suite to the Management Office.
- I. _____ Request keys for new Suite from the Management Office.
- J. _____ Request after-hours access cards from the Management Office.
- K. _____ Provide Suite signage information to the Management Office.
- L. _____ Provide the Management Office with your emergency contact personnel information.
- M. _____ Complete Fire/Life Safety Information Form.

MOVING PROCEDURES

- N. _____** Provide Management Office with a list of names of handicapped or restricted mobility employees in your Suite.
- O. _____** Management Office with signage and list of names for the lobby directory board.
- P. _____** Provide the Management Office with the name of Tenant Representative responsible for approval of expenditures and setting of policy relative to your Suite.

MOVING PROCEDURES

- Q.** _____ The names and addresses for rent billings and other tenant charges.
- R.** _____ Schedule walk-through inspection of space with Building Management and General Contractor.
- S.** _____ Meet with the Management Office to discuss outstanding matters throughout move.

MOVING PROCEDURES

Tenant Responsibilities Prior to Moving-In

Your move-in will be coordinated with the Management Office in order to facilitate a smooth, efficient relocation. Any arrangement for various trades such as telephone installation, copier installation, etc., should be set up through the Management Office. **(All moves must be scheduled prior to 8:00 a.m. or after 5:00 p.m. and/or anytime on Saturday and Sunday.)**

Many of the items that need to be completed before moving in are listed below:

1. Notify the Management Office regarding the following:
 - a. Your needs regarding corridor identification plaques and main lobby directory strips.
 - b. The name of the tenant representative who will have responsibility for approval of expenditure and setting of policy relating to your suite.
 - c. The phone number of your new office.
 - d. The move-in date.
 - e. The name of person to contact with your firm's mover.
 - f. The date you desire to inspect your suite prior to occupancy.
 - g. The number of suite keys you desire. The first five are complimentary - there is a charge for additional keys.
 - h. The names of handicapped employees.
 - i. The names and addresses for rent billings and other tenant charges.

MOVING PROCEDURES

Tenant Responsibilities Prior to Moving-In

2. Provide the Post Office with change of address information.
3. Notify the telephone company to arrange for installation of new phones and equipment.
4. Moving Procedures
 - a. All items to be moved in must be taken into the building through the loading dock located on the side of the building.
 - b. Movers must contact the Management Office prior to moving tenant materials or furniture. The mover will be required to provide identification and state the name of the tenant being moved.
 - c. Movers will protect the walls and floors of any base building area used during the move. Failure to do so will halt the move.
5. Clean-up

The moving company and the tenant will be responsible for leaving the building and premises clean by removing all cartons, pallets and other trash generated in the move.
6. Property Damage

Any and all damage to the building, elevator areas, doors, corridors, tenant spaces, or grounds which the tenant, moving company or its employees or agents cause will be the responsibility of the tenant. Required repairs will be accomplished by the Landlord with the expense billed to the responsible tenant.

MOVING PROCEDURES

The following section defines specific information that your mover should be told. A copy of this section should be given to those moving companies bidding on your move.

Instructions to Movers

1. Inspection of Premises

The mover is responsible for inspecting the tenant suite prior to the move. The mover should acquaint himself with the conditions existing in the suite, so that he may furnish equipment. He should be aware of the facilities of the building and the conditions, including safety precautions, under which the work must be accomplished.

2. Insurance

The mover shall provide a **Certificate of Insurance** to the Management Office at least ten days prior to the move. All policies shall indicate that at least one (1) day's prior written notice be delivered to the Management Office by the insurer prior to termination, cancellation or material change of such insurance. **The Management Office can refuse to allow the mover access to the building if the limits provided on the Certificate of Insurance are not acceptable.**

The mover must, at the mover's sole cost and expense, obtain, maintain and keep in full force and effect, the following types of insurance and shall provide the Management Office with an appropriate Certificate of Insurance.

See separate COI Requirements document from Management Office.

Note that spelling of these parties must be exactly correct.

a. Worker's Compensation and Employer's Liability

This insurance shall contain a waiver of subrogation rights against "CP Group, LLC" from any liability resulting from possible accidents occurring to mover's employees.

Instructions to Movers

b. Comprehensive General Liability Insurance

This insurance will cover bodily injury and property damage including, but not limited to, the following:

- Premises and Operations
- Products/Completed Operations
- Broad Form Property Damage
- Personal Injury
- Coverage for any Special Hazard or Operation not normally encountered

c. Automobile Liability Insurance

This insurance will cover claims for bodily injury or property damage arising out of the Ownership, maintenance, or use of any private passenger or commercial vehicle.

d. Cargo Liability

e. Comprehensive Dishonesty Bond

3. Use of Elevator

The freight elevator is to be used for moving. Passenger elevators may not be used to carry equipment or materials to or from tenant spaces.

4. Services to be furnished by Mover

a. Supervision, Labor, Materials and Equipment

The mover shall furnish all supervision, labor, materials, supplies and equipment necessary to perform all the services contemplated in an orderly, timely and efficient manner. Such equipment shall include, among other things, dollies, trucks, etc. as may be required. All material handling

Instructions to Movers

vehicles used in the interior of the building must have rubber-tired wheels and must be maintained and free from grease and dirt.

Instructions to Movers

b. Crating, Padding and Packing Material

The mover should take every precaution by means of crating and padding to safeguard property from damage. All padding and packing materials are to be removed by the mover. The mover shall also furnish, install and remove protective material wherever necessary to protect the building from damage (i.e. floor carpet, wall and glass) as requested by the Management Office.

c. Permits, Franchises, Licenses or Other Lawful Authority

The mover, at his own expense, will obtain and maintain any necessary permits, franchises, licenses or other lawful authority required for effecting the movement, handling and other services to be performed. Before the move is made, the mover may be required to produce evidence of such authorities to the Management Office.

5. Removal of Furniture and Equipment

Each tenant must provide advance written notice to the Management Office whenever furniture and equipment is to be removed from the property.

BILLING PROCEDURES

Payments/Billing Address

Rent and tenant charges are due and payable on the first day of each month. As a courtesy Tenant charge statements are sent to each tenant. The billing address should be established prior to move in and is listed among the “Tenant Responsibilities Prior to Move In”.

All payments should be made via wire transfer or ACH to:

All checks should be made out to “Paces West Grove, LLC”

If you have questions regarding payment method, your statement or account, please contact the Management Office.

Insurance

Paces West leases include a provision requiring tenants to have public liability insurance and fire and extended coverage insurance for all tenant belongings located on the tenant premises. The insurance policy of Paces West will not cover the personal belongings of tenants. Evidence of coverage required in leases naming PW Owner, LLC and CPPM, LLC as additional insureds should be sent to the Management Office prior to move in.

Billing Procedures

Billing Procedures for tenant leases will be accrued and invoiced monthly with the lease invoice and supplemental tenant requested service charges. The lease charges as indicated in the lease terms and agreement will be invoiced and mailed monthly.

Billing Procedures for additional requested tenant charges will be accrued and invoiced monthly with the lease invoicing and identified in the lease invoice for the appropriate additional charges requested and incurred by the tenant.

BILLING PROCEDURES

Tenant Charges

Such charges may include, but are not limited to the following services.

1. Additional operating engineer labor charges for tenant requested services
2. Additional Access Card Requests
3. Additional Door Key Requests
4. Re-keying of tenant door locksets
5. Furniture and filling storage relocations
6. Tenant interior painting
7. Tenant interior repairs not stipulated in the lease terms
8. Tenant interior carpet cleaning
9. Tenant interior specialty glass cleaning
10. Tenant interior specialty lighting repairs/replacements
11. Tenant interior break room and appliance cleaning
12. Tenant interior plumbing repairs as determined
13. Fire extinguisher replacement, inspections and certifications
14. Additional after hours Heating Ventilation Air Conditioning (HVAC)
15. Additional HVAC supplies or relocations
16. Additional electrical circuits
17. Specialty or auxiliary electrical or water metered utilities
18. Additional water supply, drain or filtration installations
19. Project and construction management services

BUILDING SECURITY

General Information

Security plays an extremely important role in the overall smooth operation of the building. Good security protects the building against carelessness, negligence, malicious mischief, theft, safety hazards, sabotage and fire.

Paces West maintains a security desk in the lobby of each building during non-business hours. Periodically, guards will patrol the buildings and the tenant floors. They are easily recognized by their uniforms. Our security personnel act as a deterrent to the would-be criminal, as well as enforce building regulations, maintain order and are on the alert for any unusual activities within the building. Security desk phone numbers are:

- Building One 678-213-4184/470-693-0908
- Building Two 678-213-4185/470-693-0875

As a theft preventive measure, each time you, one of your employees or your vendors or contractors remove any furniture, material or equipment from the building, you will be required to notify the building management office by providing details in writing.

In ALL cases where you have vendors or contractors (caterers, food deliveries, carpet cleaning, installation of computer equipment, construction contractors, movers, furniture deliveries, etc.) coming in after hours or on the weekends, you must submit to the building management office a letter stating who (name of the company and individual) will be coming, the date, and the approximate time. Also, give a brief description of what they will be doing. Request that the individual(s) have some form of identification to present to the guard on duty. Provide and confirm that a completed property insurance requirement “Certificate of Insurance” is on file with the building management office for the vendors or contractors.

As hard as we try, there are still occasions when we may need to escort an unwanted visitor from the building or investigate a theft. The inconvenience caused by these

BUILDING SECURITY

situations can be minimized if the procedures above and on the following pages are observed. You must **ALWAYS NOTIFY THE SECURITY DESK FOR UNSCHEDULED AFTER**

HOURS DELIVERIES or access will be denied.

BUILDING SECURITY

Tenant Security Responsibilities

Remember that the best way to improve security is for each tenant to take an active role just as you would in your home or in the neighborhood where you live.

1. ALWAYS make sure all doors to your offices are locked and secured at the close of your business day. This is extremely important on the weekends.
2. ALWAYS report any suspicious or disorderly individuals to the Management Office at 770-805-0706. Security will escort them from the building.
3. Solicitation is not permitted in the building, and any individual who enters your office for this purpose should be reported to the Management Office. They will be escorted from the building.
4. Immediately inform the Management Office of any building keys or access cards, which are lost or missing.
5. Complete Property Access Forms for **ALL** contractors, vendors and functions and provide to the Management Office in advance of each event for security and management notification 48 hours prior to activity.
6. Complete After Hours Access Forms for **ALL** contractors, vendors and functions and provide to the Management Office in advance of each event for security and management notification 48 hours prior to activity.

BUILDING SECURITY

7. Do not solicit or authorize unapproved vendors access to the property without notification to and approval of the management office. (This includes ALL contractors and vendors such as car wash, detail and window glass vendors.)

8. You must **ALWAYS NOTIFY THE SECURITY DESK FOR UNSCHEDULED AFTER HOURS DELIVERIES** or access will be denied

BUILDING SECURITY

Theft

Should you suspect that your offices have been broken into or if items are found to be missing, immediately contact the Management Office at 770-805-0706.

In addition, if the incident occurs after hours, our security staff submits a written report to the Management Office immediately following investigation of the matter. You may contact security at the numbers listed below. It is the tenants' responsibility to contact the local police department for reporting purposes.

- Building One 678-213-4184/470-693-0908
- Building Two 678-213-4185/470-693-0875

Lost and Found

Any individual finding lost items should turn them in to the Management Office, Building Two, Suite 125 or to either of the security desks in the lobbies if it is found after normal business hours.

BUILDING SECURITY

Emergency Telephone Numbers

The Management Office (770) 805-0706

Building Security After Hours:

Paces West (770) 805-0706

- Building One 678 213-4184/470-693-0908
- Building Two 678 213-4185/470-693-0875

Police Department (Emergency) 911

Fire Department (Emergency) 911

Emergency Medical Services (Emergency) 911

Area Hospitals:

Piedmont Hospital (404) 605-5000

· (404) 605-2800

· (404) 605-3297

Northside Hospital (404) 851-8000

· (404) 851-8937

Kennestone Hospital (770) 793-5000

Kennestone Hospital at Windy Hill (770) 644-1000

Smyrna Hospital (Emory Adventist) (770) 434-0710

PACES WEST INTRODUCTION

SECTION II

TENANT SERVICES

This section of the Paces West Occupant Handbook reviews specific information relating to the management and operation of the building.

In this section, you will find a listing of cleaning, HVAC, remodeling / decorating, additional services, tenant service request procedures, miscellaneous information and building and area amenities.

We appreciate your reading this section very carefully to familiarize, yourself with our operations and regulations. If you have any questions after reviewing this section of the handbook, please call a member of the CP Group, LLC Management Team in the Management Office at 770-805-0706.

Standard Services

We provide extensive nightly cleaning as part of our standard building services.

Special Services

Your offices represent a significant corporate investment of corporate dollars. Even with the extensive cleaning program that we offer you, there are many items that must be considered to protect that investment at a nominal charge:

1. Carpets: Thorough carpet care requires a professionally organized program that includes deep shampooing in combination with power pile lifting as well as ongoing spot cleaning. Carpeting is the most expensive and most used appointment per square foot of your space. Instituting an ongoing maintenance program to keep carpeting free from grit will maintain the carpet in peak condition for many years. This type of program has the added advantage of enhancing the fresh, clean look in your space and contributes to employee satisfaction and productivity.
2. Floors: To prolong the life and beauty of any floor requires a combination of proper maintenance techniques, including sealing, waxing and buffing, and specialized equipment. Wooden and tile floors often require special care on a regular basis to preserve their natural appeal and life span.
3. Upholstery: Upholstery should be vacuumed and cleaned on a regular basis with spot cleaning done as necessary. Dirt in furniture retains odors and mutes the colors of the fabric. Stains make the furniture appear unsightly. This can be critical when considering the professional, first class image of your offices and the buildings.

Special Services

4. Kitchen: As an added convenience it is possible to set up a program to clean kitchen areas in the space on a daily or weekly basis. This frees up the time of any employee that might have been delegated this chore and helps to increase productivity by allowing everyone to concentrate on business rather than housekeeping.
5. Misc.: Other areas in your space might also have special cleaning needs. Private bathrooms, interior glass walls, wood furniture, etc., all have special cleaning and care needs to keep them in top condition. Putting a program into place to provide this specialized care will maintain your investment without involving your time and energy.

Please contact the Management Office at 770-805-0706 to discuss setting up a cleaning program specifically tailored to your business needs. You'll be surprised at how quick and easy it can be to maintain your investment in peak condition and you'll appreciate the benefits for years to come.

HEATING, VENTILATING AND AIR CONDITIONING SYSTEMS

General Services

Heating and air conditioning are provided in season Monday through Friday, 7:00 a.m. to 6:00 p.m. and Saturday, 8:00 a.m. to 1:00 p.m. To ensure that proper settings for heating and cooling tenant spaces are maintained, the tenant **should not** attempt to reset the thermostat. If the systems do not seem to be functioning efficiently, you should call the Management Office and enter a service request. A trained building engineer will be dispatched to correct the problem.

Special Services

Heating and air conditioning are not regularly provided on Sundays, holidays, or after normal business hours. If you need heating or cooling service at these times, please contact the Management Office at least 48 hours in advance to schedule this service and inquire about the current charge.

Special air conditioning or ventilation may be needed for your computer facilities, conference rooms or personnel-intensive staff areas. We can aid you with the design and installation of additional vents or equipment to meet special needs. Please contact the Management Office for details concerning the requirements for this service.

Energy Management

As you may expect, energy costs are the single largest expense for Paces West. In an effort to reduce costs to all tenants, we developed and implemented an energy maintenance system. While the building is heated at all times, a lower temperature is maintained in the evenings and on weekends. In order to reduce operating costs for all tenants, **please turn off all of the lights in your suite** when you leave in the evenings.

CONSTRUCTION/REMODELING/DECORATING

Tenant Precautions

While one of the building staff's primary goals is to maintain a safe working environment, in public buildings such as Paces West, primary and substantial responsibility for security must rest with each tenant. All entrances and exits to your suite should be locked when you leave the building. During the day, offices, desks and entrance areas should never be left unattended. Valuables, such as purses and wallets and electronics should be locked up or taken along when an employee leaves his or her work station. Valuables should also be kept safe from public areas and elevators.

Solicitors are not permitted within the building. If a solicitor enters your suite, or if you notice a suspicious person within the building, please call the Management Office at 770-805-0706 at once and provide as much detailed information as possible regarding the person. The individual will be escorted off the premises. We also suggest that you require identification from repairmen who come to work in your office suite.

Theft and Insurance

Any suspected theft, no matter how small, should be reported to the Management Office immediately. A security report will be filed and the authorities will be notified if necessary by tenant filing a police report. Note that our insurance policy does not cover the personal belongings of tenants. Tenants are required, by the terms of their lease, to provide their own insurance to cover the personal property contained within their space.

Incident Reports

To provide an accurate record of every incident, the Paces West security staff is required to complete an incident report for any accident, theft or other incident occurring on the property. We would appreciate your cooperation in answering any questions the security officer may have. This helps us investigate patterns to incidents, and aids our building security efforts.

CONSTRUCTION/REMODELING/DECORATING

Special Keying

All keys in the building are included in a building master key system. This key system is necessary so that the building staff has access to all areas in the event of an emergency. For this reason, we require that no locks be changed or additional locks/bolts added to any door within your suite. If additional lock work for your suite is necessary, this service must be coordinated through the Management Office.

As standard building policy, we re-key each suite before new tenants move in. This insures the security of that space for the new tenant. If you would like additional keys to any of the locks in your suite, they can be obtained through the Management Office.

In response to your internal security needs, we can provide additional services which include:

- Separate keying for individual offices
- Re-keying the entire suite
- Install security systems throughout the tenant space
- Special internal security guard services

Emergency Telephone Numbers

In case of any emergency, such as theft, fire or other incident after normal business hours, we will notify a designated after-hours emergency contact from your company. You should provide the Management Office with the name and home or mobile telephone number of the designated person and as many as two alternate contacts information. This procedure allows us to alert you as soon as possible in the case of any unforeseen circumstances.

- Building One 678-213-4184/470-693-0908
- Building Two 678-213-4185/470-693-0875

CONSTRUCTION/REMODELING/DECORATING

The Management Team of Paces West will coordinate the remodeling or redecorating of your suite through every phase of construction. During the initial phases, we will meet with you to find out your exact requirements. Depending on the scope of the work, we will have working drawings prepared and/or will make written specifications of work.

When the specifications are complete, we will obtain bids from our in-house construction staff or from outside contractors. A formal proposal will then be prepared for the project.

Please call the Management Office to discuss the services you require. We will be happy to provide you with an estimate of the cost before the work begins.

All construction operations, renovations, equipment modifications, systems installations, reconditioning and remodeling of tenant spaces must be coordinated through and approved by the Management Office.

ADDITIONAL SERVICES

Paces West also offers special services to increase the convenience of our Building for our tenants. Please call the Management Office for further information regarding any services.

Window Washing

Paces West provides each tenant space with exterior window washing twice annually, depending on weather conditions. Interior window washing is provided once annually.

Exterminating

Occasionally, some tenants who have paper products, live plants, lunchrooms or food storage in their suite have problems with insect pests. Paces West employs an exterminator that services the public building space. If you need an exterminator to come to your suite, please call the Management Office to schedule this service. Please be prepared to give us the exact location where the insects were discovered.

Directory Boards

Paces West has a directory board located in each building lobby. If you wish to make additions or corrections to your listing, please submit requests in writing to the Management Office located in Building Two, Suite 125.

Tenant Signage

The Management Office coordinates all tenant signage services. If you wish to request signage for your office, please submit them in writing to the Management Office. All exterior signage must be approved by the Management Office before installation.

TENANT SERVICE REQUEST PROCEDURES

To facilitate a quick response, tenants should be familiar with the following procedures for requesting services:

1. Each tenant should register with the Management Office for access to the building work order request system (Angus). This will enable designated personnel from each tenant to make requests which are directly dispatched immediately to the assigned management, maintenance or operational personnel. The Management Office will respond to your request as soon as possible. Typically, within 24 hours or sooner.
2. You may also call the Management Office at 770-805-0706 between the hours of 8:00 a.m. and 5:00 p.m. for work order requests. Be prepared to provide the following information:
 - a. Tenant's name
 - b. Suite number
 - c. Contact telephone number
 - d. Name of the individual requesting service
 - e. Nature of request or problem (temperature, electrical, plumbing, etc.)
3. If the work order requires billing from the Management Office, the tenant will be required to sign the approval for the work order prior to the service being provided and an approval signature when the work order service or repair is completed.

TENANT SERVICE REQUEST PROCEDURES

4. The appropriate building personnel will be dispatched to service your request. Response time to the request will vary, but the request can usually be categorized in the following manner:
 - a. Emergency (water leak, electrical power loss) - immediate response
 - b. Comfort Call (HVAC temperature) - next available ops engineer
 - c. Cleaning Request - handled that evening by the night cleaning crew or by the day porter depending on request scope.

MISCELLANEOUS

Structural Floor Plan

Code requirements prohibit placing loads upon floors which exceed the load per square foot limit for which the floor was designed. Paces West has a floor load of 60 pounds per square foot in office areas. Should you find it necessary to utilize equipment that exceeds this rating, you must receive prior written notice from the Management Office. We require adequate documentation from a licensed structural engineer verifying that such an installation at a specific location is safe to accompany your request. The architect and the manager of the building will review your request and accompanying documentation. When we receive confirmation from them that the installation is safe, we will send you a written approval.

Electrical/Telephone/CRT Line Installation

Access to space occupied by other tenants is sometimes required for the installation of electrical and telephone floor outlets and CRT conduits. We will try to contact you ahead of time to request access for the electrician at a convenient time. Work of this nature is usually scheduled in the evening or on weekends so as not to disrupt tenants during business hours. All auxiliary electrical equipment above building electrical design standards must be metered and billed to the tenant monthly. All tenant related installations and construction must be approved by the management office per lease terms.

Building Amenities

Cafeteria: The cafe is located on the Lower Level, Building One at Paces West and provides a multitude of products and services including hot foods menu, sandwiches, fruits, salads, cold drinks, novelties and snack items. Breakfast and lunch are served from 7:00 a.m. to 2:00 p.m. (Monday-Friday).

Covered Parking: For tenant convenience and efficient use of the property, Paces West enjoys multi-level parking decks providing sheltered access to the Building.

Parking garages are not built to be water-proof and typically have some water leaks at the expansion joints and at cracks in the concrete. The water does pick up some of the chemicals from concrete, which will cause a stain on the finish of an automobile.

The owners and management of the building are not responsible for any damage to any vehicle for any reason.

Auto Detailing: Kleen Karz is a convenient, private car cleaning and detail service. Call Tony Bowden at (678) 698-7284 to set up an appointment.

Electric Car Charging Stations: There are four (4) electric car charging stations located on Level 5 of Building One parking deck. Tenants may access service with a credit card.

Fitness Center: Paces West is equipped with a fitness center located in Building Two, Level Two, that is available for use to all tenants. If you would like to become a member of the

Fitness Center, contact the management office to obtain a Fitness Center Waiver and Addendum. This agreement must be filled out prior to Fitness Center access. Access is gained to the Fitness Center via your building access card. The hours of operation:

Fitness Center Hours:

M-F 5:00 am-8:00 pm

Sat 5:00 am -1:00 pm

Sun Closed

The Fitness Center is closed on
Sundays and Holidays.

Paces West Local Retail Areas

Restaurants: Paces West tenants have a wide variety and selection of close proximity restaurants and retail shopping centers including Cumberland Mall.

Other Services

Scheduling the Conference Room(s):

Paces West has two (2) **Conference Rooms**. One is located in Building One on the Lower Lobby level which seats 24 people. The cost is \$100 per day and \$50 for a half day. The second conference room is located in Building Two on level three which seats 30 – 35 people. The cost is \$125 per day and \$75 for a half day.

All reservations are accepted on a first come first serve basis. Please submit the request in Angus work order system or call the Management Office to make reservations.

BUILDING FORMS

Management Office will send to Tenant.