



2HoustonCenter

909 Fannin Street, Houston, TX

| TenantHandbook

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

Brookfield Properties is a premier real estate operating company, providing integrated services across all property investment strategies of Brookfield Asset Management ("Brookfield") – a global alternative asset manager with over \$265 billion in AUM. The combination of Brookfield's highly regarded network of investment professionals around the globe and vast access to capital, along with Brookfield Properties' well-established position as the commercial property landlord of choice in many of the world's most dynamic markets, provides a competitive advantage in the marketplace. More importantly, it assures premier quality and optimal outcomes for our tenants, business partners and the communities in which we do business.

About 2 Houston Center

2 Houston Center is a 40 story, class "A" office building in the multi-building Houston Center retail and office complex. It currently has six levels of parking for 512 cars. 2 Houston Center is located at 909 Fannin, atop of Houston's six-mile tunnel system. Houston Center is an urban, mixed-use office campus in the heart of Houston's vibrant downtown connected to over 200,000 sq. ft. of select shopping, dining, and service options. The property is a five-minute walk to ten hotels of various price points, including the newly renovated Four Season's Hotel and the Le Méridien Houston Hotel. Steps from Discovery Green, the George R. Brown Convention Center, three sports stadiums including the Toyota Center, restaurants and more, Houston Center provides easy access to the best of what downtown has to offer while perfectly capturing the energy and culture of Houston.

Operations

Accounting

In accordance with the lease, rental payments are due on the first of each month without notice. You will receive a separate invoice for miscellaneous charges such as, repair service, overtime air

conditioning, etc. Tenants will not receive monthly rent statements. You must note your suite number on your check. Please note, the Management Office cannot accept rental payments

Please make all payment checks payable to: BSREP II Houston Office 2HC Owner, LLC

Mailing Address:

P.O. Box 207352
Dallas, Tx 75320-7352

Overnight Mailing Address:

2975 Regent Blvd.
Irving, TX 75063
Lockbox #207352

Wire/ACH Instructions:

Wells Fargo Bank, N.A.
Account Name: BSREP II Houston Office 4HC Owner, LLC
City/State: San Francisco, CA 94105
Account Number: 4224057158
Wire Transfer ABA: 121000248
Reference: 207352

Property Management Office

Real Estate Manager

Gemma Buchanan
713-655-1727
gemma.buchanan@cbre.com

Associate Real Estate Manager

Shondrea Barber
713-655-5504
shondrea.barber@cbre.com

Real Estate Service Administrator

Selina Fulghum
713-655-5523
selina.fulghum@cbre.com

Real Estate Service Administrator

Laura Reynoso
713-655-5500
laura.reynoso@cbre.com

Chief Building Engineer Supervisor

Joseph Ulrich
joseph.ulrich@cbre.com

Assistant Chief Building Engineer

Jose Elias

jose.elias@cbre.com

Director – Security & Life

Mark Wright

Mark.Wright1@cbre.com

As the property manager of 2 Houston Center, we want you to know that every member of our staff is here to assist you. The Management Office is located at 909 Fannin St, Ste. #100 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) 654-4411 with any questions or concerns 24 hours a day. After normal business hours, Security personnel answer our telephone lines.

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

Hours & Holidays

Standard Operating Hours for the property are listed below:

7am-6pm- Monday-Friday (Except Building Holidays)

9am-1pm- Saturday (Except Building Holidays)

The Holidays observed each year are listed below in order to aid your planning operations during the year.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

Certain services are not provided on weekends and the holidays listed above.

Services outside of normal business hours, including HVAC can be arranged in advance via Genea Platform. Freight Elevator access may be arranged in advance by calling the Management Office during normal business hours.

Leasing

The leasing company for Brookfield Properties, located at 909 Fannin Street, Suite 1000. The main phone number is 713-270-0110.

Listed below is the contact information for the authorized representatives:

Title	Name	Phone #	Email
Sr. Vice President	Kelli Gault	713-270-3349	kelli.gault@transwestern.com
Executive Managing Director	Doug Little	713-272-1284	doug.little@transwestern.com

Amenities

On-Site Amenities

- Public Transit Available
- Path Access
- Tunnel Accessible / Sky Bridge Accessible
- Building Terrace / Park / Courtyard
- Complimentary Battery Boost (Allied Universal)
- Tire Inflation Valet (Allied Universal)
- Vehicle Location Valet (Allied Universal)
- Debit Pay Stations / Express credit card pay stations
- Amenity Bay
- 24 Hour Security Monitoring + After-Hours Escorts
- Safety Communication App (LiveSafe)
- Battery Recycling (Household)
- E-Waste Event (Twice a Year)
- Tenant Events / Happy Hours
- Event Space / Conference Centre
- Recycling
- Wi-Fi
- Group Exercise (LBT)
- Blood Drive (4HC/The Highlight)
- Bicycle Parking: Non-Secured Inside + Non-Secured Outside
- ATM
- Bank
- The Highlight at 4 Houston Center

Services

Cleaning

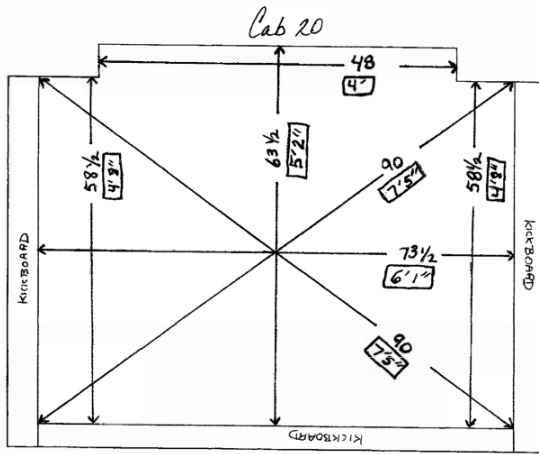
Cleaning service is provided five times per week. During each cleaning, carpets are vacuumed, unobstructed surfaces dusted, and trash is emptied. For trash that is not in a wastebasket, please inform the cleaning personnel by leaving a large note on the items that read BASURA or TRASH. Please DO NOT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

If a small cleaning problem should arise during working hours, please contact cleaning through the Angus work order system.

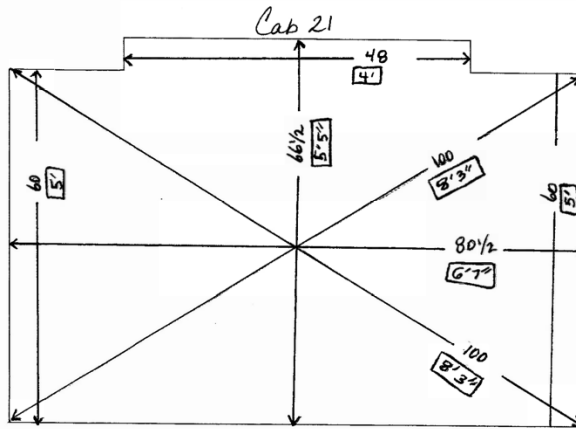
For questions or comments regarding the cleaning services or pricing for any extra services, please notify the Management Office.

Deliveries/Loading Dock/Freight Elevator

- The building is equipped with two freight elevators (dimensions listed below). Please contact the Management Office at least 48 hours in advance to schedule use of the freight elevator.
- Loading Dock Clearance = 14'11"
- Loading Dock Clearance = 14'11"
- Freight Elevator Specs
 - Freight #20 (Small)
 - 4" opening
 - 6'1" Wide, 4'8" front to back, 90" diagonally
 - 14' 3" Tall inside, 9'tall door frame
 - 3500lb weight limit



- Freight #21 (Large)
 - 4" Opening
 - 6'7" Wide, 5" front to back, 100" diagonally
 - 14'3" Tall inside, 9' tall door frame
 - 3500lb weight limit



Elevators

2 Houston Center has 20 passenger elevators and two freight elevators serving 40 floors. There are several shuttle elevators for basement parkers that service the basement levels, street level, and lobby level.

The freight elevators are in regular operation weekdays from 6:30 a.m. until 5:30 p.m., except building holidays. During normal business hours, the freight elevator is available on a first come, first serve basis for normal business deliveries (office supplies, FedEx, UPS, etc.), the transport of service providers, contractors, messengers, construction personnel and other limited uses.

Freight Elevator Reservations

The freight elevator must be reserved after normal operating hours through Property Management for all deliveries (furniture, contractor materials, etc.), and for all tenant moves for deliveries that require:

- Priority use of an elevator.
- Use of the freight elevator for longer than 30- minutes.
- Use after regular building hours.
- A safe-lift operation (standby elevator mechanic)
- Delivery of construction material or supplies
- Or will affect service adversely.

Tenants may only reserve on a first come, first-serve basis. Reservations may be made by e-mail to Property Management with a minimum of 24-hour notice.

All users of the freight elevator 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 a valid ID to get elevator access.

The Property Manager reserves the right to inspect all toolboxes and equipment being removed from the building and accepts no responsibility for loss of 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.

Elevators chime at each floor indicating a floor change to persons with a visual disability.

If you are detained inside of the elevator cab due to a malfunction, remain calm. Use the alarm button inside the elevator to signal your stalled status to the Security Console. You may also use the intercom on the right panel of the elevator to speak directly to the Security Desk and receive instructions on what to do.

Our elevator maintenance company will be immediately dispatched to correct the problem. Property staff will remain in constant contact to let you know what is being done.

Engineering Services

Tenants may need special engineering services, including repairs to private bathrooms, replacement of non-standard ceiling tiles, and installation of additional thermostats. The tenant is billed at established rates for engineering services.

Engineering requests are processed and billed as follows:

- A member of the engineering department staff investigates the situation.
- If possible, the problem is resolved immediately.
- If materials must be purchased or completing the repair requires further planning or other assistance, the engineer consults the Property Manager. They then plan the work and prepare a time-and-materials estimate for tenant approval.

Carpenter Services

The engineering department can provide a variety of minor carpentry services, including installing shelves, hanging pictures, and repairing chairs or cabinets.

Prior to work commencing, the tenant will be required to acknowledge the cost of work for which the tenant is responsible.

HVAC

If the temperature in your office needs adjustment, please bring it to our attention by creating a work order ticket via the Angus Work Order System. Your work order will be referred immediately to engineering personnel.

After-Hours HVAC

Most leases provide for HVAC from 7:30am – 6:00pm. Certain leases provide that HVAC be routinely provided during non-business hours, but for most tenants, after-hours HVAC is provided through the Geneva Customer Portal. In general, tenants are billed for after-hours HVAC on an hourly basis with a minimum number of hours required. The rate at which tenants are charged is sometimes stipulated in the lease; if not, the tenant is charged at the standard building rate. After-hours HVAC is usually billed monthly.

Air and lights for your suite can be programmed by submitting a request through the Genea Customer Portal, or by contacting Customer Service at (866) 935-1557, or by emailing at service@getgenea.com

Mail Service

2 Houston Center building mailboxes are located on the ground level, G1.

Mail delivery, distribution, and pick-up hours are determined by the U.S. Postal Service. 2 Houston Center has a drop box for Federal Express, located on level G1,

Mail may be collected and/or deposited by Tenants, or their agents, in the mailroom located on the G1 level, Monday through Friday.

Security / Fire Life Safety

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 common areas. Two-way radio communication between the Management Office, Security Console and property staff, provide 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 maintaining careful vigilance observance of these common-sense and following safety procedures:

- Be particularly observant of strangers in your area and if their identity cannot be readily established, advise the Management Office immediately. Our ability to take positive action may be wholly dependent on speedy notification.
- 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, such as hand-sized dictating machines, calculators, etc., in a locked desk, credenza, file cabinet or other secured location.
- Use strong passwords, GPS locating apps or locking cables, if possible, Personal computers and large calculators should be bolted to the desk. Particular care should be taken for the security of laptops, computers and other electronic devices. Tablets are easily transported and readily marketable.

- File cabinet drawers should be closed at the end of the working day and all file cabinets that are provided with locks should be secured nightly.
- 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 checks of your offices by contacting the Management Office.

Introduction to Fire Safety

Brookfield prides itself on providing outstanding prevention measures to ensure the safety and security of its tenants, visitors, and employees. This is accomplished through fire and life safety education, as well as planning for emergencies. It is important that each tenant and their employees be familiar with emergency exits, equipment, evacuation plans, and well informed on all issues related to fire and life safety.

Tenants are given materials and are educated in response procedures for both fire and non-fire related emergencies. Fire Drills are conducted twice a year.

We provide additional fire life safety information and fire warden certification training through our online training website. The training site describes all of the Building's safety features for tenants and visitors.

In addition, our tenants can use the utilize the online training to refresh their knowledge of the fire life safety topics.

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 a fire alarm 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). Please contact property management for assistance in gaining access to online Fire Warden Certification training.

Access Control

We strive to provide a safe environment for tenants and their employees, guests, customers, and visitors. The building business hours are 7:30 am to 6:00 pm, Monday through Friday, and closed on weekends. If access to the building is required outside of these hours, you must use the access card issued at move-in by the Management Office. This card controls access to the building.

A log-in book located at the Security Desk, at Lobby Level, must be signed by contractors entering and exiting after-hours. All contractors must present a valid driver's license to enter the building. Signing in allows the Security Officer to have an accurate count of the number of persons in the building and their approximate location in case of an emergency. The Security Officers DO NOT have keys or card keys to suites and therefore cannot unlock doors for anyone. In the event of employee terminations, it is the responsibility of the tenant to cancel access cards with building management. Keys and access cards need to be carried at all times.

After-Hours Building Entry

To gain access to the building after normal business hours, tenants must present their building access card for card readers in the following locations:

- Street Level – McKinney Street Entrance
- Street Level – McKinney Street near the Garage Entrance
- Street Level – Fannin Street Entrance (Designated as an ADA access point.)
- Card reader access points are also located at crosswalk entry doors connecting from The Shops at Houston Center and from Houston Center Garage.

For the safety of all, management requires tenants entering and leaving the Building after-hours to present their access card key at Security.

Tenants should send a written request to the Management Office for after-hours and non-business day's access for temporary employees, contractors, telephone workers, etc. Access will not be granted without the written request being on file.

Access for Vendors or Contractors

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 at least 48 hour written notification to the Property Management Office on the After-hours Access Form including:**

- Current Certificate of Insurance
- The Company Name
- Foreman or supervisor
- Names of all people who will be doing the work,
- Date(s) the work will which be performed,
- Time the contractor will arrive and depart,
- Description of the work being done.

A log-in book located at the Security Desk, at Lobby Level, must be signed by contractors entering and exiting after-hours. All contractors must present a valid driver's license to enter the building.

Please arrange for access or meet with the vendor to provide them with an access card or keys.

Parking Access and Security

Parking facilities available to all Houston Center tenants and visitors include:

- 2 Houston Center Tower Garage
- 2 Houston Center Garage
- Fulbright Tower Garage
- Houston Center Garage
- 4 Houston Center Garage
- Rusk Garage

Parking access is available 24 hours a day, 7 days a week. Houston Center garage entry lanes are clearly marked by signs on the exterior of the garages.

Security measures in place at the Houston Center Garages include:

- Security Bollards
- 24/7 Security Staffing
- Continuous bicycle and vehicle patrols
- CCTV cameras at all entry gates and elevator lobbies.
- Vehicle gate arms
- Contract parking card access

Property Removal Authorization

To prevent unauthorized removal of material or equipment from the building, the request must be submitted via the Angus work order system. In the description section of the work order, please provide the name of the individual removing the item(s), date of removal, and item(s) being removed. There is also a property removal form to obtain from property management.

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

Stolen Property

If property belonging to a tenant, employee, or visitor is stolen, notify property management immediately. After normal business hours, calls to property management will be automatically forwarded to security. Also contact the Houston Police Department. A security officer will respond as quickly as possible to take an incident report and will assist the Police Department in gathering information when they arrive.

Solicitation

For the privacy of our tenants, solicitation and hand-billing is not allowed in any Brookfield Properties. To report solicitation, please call the lobby security desk or property management immediately.

Emergency Procedures

During an emergency, the safety of personnel and the protection of property often depend on the actions taken by those individuals within the emergency's arena. For this reason, Brookfield has developed and implemented the Tenant Emergency Procedure Manual. (TEPM)

The TEPM serves to standardize and clarify emergency information, preparedness, procedures and responsibilities of the building owner and tenants at all US locations. It is based upon the best suggested guidelines derived from state and local fire prevention codes and other well-established emergency information.

It is imperative that all building occupants become familiar with this plan and its procedures since its effectiveness depends on the active participation of tenants and employees at all levels. Tenants should use it to help prepare their own emergency plans that are individually tailored for maximum employee and asset protection. To this end, each Property Manager will distribute to all Tenant points of contact a hardcopy of the Building's TEPM. Tenant employees can also review this manual on the building's online fire life safety training website.

However, due to the obvious difficulty associated with predicting the scope and nature of any given emergency, Tenants should not use the TEPM as the ultimate arbiter when determining how to respond to an emergency. The procedures are suggestions which should never be at odds with their primary goal: to protect life, safety, and property. Additionally, no Tenant or Brookfield's employee should ever risk life or limb based upon the TEPM's perceived advice. In fact, the TEPM includes clear limitations:

IMPORTANT - never endanger your own life or the lives of others when carrying out duties in the Fire Safety Plan

Active Shooter

Active shooter incidents are usually unpredictable, and the situations evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Since most active shooter situations are often over within 5 minutes before local law enforcement arrives, individuals must be prepared both mentally and physically to deal with an active shooter situation. Civilians will often have to make life and death decisions, and, therefore, should be engaged in training and discussion on decisions they may face.

General Response Guidelines to a Report of an Active Shooter

During a report of an Active Shooter incident, and when safe to do so, each, 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 to the building occupants informing them of the situation via a public address announcement or through a mass notification system.
 - As more information is provided and confirmed i.e., location of the shooter(s) direction of flight, impacted areas, and specific instructions from the police department, the Building's Fire Safety/Security/EAP Director will provide an update to the situation that is occurring.
- 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.

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

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

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

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 persons.

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).
- Do not trap yourself 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 quiet 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 this policy will provide for an orderly, safe and rapid response plan for conducting searches, providing prompt and necessary communications, rendering assistance, and if necessary, evacuating and returning personnel to work.

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 throat 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 Property/Security Office. The Property Manager and Security Manager will coordinate the search activities and make necessary notifications.

Search Procedures

If the caller states or implies that a bomb is in a particular suite, Brookfield Security will request that the tenant assist in the search of their floor. Tenants are more familiar with their floor and they can determine whether an object belongs in the office, has been moved or is out of place. If the caller states or implies that a bomb is in a common area of the building, then Brookfield staff and its Security Officers will conduct the search. During a search, communication is of the utmost importance and can be readily established through existing land-line-Installed telephones.

CAUTION: The use of radios or any other wireless devices during a search can be dangerous by causing the premature detonation of an electric initiator (blasting cap).

Search Team Procedure

If instructed, occupants should search only their immediate area and report the results of their search to the Fire Wardens. Occupants should unlock desks, lockers, file cabinets and turn off office machinery, but leave lights on. If necessary, to evacuate, remove all personal items including purses, attaché cases, packages and lunch boxes that might cause wasted searching efforts. Leave doors open.

It is advisable to have a team of two people search every room and area, if possible. When you enter a room to search it, first move to different areas of the room and stop and listen for unusual noises; become familiar with the background noise.

Conduct your search using the following method:

- Search from floor to waist level
- Then search from waist to chin level
- Then search from chin to ceiling level
- Then search in the suspended ceiling (if applicable)
- Place a sign or 'Post-it' note indicating "Searched" in a conspicuous location

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/Property Management.

Chemical, Biological, Radioactive (CBR) Release

If there is a CBR release including an envelope "white powder" and potential exposure call 911 and the Security/Property 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 they, and where other people will not become contaminated, and are to await medical attention there.

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 impact.
- Contain the material to minimize the number of individuals exposed.
- If outside, identify wind direction and ASAP direct unaffected persons upwind of release.
- Contain the potentially impacted individuals to ensure that they receive proper medical attention.

Notification

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

Containment

If material is released, potentially impacted individuals should move from the immediate location to an adjacent control area. Minimize activities until appropriate response staff arrives. If necessary, move impacted individuals into nearest bathroom facility.

Non-impacted individuals on the affected floor should all be evacuated to a specific location, away from others, and await further instructions from response team.

The HVAC (heating and ventilation) system for impacted and adjacent areas, as well as for bathrooms/kitchens will be immediately turned off by the property engineers.

Isolate the impacted area(s), e.g., shut door during exit. Do not allow any unprotected personnel into the impacted area.

Retain all impacted material for response team.

Should an evacuation or re-location become necessary, the initial authority and responsibility to implement that response will be the Building's Emergency Action Plan Director. Once the agency having jurisdiction (police, fire, etc.) arrives on the scene, they will assume control of the situation.

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 a potential issue occurring, which may impact service to passengers.

If elevator service is interrupted while you are a passenger, remain CALM. Do not attempt to force the elevator doors open or leave the cab.

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.

Inform security of the following:

- Number of people in the elevator?
- Condition of people in the elevator?
- Number of injuries?
- Condition of the elevator?
- Names of people in the elevator?
- Company names?
- Telephone numbers?
- Information on who you would like to be notified?

Security personnel will maintain constant communication with the elevator occupants checking on physical condition and inform them that elevator staff is working on the condition.

Emergency Notification System – LiveSafe

LiveSafe is a mobile safety application and emergency communication dashboard platform. The LiveSafe Command Dashboard is a web-based system that any computer connected to the Internet can access. The command dashboard provides security operation centers with an additional line of communication and is aligned with existing Brookfield protocols.

Unlike other mass communication companies our staff and tenants will have the ability to not only receive but to also send critical emergency AND ROUTINE tips to a dashboard that YOUR BUILDINGS can monitor in house.

Below is a list of LiveSafe mobile application features that will be available to our tenants:

- A one button feature to contact security or property management directly.
- A one button feature to contact 911.
- A one button feature to have access to critical portions of the Tenant Emergency Procedure Manual (TEPM) and tabs for each emergency scenario.
- The ability to report an emergency or tip and add a photo or video to send to the dashboard. This can also be done anonymously for privacy reasons.
- The ability to use the “Safewalk” feature which will allow the tenant to have a colleague or co-worker monitor their activity when they are leaving the property, headed to the garage or to the train station OR TRAVELING OUT OF TOWN.
- As long as their colleague has the LiveSafe app, “Safewalk” can be used in any capacity that a tenant wants a colleague to follow their path.

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 2 Houston Center
- Select your employer.

Fire Emergencies

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

- Call the Fire Department – Dial 911
- Security at 713-759-1002
- Activate the Fire Alarm Pull Station if the alarm is not sounding.
- Report any changes in conditions to the Fire Department and the Fire Safety Director.

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 stairway 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, you are to listen to the public address announcements from the Building's Emergency Action Plan Director and proceed to the nearest safe stairway 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, 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, activate the nearest fire alarm pull station, located near each stairwell entrance, by pulling the lever, and then call Security.

If you are involved in a fire situation, remain CALM. Listen for information and instructions being announced over the Building's public address system.

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, do not 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 wastepaper 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!**

Relocation and Evacuation in the Case of Fire Emergencies

To ensure the safety of building occupants, it may be necessary to relocate or evacuate some, or all, building occupants during emergencies.

A relocation, partial evacuation, or full building evacuation is a structured response to an emergency and must be conducted in an orderly manner. Upon a fire alarm evacuation or notice to evacuate your floor, tenants and visitors should take the following steps:

- Assist the Fire Wardens in directing persons to the exit stairway and relocation floor.
 - If possible, close all doors, which will slow the spread of fire, heat, and smoke.
 - Walk quickly but do not run to the designated stairway. Keep to the right in halls and stairwells and stay in a single file.
 - Once you are in the stairway, do not turn back for any reason.
- Hold onto the handrails, **DO NOT TALK** on your cell phones and **DO NOT TEXT!**
- Merge alternately when two lines meet at various floor landings. Proceed in an orderly manner.
 - Before entering through a closed door, place your hand on the door. If the door is hot, do not open it. You may be entering a fire or endangering the lives of others. If there is evidence of fire or smoke on the designated relocation floor (doors warm, alarm is sounding on relocation floor, or smoke is present), continue down the stairs to the next "safe" floor.

- Do not use elevators when there is a fire alarm on your floor. Elevators can spread smoke from floor to floor and potentially become a trap if impaired by smoke or fire damage. The Fire Department may also require the elevators to move equipment or rescue occupants.
- Do not return to your floor until the “Back to Normal” announcement has been made.
- If told to evacuate the building by Fire Department or building personnel, exit via the stairwell to the street or lobby level, out the doors, and away from the building to your pre-arranged assembly point.
- Do not exit at the concourse or parking areas unless directed to do so.

Fire Life Safety

Brookfield recognizes the growing importance of safety and security in our buildings, and Brookfield's National Security Program is designed to heighten tenant awareness and increase understanding of our safety and security processes and procedures. Our program recognizes that prevention is the cornerstone of emergency management. Through long-term planning and the use of enhanced technology, Brookfield's National Security Team works to address the ever- changing security needs of our properties.

Brookfield's National Security Team's key responsibilities include:

- Delivering unparalleled service to our customers
- Maintaining our national programs at the highest state of readiness
- Cultivating professional relationships with local law enforcement agencies

The entire evacuation of high-rise buildings in an emergency cannot be accomplished in a short period of time and the number of people occupying a high-rise building is too great to permit everyone to leave at the same time. During a fire condition, this potentially dangerous situation could cause a panic and hamper firefighting and rescue operations. In fact, during most fire situations within a high-rise building, an entire building evacuation will not be necessary or feasible.

The fire and life safety systems installed in high-rise buildings today, including automatic fire sprinkler protection, are designed to control a fire and therefore lessen the need to evacuate all occupants.

To learn more about your life safety and security training. Please contact the Building Office at (713) 654-4411 for your company specific link and registration code.

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 includes 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 ensure 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 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 Prevention

Elements of Fire

There are three elements of fire:

- Fuel (furniture, plastics, grease, etc.)
- Heat (matches, cigarettes, sparks, electric, etc.)
- Oxygen

Fire needs all three elements. If you remove one, you can eliminate or reduce the fire. For example:

- Closing doors - reduces the amount of oxygen.
- Dousing with water - reduces heat.
- Using an ABC Type Fire Extinguisher - smothers the fire, reducing oxygen.
- Removing nearby draperies, papers, furniture - removes the source of fuel.

Planning and Preparedness

- Have a list of emergency phone numbers.
- Be familiar with your floor's layout.
- Know primary and secondary exits routes and termination points both up and down.
- Know location, type and how to use manual fire alarms and fire extinguishers.
- Know primary and secondary methods of communication.
- Know safe refuge areas (re-location floors) during a fire emergency:
- If relocating within the building - usually a minimum of four (4) floors below the fire floor, is adequate.
- When evacuating the building - move away from the building, and out of the way of emergency vehicles, flying glass and other obstacles. Usually, a distance that is greater than the height of the building and proceed to your pre-determined outside assembly area.

Safe Stairwell Procedures

- Remain quiet and calm. Do Not Talk and Do Not Text!
- Remove high-heel shoes. Keep a pair of old sneakers next to your workstation.
- Use handrails & move quickly. Walk in a single file.
- Keep to the right so Emergency personnel can ascend the stairs on the left.
- Allow others to enter stairwell flow, but do not unnecessarily hold up traffic.
- Assist those who are slower or physically impaired.

- Walk down the stairs (unless otherwise instructed).
- All injuries should be treated at stairwell landings when required and safe to do so.
- Do not spread false information, rumors, etc.
- Do not bring drinks or food into the stairwell.
- Develop awareness of safety conditions, fire violations and potential hazards, for example: fire doors improperly blocked or open, improper lighting, frayed cords, overloaded outlets, obstructed halls and corridors, trash buildups, etc.
- Participate in fire drills and review emergency procedures.
- Know your area of responsibility and your emergency actions.

Fire Prevention Tips

- Obey the "NO SMOKING" law in all areas of the building.
- Do not use portable heaters in the building at any time.
- Check for frayed or damaged electrical cords. Report them to your supervisor.
- Do not run electrical cords under carpets or chair pads.
- Do not overload electric outlets.
- Turn off or unplug appliances when not in use.
- Do not let trash overflow in wastebaskets or collection areas.
- Do not block corridors, freight elevator bays and stairwells.
- Do not prop open stairwell, corridor, or other fire doors.
- Check lighting in corridors, stairwells and exit signs. Report any malfunctioning lights.
- Do not store any flammable liquids, oily rags, or combustible materials in the building at any time.
- Under NO circumstances should any items be stored in the stairwells. They are your means of exiting in an emergency.

Fire Extinguishers

Use of a fire extinguisher by any tenant employee or tenant Fire Safety Team Member is optional and should only be attempted if safe to do so.

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. Most of all, practice fire prevention and good housekeeping.

Class A

Any fire involving ordinary combustible materials such as paper, wood, cloth, rubber, and plastics. Extinguish with a penetrating cooling agent. Water is the best material commonly available for this.

Class B

Any fire involving flammable liquids, such as gasoline, naphtha, acetone, greases, and oils; or flammable gases like methane or hydrogen. Extinguish with surface-acting agents such as dry chemicals, which break up the chemical reaction of the fire; or use inert, dense, heavier-than-air gases, which smother the fire.

Class C

Any fire involving electrical equipment, appliances, and wiring. Extinguish with a nonconductive extinguishing agent to protect against electrical shock. Most extinguishers that have a Class B rating also have a Class C rating but read the label to be sure.

Class D

Any fire involving combustible metals such as magnesium, lithium, potassium, etc. would be considered a Class D Fire.

Fire Extinguisher Types

The building is equipped with multipurpose ABC dry chemical extinguishers that are suitable for class A, B and C type fires. All Class A fires must be followed up with water to ensure extinguishment of all deep-seated smoldering fires.

The "PASS" Method for Using ABC Extinguishers

- Pull safety pin while holding upright.
- Aim the hose at base of fire and stand back 10 feet.
- 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 all responsible for ensuring that tenants are trained and aware of the safety procedures. In an emergency, (B.E.A.T.) is primarily responsible of manning the Fire Command Center and implementing the Fire Safety Plan. From this main location on lobby level, he/she will be able to control all mechanical, alarm, and communication systems within the building.

The (B.E.A.T.) under an actual fire event situation will usually be concerned with evacuating the fire floor the floor immediately above and below. As a standard operating procedure, usually the evacuation of those exposed, will be to a location four (4) 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 the (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.

General Evacuation Procedure

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 several events simultaneously including:

- The immediate dispatch of qualified assistance for fire, medical, and other agencies as dictated by the emergency.

If it is necessary to evacuate part, or all, of the building, LISTEN to the instructions being given over the public address system, and by property staff. Emergency Exit Stairwells are to be used for evacuation. DO NOT USE ELEVATORS unless instructed to do so over the public address system, or by Police or Fire Department representatives. Stairwell entrances are located on the west and east side of the Building's core in close proximity to the elevator lobbies.

An up-to-date listing of all personnel who may need assistance should be kept by the Building's Emergency Action Plan Director and be documented in the Building's Emergency Action Plan on file with the Fire Department.

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 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.

During a fire drill - and in an actual fire emergency - employees should move calmly and quickly to the nearest fire stair exit, stage at the stairwell door, and listen for instructions over the public address system. Fire drills are conducted as follows:

- Fire Life Safety personnel will be dispatched to the floor(s) where the fire drill is being performed.
- The service elevators and the elevators within the affected passenger bank will not be recalled.
- The drill will commence with the activation of a fire alarm pull station.
- The Tenant Fire Life Safety Members on the affected floors observe the conduct of tenants and guests, ensuring that all areas of the floor are participating.
- Fire wardens and assistant fire wardens are to assist in the evacuation of their assigned areas and close doors behind them. Searchers are checking restrooms, mail rooms, conference rooms, etc., as required.
- After the drill has been successfully completed, an "all clear" announcement is made, and tenants may resume normal duties.
-

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. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

- Department of Homeland Security
<http://www.dhs.gov//>
- Federal Emergency Management Agency
<http://fema.gov//>
- American Red Cross
<http://www.redcross.org//>
- Centers for Disease Control and Prevention Emergency Preparedness and Response
<https://emergency.cdc.gov/>

Local media outlets will provide important information during an emergency.

Major Water Leaks

Persons discovering water leaks should immediately report them to the Property Management Office. Be certain to give your name, Company name, location, and extent of the leak. If water is coming through the ceiling, and if it is feasible, please close all open drawers in the vicinity, move papers, small furniture, or work in progress, and place wastebaskets or buckets under leak(s).

Medical Emergency

In the event of a medical emergency or accident involving personal injury in the workplace immediately call 911 and Security/Property Management at (713) 759-1002. Give security/office management the floor number, location on the floor and the type of accident or medical emergency.

Patient Assessment & Crowd Control

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.

Non-Fire Emergency Preparedness

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.

Catastrophic events can occur without warning, and they may not necessarily involve a fire. For clarity purposes, these events will be classified as "non-fire" emergencies and will include such events as: explosions, biological, chemical, or hazardous material incidents or releases or natural disasters. Should this happen, a complete evacuation to street level may be necessary or you may be directed to remain at your workstation and shelter-in-place. The Fire Safety/EAP Director will give instructions over the public address system or through the LiveSafe, notification system as to what part of the EAP Plan will be implemented.

Additionally, Brookfield Properties has documented and implemented a building emergency action plan which includes various emergency scenarios Policy and Procedures and protocol for the Building Emergency Action Team (B.E.A.T.) to follow during emergencies and incidents such as:

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. 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 materials 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 stairway.

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 public address 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 Building 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 downstairs, hold handrails, and do not run, or push others.
- High heel shoes should be removed and carried.

Office Safety Tips

- Valuables such as purses should never be left unattended, even in areas where visitors seldom go and, especially in the reception area. Never leave a purse on the floor or underneath the desk or on top of a file cabinet - put them out of sight.
- If you go shopping on your lunch hour, do not leave the packages exposed. Place the packages in a cabinet or drawer.
- All visitors, including messengers and delivery personnel, should be watched while on your premises. Escort them to inner office or work areas, do not simply direct them.
- Special care should be taken during the times most suited for pilferage - 30 minutes just after opening and before closing - when there is maximum movement from work areas and offices.
- Investigation of prospective employees' backgrounds may eliminate potential threats.
- Consider changing locks after the discharge of any employees who had keys, access to keys or safe combinations. If business keys are lost, change the lock. All re-keying must be done through Property Management.
- Personnel carrying keys to premises should never have any identifying tags on their key rings, since loss of a key ring would enable a dishonest finder to locate and use business keys to gain illegal entry.
- If personnel carrying keys park in garages that require leaving keys in the auto ignition, they should leave only the car keys. Duplicates can readily be made from other keys on the ring.

Never leave the reception area unattended with the door unlocked. Extra care should be taken regarding small items such as electronics, pens and desk ornaments.

- Checkbooks and other valuable corporate property should be locked up.
- Avoid giving keys to outsiders for special deliveries or for early/late arrival for special purposes.

- Serial numbers of all corporate assets should be recorded to aid police in recovering property in the event of loss or theft.

Immediately report to Security, or the Property Management Office, of any strangers loitering in the building. If any equipment or valuables are lost, report it to the police, your insurance company, and the Property Management Office.

Pandemic Preparedness

What you Need to Know

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

Importance and Benefits of Being Prepared

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

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

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

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

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

Pandemic Flu Resources

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

Flu.gov

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

<http://www.flu.gov/>

Centers for Disease Control and Prevention (CDC)

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

Department of Homeland Security (DHS)

DHS is working on a "Business Planning Guide," which will be posted on the DHS home page and on Pandemicflu.gov as soon as it is completed. Also, for business-specific questions, the DHS has created an e-mailbox - DHSPandemic@dhs.gov.

BOMA Resources

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

- Listen to local and national radio
- Watch news reports on television
- Read your newspaper and other sources of printed and Web-based information
- Look for information on your local and state government Web sites
- Consider talking to your local health care providers and public health officials.

Power Outages

In the event of a power outage, remain CALM and call the Property 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 building 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, the building manager 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 public address 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 Wardens will assist in the evacuation of their floor.
4. 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

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 the 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.
- Tornadoes occur in many parts of the world and in all 50 states. Tornado frequency is at its peak in April, May, and June. The potential threat is most dangerous in the continental plains and along the Gulf Coast of the United States.

NOTE: Most tornadoes last only four or five minutes.

Tornados

Tornado Watches

Are issued by the National Weather Service for areas threatened by tornadoes and severe thunderstorms. These watches specify a time and area where tornado probabilities are highest. During a watch, look for threatening weather and stay tuned to radio and television for more information.

Tornado Warnings

Are issued by local National Weather Service offices when a tornado has been sighted or indicated by radar. Warnings describe the area that could be affected. If a WARNING is issued, take cover immediately.

Where to Go

Stay away from windows, glass doorways and outside walls. Close doors to the exterior offices and go to interior small rooms or into inside hallways. Protect your head and crouch down making yourself as small a target as possible.

After the Storm

- Inspect your area for damage.
- Check immediately for electrical problems and gas leaks.
- Report your findings to the Property Management Office.
- Cooperate in the cleanup of debris.
- During repairs and cleanup, wear shoes and gloves.

Follow directions from Building Emergency Personnel and Public Safety Officials.

Earthquakes

An earthquake is caused by a sudden slip on a fault. Stresses in the earth's outer layer push the sides of a fault together. Eventually enough stress builds up and the rocks slip suddenly, releasing energy waves that cause the shaking we feel during an earthquake.

Earthquakes come in clusters. In any earthquake cluster, the largest one is called the main shock; anything before it is called a foreshock and anything after is called an aftershock. We must be prepared for aftershocks and the damages they can cause.

These procedures are designed to assist in preparing for an earthquake before it occurs and provide guidelines to follow during the disaster. Preparedness is the key to safety and a quick recovery.

Before the Earthquake

Mitigation

Non-structural hazards must be identified, and every effort must be made to correct potentially dangerous situations. This includes securing furniture such as bookcases, wall units or other items that could fall and injure someone or block an evacuation route. In some cases, this may not be feasible. For this reason, awareness of these problems is of the utmost importance.

Assess Your Work Area

- **Windows/Glass:** If your workstation is near a window or glass partitions, decide where you will take cover to avoid being injured by flying glass.
- **Heavy Objects:** If your workstation is near a temporary wall or partition, make sure it is securely anchored.
- **Loose Objects:** If you have materials stored on top of cabinets or shelves, determine if these items should be secured or moved.

During the Earthquake

During an earthquake you will be safer inside the building than you are outside. If you do feel a tremor, you should: Duck, Cover, and Hold.

DUCK - Duck or drop down to the floor.

COVER - Take cover under a sturdy desk, table, or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms. Avoid danger spots near windows, hanging objects, mirrors, or tall furniture.

HOLD - If you take cover under a sturdy piece of furniture, hold on to it and be prepared to move with it. Hold the position until the ground stops shaking, and it is safe to move.

DO NOT ENTER OR EXIT the building during the shaking. There is danger of falling glass and debris.

DO NOT USE THE ELEVATORS - Elevators will automatically move to the next floor in direction of travel and open.

IF YOU ARE OUTDOORS, move away from buildings, falling objects, and power lines.

After the Earthquake

Be Prepared for Aftershocks. If you are outside, do not return to your office until authorized. **CHECK FOR INJURIES** and administer first aid if necessary (and if qualified). Do not move victims unless necessary.

Replace Telephone Handsets that have been shaken off, but do not use the telephones except to report fires or medical emergencies.

Do Not Use Elevators when exiting, make sure that the exit is safe to use.

Earthquake Evacuation

- Determine in advance all stairwells and alternate exits from your work location and the routes you will follow to reach that exit in the event an evacuation is necessary. Also establish your alternate routes to be used in the event your first route is blocked or unsafe to use.
- Do not evacuate unless told to do so or danger is imminent.
- Follow instructions given by emergency personnel.
- Walk, DO NOT RUN, and keep noise to a minimum.
- DO NOT push or crowd. Use handrails in stairwells and move to the inside (most continuous handrail).
- Move to your designated evacuation area unless otherwise instructed. Check doors for heat before opening.
- Assist non-ambulatory, visually impaired and hearing-impaired persons if they are present.
- If you have relocated away from the building, DO NOT return until you are notified that it is safe to return.

What If You Are in an Elevator

- Many elevators are designed to go to the nearest floor in the direction of travel and open.
- However, some elevators will stop in any moderate earthquake. Building maintenance personnel will contact each elevator car as quickly as possible and advise you how rescue will occur.
- Upon being rescued, take directions from the Fire Warden of that floor.
- If you have a medical problem or other emergency, call the phone numbers listed in the elevator car. If immediate help is needed, call 911.

When Should You Go Home?

- It is in your best interest in the event of an earthquake or community wide disaster, during normal working hours, that all employees should remain at work.

Hurricanes

Before a tropical storm or hurricane approaches the region, there are some guidelines on how to protect yourselves, your premises, and contents.

Always keep the contact information for your Company Fire Wardens and emergency contacts up to date with the property management office. This will ensure timely contacts from property management, providing 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 Properties 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, tabletops, 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 closed.

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:

- Debris will be cleared from the building roof and grounds.
- 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 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.

Suspicious/Unattended Packages

Identifying a Suspicious/Unattended Package

A suspicious letter or parcel might have some of the following indicators:

- Origin - Postmark or name of sender is unusual, unknown, or no further address is given.
- Postage - Excessive or inadequate postage.
- Balance - The letter is lopsided or unusually thick.
- Weight - The letter or package seems heavy for its size.
- Contents - Stiffness or springiness of contents; protruding wires or components; oily outer wrapping or envelope; feels like it contains powdery substance (When checking, do not bend excessively.)
- Smell - Particularly almond or other suspicious odors.
- Writing - Handwriting of sender is not familiar or indicates a foreign style not normally received by recipient. Common words or names are misspelled.
- Rub-on block lettering.

Handling a Suspicious/Unattended Package

- Notify Security/Property Management Office
- Do not excessively handle or open a suspicious package.
- Immediately segregate it in an unused room or space.
- Attempt to verify the sender and/or the legitimacy of the package (i.e. ask the recipient if he/she was expecting a package that matches the suspect package's size and shape.)
- If the letter or parcel remains suspect, call the police

Unsafe Conditions or Suspicious Activity/Individual

If an unsafe condition such as a slippery floor, debris left in a common area, broken glass, or other hazards are observed, notify security or the property manager immediately.

Brookfield Properties staff members inspect the property regularly. However, problems you might see are addressed immediately.

If you see suspicious or offensive people in the building, please call Security/Property Management Office. Provide a description of the person's appearance and clothing to assist responding security personnel in identifying them.

Report any situation involving a threatening person to the Police Department by calling 911. Then, notify security IMMEDIATELY. Provide as much information as possible, including a physical description of the person(s) and their location, whether they are armed, or in a hostage situation, the number of hostages and their location.

Sustainability

LEED / Energy Star

2 Houston Center is LEED Gold and Energy Star Certified

Bicycle Parking / Storage

Commuting by bike to work is a great way to cut down on auto emissions and reduce your carbon footprint along with increasing daily physical activity. To support these initiatives at 2 Houston

Center, we provide bicycle parking on the upper-level of G1 of the 2 Houston Center parking garage.

Access to the bicycle parking is available at no charge and on a first-come, first-serve basis. Please ensure your bike is securely locked for we are not responsible for any damage or loss due to theft.

Click Here for Safe Biking Tips (<http://zenhabits.net/6-tips-for-commuting-to-work-by-bike/>)

Carpooling

At 2 Houston Center, we encourage carpooling as another great way to decrease automotive emissions and keep the air clean. Carpooling can also save money on your commute costs along with wear and tear on your vehicle.

Please see below for links to carpooling information in the area:

<http://www.erideshare.com>

Initiatives

2 Houston Center is equipped with motion sensors that control the lights. The automation system controls temperatures and run times coincide with Building's Operation Hours.

At 2 Houston Center, we are committed to protecting and preserving our environment. Along with the green initiatives we have taken in the building, we have provided tips and links to great websites that will aid in continuing the initiative in daily life here and at home.

Sustainability Tips

- Optimize the energy settings on computers and other electronic devices and make sure to shut them down at the end of the day.
- Unplug printers, scanners and copiers that are only used occasionally.
- Turn off all lights and any audio / visual equipment that is not being used.
- Keep things digital and minimize the use of materials whenever possible, do not use unnecessary amounts of paper.
- Implement the use of recycled materials such as recycled paper whenever possible.
- Bringing lunch and using reusable containers cannot only save unnecessary waste but costs too. If you order take-out join co-workers in large orders to minimize waste of small individual packaging.
- Bring in mugs/glasses/utensils to reduce the use of paper/plastic goods.

Click on the links below for more Green Information:

- <http://www.earthshare.org/green-tips.html>
- <http://www.thegreenguide.com/green-living>

Recycling

At 2 Houston Center, we appreciate and support the positive effect that recycling can have on the environment and have provided access to recycling collectors throughout the building.

Please see below for a list of recyclable items vs. non-recyclable items:

Accepted Recyclable Items:

- Office Paper
- Newspaper
- Brown Paper Bags
- Magazines
- Junk Mail
- Phone Books
- Plastic Bottles and Containers #1-7
- Aluminum/Tin/Steel Cans
- Flattened Cardboard (e.g., Cereal and Snack Boxes)
- Paper Cardboard (e.g., Dairy and Juice Containers)

Non-Recyclable Items:

- Anything in the above list that is soiled or wet
- Styrofoam
- Wax Paper
- Pizza Boxes
- Any Plastic without #1-7
- Tempered Glass
- Glass Bottles/Jars

Tenant Services

Tenant Service Request / Angus Work Order System

Click here to login to the Service Request System. <http://www.houstoncenter.com/>

Brookfield's goal is to always provide outstanding tenant service. This means:

1. Courteous, timely, efficient, high-quality responses to tenant requests
2. A follow-up review to confirm that the tenant is satisfied with the response.
3. When there is a charge for the tenant service, the tenant will receive a clear and accurate invoice

Each lease contains specific information about services to be provided, including complimentary and chargeable services. If a tenant is unfamiliar with charges for services being requested, the cost of the service will be explained.

Tenant services may be provided by Brookfield Office Properties staff or by outside contractors hired by Brookfield Office Properties. Authorized tenant representatives can submit requests for routine maintenance using the online Service Request System.

With just a few easy steps you can submit a request for building service. Simply click on the link to the Service Request button on the Tenant Resources page, login with your personalized username and password, enter the necessary information, click submit and you are done!

The following information contains detailed instructions for using the Service Request System.

1. Enter you personalized username and password.
2. Complete the Service Request by entering as much information as you can. Fields that are marked with a red asterisk are mandatory. Fields such as Property, Reported By, Reported by Phone, and Reported by E-mail will auto-fill based on your personalized login. The information contained in these fields cannot be changed.
3. Select the type (service category) of the request. If unsure, select "Unspecified" and Management will redirect.
4. Please do not schedule a time/date – Always select the request be "Required: As Soon As Possible."

Viewing Service Requests

1. Click on View Service Request
2. Select filters or accept the default parameters
3. Click Go!

The system will display all your service requests. The most recent request will be on top. Scroll to find the request your company has created. Click on the request date for detailed information about the request.

Request Status	Explanation
Open (new)	The request has been created but the Management Office has not processed it
In Progress	The request has been accepted by the Management Office. The work requested had been completed. The request may be kept in this status due to follow-up activities
Work Completed	The work requested had been completed. The request may be kept in this status due to follow-up activities
Closed	The work requested and follow up activities have been completed
Cancelled	The work order was cancelled by tenant or Management Office

Building Signage and Directory

A door plaque and/or elevator directional will be provided at the tenant's expense, unless otherwise stipulated in the lease as an owner expense. The door plaque will be placed at the entrance of the suite. All other signage must be approved by the Management Office.

Please note the EXACT spelling and punctuation of your company name on the forms provided. Any replacements or changes to the signage will be charged to the customer. Also, note that it may take up to six (6) weeks to receive the signage so you should email the forms to the Management Office without delay. You should fill out the forms in the forms section of Brookfield's website for any changes to your directory listing and suite signage.

Directory listings are in the following format:

Company Listings	Name	Suite or Floor #
Individual Listings	Name	Suite or Floor #

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

Updates to the directory listing and tenant signage are the responsibility of the tenant.

Policies and Procedures

Construction / Remodeling

The tenant construction work procedure is designed to provide efficient scheduling of work while protecting other tenants from unnecessary noise and inconvenience.

Please contact the Property Management Office for the Tenant Work Design and Construction Rules and Regulations. This document contains detailed information to assist you in planning construction projects. Please review it carefully before design begins.

Summary

Contact the Property Manager as the first step. The Property Manager will be happy to assist you in completing your project efficiently.

Incorporate the provisions of the attached document into all of all your agreements and contracts. You will need written approval from the Property Manager before contracting any work.

At least four (4) weeks before construction provide two (2) sets of drawings and plans to the Property Manager for approval. The Property Manager must also approve your list of contractors and subcontractors.

At least two (2) weeks before construction, schedule a pre-construction meeting with the Property Management Team. Meeting materials should include detailed schedules; addresses and telephone numbers of supervisors, contractors and subcontractors; copies of permits; proof of current insurance (including all subcontractors); payment, performance and lien bonds; and notice of any contractor's involvement in a labor dispute.

We will generally require that you conduct noisy, disruptive or odor and dust producing work, as well as the delivery of construction materials, outside of regular business hours.

We expect all contractors to maintain safe and orderly conditions, labor harmony, and proper handling of any hazardous materials. MSDS sheets must be supplied to the management office. We may stop any work that does not meet the conditions outlined in the attached document.

Before occupying the completed space, submit the final certificate of occupancy and any other approvals to the Property Manager. We also require an air balancing report signed by a professional engineer and an "as built" set of drawings in AutoCAD format on disk and one (1) hard copy showing all of the work in full detail.

Please note that this summary highlights key aspects of the attached document entitled Rules and Regulations for Design and Construction of Tenant Work for your convenience and does not supersede it in any way.

General Rules & Regulations

2 Houston Center is a premier business address in Houston, as such, we have worked very hard to create the most positive environment possible for you to conduct business in an orderly, clean and desirable premises. We have endeavored to minimize our formal Rules and Regulations. However, in order 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.

After Hours Entry:

Owner reserves the right, after normal building hours, to require that persons entering the Building identify themselves and establish their right to enter, or to leave, the Building.

Animals & Bicycles:

Tenant shall not bring into the Building, or keep in or around the premises, any insect, animal or bicycles, without the prior written consent of Owner (wheelchairs, seeing eye dogs, and baby carriages excepted). Bicycle racks are provided on the upper-level of G1, within the parking garage.

Antennas & Wires:

Tenant shall not install any antenna or aerial wires, 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.

Blind Closing:

Each Tenant shall cooperate with Owner in obtaining maximum effectiveness of the cooling system by closing blinds or drapes when the sun's rays fall directly on windows of the premises leased or occupied by Tenant.

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, which consent may be unreasonably withheld.

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 place, empty, or throw any rubbish, litter, trash or material of any nature into such areas, or permit such areas to be used at any time except for ingress or egress of Tenant, its licensees and invitees.

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.

Hand Trucks:

Any hand trucks used in any space, or public halls, of the Building, either by Tenant, jobbers or others, in the delivery or receipt of merchandise, shall be equipped with rubber tires and safeguards.

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, for disposal. If Tenant wishes to dispose of such items prior to 6:00 pm., it may do so by entering, Angus work order.

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.

Material Movement:

The movement of furniture, equipment, machines, merchandise or material within, into or out of the leased premises and the Building shall be restricted to time, method and routing as determined by Owner upon request from Tenant, and Tenant shall assume all liability and risk to property, the premises leased or occupied by it, and the Building in such move.

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, and the expense or any breakage, stoppage, or damage resulting from a violation of this provision shall be borne by Tenant.

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 shall be 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.

Smoke Free:

2 Houston Center maintains a smoke free policy throughout the building, including all common areas, the lobby, restrooms, stairwells, elevators, and elevator lobbies (even if a floor is occupied by only one Tenant) and the parking garage. No smoking, or use of other tobacco products (including, but not limited to, vapes, cigarettes, pipes, and cigars) is permitted in any part of the building.

The designated smoking area is located at the corner of the San Jacinto St. exterior exit of the 2 Houston Center garage. Please do not smoke at any building entrances and follow posted signage to designated smoking areas, throughout the Houston Center Campus. When smoking, using tobacco or similar products, we ask you properly dispose of any litter in the provided receptacles.

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 the Management Office.

Weapons:

Owner has the right, but not the obligation, 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.

Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. These are located within the 2 Houston Center website (<https://www.mybrookfield.app/properties/2-houston-center/>). To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at www.adobe.com.

- Building Specifications
- Security Access Request Form
- Tenant Handbook

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. The insurer must be admitted and licensed in Texas and the Certificate must contain a provision that coverage will not be canceled or non-renewed without a thirty (30) days prior written notice to the Owner.

When tenant work is to be done by contractors in the building, the tenant authorizing such work shall be responsible for including in the contract for such work the following insurance and

indemnity requirements to the extent that they are applicable. Insurance certificates must be received prior to construction/service. All certificates shall name the Landlord as the certificate holder.

Certificate Holder:

BSREP II Houston Office 2HC Owner LLC
 909 Fannin Street
 Houston, TX 77010

As an additional insured party as follows:

BSREP II Houston Office Holding LLC, BSREP II Houston Mess B LLC, BSREP II Houston Office 2HC Owner LLC, BSREP II Houston Mezz A LLC, Brookfield Properties (USA II) LLC, BOP Texas Management LLC, and their respective affiliates, shareholders, partners (including partners of partners), subsidiaries and related entities, and any successor and assigns of such entities

Each contractor and each subcontractor shall, until the completion of the tenant work in question, procure and maintain at its expense, the following insurance coverage with companies acceptable to landlord in the following minimum limits:

Worker's Compensation (Including coverage for Occupational Disease) Employer's Liability	Limit of Liability Statutory Benefits \$500,000
Comprehensive General Liability (including Broad Form Comprehensive Liability Enhancement, Contractual Liability assumes by the contractor and the tenant under article 15.3 of the Lease and Completed Operations coverage) Bodily Injury and Property Damage	Limit of Liability \$2,000,000 combined single limit
Comprehensive Automobile Liability (including coverage for Hired and Non - Owned Automobiles) Bodily Injury and Property Damage	Limit of Liability \$1,000,000 per occurrence
Umbrella Liability	Limit of Liability \$5,000,000 per occurrence

Notes: Completed certificates must be received before work can commence.

Moving Procedures

Tenants are requested to contact the Management Office as far in advance of the move date as possible, but no less than two (2) weeks prior to any move in to or out of the Building, to coordinate the move and reserve the freight elevator. All move-ins/outs must take place after 6:00 pm, Monday through Friday, or on weekends and are scheduled on a first come, first served basis. Additional Charges for loading dock personnel, elevator operators, and security guards to accomplish the move will be charged to you at prevailing rates.

As a brief checklist, please provide the following to the Management Office prior to your move in date:

- Certificate of Insurance
- Tenant business telephone and fax numbers. At least two (2) after-hours emergency contacts (home telephone numbers)
- Directory designation (both corporate name and personnel)
- Four (4) Fire Warden designates and alternates per full floor occupancy
- Name of Tenant Administrative Liaison(s) and respective signature(s) of authorization

Arrangements should also be made with the Management Office for:

- Access control cards
- Evacuation training for Floor Wardens and employees
- Keys for offices

A list of Building approved movers is available in the Management Office.

The following rules pertain to moving furniture, equipment and supplies in and out:

- The loading dock is the only building entrance permitted to be used for moves
- Movers must carry insurance in accordance with the specifications in the insurance Requirements section and provide a Certificate prior to the move
- Clean Masonite sections must be used as runners on all finished floor areas where furniture or equipment is being moved with wheel or skid-type dollies. The Masonite must be at least one-fourth inch thick, 4' x 8' wide sheets in elevator lobbies and corridors, and 32" wide sheets through doors in Tenant Space. All sections of Masonite must be taped to prohibit sliding
 - The mover must provide and install protective coverings on all walls, door facings, elevator cabs and other areas along the route to be a protective barrier. These areas are inspected for damage after the move
 - Restoring any damage to the building or fixtures in connection with the move is the financial responsibility of the Tenant
 - The freight elevator is the only elevator used for the movement of furniture, equipment, and supplies unless prior written approval to use additional elevators is obtained from the Management Office
 - The Tenant must make arrangements with the Management Office for use of the elevators for each move. A firm arrival time should be established for each day of a move
 - Movers are required to remove all boxes, trash, etc., when leaving the Building. Any materials left behind will be disposed of by building staff. Our building has a strict "No Smoking" Policy. Moving crews are not permitted to smoke in any area of the building
 - The Fire Department prohibits the blocking of any fire corridor, exit door, elevator lobby or hallways. Moving vehicles should not be parked in marked "Fire Lanes."