



# Three**Allen**Center

333 Clay Street, Houston, TX

# | Tenant**Handbook**

Everything you need to know about your home away from home

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## **Introduction**

### **Welcome**

Brookfield Properties is committed to providing you the highest level of Tenant Services and Support. Please let us know how we can assist you, as we would be happy to provide any information or coordinate any services that you may require.

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

The information contained within this Handbook is general in nature and may differ from your lease. In all cases, the lease takes precedence over the Tenant Handbook.

Brookfield Properties prides itself on quality service and responsive attention to the needs of our tenants. We encourage you to work with us in upholding our service goals and provide feedback to improve our premises and your surrounding business environment.

We hope you find this Tenant Handbook to be a useful guide.

### **About Brookfield Properties**

Brookfield Properties is a leading global developer and operator of high-quality real estate assets. We are active in nearly all real estate sectors, including office, retail, multifamily, hospitality and logistics, operating more than 675 properties and more than 325 million square feet of real estate in gateway cities around the globe on behalf of Brookfield Asset Management, one of the largest asset managers in the world. With a focus on sustainability, a commitment to excellence, and the drive for relentless innovation in the planning, development and management of buildings and their surroundings, Brookfield Properties is reimagining real estate from the ground up. For more information, visit [www.brookfieldproperties.com](http://www.brookfieldproperties.com).

### **About Three Allen Center**

Three Allen is 50-story, 1.2 million square foot Class A office building, part of the master-planned, mixed-use development which includes three office towers, a luxury hotel, a racquet and health club, retail shops, and a one-acre greenspace. All the buildings and parking garages are interconnected by sky bridges.

Newly renovated common spaces, the ACRE greenspace, and tenant-conferencing centers

Tenant wellness area outfitted with Peloton bikes, rowing machines, towel service, executive locker rooms and showers.

C. Baldwin hotel on-site, which features chef Chris Consentino's Rosalie, Paloma Beauty and multiple conferencing rooms

Work & Mother, a fully-equipped lactation facility for working mothers who are breastfeeding

- Tunnel access
- Over 35 eateries within one block including, signature restaurant, Guard and Grace
- Connected to the Met Fitness Center

## Operations

### Property Management Office

As Property Management of Three Allen Center, we want you to know that every member of our staff is here to assist you. The Management Office is located at 1200 Smith St, Ste. 1200 (Two Allen Center) and business hours are from 8:00 am to 5:00 pm, Monday through Friday, excluding major holidays.

Please feel free to call the Management Office at (713) 651-1515 with any questions or concerns 24 hours a day. After normal business hours, Security personnel will answer our telephone lines. Contact the Security Desk at (713) 336-2352.

Security is in contact with management, engineering, janitorial and security staff.

Property Management Staff

Title	Name
Property Manager	Rhonda Stanley <a href="mailto:rhonda.stanley@brookfieldproperties.com">rhonda.stanley@brookfieldproperties.com</a>
Assistant Property Manager	Angelica Gonzalez <a href="mailto:Angelica.gonzalez@brookfieldproperties.com">Angelica.gonzalez@brookfieldproperties.com</a>
Property Administrator	Tom Weirick <a href="mailto:tom.weirick@brookfieldproperties.com">tom.weirick@brookfieldproperties.com</a>
Chief Engineer	Freddie Patterson <a href="mailto:freddie.patterson@brookfieldproperties.com">freddie.patterson@brookfieldproperties.com</a>
	Jeffrey Newell

Assistant Chief  
Engineer

[Jeffrey.newell@brookfieldproperties.com](mailto:Jeffrey.newell@brookfieldproperties.com)

## Leasing

**Please go to the link below to contact a leasing member for space availability or contact the Management Office for assistance.**

Link to: <https://www.brookfieldproperties.com>

## Hours of Operation

Building Services, including HVAC, are provided during the following normal business hours:

Monday - Friday:	7:00 a.m. - 7:00 p.m.
Saturday	7:00 a.m. - 1:00 p.m.

## Building Holidays

Three Allen Center will be closed on the following major holidays:

New Year's Day

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Each Tenant Liaison, however, should consult their specific lease clause. If any conflict arises as to the above Holiday schedule and your lease, your lease terms prevail.

## Sustainability

**Three Allen ratings and certifications are:**

- LEED EB O&M Gold Certified

- **BOMA 360 Designation**
- **Energy Star Certifications**
- **WELL Health Safety Rated**

**For further Brookfield Properties commitment to sustainability go to:**

[https://axiistenantapp.com/properties/three-allen-center/#3AC\\_SUSTAINABILITY](https://axiistenantapp.com/properties/three-allen-center/#3AC_SUSTAINABILITY)

## **Security**

### **Security Overview**

Security officers are on duty at the Building's Security Console and tour throughout the property and garage twenty-four hours a day, seven days a week.

The Building also employs electronic surveillance devices throughout certain shared areas. Two-way radio communication between the Management Office, Security Console and property staff provides quick response to any issue.

While security officers, closed circuit cameras and the maintenance staff can provide basic protection for the Building, security is everyone's responsibility and your cooperation and vigilance is essential.

Each tenant can be effective in preventing the loss of valuable personal and company property by careful observance of these common-sense procedures:

- Be particularly observant of strangers in your area and if their identity cannot be readily established, advise the Management Office immediately.
- Establish and use, within the occupied premises, a secured area for packages, purses, salable and transportable property, etc., and particularly any form of a negotiable instrument or petty cash. We recommend a GSA approved fire safe.
- At the end of each working day, store small personal and company items of value- in a locked desk, credenza, file cabinet or other secured location.
- Be certain that all public corridor egress doors are locked at the conclusion of standard business hours on each business day and when your receptionist leaves the premises.
- Enforce strict control of keys and access cards. Please notify the Management Office when any employees are terminated.



- Promptly report the loss of property or any suspicious event to Security. Serial numbers of all valuable items should be recorded and retained in a file to aid police in recovering property in the event of a loss or theft.
- Articles of value (handbags and coats) should not be left in open, unattended reception areas or on desks in offices at any time.
- Never leave a vault or safe open while out of the office. Thoroughly spin the combination lock when closing a vault or safe. Do not leave a vault or safe combination in a desk.

Special care should be taken during certain times best suited for pilferage, i.e., the first 30 minutes after opening, lunch hours and just before closing. These are the times of maximum movement of personnel and absence from work areas and offices.

You may request additional security checks of your offices by contacting the Management Office.

## **Access Control**

We strive to provide a safe environment for tenants and their employees, guests, customers, and visitors. For this reason, access to the Building is restricted. Three Allen Center is open to tenants at all times; however, Management may limit public access at certain hours. Building doors are open during the times listed in the Hours of Operation section.

Outside of these times only tenant employees using Three Allen Center security access cards/badges, or visitors, vendors, and customers who are sponsored by tenants, may be admitted to tenant areas. All visitors without proper after-hours authorization are referred to Property Security at all other times.

### **Vendor/Contractor Access**

There may be special instances when vendors or contractors need to perform work in your suite during non-business hours. In such instances, please provide written notification to the Property Management Office including the following information:.

The Company Name  
 Foreman or supervisor that will be doing the work  
 Date(s) the work will be performed  
 Time the contractor will arrive and depart  
 Description of the work being done

Property staff will not admit your contractor into your suite without approved authorization.

### **Handicap Accessibility**



Handicap accessible entrances provide easy access to and from Three Allen Center. Handicap entrances and egresses are available at the following locations:

- Street Level at Circle Drive
- B1 Level Parking
- Allen Center Garage Crosswalk

### **Property Removal / Stolen Property**

If property belonging to a tenant, employee or visitor is stolen, notify the Police Department and the Management Office immediately (after normal business hours, calls to the Management Office will be automatically forwarded to Security). A security officer will respond as quickly as possible to take an incident report and will assist the Police Department.

### **Solicitation**

For the privacy of our tenants, solicitation is not allowed in Three Allen Center. To report solicitation, please call the Management Office.

## **Emergency Procedures**

**In the event of an emergency or disruption to the Building's normal operation, REMAIN CALM and call the Security/Property Management Office to report the emergency. This will set in motion an immediate dispatch of qualified assistance for fire and medical, and other agencies as dictated by the emergency.**

### **Active Shooter**

General Response Guidelines to a Report of an Active Shooter:  
During a report of an Active Shooter incident, and when safe to do so, tenants will be instructed via a public address announcement or mass notification alert to implement their company's Active Shooter policy.

Active Shooter Response:

- Lobby Area - In order to protect the occupants within the lobby area, the building's Fire Safety/Security/EAP Director will initiate a lock down of the lobby and have lobby occupants relocate to a safe area until the

shooter(s) can be isolated or is immediately stopped by responding law enforcement officers.

- **Building Occupants** - The building's Fire Safety/Security/EAP Director will initiate a Shelter-in-Place Emergency Action Plan response for the remainder of the building occupants informing them of the situation via a PA announcement or through a mass notification system.
  - As more information is provided and confirmed i.e., location of shooter(s) direction of flight, impacted areas and specific instructions from the police department, the building's Fire Safety/Security/EAP Director will provide the occupants of the building with an update of the situation.
- **Elevator Recall** - Unlike fire emergencies, the Fire Safety/Security/EAP Director is NOT required to recall all the passenger elevators. Action will be based on available information including the building's infrastructure and the reported location and movement of the threat before deciding where to position the elevators.
- **Fire Alarm Pull Stations** - As a general guideline, tenants should NOT activate the manual fire alarms since this may automatically unlock magnetic locks and the stairway re-entry doors. This could potentially give wider access to the active shooter(s).

How to Respond When an Active Shooter is in Your Vicinity:

The DHS recommended survival techniques for you follow - based on the threat, your location and your individual circumstances. Therefore, note that the order of the techniques can be modified. RUN/HIDE/FIGHT

### **RUN – Evacuate the area**

If there is an accessible escape route, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan - ahead
- 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

### **HIDE – Seek Shelter/Cover**

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed door and locked door)
- trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

Lock the door or barricade the door with heavy furniture

Silence your cell phone

Turn off any source of noise (i.e., radios, televisions)

Hide behind large items (i.e., cabinets, desks)

Remain calm and listen for your next action step

Dial 911, if possible, to alert police to the active shooter's location

If you cannot speak, leave the line open and allow the dispatcher to listen

### **FIGHT - Take Action Against the Shooter:**

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

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons to use against the person
- Yelling
- Committing to your actions

## **Bomb Threats**

In the event of a bomb threat either through a telephone call or by other means, the following procedure should be followed:

Remain calm

If the threat is via telephone try to keep the caller talking as long as possible

Ask the person to repeat the message

Write down the message and obtain as much relevant information

Below are some of the items you want to identify along with other information which will aid in an investigation:

Time the call was received

When is the bomb due to explode

Identification of the caller

Why was the bomb put there

Try to recall every statement made by the caller and find out as much as possible about the caller. For example:

Sex

Age

Voice characteristics (educated, low, high-pitched, accent)

Speech (fast, slow, nervous, slurred -drinks or drugs)  
Manner (calm, angry, hysterical, humorous)  
Background noises (road traffic, music, giggling, aircraft)

After a bomb threat call has been received, immediately notify the Security Office/ Management Office. The Property Manager and Security Manager will coordinate the search activities and make necessary notifications.

#### Letter Bombs

Letter bombs are designed to travel safely but to explode when opened, triggered by either mechanical (spring loaded) or electrical means.  
Potential indicators to look for:

- Size - Is the letter unusually thick
- Weight - Is it heavy- An effective letter bomb will weigh over two ounces. Few first-class letters weigh that much.
- Balance - Is it heavier on one end
- Appearance - Are there grease marks on the envelope or wrapping caused by sweating of an explosive. Is the envelope sealed more tightly than usual or taped shut
- Does it bear an unusual style of writing
- Odor - Is there a smell of almonds or marzipan

If you consider a parcel or letter suspicious, DO NOT OPEN IT! Immediately call 911 and inform the Security Office/Management Office.

#### **Suspicious Object Located**

If a suspicious object is found:

- Isolate the object
- Do NOT move, jar, or touch the object or anything connected to or around it
- Evacuate everyone in the area, including yourself
- Notify the Security Office/ Management Office immediately

#### **Chemical, Biological, Radioactive (CBR) Release**

If there is a CBR release and potential exposure, call 911 and the Security Office/ Management Office. Provide the building's address, your floor and phone number, and what type of spill has occurred. Any person(s) exposed should be directed to an area where other people will not become contaminated to await medical attention.

Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

- Contain the material and isolate the area to minimize the impacted area
- Contain the material to minimize the number of individuals exposed

- If outside, identify wind direction and direct unaffected persons upwind of release
- Contain the potentially impacted individuals to ensure that they receive proper medical attention

#### Notification

- Notify Security- Management Office
- Notify local Emergency Response Authorities (Call 911)
- Notify your supervisor
- Notify persons in the area

### **Elevator Entrapment**

Occasionally elevator service can be interrupted when the elevator controls detect a potential malfunction. The building elevator equipment is designed to stop at the slightest hint of an unsafe condition occurring, which may impact service to passengers.

If elevator service is interrupted while you are a passenger, remain CALM.

Press the "EMERGENCY ALARM BUTTON" on the elevator panel which will summon assistance. Two-way voice communication is available in all building elevators and security will remain in constant contact.

Once communication is established with security, the elevator mechanic will be notified to respond. Please stay away from the elevator doors and Do Not try to open the elevator doors.

### **Emergency Notification System – LiveSafe**

**Three Allen Center utilizes LiveSafe, a trusted mobile platform for two-way safety and security risk communications and emergency notifications.**

**Security personnel and Property Management can broadcast notifications across multiple channels (SMS, e-mail, push notifications) to inform tenants of planned and unplanned incidents. Tenants also have the ability to send in tips that are reported to Brookfield personnel regarding safety and emergency matters.**

We encourage all tenants and their employees to download and use the LiveSafe mobile application for real-time notifications. Below is a list of LiveSafe mobile application features that is available to our tenants:

- One -touch feature to contact Security or Management Office directly
- One touch feature to contact 911
- “Safewalk” feature which allows the tenant to invite up to three people to virtually accompany them to their destination

Downloading the LiveSafe notification app.

- **Download the LiveSafe app from the App Store or Google Play on either your iPhone or Android phone**
- **Register and fill out your profile. Be sure to use your company email address and your cell phone number**
- **Select Brookfield. Enroll under Three Allen Center**
- **Select your Company**

#### Fire Safety Plan

The purpose of the Fire Safety Plan is to establish a systematic, safe and orderly method of evacuating an area (or areas) within the building in the least possible time, to an area of safety. The plan also provides instructions for the use of available fire appliances, including fire extinguishers, manual pull station alarms and fire warden telephones for the controlling or extinguishing of fire and the safeguarding of human life.

The Fire Safety Plan relies on technology, including fire alarm and communication systems, smoke detectors, sprinklers, door releases, other safety mechanisms, and on highly trained building staff and tenant employees to assist with evacuation/ relocation of occupants. Documentation relative to the life safety features within the building i.e., copies of the Certificate of Occupancy, floor plans, riser diagrams for standpipe/sprinkler systems, elevator and stair identification charts, are posted in the fire safety plan.

The objective of the Fire Safety Plan is to provide proper education through a continuing employee indoctrination and written program for all occupants, to assure the prompt reporting of smoke or fire situations, the response to fire alarms as designated, and the immediate initiation of fire safety procedures to safeguard life and contain the fire until the arrival of the Fire department.

Fire Code requires training and certification of at least one Fire Warden for every 7,500 square feet of occupied space (4 for every full floor occupant). Each tenant on every floor must have at least one certified Fire Warden. Please contact property management for assistance in gaining access to online Fire Warden Certification training.

## Fire Emergencies

If the following is reported to you or if you see smoke or flames or smell something burning IMMEDIATELY:

- Call the Fire Department – Dial **911**
- Call Security at **(713) 336-2353**
- Activate the Fire Alarm Pull Station if the alarm is not sounding
- Report any changes in conditions to the Fire Department

Typically, the building's fire alarm system will sound on the floor in alarm and the floors immediately above and below the initial floor in alarm. This will set off a "sequence of operations" that will include the activation of the fire alarm tone, the strobe lights will begin to flash, the release of the stairwell re-entry doors for relocating building occupants, the recalling of the elevators to the lobby, and the shutting down of the heating ventilation and air conditioning (HVAC) on the floors in alarm.

Upon activation of a fire alarm on your floor, listen to the public address announcements from the building's Emergency Action Plan Director and proceed to the nearest safe stairwell exit and wait for further instructions. If you discover smoke, fire or a potentially dangerous situation, exit the floor by using the stairs and continue down 3 floors below the floor of alarm to the next re-entry floor or evacuate the building to the pre-determined outside assembly area.

If you see flames, evacuate your area immediately and close all doors behind you. If you have not heard fire alarm tones and announcements on your floor, activate the nearest fire alarm pull station located near each stairwell entrance by pulling the lever and then call Security.

At the direction of property staff or the Fire Wardens, evacuate the floor via the Emergency Exit Stairwell proceeding as follows:

- Check doors with the back of your hand before opening them. If door or knob is hot, don't open it. If it feels cool, brace the door with your foot and open slightly to look for smoke and feel for heat. If the air appears to be cool, proceed into the stairwell.
- Walk down the stairs and proceed to your re-entry floor or if instructed to do so, exit the building. When you have reached your destination, assemble in groups with your Fire Warden for roll call.
- Personnel needing assistance should assemble in the designated stairwell with their assigned "buddies" to await evacuation by rescue teams.



- When all personnel have evacuated the floor, close the stairwell door. This prevents the loss of the pressure which is necessary to maintain clean air in the stairwells.
- If the fire is minor, and it is safe to do so (i.e., small waste paper basket) you may try to extinguish the fire using a portable fire extinguisher this is optional!
- Evacuate the floor using designated evacuation stairs. DO NOT USE THE ELEVATORS!

## **Fire Preparedness**

The Fire Provisions section of this handbook contains very important information. Each tenant should be familiar with the information provided on the following pages.

Brookfield is proud of its efforts to provide the highest possible level of fire and life safety protection, which include fire safety education, as well as emergency planning. It is important that each Brookfield tenant is well informed on all issues related to fire and life safety through the following measures:

- Tenants are given materials describing emergency guidelines and bomb threat checklists for distribution to all employees.
- The Tenant Fire Safety Team personnel receive training from the building's Emergency Action Plan Director and through the Tenant Emergency Procedure Manual written specifically for your building.
- Brookfield holds semi-annual fire life safety drills to insure tenants know how to react in an emergency.
- Brookfield provides additional fire life safety training for tenants through an online life safety training website that provides training modules in fire, medical, bomb threats, power failures and access to all of the building's safety resources.
- Brookfield, in conjunction with security consultants, holds seminars for tenants as well as building staff. Seminar topics include fire life safety, bomb threat preparedness, and other non-fire emergencies related issues.

### **Fire Extinguishers**

Always maintain 3 feet of clearance around all fire-protection equipment. Never re-hang a fire extinguisher once it has been used. Have it recharged by a licensed service provider.

The building is equipped with multipurpose ABC dry chemical extinguishers.

To use the Fire Extinguisher:

- Pull safety pin while holding upright
- Aim the hose at base of fire and stand back 10 feet and
- Squeeze the lever/trigger

- Sweep side to side.

## **Fire Safety Personnel**

### **Building Emergency Action Team (B.E.A.T.)**

Trained (B.E.A.T.) members are always on site. The members consist of a Fire Safety Director, Security Supervisors, Security Officers, Building Engineers and Property Management. They are responsible for ensuring that all tenants are trained and aware of the safety procedures. In an emergency, (B.E.A.T.) is primarily responsible for manning the Fire Command Center and implementing the Fire Safety Plan. From this main location on the ground level, he/she will be able to control all mechanical, alarm, and communication systems within the building. (B.E.A.T.), under an actual fire event situation will usually be concerned with evacuating the fire floor and the floors immediately above and below. As a standard operating procedure, usually the evacuation of those exposed will be to a location three (3) floors below the floor evacuated. Further evacuation of additional floors can be ordered as information is received at the Fire Command Center, or as ordered by the Fire Department Incident Commander.

The Fire Safety Director organizes and trains (B.E.A.T.) and is responsible for their equipment and state of readiness. He or she is also responsible for overseeing the designation and training of a Fire Warden for each floor and sufficient Assistant Fire Wardens for each tenant to meet Fire Department regulations. The Fire Safety Director maintains organizational charts listing members of the current tenant emergency teams.

### **Tenant Emergency Personnel**

#### **Fire Wardens**

A crucial step in the development of an evacuation plan is the appointment of Tenant Fire Wardens, Assistant Fire Wardens and Searchers. These individuals should have strong personalities and the ability to take charge in the event of an emergency.

In the case of multiple-tenant floors, a Fire Warden is appointed for each tenant. Each tenant will be required to staff all safety team positions on each floor and should check stairwells and restrooms in an emergency.

#### **Fire Warden's Responsibilities**

Know all disabled persons on the floor (including those temporarily disabled, as with a bone fracture, etc.) and assign people who are willing to assist the disabled during an emergency. Instruct all employees on the floor as to the following:

- Locations of emergency stairwells

- Locations of fire extinguishers
- Locations of fire-pull stations
- Never to use the Elevators during an alarm
- Establish a meeting place outside the building where all employees should assemble for check-in
- Ensure that no one re-enters the building
- Provide every employee a copy of the quick reference Fire Safety Plan

#### Plans for After an Emergency

Tenants should pre-assign a coordinator who will act as liaison between your company and officials from the Fire Department and building personnel.

The coordinator and property management will work to establish a communications network for all employees to pass-on important information.

The following recommendations are made to assist you in disseminating a fire prevention program to your employees:

- Never leave electrical appliances unattended
- Never use immersion-type heating devices
- Avoid electrical overloading and multiple plugs
- Do not use undersized or lightweight extension cords
- Report failure of any electrical outlets or lights to the Management Office
- Flammable liquids should be stored in a safe area away from heat sources
- Keep paper at least six to eight feet away from operating machinery
- Know the location and type of fire extinguishers in your premises
- Keep fire extinguishers in high hazard areas such as photocopy rooms and employee lounges
- Know the usable time limit of the fire extinguishers available to you
- Know relevant exit locations
- Practice good housekeeping near your desk, in storage areas, in mechanical rooms and in the areas around exit doors and hallways

#### Life Safety Systems - Testing and Fire Drills

Fire and life safety preparedness includes regular testing of the fire alarm, fire suppression, and communications systems and regular fire drills.

##### Systems' Testing

The fire alarm and communications systems are tested regularly throughout the year. A full-building announcement is made prior to the beginning of the day's testing, and an announcement is made on each floor when testing is about to begin on that floor. Another full-building announcement is made when system testing is finished for the day.

##### Fire Drills

Fire drills are held twice a year. A notification giving the date and time of the planned fire drill is sent to tenants in advance. Tenants are requested to supply or update an existing list that shows the fire warden, assistant fire wardens, and searchers, and a current list of employees who would require assistance in case of relocation/evacuation.

## **Heightened Security**

Brookfield 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.

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

## **Medical Emergency**

In the event of a medical emergency or accident involving personal injury in the workplace, immediately call 911 and Security/ Management Office. Give security/Management Office the floor number, location on the floor and the type of accident or medical emergency.

## **Patient Assessment**

Certified CPR/AED employees, if present, should be notified to respond to the medical emergency (via email, phone, or runner) and assume control of the situation. The certified employees have been trained to conduct patient assessment and to ensure that the following procedures are followed:

- Conduct Patient Assessment and ensure:
  - That 911 has been notified and the AED and First Responder Kit are on the scene.
- Secure the scene by:
  - Confirming the scene is safe for rescuers
  - Removing all non-essential personnel from the area
  - Clearing a path for EMS arrival

Someone should remain with the victim. Do not move the victim unless in immediate danger. Keep comfortable and warm. Security will ensure elevator is available and waiting at the street level and will meet the Emergency Medical Services (EMS) ambulance crew outside the building and direct them to the freight elevator.

## **Sheltering-in-place**

Although you may want to get as far away as possible from an emergency, evacuation is not always the safest option. One of the instructions you may be given in an emergency is to shelter-in-place. This is a precaution aimed to keep you safe while remaining indoors. Shelter-in-place means to make a shelter out of the place you are in. It is a way for you to make the building as safe as possible to protect yourself until an emergency passes and you receive an all-clear signal. Although sheltering-in-place can apply to many types of emergencies, i.e., blackouts natural disaster, civil disturbance, it is particularly important during hazardous material incidents. Local officials, especially the Fire Department, are best qualified to recommend protective actions against hazardous material exposure and sheltering-in-place is most often your safest option.

#### In Building Relocation

This is the controlled movement of building occupants from an endangered area to an area of safety within the same building in response to an emergency that affords a different level of protection than sheltering-in-place. These areas are pre-determined and identified in the EAP plan and are usually more remote. This area or space tends to be more isolated, away from exterior walls and any open floor space.

This also may involve relocating to another floor or interior stairwell.

#### Partial Evacuation

In some instances, a full building evacuation may not be necessary or feasible. Evacuating only some of the building occupants may be all that is required to provide a level of protection from an exposure. This movement of occupants utilizing the stairs, and possibly some elevators, will be coordinated from the Fire Command Station with instructions from the EAP Director being transmitted over the PA System. Upon exiting the building, occupants will be instructed to report to their assigned assembly area, this area will also act as a point of contact for employee accountability and information sharing.

#### Full Evacuation

The timing of the evacuation order should relate to the immediacy of the threat. Some emergencies pose a threat so immediate that evacuation must be ordered as soon as the situation is detected. Other situations will warrant monitoring and a heightened level of attention, so that if evacuation becomes necessary, it can be expedited.

Should this become necessary, employees will proceed out of the building to an exterior assembly area.

- Once instructions have been received to evacuate the building, follow directions from the Fire Safety/EAP Director, Fire Wardens and/or Fire Department personnel.

- Exercise caution when going down stairs, hold handrails and do not run or push others.
- High heel shoes should be removed and carried.

## **Power Outages**

In the event of a power outage, remain CALM and call the Management Office immediately. Listen for information and instructions from the Building's public address system. An emergency generator will automatically operate selected equipment, such as lights in stairwells and common areas and the public address system.

During a power outage turn off as much equipment as possible to minimize disruption and damage once power is restored.

### **Evacuation in the Case of Blackout (Loss of Electricity)**

If a partial or complete loss of electrical power occurs, backup generators will power certain systems, including life-safety systems and some elevators for emergency personnel use. Property Management will determine the appropriate response to a loss of power. In general, the decision regarding the action to be taken in a blackout situation will depend on the estimated duration of the blackout.

The Building's Emergency Action Plan (EAP) Director will keep building occupants informed of the situation by using the voice communication system. If Property Management has determined that the blackout will be short-term and no evacuation is necessary, the EAP Director will announce that the blackout is temporary and will ask that building occupants remain calm and await the restoration of power. If the blackout is expected to last for an extended period, or its probable duration cannot be determined, Property Management may order evacuation of the affected areas.

If evacuation is deemed necessary, security officers will assist building occupants in evacuating the building.

To be successful and avoid panic and confusion, an evacuation in the case of blackout must be an orderly and structured process.

1. A PA Announcement will be made and the evacuation will begin at the top of the building and proceed down to the lowest floor
2. Security officers will be dispatched to the floor to assist with the floor-by-floor evacuation of the building
3. The Tenant Fire Safety Team Members will assist in the evacuation of their floor
4. High-heeled shoes should be removed to make walking easier and less dangerous
5. Personnel should remain calm and quiet and move to the nearest fire exit
6. Do not attempt to use elevators.

If an individual on a floor is disabled or cannot walk down the stairs, a security officer will request that a co-worker stay behind with the disabled person until another means of evacuation becomes available. The security officer will inform Security of every person who is stranded on each floor.

When the security officer has determined that the evacuation of a floor is complete, he or she will notify Security and will then proceed to the floor below. The evacuation procedure is repeated for each floor until the affected floors are completely evacuated.

No one (other than emergency or repair personnel) will be permitted to enter the building until an "all clear" is declared and building personnel are permitted to return.

### **Protests/Demonstrations**

Should a riot or civil disturbance start outside the building, the security officers will immediately lock all entrances. The police will be notified and Property Management will keep you informed.

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

### **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 right to produce a particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken for safety.

In the event these conditions do exist, keep radios or televisions tuned to local news and weather reports. The following guidelines should be kept in mind:

- Move away from building perimeter and exterior glass. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic. Keep calm. If trapped in an outside office, seek protection under a desk.
- If instructed to evacuate, lock all desk drawers and take all items of value with you. 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.
- Do not return to your office until advised to do so.



## Hurricanes

Before a tropical storm or hurricane enters the Gulf of Mexico there are some guidelines on how to protect yourselves, your premises and contents.

Always keep contact information for your firm's Fire Wardens and emergency contacts up to date with the Property Management Office. This will insure timely contacts from Property Management, giving you important emergency information.

Should your firm require on-site personnel during the storm, advise them to maintain an inventory of emergency equipment to be used to include but not be limited to the following:

- Flashlights and fresh batteries
- First-aid kits to treat minor injuries caused by flying glass
- Transistor radios for keeping abreast of weather and highway conditions
- Ice Chests
- Water Coolers
- Thermal Bottles
- Non-perishable Food
- A Can Opener
- At Least One Change of Clothing

Please note that Brookfield reserves the right to close the building for your safety, absent a governmental directive. In either instance, it is very important that all building occupants take the following steps prior to leaving:

- All mini-blinds should be opened and raised.
- Desks, table tops and all windowsills should be cleared of books, loose papers, and other items. These items should be placed in secured locked drawers or file cabinets.
- All artwork and furniture should be moved away from windows. Personal items should be stored in a safe area or removed from the building.
- Waterproof tarpaulin or heavy plastic can be useful for covering desks, computers, and filing cabinets.
- Bookcases in offices with exterior windows should be turned (if possible) to face the wall.
- Computers and related equipment should be backed up, powered-down and unplugged.
- All lights should be turned off.
- All electronic equipment should be removed from offices with windows and secured in an area near the core of the building (if possible).
- All office doors should be shut and locked when possible.

Brookfield will maintain limited staffing at the property throughout this event. We are fully prepared to take appropriate actions, which includes but is not limited to the following:

- The building roof and grounds will be cleared of debris.
- Storm drains will be cleaned and locked down.
- Emergency generators serving emergency lighting and fire/life safety systems will be serviced and fuel tanks filled.
- Emergency supplies and equipment to include, plywood (for installation in the event of window or door damage), sandbags, portable radios, two-way radios, tarps, plastic, and miscellaneous tools are stocked in ample quantities.

We are committed to communicating and working closely with you as we prepare for the possibility that we will be affected by this hurricane. Please free to call the Management Office at (713) 651-1515 with any questions or suggestions you might have.

Please note we will utilize the LiveSafe emergency alert system to advise tenant contacts and other designated emergency contacts of important developments should the need arise.

### **Unsafe Conditions or Suspicious Activity/Individual**

If an unsafe condition such as a slippery floor, debris left in a common area, broken glass, etc. is noticed, please notify a security officer or the Property Management Office immediately. Brookfield staff inspects the property regularly; however, problems you might see sooner are addressed immediately.

If you see suspicious or offensive persons in the building, please call Security/Property Management. If possible, make note of appearance, clothing, etc. to assist building security in identifying them.

Report any situation involving a threatening person to the Police Department by calling 911 and then notify Security, IMMEDIATELY. Provide as much information as possible including a physical description of the person(s) and their location, whether or not they are armed, and in a hostage situation, the number of hostages and their location.

## **Tenant Services**

### **Tenant Service Request**

Contact the Three Allen Center Property Administrator to be set up in the Service Request System, Angus Anywhere. A username and password will be sent to the email address provided. [Click here](#) to login to the Service Request System.

## **Building Signage**

Standard suite signage will be provided at the tenant's expense unless otherwise stipulated in the lease as an owner expense. The suite signage will be placed at the entrance of the suite. All other signage must be approved by the Management Office.

Please refrain from taping temporary or non-building standard signs to the building walls, suite doors, building or elevator lobby doors, or elevator walls.

## **Cleaning Services**

Cleaning service is provided five times per week. Carpets are vacuumed, unobstructed surfaces dusted, and trash is emptied. For trash that is not in a wastebasket, please inform the cleaning personnel by leaving a large note on the items that read BASURA or TRASH. Please DO NOT leave items that are not trash on top or near wastebaskets because these items might be misconstrued as trash. If you have special cleaning needs, such as carpet shampooing, microwave, refrigerator cleaning or any type of deep cleaning, please contact the Management Office. Special cleaning services can be arranged at tenant's expense by entering a work order in the Service Request System.

For standard cleaning issues please contact cleaning through the Service Request System.

For questions or comments regarding the cleaning services or pricing for any extra services, please contact the Management Office.

## **Deliveries/Loading Dock/Freight Elevator**

The loading dock is located under Three Allen Center off West Dallas Street. This area is used for deliveries and pick-ups of large items. Small hand carry deliveries and pick-ups should come through one of the building entrances and not through the loading dock. The Loading Dock accommodates straight body trucks up to 13 feet, 2 inches high. Use of the loading dock area must be arranged by contacting the Management Office.

All users of the freight elevators must meet insurance requirements of Brookfield Properties, Inc. Those persons intending to use the freight elevators shall register in advance with Property Management and are required to check in with security upon entering the building where they must present an ID to get an elevator access card.

Property Management reserves the right to inspect all toolboxes and equipment being removed from the building and accepts no responsibility for loss or theft of tools, equipment or materials that have been brought onto the premises.

All goods loaded onto the freight elevators must be packaged properly. Loose materials such as sand and cement must be transported in sealed bags.  
HVAC

Standard HVAC hours are 7:00am to 7:00pm Monday through Friday and 7:00am to 1:00pm on Saturday, except for holidays.

After hours HVAC charge is \$50.00 per hour, per air handler. There are two air handlers per floor. After hours HVAC charge for the entire floor is \$100.00 per hour.

Please contact the Property Administrator so it can be determined which air handler needs to be turned on within your suite.

### **Air and Lights - After Hours**

Air and lights for your suite can be programmed through [www.getgenea.com](http://www.getgenea.com) or by calling the Genea number at 1-866-955-1557.

There is no charge for lights.

### **Keys and Locks**

Keys will be provided upon move-in. All additional locks, keys and lock changes must be handled by our preferred locksmith. A fee is charged for this service and is billed as an extra service. No additional locks will be allowed on any door without written permission of landlord. All key and lock requests should be submitted using the Service Request System.

There is a charge for damaged or lost access cards.

### **Lost and Found**

Lost and found items can be claimed or turned in at the Security Desk or Building Management Office.

### **Mail Service**

The mailing address for Three Allen Center is:  
Company Name  
333 Clay Street, Suite # \_\_\_\_  
Houston, TX 77002

Mail may be collected by Tenants or their agents from the mailroom located on the street level of the building Monday through Friday.

Outgoing mail may be deposited in the collection boxes located in the mailroom. The pick-up schedule is Monday through Friday.

The -main Post Office location is at -1500 Hadley Street, Houston, Texas 77002. For more information please call your local Post Office or visit [www.usps.com](http://www.usps.com).

## **Parking**

Tenant and visitor parking is available in the Allen Center Garage, the Met Garage and the Surface Lot located on West Dallas, Clay Street, Andrews Street and Fuller Street. The parking garages are connected to the building by an air-conditioned skywalk over Clay Street. Visitor parking is available in the Allen Center Garage on Clay and Andrews Streets as well as the Surface Lot located across West Dallas from the Met Garage. All hand delivery services are directed to use the Surface Lot.

There is Executive parking in the two basement levels of Three Allen Center, availability is limited. Lease provisions calling for executive parking will determine whether or not permits are issued. Please contact the Parking Garage office at (713) 757-0019 to arrange for parking.

For more information go to: <https://parking.com/houston/offices/allen-center>

## **Recycling**

Brookfield is committed to both preserving our environment and reducing operating costs.

Brookfield is proud to be a part of, and manage, an innovative and responsive recycling program. We are proud that our tenants participate in recycling paper, cardboard, aluminum and clean plastic. In addition, Brookfield provides continuous e-waste recycling, including household batteries.

The cleaning staff will empty the central recycling bins as required. If you have any questions, please call the Management Office.

The following products CANNOT be recycled and should be discarded into the regular trash receptacles: paper towels, carbon paper, waxed paper, blueprints, food plates, and Styrofoam.

## **Tenant Parties, Receptions and Open Houses**

If a tenant has any plans for a party, reception, open house, etc., please contact the Management Office in advance to ensure appropriate personnel are informed.

### **POLICIES AND PROCEDURES**

## **General Rules and Regulations**

Three Allen Center is a premier business address in Houston, as such we have worked very hard to create the most positive environment possible for you and your employees to conduct business in an orderly, clean and desirable premises. We have endeavored to minimize our formal Rules and Regulations. However, to maintain the positive business environment, which initially attracted you as a tenant, and minimize the interference by others to your premises, we anticipate your cooperation in observing the following Rules and Regulations prescribed by the Owner.

Please note that the term 'Tenant' as used in these Rules and Regulations includes its officers, agents, servants, employees, licensees and invitees.

**Animals:**

Tenant shall not bring into the Building, or keep in or around the premises any insect or animal.

**Antennas & Wires:**

Tenant shall not install any antenna or aerial wires, or radio or television equipment, or any other type of equipment, inside or outside of the Building, without Owner's prior approval in writing. Tenant may operate personal radios and/or televisions inside the premises leased or occupied by it, provided noise from such equipment is not audible outside the premises.

**Building Image:**

Tenant shall not advertise the business, profession or activities of Tenant in any manner which violates the letter or spirit of any code of ethics adopted by any recognized association or organization, or use the name of the Building for any purpose other than that of the business address of Tenant, or use any picture or likeness of the Building or the Building name or logo in any letterheads, envelopes, circulars, or notices, without Owner's expressed consent in writing.

**Entrance Obstruction:**

Tenant shall not block or obstruct any of the public sidewalk entries, parking areas or courtyards adjacent to the Building, passageways, doors, corridors, elevators, elevator doors, freight elevator lobbies, hallways or stairways of the Building.

Tenant shall not deposit any trash, refuse, cigarettes or other substances of any kind within or out of the Building except in the refuse containers provided.

**Finish Materials:**

All carpets, fabrics and furniture purchased for premises leased or occupied by Tenant shall conform to local and state fire codes.

**Flammable Fluids:**

Tenant shall not bring into the premises or the Building any flammable fluids or explosives without written permission of Owner.

**Glass Panel Doors:**

Glass panel doors that reflect or admit light into the passageways or into any place in the Building shall not be covered or obstructed by Tenant. Tenant shall not permit, erect or place drapes, furniture, fixtures, shelving, display cases or tables, lights, signs or advertising devices in front of or in proximity of interior or exterior windows, glass panels, or glass unless the same shall have first been approved by Owner.

**Large Item Disposal:**

Tenant shall have the responsibility of disposing of crates, boxes, etc., which will not fit into office wastepaper baskets and other unusual waste. In no event shall Tenant set such items in public hallways or other areas of the Building, except within the premises leased or occupied by Tenant.

**Locks:**

No additional locks shall be placed on any door in the Building, which are incompatible with the master keying system. Owner may at all times keep a passkey to all leased or occupied premises. All keys shall be returned to Owner promptly upon termination of each lease.

**Owner's Reservation of Rights:**

Owner reserves the right to rescind, alter or waive any rule or regulation at any time prescribed for the Building when, in its judgment, in the interests of all Tenants, and no alteration or waiver of any rule or regulation in favor of one Tenant shall operate as an alteration or waiver in favor of any other Tenant. Owner shall not be responsible to any Tenant for the non-observance or violation by any other Tenant or any of the rules of regulations at any time prescribed for the Building.

**Plumbing Systems:**

The plumbing facilities, lavatories and janitor closets shall not be used for any other purposes than for which they are constructed, respectively, and no rubbish, rags, sweepings, and/or any other harmful damaging or foreign substance of any kind shall be thrown in them.

**Premises Infestation:**

If the premises become infested with vermin due to Tenant deliveries or acts or omissions of Tenant, Tenant at its sole cost and expense, shall cause such premises to be exterminated from time to time, to the satisfaction of Owner and shall employ such exterminators as approved by Owner.

**Quiet Enjoyment:**

Tenant shall not permit the operation of any musical or sound-producing instruments or devices which may be heard outside the leased premises or the Building, or which may emanate electrical waves which will impair radio or television reception from or in the Building.

**Roof Access:**

Admittance to the roof of the Building is done only upon the written consent of Owner.



**Sales or Auctions:**

No space in the Building shall be used for manufacturing, public sales or auctions.

**Signal Communication:**

If Tenant desires signal communication, alarm or other utility or service connections installed or changed, such work shall be done at the expense of Tenant, with the prior written approval and under the direction of Owner.

**Signs & Advertising:**

No sign, door plaque, advertisement or notice shall be displayed, painted or affixed by Tenant in or on any part of the outside or inside of the Building or parking facilities without prior written consent of Owner.

**Soliciting & Peddling:**

Canvassing, soliciting, peddling, and distribution of handbills and other advertising material in the Building is prohibited. Tenant shall cooperate to prevent the same and shall promptly report such activities to Property Management.

**Weapons:**

Owner has the right to restrict Tenant from bringing into the Building, or keeping on the premises, any weapon including but not limited to firearms, knives, shotguns and similar items.

**Insurance Protection:**

**Tenants are required to keep on file with the Management Office a current Certificate of Insurance evidencing sufficient coverage to satisfy the terms of their lease.**

All vendors and contractors must have a compliant Certificate of Insurance on file with the Management Office. It is the responsibility of the Tenant to request the insurance requirements from the Management Office and forward the Certificate of Insurance to the Management Office once it is obtained from the vendor or contractor.

**Moving Procedures:**

Tenants are requested to contact the Management Office as far in advance of the move date as possible to ensure all appropriate steps are taken for a smooth transition. for information pertaining to move in to or out of the Building.

**Smoking Policy:**

Smoking is prohibited in all common areas of the building including lobbies, loading dock, elevators, stairways and garage.

The smoking designated area is currently located on the west side entrance of the building under the Skybridge between Three Allen and the Allen Center Garage.

## **Neighborhood**

**To view our neighborhood go to:**

**<https://www.downtownhouston.org/>**

The tenant information provided in this handbook is meant to provide you with a better understanding of Three Allen Center and to facilitate your company's operations. There is a great deal of information contained within; take the time to familiarize yourself with this handbook and it will become a valuable resource for you and your company.

Please note that the Building Management Office is available to help in any way possible. Your first call for any problem or question can always be directed to the Building Management Office, and we will assist you from there.

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

Welcome to Three Allen Center- 333 Clay Street, Houston, TX 77002