

**World Trade Center Portland**  
**Tenant Handbook**

September 2018

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## Introduction: Welcome

### Welcome

Welcome to World Trade Center Portland! We have prepared this tenant handbook to help you during your move-in and throughout your tenancy with us. We hope that this document will answer many of your questions.

The tenant information provided in this tenant handbook is meant to provide you with a better understanding of World Trade Center Portland and facilitate your company's operations.

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

Please visit our website [www.wtcpdx.com](http://www.wtcpdx.com) for additional information and forms.

The contact information for the Management Office is 503-464-7527 or via email to direct personnel as follows:

- Cindy Laurila, Executive Director  
[Cindy.Laurila@pgn.com](mailto:Cindy.Laurila@pgn.com)
- Paul Wallman, Building Manager  
[Paul.Wallman@pgn.com](mailto:Paul.Wallman@pgn.com)
- TBD, Portfolio Administrator
- Vicki Ingber, Operations Coordinator  
[Vicki.Ingber@pgn.com](mailto:Vicki.Ingber@pgn.com)
- Ronaldo Villanueva, Chief Engineer  
[Ronaldo.Villanueva@pgn.com](mailto:Ronaldo.Villanueva@pgn.com)

The Management Office is located at:  
One World Trade Center  
121 SW Salmon Street, Suite 230  
Portland OR 97204

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

**Welcome to World Trade Center Portland!**

## **Introduction: Welcome**

### **History**

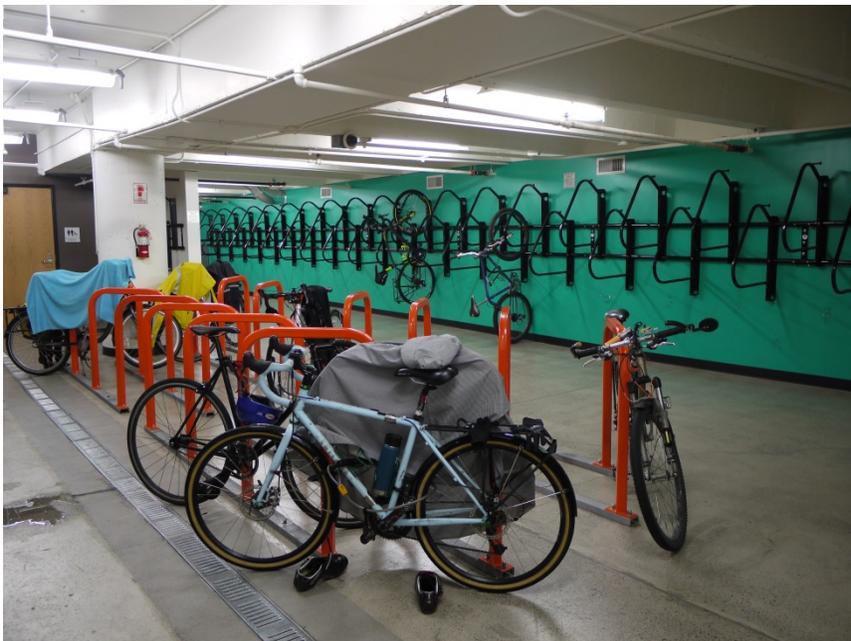
In 1975, as part of a revitalization strategy initiated by the City of Portland to rejuvenate the waterfront area, a three building complex known as the “Willamette Center” was developed by Portland General Electric Company, construction was completed in 1977.

Willamette Center won a city-wide competition to be the designated location of the newly formed Oregon Trade and Marketing Center created by the State of Oregon in 1987. The complex was officially renamed as “World Trade Center” on June 29, 1988.

The World Trade Center Association (WTCA) is a not-for-profit; non-political association dedicated to the establishment and effective operation of World Trade Centers (WTCAs) as instruments for international trade expansion. The association represents 316 members in 91 countries.

## Building Amenities: Bicycle Parking Bike Hub

A building operated bicycle hub is conveniently located on the P2 level of the World Trade Center parking garage. Secured day-use lockers, bicycle racks, and showers are provided to building occupants at no charge. Access is for World Trade Center Portland tenants via badge access. To sign up, check out our bicycle parking page on the World Trade Center Portland website ([www.wtcpdx.com](http://www.wtcpdx.com)) for forms and additional information on the multiple locations throughout the complex for bicycle parking.



## **Building Amenities: Fit Factory, Go Box and Simply Reuse Center**

### **Fit Factory**

The Fit Factory is the onsite Fitness Center located on P2 of the World Trade Center Parking Garage. It is run by a third party nonprofit group that is open 24/7 and is only available to tenants of World Trade Center Portland. To apply for membership contact the Fit Factory Director, Cameron Mitchell at [directory@fitfactorywtc.com](mailto:directory@fitfactorywtc.com) or 503.464.8075

Website: [www.fitfactorywtc.com](http://www.fitfactorywtc.com)

### **GO Box**

World Trade Center has teamed up with GO Box to capture food containers (clamshell) from building occupants who frequent local food carts and restaurants. The clamshells are provided to the businesses at no cost and then collected at area sites to be recycled back to the businesses. A mobile App is used to receive the new clamshell. The program requires a location point bin on site to collect the clamshells and we have placed one receptacle outside the main lobby of One World Trade Center. For more information, go to <https://www.goboxpdx.com/>

### **Simply Reuse Center**

The Simply Reuse Center located on the P1 level offers gently used office supplies to tenants of One World Trade Center.

The mission of the center is to reduce the waste stream going into landfills by encouraging reuse among tenants. Typical inventory (which fluctuates quite a bit) includes 3-ring binders, staplers, files, file holders, tape dispensers, paperclip, binder clips, hole punches and much more. The center is staffed one day a week by a De La Salle High School student on a work study program managed by PGE. Currently, the center is open from 9 a.m. - 12:00 p.m. and 1:00 p.m. - 3 p.m. on Thursdays but the day may change each September depending on the student assigned. The Simply Reuse Center also accepts donations of overstock and unwanted office supplies. Items not accepted are furniture, electronics, books or kitchen supplies. You can reach the Simply Reuse Center at [simply.reuse@pgn.com](mailto:simply.reuse@pgn.com)

## Building Amenities: Training Room

### Training Room

The One World Trade Center training room is available to tenants of One World Trade Center for a total of 16 hours per month. Reservations are made through the Angus work order system on a first come first serve basis in increments of 4 or 8 hours.

- The room holds up to 44 occupants
- 2-80" big screen TV's
- Adjustable presenter's table
- Wireless internet
- In room sound system
- Touch screen control unit that provides step-by-step instructions for controlling your presentation on the big screen TV's, wireless access and the sound system for conference calls.

For additional questions; please contact the Management Office 503.464.7527.



## Building Amenities: World Trade Conference Center Conference Center

As a tenant of One World Trade Center, you are eligible for a 25% room reduction at the World Trade Conference Center. The room rates noted below are shown with the discount. For further information, you may contact the Conference Center Sales Office by phone 503.464.8688 or via email: [WT.Conference.Center@pgn.com](mailto:WT.Conference.Center@pgn.com)

### World Trade Center Conference Center Room Rental Pricing for Tenants

	FULL DAY	HALF DAY	EVENING	24 HOURS
<b>SKY BRIDGE LEVEL</b>				
Auditorium	1012.50	600	1012.50	1350
Sky Bridge A	337.50	225	337.50	525
Sky Bridge B	300	187.50	300	375
Sky Bridge A&B	525	300	525	675
Sky Bridge C	300	187.50	300	337.50
Sky Bridge Terrace	1500	937.50	1500	1500
<b>MEZZANINE LEVEL</b>				
Oregon Room	412.50	262.50	412.50	562.50
Mezzanine 1	187.50	112.50	187.50	262.50
Mezzanine 2	262.50	187.50	262.50	337.50
Mezzanine 3	262.50	187.50	262	337.50
Mezzanine 4	262.50	187.50	262.50	337.50
(Any Two)	525	300	525	675
Mezzanine 2, 3, 4	750	450	750	1012.50
Mezzanine 5	375	262.50	375	525
Exhibit Space	825	412.50	825	1087.50
Mezzanine Level All	1875	1125	1875	1875
<b>PLAZA LEVEL</b>				
Flags	412.50	262.50	412.50	562.50
Plaza Conference Room	525	300	525	675
Outdoor Plaza	1500	937.50	1500	1500
Glass House	412.50	262.50	412.50	562.50

## Building Operations: Access for Tenants, Guests and Contractors

### Tenant Badging

A photo identification access badge is necessary to enter the building during non-business hours. The initial supply of access badges will be provided to each tenant at no cost upon occupancy. These access badges allow authorized personnel to access the building and their suite floor via the elevator, after business hours. To request an initial access badges for all staff or to add new employees, please submit a letter, via email on company letterhead with all employee names and noting authorized hours of access (i.e. business hours versus 24/7 access). Tenants will need to schedule an appointment to have a new employee's photo taken or send an acceptable photo to [Corporate.Security@pgn.com](mailto:Corporate.Security@pgn.com). A sample letter is noted below.

#### EXAMPLE LETTER TO CORPORATE SECURITY FOR EMPLOYEE ROSTER WITH ACCESS PERMISSIONS:

**\*\*To be on company letterhead all to be emailed to [corporate.security@pgn.com](mailto:corporate.security@pgn.com)**

[Date]

Corporate Security  
World Trade Center Portland  
One World Trade Center  
121 SW Salmon Street  
Portland OR 97204

#### Emergency Contacts: 24 hour/7 day week access

Primary Contact

[Name]

Cell Phone: XXX-XXX-XXXX

Secondary Contact

[Name]

Cell Phone: XXX-XXX-XXXX

**Company XYZ** authorizes access to **Suite XYZ**, One World Trade Center, to the following employees.

#### 24 hours/7 days a week

[Name]

[Name]

#### 7 am – 7 pm Monday-Friday

[Name]

[Name]

Please contact me if you have any questions.

[Point of Contact]

Title

Phone number

Email address

# Building Operations: Access for Tenants, Guests and Contractors

## FAQs

### Corporate Security: ID Badges

This document outlines procedures for obtaining ID Badges as of July 11, 2016. As of July 11, WTC badges will be issued from the new corporate security office in 3WTC. To obtain a badge for a new employee schedule an appointment ahead of time by sending an email to [Corporate.Security@pgn.com](mailto:Corporate.Security@pgn.com). If possible, also arrange to send an ID-appropriate photo ahead of time to expedite the process.

*At the time of the appointment, the new employee can report to the security desk at 3WTC and someone will escort them back to the badging area.*

The following FAQs should provide additional information about this program. Note: This document is intended for internal use only.

QUESTION	ANSWER
How do I schedule an appointment to get a badge for a new employee?	Send an email to <a href="mailto:corporate.security@pgn.com">corporate.security@pgn.com</a> to make an appointment. At the scheduled time, the new employee should report to the security desk at 3WTC. Someone will escort them to the badging area.
Why are you asking for photos ahead of time?	Having a photo ahead of time allows us to be more efficient, minimizing the wait time for the new employee.
If I can't get the photo ahead of time, can the photo be taken at the appointment?	Yes. We can still take ID photos if needed. It just means you need to be prepared for delay as the appointment will take a little longer.
Can the employee just send in a selfie?	NO. The photo needs to be ID-appropriate. Selfies will not work.
What is an ID-appropriate photo?	ID-appropriate photos have these features: <ul style="list-style-type: none"><li>• Full-color photo</li><li>• Shows employee from shoulders up</li><li>• No hats, no sunglasses</li><li>• Plain background</li><li>• Photo is verified at time of appointment with the employee</li></ul>
How do I submit a photo ahead of an appointment?	Email it to <a href="mailto:Corporate.Security@pgn.com">Corporate.Security@pgn.com</a> along with the employee's name.
Who can I contact for additional information?	Email <a href="mailto:Corporate.Security@pgn.com">Corporate.Security@pgn.com</a>

Last Revised: 6/22/2016

## **Building Operations: Access for Tenants, Guests and Contractors**

### **Tenant/Guest/Contractor Access**

Please remember to contact security via email immediately if an access badge is lost, stolen or when an employee leaves, to deactivate the access badge. In the interest of further security, employees who are locked out must contact someone from their office for access unless the company has provided an access list to the security desk in which they will be issued a temporary badge.

#### **After Hour Visitors**

Tenants can pre-arrange access for guests to enter the building by entering a work order in the Angus work order system in advance of arrival. Be certain to identify the name of your visitor and the approximate time of arrival. If you provide your direct dial telephone number, our lobby security officer will be glad to call you upon your guest's arrival so you can escort your guests to your floor.

#### **Authorization for Property Removal**

Anyone wishing to remove property from the building must contact the Management Office prior to the scheduled time for such removal. Please provide written notification stating the date the property is to be removed, parties involved (such as a moving company, and/or individual names), and deliver the notice to the Management Office well in advance of the intended date and time in the form of an Angus work order. It may be necessary for third party companies to provide evidence of insurance.

#### **Contractor Access**

Telephone and electrical rooms are an integral part of the building mechanical system. Access to these areas is available only to building personnel unless prior approval has been obtained from the Management Office via the Angus work order system.

The Management Office must pre-approve any contractor who will be working within the building. A certificate of insurance is required to be submitted prior to work. Please contact the Management Office via the Angus work order system.

Prior to commencing work, all telecommunications, electrical contractors, service and repair personnel must report to the Three World Trade Center security desk, present identification, read and acknowledge that they understand the building contractor rules and receive a contractor access badge.

## Building Operations: Security

### Building Security

G4S Security Services provides licensed officers 24 hours per day, 7 days per week, including Saturdays, Sundays and holidays. These officers help control access to the property. In addition to providing a presence in the lobby, these officers make routine inspections of the building and are available to escort tenants to their automobiles in the World Trade Center Garage.

- **Emergency:** 911
- **Management Office:** 503-464-7527 or 503-516-1756
- **Building Security Emergency:** 503-464-2888
- **Building Security Non-Emergency:** 503-464-7183
- **Police Department Non-Emergency:** 503-823-3333

If you call 9-1-1 as a result of a medical emergency, please be sure to notify World Trade Center Security desk with your name, callback number, and location so that Building Security may swiftly guide the paramedics to your exact location.

If the audible alarm within the building sounds, please do not call the Management Office or Building Security, unless you have something specific to report. Once the alarm sounds Security is notified and will respond to determine the reason. Please keep the telephone lines clear so that Building Security and the Management Office may attend to the situation as quickly and efficiently as possible.

### Solicitation

The building does not permit solicitations. If a solicitor comes to your suite, we believe the best method to stop solicitors from going from customer to customer is to:

- Ask the solicitor for a business card
- Have the solicitor wait a moment;
- Call the security lobby desk at 503- 464-8196; and
- Give your location and a description of the solicitor.

We will send a security officer or a Management Office representative to your suite to escort the solicitor from the building.

### Theft

It is important to report any suspected theft, no matter how small. If you suspect a theft has occurred, please make the following calls immediately:

- Management Office: 503.464.7527
- Non-emergency number: 503.823.3333 OR you can fill out a report online <https://www.portlandoregon.gov/police/cor/>
- Your insurance carrier

## **Building Operations: Accounting**

### **Rent Payments and Additional Services**

Rent is due on or before the first of the month, unless other terms are specified in your respective lease.

For rent checks sent via U.S. Mail, please make rent checks payable to World Trade Center Properties and mail to:

World Trade Center Properties  
PO Box 3340  
Portland OR 97208-3340

Tenants also have the option to make payments via ACH. For more information, please reference the ACH document on the World Trade Center Portland website.

Invoices for additional services and after-hour HVAC are processed monthly by the Management Office. As a reminder, payments for additional services are due within thirty (30) days from the date of receipt of the additional services invoice.

## **Building Operations: Building Holidays**

### **Building Holidays**

During observed holidays, World Trade Center Portland operates with a limited staff and provides limited services. Services are identified below:

- Scheduled and pre-arranged HVAC at an overtime rate.
- 24-hour building access, which is controlled by access card.
- Parking garage access is available, controlled by City Center Parking, the garage operator.
- Emergency Management Office services are available by calling the World Trade Center Security Desk at 503-464-2888 and, of course, if the situation warrants, call "911".
- Requests for janitorial services can be arranged for an additional charge via the Angus work order system at least 72 hours in advance.

### **Observed Holidays:**

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

## Building Services: Loading Dock and Freight Elevator

### Loading Dock and Freight Elevator Access

All furniture and large items are to be delivered via the freight elevator and must be coordinated with the Management Office via the reservation module in the Angus work order system at least 72 hours in advance as limited space is available for loading/unloading longer than 15 minutes. Office moves are allowed from the hours of 5:30 p.m. until 7:30 a.m. Monday through Friday after 12:00 p.m. on Saturday and anytime on Sunday. Moving contractors must provide evidence of insurance in advance. This information must be provided at time of reservation request.

**The freight elevator is 9'5"H x 5'4"D x 7'5"W with a weight limit of 4000 lbs. The door opening is 4'5"W x 7'0"H.**

Please have all deliveries go through the loading dock located on the north side of the building on SW Taylor Street. To avoid delays, we have found it helpful to notify vendors of loading dock procedures well in advance.

The loading dock is located on 1WTC P1 level (one level below street level) which can be accessed by a ramp between First and Second on SW Taylor Street. The height of the entrance is 12' 6". However, due to the slope of the ramp, long vehicles should be cautious about ceiling clearance at the bottom of the ramp. If your trucks are higher than 12' 6" or too long to span the slope change, the offloading will have to take place from the street level. Trucks longer than 30' should not go into the loading dock. There is a loading zone on 2nd Avenue between SW Taylor and Salmon Streets. Moving over the brick pavers on the plaza level (street level) and the tile between the freight elevator and the carpet on the floor you are accessing requires use of plywood or Masonite to protect the bricks and tile. Please use pneumatic tires. As part of our LEED status, we require that all packing materials be recycled or removed from the property by the moving company. We have a self-serve recycling center located on P1 at One World Trade Center.

## Building Services: General Office Security

### General office security suggestions

- Never leave your reception area unattended when your suite entry door is unlocked.
- Report all suspicious persons to the Management Office and/or Building Security.
- Call 911 if you feel that the suspicious person is dangerous in any way.
- Do not allow persons making deliveries to wander through your offices without an escort.
- Keep valuables (cash, wallets, purses, calculators, televisions, iPods, digital cameras, radios) in a safe place.
- Avoid putting purses under your desk or in an unlocked desk drawer.
- Never assume you may safely leave your desk with valuables in sight.
- Require strict compliance with the use of a visitor logbook to record names of persons entering and departing the office after regular business hours.
- Strangers should not be sent to an empty office to use a telephone. Instead offer to dial the number for them or escort them to a phone and stay with them while they make their call.
- Do not allow contractors/vendors free access to your suite. The Management Office will inform you when we are sending contractors or vendors to work in your space. Call the Management Office and/or Building Security to verify. Notice if they are in a uniform, if the uniform name correctly identifies their business and whether they are wearing a contractor badge.
- Above all, be alert and question strangers. Ask for a business card or ID badge. Ask with whom they have an appointment and escort them to that person's office. If you are uncomfortable approaching someone unknown, call the Management Office and/or Building Security.
- Call for assistance before confronting someone who cannot satisfactorily demonstrate his or her identity or purpose in your offices.
- When you secure your premises at the end of the business day, lock all doors. We recommend locking your corridor doors even if people are working late.
- Offices are often most vulnerable to thieves during lunchtime and right before closing. At these times there is often a lot of movement, and people are frequently away from their desks.
- Document serial numbers on all business equipment to aid police in locating the equipment if stolen.
- If an employee is terminated for any reason, consider rekeying entrance locks, resetting combinations or access codes they may have been entrusted with.
- Keys kept on a ring should never have an identifying tag in case they are lost.
- If corridors are used for delivery of goods, never leave these items unattended.

## **Building Services: HVAC Services**

### **HVAC Services**

The standard hours of operation of the heating and air conditioning system are 7:00 a.m. to 5:30 p.m., Monday through Friday and 9:00 a.m. to 12:00 p.m. on Saturdays.

For after-hours heating or cooling, please enter an Angus work order request at least 24 hours in advance. The rates for after-hours requests are below:

\$35.00 an hour for half floor

\$70.00 an hour for full floor

Depending on location needs, you may be billed for a full floor

If the temperature in your office needs adjustment, please enter a Angus work order request. Your request will be dispatched appropriately at no charge.

## **Building Services: Janitorial Services**

### **Janitorial Services**

Cleaning service is provided five nights a week, Sunday through Thursday. Carpets will be vacuumed, unobstructed surfaces dusted, and trash will be emptied. Please DO NOT leave items that are not trash on top or near wastebaskets that might be misconstrued as garbage. If you have special cleaning needs, such as carpet shampooing, contact the Management Office via the Angus work order system. Special cleaning services can be arranged at tenant's expense.

World Trade Center Portland adheres to green cleaning practices as defined by the United States Green Building Council ("USGBC"), including the use of microfiber cloths, chemical dilution control and high-performance equipment.

If a small cleaning problem should arise during working hours, please enter an Angus work order request.

Building Operations along with the Account Manager of the janitorial company regularly inspect the premises to ensure that the highest maintenance standards are met. If you have any questions or comments regarding the cleaning services, please notify the Management Office.

World Trade Center Portland is a LEED Gold certified property. Reducing trash from the waste stream, recycling and composting are all encouraged. Please see the recycling information on our webpage for specifics on the comprehensive program offered at World Trade Center Portland. More information is also located on page 23 of this document.

## **Building Services: Lost and Found**

### **Lost and Found**

Please report any lost or missing items to the security desk located in the lobby of Three World Trade Center. Items found on the premises are kept for 30 days.

## **Building Services: Mail Service and Deliveries**

### **Mail Service and Deliveries**

The mailroom is located on P1 of One World Trade Center, with keyed mailboxes and out-going USPS Mail drop boxes. UPS Express and FedEx drop boxes are located nearby in the elevator lobby of P1.

Any delivery to your floor will be allowed unless you reside on a locked floor where other arrangements will need to be made. Please contact the Management Office to make said arrangements. The World Trade Center security desk does not take delivery of any items on behalf of tenants.

If you are expecting a food delivery, you will need to meet them in the lobby of One World Trade Center and escort them to your floor.

Please contact the Management Office, 503.464.7527 with any questions you have with regards to the above policy.

## **Building Services: Maintenance Requests and the Angus Work Order System**

### **Maintenance Requests**

Maintenance requests (temperature, lights, access cards, additional janitorial service) may be submitted via the Angus work order system. This application allows tenants and Management staff the ability to track all service and maintenance requests effectively.

As a new tenant to World Trade Center Portland you will be asked to complete a form for those in your office you wish to have access to the system. As a tenant, you can choose how many staff members have access to the system.

The link to the Angus work order system is below and can be accessed on our World Trade Center Website under Tenant & Leasing.

<http://www.wtcpdx.com/tenants-leasing/>

If you need assistance on any aspect of the Angus work order system, please contact the Management Office at 503-464-7527.

## Building Services: Parking and EV Charging World Trade Center Parking Garage

A two level parking garage with 480 stalls is located under the three building complex. The parking garage entrance is off of SW Taylor Street near Naito Parkway. Inside the garage there are 6 electric vehicle parking spaces on level P1 of the garage for charging.

Monthly parking is only available to tenants of the World Trade Center Portland. Tenants are allotted spaces based on their respective leases. Day parking is available on a first come first serve basis.

The parking garage is managed by City Center Parking who can be reached at 503-221-1666 or via an email at [portlandcsr@citycenterparking.com](mailto:portlandcsr@citycenterparking.com)

## Electric Avenue

Electric Avenue relocated from the Portland State University (PSU) campus to World Trade Center Portland in 2016. When it first opened at PSU in 2011, Oregon had around 500 electric vehicles on the road and very few public charging stations. Today, the number of electric vehicles registered in Oregon is over 10,000.

Electric Avenue is located on SW Salmon Street adjacent to the entrance to World Trade Center Portland. A fee to charge as well as applicable City of Portland parking fee is required. Please note that the City of Portland does require spaces be used for charging. Vehicles found not charging are subject to a fine.



## Building Services: Recycling

### Recycling

World Trade Center Portland is LEED Gold certified and has instituted a building-wide co-mingled recycling program for paper, clean plastic bottles and tins with an 80% diversion rate goal.

Composting is required for all tenants at World Trade Center Portland. Please contact the Management Office with any questions.

Wastebasket liners color coded

- Black liners – Trash
- Clear liners – Recycling
- Green liners – Compost

Nightly (Sunday through Thursday) janitorial picks up the following:

- Paper - all office mixed paper
- Cardboard – all cardboard boxes **must** be broken down and placed by your paper recycling bin
- Glass
- Co-mingle recycling (tin, foil, juice/water bottles, pop cans, yogurt/cottage cheese containers, cereal/cracker boxes)

Friday afternoon janitorial picks up Composting: All vegetation and plants, **“if it grows, it goes”**

The following self-serve recycling options are located on 1WTC & 3WTC P1 level:

- E-waste - electronics, cell phones, computers, monitors, printers, etc.
- Plastic bags, wrap & film
- Toner cartridges/ink
- Metal
- CFL and LED light bulbs/tubes

Do not store over-sized rubbish in the service elevator, corridors or elevator lobbies for even short periods of time. Doing so is a violation of fire code and building regulations and impedes access to exits.

**Additional Recycle at Work information from Metro:** [www.recycleatwork.com](http://www.recycleatwork.com)

## **Building Services: Storage**

### **Tenant Storage**

Storage may be available on a long term or month-to-month basis. If you would like to inquire about storage space availability, please contact the Management Office at 503.464.7527 or email [vicki.ingber@pgn.com](mailto:vicki.ingber@pgn.com).

## **Policies and Procedures: Building Rules and Regulations**

### **Building and Parking Rules and Regulations**

1. Except as specifically provided in the Lease to which these Rules and Regulations are attached, no sign, placard, picture, advertisement, name or notice shall be installed or displayed on any part of the outside or inside of the Building, or in any Common Area, without the prior written consent of Landlord. Landlord shall have the right to remove, at Tenant's expense and without notice, any sign installed or displayed in violation of this rule. All approved signs or lettering on doors and walls shall be printed, painted, affixed or inscribed in accordance with any terms or conditions specified by Landlord at the expense of Tenant by a person approved by Landlord.
2. If Landlord objects in writing to any curtains, blinds, shades, screens or hanging plants or other similar objects attached to or used in connection with any window or door of the Premises, or placed on any windowsill, which is visible from the exterior of the Premises, Tenant shall immediately discontinue such use. Tenant shall not place anything against or near glass partitions or doors or windows that may appear unsightly in Landlord's judgment from outside the Premises. Landlord shall have the right to remove, at Tenant's expense and without notice, any object installed or displayed in violation of this rule. No items or decorations are to be hung from lighting fixtures, ceiling systems, fire alarm devices, fire sprinkler piping or fire sprinkler device.
3. Tenant shall not obstruct any sidewalks, halls, passages, fire corridors, exits, entrances, elevators or stairways of the Building or in any Common Area. The halls, passages, exits, entrances, elevators and stairways are not open to the general public, but are open, subject to reasonable regulations, to Tenant's business invitees and other tenants. Landlord shall in all cases retain the right to control and prevent access thereto of all persons whose presence in the judgment of Landlord would be prejudicial to the safety, character, reputation and/or interest of the Building and its tenants; provided that nothing herein contained shall be construed to prevent such access to personnel with whom any tenant normally deals in the ordinary course of its business, unless such persons are engaged in illegal or unlawful activities or in Landlord's judgment pose a safety or security risk. No tenant and no employee or invitee of any tenant shall go upon the roof(s) of the Building.
4. Landlord will furnish Tenant, free of charge, with two keys to each door lock in the Premises. Landlord may make a reasonable charge for any additional keys. Tenant shall not make or have made additional keys, and Tenant shall not alter any lock or install a new additional lock or bolt on any door of its Premises. Tenant, upon the termination of its tenancy, shall promptly deliver to Landlord the keys of all doors which have been furnished to Tenant, and in the event of loss of any keys so furnished, shall promptly pay landlord therefore.
5. If Tenant requires cellular, telephonic, computer, burglar alarm or similar services, Tenant shall first obtain, and comply with, Landlord's instructions and restrictions in their installation, operation and/or maintenance. Such services shall be at Tenant's risk and expense and Landlord will not be responsible for loss of, or damage to, any such equipment or have any liability associated with such services.
6. No equipment, materials, furniture, packages, supplies, merchandise or other property will be received in the Building or carried in the elevators except between such hours and in such elevators (the freight elevator unless otherwise directed by Landlord) as may be designated in each instance by Landlord. Tenant's move out, initial move in and subsequent deliveries of bulky items, such as furniture, safes and similar items shall be prescheduled with Landlord and, unless otherwise agreed in writing by Landlord, be made at times other than during Business Hours on Monday through Friday. Deliveries during normal office hours shall be limited to normal office supplies and other small items.

## Policies and Procedures: Building Rules and Regulations

No deliveries shall be made which impede or interfere with the use of the elevators or any Common Area, by other tenants, or the operation of the Building in general. Freight elevators to be used exclusively for moving freight and other items and are not to be used in lieu of the standard elevators.

7. Tenant shall not place a load upon any floor of the Premises that exceeds the load per square foot that such floor was designed to carry and which is allowed by applicable law. Landlord shall have the right to prescribe the weight, size and position of all equipment, materials, furniture or other property brought into the Building. Heavy objects shall, if considered necessary by Landlord, stand on such platforms as determined by Landlord to be necessary to properly distribute the weight, which platforms shall be provided at Tenant's expense. Business machines and mechanical equipment belonging to Tenant which cause noise vibration that may be transmitted to the structure of the Building or to any space therein shall be placed and maintained by Tenant, at Tenant's expense, on vibration eliminators or other devices sufficient to eliminate noise or vibration. The persons engaged to move such equipment in or out of the Building must be acceptable to Landlord. Landlord will not be responsible for loss of, or damage to, any such equipment or other property from any cause, and all damage done to the Building by maintaining or moving such equipment or other property shall be repaired at the expense of Tenant.
8. Tenant shall not use or keep in the Premises any kerosene, gasoline or flammable or combustible fluid or material other than those limited quantities necessary for the operation or maintenance of office equipment. Tenant shall not use or permit to be used in the Premises any foul or noxious gas or substance, or permit or allow the Premises to be occupied or used in a manner offensive or objectionable to Landlord or other occupants of the Building by reason of noise, odors or vibrations.
9. No open flame (e.g., candles or other source) shall be generated or used in the Building or Common Areas.
10. Tenant shall not use any method of heating or air conditioning other than that supplied by Landlord.
11. Tenant shall not waste electricity, water or air conditioning and agrees to cooperate fully with Landlord to assure the most effective operation of the Building's heating and air conditioning and to comply with any governmental energy-saving rules, laws or regulations of which Tenant has actual notice, and shall refrain from attempting to adjust controls. Tenant shall keep corridor doors closed.
12. Landlord reserves the right, exercisable without notice and without liability to Tenant, to change the name and street address of the Building. Landlord shall have the right to prohibit use of the name or image of the Building, any intellectual property right of Landlord, or any other publicity by Tenant that in Landlord's sole opinion may impair the reputation of the Building or its desirability.
13. Landlord reserves the right to exclude from the Building between the hours of 6 p.m. and 7 a.m. the following day, or such other hours as may be established from time to time by Landlord, and on Saturdays and Sundays and legal holidays, any person unless that person is known to the person or employee in charge of the Building and has a pass or is properly identified. Tenant shall be responsible for all persons for whom it requests passes and shall be liable to Landlord for all acts of such persons. Landlord shall not be liable for damages for any error with regard to the admission to or exclusion from the Building of any person. Landlord reserves the right to prevent access to the Building in case of invasion, mob, riot, public excitement, commotion or safe try or security risk by closing the doors or by other appropriate action.

## Policies and Procedures: Building Rules and Regulations

14. Tenant shall entirely shut off all water faucets, coffee makers/machines, or other water apparatus, and electricity, gas or air outlets before Tenant and its employees leave the Premises each day. Tenant shall be responsible for any damage or injuries sustained by other tenants or occupants of the Building or by Landlord for noncompliance with this rule.
15. The toilet rooms, toilets, urinals, wash bowls and other apparatus shall not be used for any purpose other than that for which they were constructed and no foreign substance of any kind whatsoever shall be thrown therein. Tenant shall at all times keep the Premises at a temperature sufficiently high to prevent freezing of water pipes and fixtures. The expense of any breakage, stoppage or damage resulting from the violation of this rule shall be borne by the tenant who, or whose employees or invitees, shall have caused it.
16. Tenant shall not sell, or permit the sale at retail of newspapers, magazines, periodicals, theater tickets or any other goods or merchandise to the general public in or on the Premises or in any Common Area. Tenant shall not make any room-to-room solicitation of business from other tenants in the Building or in any Common Area. Tenant shall not use the Premises for any business or activity other than that specifically provided for in Tenant's Lease. Canvassing, soliciting and distribution of handbills or any other written material and peddling in the Building or in any Common Area are prohibited, and Tenant shall cooperate to prevent such activities.
17. Tenant shall not install any radio, computer or television antenna, loudspeaker or other devices on the roof(s) or exterior walls of the Building without Landlord's prior written consent. Tenant shall not create any electrical or magnetic interference or interfere with radio, computer or television broadcasting or reception from or in the Building or elsewhere.
18. Tenant shall not (i) conduct or permit any fire, bankruptcy or auction sale (whether real or fictitious) unless and to the extent directed by order of a court of competent jurisdiction and upon not less than three (3) days prior written notice to Landlord, or conduct or permit any legitimate or fictitious "Going Out of Business" sale nor represent or advertise that it regularly or customarily sells merchandise at "manufacturer's", "distributors", or "wholesale", "warehouse", or similar prices other than at "offprice" or at "retail" prices; (ii) use, or permit to be used, the Common Areas or sidewalks adjacent to the Premises, or any other area outside the Premises for solicitation or for the sale or display of any merchandise or service or for any other business, occupation, or undertaking, or for outdoor public meetings, circus or other entertainment (except for promotional activities in cooperation with Landlord); (iii) use or permit to be used any flickering lights or any sound broadcasting or amplifying device which can be heard outside of the Premises; or (iv) use or permit to be used any portion of the Premises for any unlawful purpose or use or permit the use of any portion of the Premises as regular living quarters, sleeping apartments or lodging rooms or for the conduct of any manufacturing business.
19. Except in connection with hanging pictures and other customary office decorations, Tenant shall not mark, drive nails, screw or drill into the partitions, woodwork or plaster or in any way deface the Premises or any part thereof, except in accordance with the provisions of the Lease pertaining to alterations. Landlord reserves the right to direct licensed electricians as to where and how communication, cabling, and data wires and interfaces are to be located and introduced to the Premises. Tenant shall not cut or bore holes for wires. Tenant shall not affix any floor covering to the floor of the Premises in any manner except as approved by Landlord. Tenant shall promptly repair any damage resulting from noncompliance with this rule at Tenant's expense.

## Policies and Procedures: Building Rules and Regulations

20. Tenant shall not install, maintain or operate upon the Premises any vending machines, concessions, or video games without the prior written consent of Landlord.
21. Landlord reserves the right to exclude or expel from the Building any person who, in Landlord's judgment, is a safety or security risk, intoxicated or under the influence of liquor or drugs, or who is in violation of any of the Rules and Regulations of the Building.
22. No animals (including birds), except those assisting physically impaired persons, shall be brought in the Building or kept in or about the Premises or Common Areas.
23. Tenant shall store all its trash, composting and recycling within its Premises or in other facilities provided by Landlord. Tenant shall not place in any trash box or receptacle any material that cannot be disposed of in the ordinary and customary manner of trash and garbage disposal or recycling. All garbage, composting, recycling and refuse disposal shall be made in accordance with directions issued from time to time by Landlord.
24. The Premises shall not be used for the storage of merchandise held for sale to the general public, or for lodging or for manufacturing of any kind, nor shall the Premises be used for any improper, immoral or objectionable purpose. No cooking shall be done or permitted on the Premises without Landlord's consent, except that use by Tenant of Underwriters' Laboratory approved equipment for brewing coffee, tea, hot chocolate and similar beverages or use of microwave ovens for employee use shall be permitted, provided that such equipment and use is in accordance with all Legal Requirements. Such equipment shall be at Tenant's risk and expense and Landlord will not be responsible for loss of or damage to, any such equipment or have any liability associated with such equipment. All coffee makers, water service or other equipment requiring plumbing shall use copper or braided steel tubing, no plastic.
25. Tenant shall not use in any space or in the public halls of the Building any hand truck except those equipped with rubber tires and side guards or such other material-handling equipment as Landlord may approve. Tenant shall not bring any other vehicles of any kind into the Building. Care should be given when loading and unloading to not damage the elevator cabs, trim and thresholds, nor adjacent common areas.
26. Tenant shall promptly comply with all safety, security, fire protection and evacuation directives, procedures and regulations established by Landlord or any governmental agency.
27. Tenant assumes any and all responsibility for protecting its Premises from theft, robbery and pilferage, which includes keeping doors locked and other means of entry to the Premises closed. Landlord will not be responsible for loss of or damage to, any property of Tenant.
28. Tenant's requirements will be attended to only upon appropriate application to the Building management office by an authorized individual. Employees of Landlord shall not perform any work or do anything outside of their regular duties unless under special instructions from Landlord.
29. Tenant shall keep Landlord advised of all management personnel changes and emergency phone numbers.
30. Landlord reserves the right, from time to time without unreasonable interference with Tenant's use, to: (a) install, use, maintain, repair and replace pipes, wires and other equipment above the ceiling surfaces, below the floor surfaces, within the walls and/or in the essential core areas of the Building, (b) to add to, modify, or to delete from the common areas of the Building, (c) to do work in the common areas of the Building, and/or to close temporarily any of the common areas (so long as reasonable access to individual premises remains available), and (d) to do and perform such other acts and makes such other changes in, to or with respect to the common areas of the Building or the Building as Landlord may deem appropriate.
31. Loading docks are to be used for loading and unloading only and only during normal Business Hours. Loading docks may be available at other times upon prior request by Tenant. No vehicles may be parked at or blocking access to the loading dock by other

## Policies and Procedures: Building Rules and Regulations

vehicles. Vehicles left unattended for deliveries or pick-ups must have blinker lights on and must be moved within fifteen (15) minutes. Note the limitations on the use of elevators set forth in Section 6 above.

32. Any cabling or wiring installed on or about the Premises (including without limitation the risers, plenum, telecommunications spaces, and the roof and exterior of the Building) during the Term shall be "fire safe" and meet or exceed the requirements of both the then current national and local electrical, fire and safety codes. In conjunction with the installation or modification of any cabling or wiring Tenant, at Tenant's risk and expense, shall remove and properly dispose of any abandoned cabling and wires, as defined by the National Electric Safety Code, within the demised Premises (including without limitation the risers, plenum, telecommunications spaces, and the roof and exterior of the Building). Upon the expiration or termination of the Lease, Tenant, at Tenant's risk and expense, shall promptly remove and properly dispose of all abandoned cabling and wires, as defined by the National Electric Safety Code, within and/or associated with the demised Premises (including without limitation the risers, plenum, telecommunications spaces, and the roof and exterior of the Building), unless excused in writing by Landlord.
33. The following rules and regulations are in addition to the terms and conditions of the World Trade Center Monthly Parking Agreement, the terms and conditions of which are hereby incorporated by reference herein, and shall govern use of the parking facilities that are appurtenant to the Building. Tenant shall not park or permit the parking of any vehicle in any parking areas designated by Landlord as areas for parking by visitors to the Building.
  - a. No overnight or extended term parking or storage of vehicles shall be permitted.
  - b. Tenant shall not park any vehicles in the parking areas other than automobiles and motorcycles.
  - c. Vehicles must be parked entirely within painted stall lines of a single parking stall.
  - d. All directional signs and arrows must be observed.
  - e. The speed limit within all parking areas shall be ten (10) miles per hour.
  - f. Parking is prohibited in areas not striped for parking; in aisles; where "no parking" signs are posted; on ramps; in cross-hatched areas; and in such other areas as may be designated by Landlord.
  - g. The parker assumes all responsibility for damage to vehicles or theft of property.
  - h. Washing, waxing, cleaning or servicing of any vehicle in any area is prohibited.
  - i. Landlord reserves the right to establish and change parking fees and to modify and/or adopt such other reasonable and nondiscriminatory rules and regulations for the parking facilities as it deems necessary for the operation of the parking facilities.
  - j. Landlord may refuse to permit any person who violates these rules to park in the parking facilities, and any violation of the rules shall subject the car to removal at the owner's expense and without any liability to Landlord whatsoever.
  - k. Designated electric vehicle parking is for electric vehicle charging only at all times. Tenant shall observe and comply with all posted and designated electric charging parking signage.
34. Bicycles and other vehicles are not permitted inside the elevator, Building or the walkway outside the Building, except in areas designated by Landlord.
35. The use of tobacco or e-cigarette products (e.g., cigarettes, cigars, pipes, smokeless tobacco, snuff and vapes) is prohibited in the Premises or elsewhere in the Building and in all other portions of the Complex except in exterior Designated Tobacco Use Areas which shall be located and designated by Landlord from time to time by such signage as Landlord deems appropriate. All tobacco products, whether smokeless or not, must be promptly disposed of in a safe and hygienic manner. Tenant, at Tenant's expense, shall at all times keep and maintain its Premises as a "Non Tobacco Use" area.

## **Policies and Procedures: Building Rules and Regulations**

36. Landlord may waive or modify any one or more of these Rules and Regulations for the benefit of Tenant or any other tenant, but no such waiver or modification by Landlord shall be construed as a waiver of such Rules and Regulations in favor of Tenant or any other tenant, nor prevent Landlord from thereafter enforcing any such Rules and Regulations against any or all of the tenants of the Building.
37. These Rules and Regulations are in addition to, and shall not be construed to in any way modify or amend, in whole or in part, the terms, covenants, agreements and conditions of the Lease.
38. Landlord reserves the right to modify the foregoing and/or to make such other and reasonable Rules and Regulations as, in its judgment may from time to time be needed for safety and security, for care and cleanliness of the Building and for the preservation of good order therein. Tenant agrees to abide by all such Rules and Regulations hereinabove stated and any additional rules and regulations that are adopted.

Tenant shall be responsible for the observance of and the prompt and continuous compliance with all of the foregoing rules by Tenant's employees, agents, clients, customers, invitees and guests and for all costs and expenses associated with the violation thereof.

## Policies and Procedures: Telecom

### Telephone Closets

As you know, security is always a concern, and telephone security is one of the areas we focus on at the complex. At World Trade Center Portland; we try to balance convenience of change with protection of your phone and data lines as they run from your space into and out of the building. While we cannot guarantee the security of these lines, we do want to take reasonable precautions.

Please notify the World Trade Center Management Office via an Angus work order to schedule a vendor appointment each time access to floor telephone closets is required. In turn, Security will be notified to expect a vendor visit. **Contractors showing up unannounced will not be allowed access to telecom closets.** Contractors for vendor companies must provide a date and estimated time 48 hours prior to arrival, check in at the Three World Trade Center Security desk, produce a company ID and fill out a form each time they check out keys for the building. Contractors will be escorted by a Building Engineer to the telecom closet. If workmanship is not up to building standards, future access by that contractor may not be allowed.

There are a large number of vendors in the marketplace today of varying expertise. As you can imagine, there are thousands of wires serving a complex this size. An error in a connection can have repercussions over multiple tenants. Therefore, quality control is a top priority. As a result, the only vendors authorized to do work in the building demarcation are **Century Link, GG Telecommunications, Comcast and Time Warner/Integra.** Work may be contracted directly with these vendors.

Access to the telecom rooms on all floors will be handled in the same way except for full floor tenants. For those in that category, we can assist with access to your equipment by your vendor with proper identification.

## **Policies and Procedures: Tenant Alterations and Construction Regulations**

### **Renovations**

Please coordinate all alterations with the Building Manager. In most cases, alterations require approval by the Management Office. Please refer to your respective lease for specific terms. Requests to make alternations should be sent in writing to:

**Paul Wallman, Building Manager**  
**121 SW Salmon, Suite 230**  
**Portland OR 97204**

All construction contractors working within each tenant space including general, HVAC, electrical, plumbing or telecom contractors must check in with security prior to performing any work in the building (see "Tenant/Guest/Contractor Access")

### **Intent**

These general requirements are to communicate performance expectations and requirements of contractors performing work projects within the World Trade Center Portland complex. While these requirements may not cover all specific project requirements, or may not apply to all projects, they are intended to communicate a basic overall methodology for doing construction work, and projects, at World Trade Center Portland. Upon request to make alterations, a written response back with approval or rejection and rationale will be sent.

### **Preliminary**

- All work performed shall comply with all applicable rules, regulations, and codes of the building, city, state, and federal governmental agencies having jurisdiction. The general contractor will file drawings and secure all required permits prior to beginning work, unless circumstances require earlier construction commencement, as directed by the Owner's architect. All construction within the leased premises shall conform to the American with Disabilities Act (ADA).
- All work shall be performed during regular business hours 7:00 a.m. - 6:00 p.m., Monday through Friday, with the exception of disruptive work, types listed below under exceptions. All building system operations will be maintained in normal operation, and will not be adversely impacted by construction work, unless specifically authorized by the Management Office representative. The contractor shall communicate requests to the Management Office 48 hours in advance of any required interruption of any building services.

### **Exceptions**

- The following work is required to be performed on an overtime or off-hours basis: core drilling, impact driven fasteners, any volatile or odor creating substances, any type of concrete chipping, and any other work creating noise that will impact a neighboring tenant or the building as a whole. At the Management Office's sole discretion, any work

## **Policies and Procedures: Tenant Alterations and Construction Regulations**

Creating a nuisance to neighboring tenants may be required to be completed on an off-hour basis. Any scheduling requests for these types of off-hours work must be approved and authorized by the Management Office prior to performance of any work.

- Work occurring on the roof shall be performed with full protection afforded the roofing membrane. Appropriate ballast shall be placed on the roof anywhere materials are to be placed for installation. Placement of materials shall not be allowed to overload the roof membrane, insulation, or structure below. Fall protection shall be in compliance with OSHA requirements.
- All contractors must supply certificate(s) of insurance naming Portland General Electric Company, IEH Portland LLC, 121 Salmon Street Corporation and its officers, agents and employees as additional insured. Exact verbiage is critical. Insurance certificates and copies of permits, as required, must be provided to the Management Office prior to the commencement of any work.
- Contractor's representative will meet with the Management Office representative(s) prior to beginning contracted work, to review the scope of construction work, construction methods, these general requirements, any additional project specific requirements, project schedule, and any potential impact to the satisfactory on-going operation of building services.
- The contractor will coordinate proper parking locations for construction personnel with the Management Office prior to starting construction, to avoid impacting tenant parking availability.

### **Project Area Access**

- Access to the buildings or parking garage will be coordinated in advance with the Management Office. No installed access control or security system will be over ridden or bypassed for any reason, or at any time. All construction personnel will be limited to those areas for which they have been given specific access.
- Access to all electrical closets, telecom closets, mechanical rooms, and suites must be coordinated not less than 48 hours in advance through the Management Office. Electrical, telecom, and other equipment rooms will be kept closed and locked when they are not physically occupied.
- Keys and/or access cards will be checked out each day from the Three World Trade Center security desk. Contractor will be responsible for all lost keys or access cards. Responsibility may include, but not be limited to, the cost to replace, re-key, and/or reprogram locks and access cards.
- All contractors and sub-contractors shall sign in and out each day and shall be issued contractor badges by security that must be worn at all times while in building(s).

## Policies and Procedures: Tenant Alterations and Construction Regulations

### During Work Performance

- Upon the start of construction, the contractor will provide high quality sticky walk-off mats for exiting at all entrances to the construction area(s) from stairwells (if used) and lobby entrances.
- Contractors shall maintain cleanliness throughout and not clutter or block hallways, exits, elevator lobby, electrical or telephone rooms. Building fire rated doors will not be propped open, removed, or their door closures disconnected. Nor will elevator doors be propped or jammed open to prevent the automatic function of its timed door actuators.
- **Contractors are required to utilize only the freight elevator during performance of work.**
- Building electrical, telecom closets, stairwells, lobbies, tenant spaces, will not, at any time, or for any reason, be utilized for the storage of any construction materials or trash, as such storage constitutes a violation of prevailing fire codes.
- All material deliveries, and debris removal, must be completed before 7:00 a.m. or after 6:00 p.m. and made as expeditiously as possible so as to not have these vehicles blocking accesses to / from the building. The contractor, at contractor expense must remove all construction debris from the building. Building trash dumpsters are not to be utilized for the disposal of construction debris, as these are provided for tenant use. Contractor may make arrangements for delivery of a debris box for use. The Management Office will approve an appropriate location for the debris box while it is on the project. Delivery or removal of large amounts of material is to be done after normal business hours with 24-hour prior approval of the Management Office.
- The contractor is responsible for taking the following precautions / steps to protect the satisfactory on-going operation of all building systems and tenant operations :
  - Covering HVAC supply and return duct openings to protect from construction dirt / dust being spread to other areas of the building or into the HVAC equipment / system. This can be accomplished by sealing off, covering with filtering media, or other approved method.
  - Coordinate with Building Manager prior to construction to have fire sprinkler systems isolated, smoke detectors disabled, or alarm systems de-activated for periods as may be necessary. Contractor will protect those smoke detectors or fire sprinkler heads left installed in the area, after disabling, by covering them with plastic bags during construction. Plastic or other disabling means shall be removed at the end of each construction period. In no cases, shall fire alarm equipment remain disabled after construction crews are finished with their day's work.
  - Where electrical components or circuits are removed, contractor will ensure full compliance with OSHA required lockout / tagout procedures to prevent personal injuries or system outages. Develop the best isolation possible of the construction area to contain any dirt, dust, noise or other potential tenant impact which may be generated by demo and construction work.

## **Policies and Procedures: Tenant Alterations and Construction Regulations**

- Any damage caused to any project area by the contractor, including but not limited to, parking areas, doors, freight elevators, roofing, exterior skin and carpets will be reported to the Management Office and repaired by the contractor immediately. World Trade Center Portland reserves the right to remedy any damage at the Contractors expense if the damage is not repaired in a timely manner.
- No powder-actuated guns are to be used without the specific prior authorization of the Management Office.
- No foreign substances (such as paint or grout) are to be poured down any restroom floor drains, or into other restroom fixtures.
- All firewall and floor penetrations shall be sleeved and sealed in accordance with applicable fire code, using only approved, UL listed, fire stop materials. All firestop installations must be reviewed and approved by the Management Office prior to closing the associated area of work.
- Building standard window coverings found on perimeter windows must be taken down prior to any demolition or construction work. Window coverings must be cleaned prior to reinstallation.
- All electrical panel and circuit breaker labeling will be performed in accordance with acceptable industry methods, or as may be directed by the Management Office.
- Contractor will notify the Management Office at least 48 hours in advance of construction completion. A walk-thru and punch list will be developed for each job.
- Smoking is prohibited in all buildings, and parking garages, at all times pursuant to Oregon law.
- The contractor is responsible for ensuring, on an on-going basis, that common areas, work space, and construction use restrooms are thoroughly cleaned upon completion of work, including trash and material disposal, removal of all noise and dust shielding materials installed at beginning of project, windows cleaned, etc.
- The Management Office is to be notified immediately should any emergency develop, any building system or operation be impacted, or any aspect of the construction effort impact any tenant.

### **Safety / Compliance**

- General contractor is responsible for ensuring jobsite safety compliance. This includes the work force as well as anyone entering the construction area. Protective barricades will be placed as required to ensure general area safety. Safety Data Sheets (SDS) for all materials to be used on the jobsite must be provided to the Management Office for review prior to bringing the materials into the project. The contractor will further ensure that a copy of each SDS is available at the jobsite whenever a specific material is in use.
- No welding, burning, or cutting with an open flame will be performed without prior notification to the Management Office so that appropriate actions may be taken with fire

## Policies and Procedures: Tenant Alterations and Construction Regulations

alarm systems and fire sprinkler systems. Appropriate fire extinguishers will be immediately available at all times.

- The contractor is responsible for ensuring that all of their sub-contractors are aware, and in compliance, with these general requirements.

### Materials

- The contractor shall contact the Management Office at the start of construction for instructions on building keying, specific hardware and other standards, as may be applicable, unless this coordination is accomplished through hardware submittals. All permanent keying will be provided through the Management Office.
- All HVAC, electrical, plumbing, fire alarm system, fire sprinkler, building control and lighting components installed will be of building standard manufacture, unless noted as otherwise on the approved plans and specifications. This includes but is not limited to thermostats, controls, diffusers, lighting fixtures, switches, lamps, relays, smoke detectors, fire sprinkler heads, sprinkler flow switches, manual pull stations, indicator horns / strobes, etc.

### Project Completion

- Upon completion of project, contractor will perform a full air balance of any installed or modified HVAC systems, providing one copy of each air balance report to the Management Office.
- Upon completion of project, a completed test report (witnessed by a fire department representative as required) will be provided to the Management Office for all fire sprinkler or fire alarm systems having been impacted by any aspect of the construction work.
- Upon completion of construction, one (1) set of as-built drawings electronically (AutoCAD or Revit preferred, PDF ok) as well as the original permit set of drawings and signed-off permit card, are to be provided to the Management Office.
- Contractor will ensure that specific submittals, warranty documentation, manufacturers operation and maintenance manuals, and applicable manufacturers cut sheets are delivered to the Management Office for all equipment or components installed in the course of their work. This includes, but is not limited to, mechanical equipment, fire alarm system components, fire sprinkler system

## **Policies and Procedures: Events**

### **Event Coordination**

If you are planning an event at the building (e.g., party, reception, fundraiser), please notify the Management Office in advance. Certain procedures are required that will assist you in coordinating the event, limit your exposure to liability and provide for the safety of all visitors. No function may be held in the common area or on the grounds without prior Management Office approval and proof of insurance.

## **Policies and Procedures: Insurance**

### **Certificates of Insurance**

As noted in the insurance provision of your lease agreement, World Trade Center Portland must have a current copy of your certificate of insurance as verification of required coverages.

The certificate should reflect the following information:

- Building Address – 121 SW Salmon Street, Portland, Oregon 97204
- Additional Insured - Portland General Electric Company, IEH Portland LLC, 121 SW Salmon Street Corporation and its officers, agents and employees are name as additional insured.

No cancellation of the policy without a 30 day written notice is allowed.

Before taking possession of your premises and with any change of an existing certificate of insurance, please forward your certificate to:

World Trade Center Portland  
Management Office  
121 SW Salmon Street, Suite 230  
Portland OR 97204

**Sample COI Form on next page**

# Policies and Procedures: Insurance

## Understanding the Certificate of Insurance

**PRODUCER**  
Insurance Agent/Broker who issues certificate.

**NAME OF INSURED**  
Must be the legal name of the contracting party.

**TYPES OF INSURANCE**  
Must include the types of insurance required by contract.

**POLICY FORM**  
"Claims made" or "occurrence" form; see glossary for definitions.

**NAMED ADDITIONAL INSURED**  
Portland General Electric Company must be named additional insured.

**CERTIFICATE HOLDER**  
Must be Portland General Electric Company.

**POLICY EFFECTIVE DATE**  
Must be prior to or coincidental with effective date of contract.

**POLICY EXPIRATION DATE**  
If occurrence form, date must be on or after termination of contract.

**LIMITS OF INSURANCE**  
Must be the same or greater than required by contract.

**DESCRIPTION OF OPERATIONS**  
Often name additional insured here; place & event sometimes described here.

**NOTICE OF CANCELLATION**  
Must be modified as indicated; 30 days required.

**AUTHORIZED REPRESENTATIVE**  
Must be signed, not stamped.

**ACORD. CERTIFICATE OF LIABILITY INSURANCE** DATE (MM/DD/YYYY) 07/03/2007

PRODUCER: ABC Company, 123 SE Main Street, Portland, OR 97001. 503-123-4567

INSURED: Acme Construction, 555 NE First St., PO Box 12345, Portland, OR 97001

INSURERS AFFORDING COVERAGE: TRAVELERS INDEMNITY, SUPERIOR INSURANCE CO., STATE INSURANCE COMPANY

**COVERAGES**

TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE	POLICY EXPIRATION DATE	LIMITS
<b>A GENERAL LIABILITY</b> <input checked="" type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCURRENCE <input type="checkbox"/> CLAIMS-MADE AND OCCURRENCE <input type="checkbox"/> CLAIMS-MADE ONLY <input type="checkbox"/> OCCURRENCE ONLY	NMO1234567-89	01/01/0X	12/31/0X	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000 MED. EXP. (PER EMPLOYEE) \$ 10,000 PERSONAL AND INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS-COMMOP AGG \$ 2,000,000
<b>B AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	PQR1234567-89	01/01/0X	12/31/0X	COMBINED SINGLE LIMIT (SA ACCIDENT) \$ 1,000,000 BODILY INJURY (PER PERSON) \$ BODILY INJURY (PER ACCIDENT) \$ PROPERTY DAMAGE (PER ACCIDENT) \$
<b>A EXCESS/UMBRELLA LIABILITY</b> <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE DEDUCTIBLE \$ RETENTION \$	XYZ1234567-89	01/01/0X	12/31/0X	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000
<b>B WORKERS COMPENSATION AND EMPLOYERS LIABILITY</b> ANY EMPLOYER/COMPARTMENT/RELATIVE OFFICER/MEMBER EXCLUDED? IF YES, INDICATE UNDER SPECIAL PROVISIONS BELOW OTHER	STU1234567-89	01/01/0X	12/31/0X	EACH ACCIDENT \$ 1,000,000 EL DISEASE-SALEM/EMPLOYEE \$ 1,000,000 EL DISEASE-POLICY/LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS: Portland General Electric Company, its officers, agents, and employees are named as additional insureds per the attached endorsement(s). Such insurance shall be primary with respects to the interests of Portland General Electric. Waiver of subrogation applies.

CERTIFICATE HOLDER: Portland General Electric Company, Risk Management Department, 121 SW Salmon Street, Portland, Oregon 97204

CANCELLATION: SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT PRECISE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

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**THE PRODUCER:** produces or orders Certificate for insured; answers questions, revises certificate to meet contract requirements.

**NAME OF INSURED:** Must be legal name of contracting party.

**TYPES OF INSURANCE:** Must include types required by contract.

**POLICY FORM:** Will indicate claims-made or occurrence form; see "Policy Expiration Date" and Glossary for additional information.

**NAMED ADDITIONAL INSURED:** The Certificate must state, either under Description of Operations or by attached endorsement, that Portland General Electric Company is an additional insured.

**CERTIFICATE HOLDER:** Must be Portland General Electric Company; address must include department and contact person.

**POLICY EFFECTIVE DATE:** Must be prior to or coincidental with effective date of contract.

**POLICY EXPIRATION DATE:** For "occurrence" form coverage, date should be on or after the termination date of contract; if "claims-made coverage", coverage must survive for a period not less than three years following termination of contract and shall provide for a retroactive date of placement prior to or coinciding with the effective date of contract.

**LIMITS OF INSURANCE:** Must be same or greater than required by contract.

**DESCRIPTION OF OPERATIONS:** Review information in this section to determine if it is consistent with the contract.

**NOTICE OF CANCELLATION:** This language must be modified to read: "Should any of the above described policies be cancelled before the expiration date thereof, the issuing company will mail 30 days notice to the certificate holder named to the left."

**AUTHORIZED REPRESENTATIVE:** Must be signed by an authorized representative of Producer.

## **Policies and Procedures: Moving Guidelines**

### **Moving Guidelines**

Due to the heavy use of the freight elevator during business hours, moves are restricted to the hours between 5:30 p.m. and 7:30 a.m. You may also move on weekends and holidays, with no time restrictions. All material, furniture and moving equipment must be removed from elevator lobbies and the freight elevator released by 7:30 a.m. during the business week.

All moves must be coordinated through the Management Office through the Angus work order reservation system. Your freight elevator time will be scheduled so as not to conflict with other moves.

The loading dock is located on 1WTC P1 level (one level below street level) which can be accessed by a ramp between First and Second on SW Taylor Street. The height of the entrance is 12' 6". However, due to the slope of the ramp long vehicles should be cautious about ceiling clearance at the bottom of the ramp. If your trucks are higher than 12' 6" or too long to span the slope change, the offloading will have to take place from the street level. Trucks longer than 30' should not go into the loading dock. There is a loading zone on 2nd Avenue between SW Taylor and Salmon Streets. Moving over the brick pavers on the plaza level (street level) and the tile between the freight elevator and the carpet on the floor you are accessing requires use of plywood or Masonite to protect the bricks and tile. Please use pneumatic tires. As part of our LEED status, we require that all packing materials be recycled or removed from the property by the moving company. We have a self-serve recycling center located on P1 at One World Trade Center.

#### **The moving vendor must provide evidence of liability insurance coverage at least five (5) days prior to the day of the move.**

1. Worker's Compensation: In statutory limits for the state, with employer's liability of \$1,000,000; bodily injury, personal injury and property damage liability insurance in comprehensive general liability form. The certificate of evidence must be furnished to the Management Office before any items can be moved onto the premises.

2. Comprehensive General Liability: Insurance that includes coverage of operation, elevators and products, including personal injury and contractual liability coverage and shall designate the assumptions of liability under performance of the act of moving. Such insurance shall be in limits no less than \$2,000,000 per occurrence combined single limit bodily injury or property damage. Property damage insurance shall be in broad form including completed operations.

In addition, the moving vendor must agree to protect, indemnify, and hold the landlord harmless from and against all claims, demands and causes of action of every kind and character, arising in favor of moving vendor's employees, tenant and its employees, or other third parties due to bodily injury, personal injury, death, or damage to property in any way resulting from willful or negligent acts or omissions on the part of the moving contractor, its agents, employees, representatives, or sub-contractors. The moving vendor shall be responsible for all damages and losses sustained to tools and equipment utilized in the performance of all work thereunder.