

**Pennzoil Place**  
**Electronic Tenant Handbook**  
**Updated on March 20, 2015**

## **BUILDING AMENITIES: Amenities**

### **Amenities**

Pennzoil Place offers a wide variety of amenities including a state of the art health club, an assortment of restaurants and is part of the downtown tunnel system.

### **Athletic Club/Gym**

Houstonian Lite, 2<sup>nd</sup> level South Tower

<http://www.houstonianlite.com/>

### **Coffee/Gourmet/Specialty**

Starbucks is located on the mall level. Open from 8:00AM to 5:00PM Monday-Friday

Michael's Cookie Jar is located on the mall level. Open from 10:00AM to 4:00PM Monday-Friday

### **Florist**

Greenworks is located on the mall level. Open from 8:00AM to 5:00 PM Monday-Friday

### **Food Establishments**

There are 7 food establishments on the mall level: Chick-fil-A, Michael's Cookie Jar, Panini Deli, Salata, Sonic, Treebeards, and Which Wick. Perbacco is located on the street level at the corner of Milam Street and Capital Street. The tunnel leads to over 100 restaurants below street level.

### **Hotel**

Downtown is serviced with 14 four-star and five-star hotels which accommodate more than 4,500 rooms for the overwhelming demand increase in the district. Hotels in the downtown area are minutes away from Pennzoil Place by car or by foot.

### **Mail/Delivery Service**

There are USPS drop boxes in the North and South tower lobbies and on the mall level. Collection time is at 4:30 PM Monday-Friday. FedEx has a drop site on the mall level with collection at 6:00 PM Monday-Friday. UPS has a drop site on the mall level with collection at 6:45 PM Monday-Friday.

### **Parking**

One of the key amenities of Pennzoil Place is the availability of parking. The building is associated with 1,750 reserved and unreserved parking spaces in three locations all tied together by a common ownership. The building garage has 525 spaces on three levels below the building. The tunnel connected [Walker @ Main](#) garage has 1,031 spaces just 1.5 blocks away. And the [Block 142](#) surface lot has 194 spaces and is just one block south of the building. Pennzoil Place has different types of parking arrangements available to meet all short and long term parking needs, on site or within 1.5 blocks of Pennzoil Place.

### **Retail Stores**

On the mall level, Texas State Optical is open from 8:00AM to 5:00PM Monday-Friday. Shops Down Under open from 7:00AM to 5:30PM Monday-Friday

### **Pedestrian Tunnel / Walkway**

Pennzoil Place is one of the 81 buildings downtown that are part of the 6.2 miles of air conditioned tunnels. It is the world's largest indoor pedestrian tunnel system with shops and restaurants 20 feet below the streets.

### **Public Transportation**

Downtown offers a wide variety of public transportation including local bus service, Park & Ride, trolley service, and the new METRORail. For details and schedules <http://www.ridemetro.org/>

### **Security**

On-site security services are offered 24 hours a day, 7 days a week.

## **BUILDING AMENITIES: Conference Room**

### **Reservations:**

All reservations for conference rooms are on a first come first serve basis. All reservations for use of this facility must be requested on the Conference Room Request form. This form may be faxed, emailed, or delivered to the Management Office. You may call to see if the date is available but reservations will not be help without a written request. Time requested must include setup time as well as time to clear the room of all materials brought in for the meeting by 5PM.

### **Arrangement of Room:**

Request for the arrangement of the conference room should be made at the time of the reservation but must be in writing at least 24 hours prior to the meeting time.

### **Condition of Room:**

All materials brought into the room should be removed as soon as a meeting is completed. Trash should be placed in the receptacles but all other equipment, food, food containers, charts, projectors, etc. are to be removed immediately. Coffee and drink service are NOT provided.

Any cleaning, except for vacuuming, wiping down the tables and emptying the trash receptacles, shall be the tenant's responsibility. A charge of \$50 will be assessed if additional cleaning is necessary.

DO NOT USE TAPE OR THUMB TACKS ON ANY WALL OR ON THE TABLES IN THE CONFERENCE ROOM.

## **OTHER SERVICES & PROVISIONS**

### **Telephones:**

There is a single line telephone in each of the two conference rooms.

Conference Room 1 is 713.250.2803

Conference Room 2 is 713.250.2804

### **Signs:**

The Management Office will provide a sign to indicate tenant name and/or function and time of

meeting. No signs may be displayed other than as provided by the Management Office without prior approval by the Property Manager.

Please make checks out to: Houston Pennzoil Place, L.P. and remit all payments to the following address:

Houston Pennzoil Place L.P.  
P.O. Box 301280 Dallas, TX 75303-1280

Checks for Walker@Main Garage parking fees should be made  
Normal hours of building entry to Pennzoil Place are 6:00am to 6:00pm Monday-Friday and 8:00am to 1:00pm Saturday. Afterhours tenants may access the building and their leased premises by the use of their building access cards, which are issued to each tenant employee by the Management Office. Transwestern contracts with a professional and licensed security service, which provides security 24 hours per day, 365 days per year.

Pennzoil Place will be officially closed on the following holidays:

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

Should you require any routine cleaning, heating, ventilation, air conditioning or other special services on any of the above holidays, please contact the Management Office. Given that the building staff and contractors also observe these holidays, you will be charged for any building services on holidays. We will be glad to provide you with an estimate for any of the above services. On the occasion where one of the above holidays falls on a weekend, the building may be closed the weekday immediately prior to or following the holiday, based on the operating policies of the Management Team.

Transwestern is a national real estate management company employed by the building owner to professionally manage Pennzoil Place. A number of the employees have been in the real estate industry in excess of 20 years and hold a variety of licenses and professional designations.

The Management Team is comprised of the following individuals, all of whom can be reached at the Management Office via telephone at 713.224.5930, facsimile at 713.223.8315, or via e-mail at [pennzoilplace.pm@transwestern.com](mailto:pennzoilplace.pm@transwestern.com)

The following personnel are available to address your needs:

Senior Property Manager:	Ben Quinton	713.224.5930	<a href="mailto:ben.quinton@transwestern.com">ben.quinton@transwestern.com</a>
Property Manager:	Jacob Roberts	713.224.5930	<a href="mailto:jacob.roberts@transwestern.com">jacob.roberts@transwestern.com</a>
Admin Associate:	Meredith Crockett	713.224.5930	<a href="mailto:meredith.crockett@transwestern.com">meredith.crockett@transwestern.com</a>

Transwestern is also the leasing company for Pennzoil Place. Any of the leasing brokers below can be reached at 713.270.3335 or via their respective phone numbers and email addresses below:

Sr. Vice President, Office Leasing	David Lee	713.270.3335	<a href="mailto:david.lee@transwestern.com">david.lee@transwestern.com</a>
Sr. Managing Director, Office Leasing	Douglas Little	713.272.1284	<a href="mailto:doug.little@transwestern.com">doug.little@transwestern.com</a>
Sr. Vice President, Retail Leasing	Micha van Marcke	713.272.1231	<a href="mailto:micha.vanmarcke@transwestern.com">micha.vanmarcke@transwestern.com</a>

## **BUILDING SECURITY: Overview**

In an office building such as Pennzoil Place, ultimate responsibility for security must rest with the tenant. Tenants should ensure, upon leaving for the evening that all entrances and exits to their suites are locked. Building Security Officers cannot allow access into tenant suites to tenant employees or vendors who do not have keys. Should you require access into your suite after hours; the authorized tenant contact person will be called.

In the event suite doors are found unlocked by the Security Officer, your emergency contact person will be notified to make arrangements to secure the suite. We also recommend that desks and valuable portable equipment, such as cellular phones, pocket calculators and portable computers, be locked up at night. During the day, offices, desks, and reception areas should never be left unattended. If a suspicious person is noticed, call the Management Office at once and we will dispatch building personnel to the area.

### **Building Security: Building Access**

Normal entry hours at Pennzoil Place are from 7:00am to 6:00pm Monday-Friday and 8:00am to 1:00pm Saturday. After hours entry requires the use of a building access card, which can be obtained through the Management Office.

Access to the tenant's leased premises after normal business hours by vendors, suppliers, contractors or others can be arranged by calling the Management Office at 713.224.5930. A tenant representative will be requested to complete an authorization form before access will be permitted.

Tenant employees may enter tenant's leased premises any time after normal business hours (including holidays) by the use of a building ID card. Cards will be issued to all tenant employees upon authorization by the tenant representative. Card readers have been installed in the majority of the building's passenger elevators. Card holders must "swipe" their ID cards in front of the card readers and indicate the floor they wish to access. There is no need to swipe cards while exiting their floor or from the building. Questions concerning afterhours access may be directed to the security personnel on duty at the main lobby console.

Building access cards will be issued to each tenant employee upon the commencement of tenant's lease term. The Management Office will assess a charge of \$10.00 for each card replacement. Tenant must surrender all cards issued upon the expiration of its lease term. The charge of \$10.00 will be applied to tenant's final invoice for each card not surrendered.

### **Building Security: Card Access Procedures**

#### **New Employees**

Each new employee to the building is issued a security building access card upon hire. In order to receive this card, please complete a work order request through our online work order system, Building Engines. The completed card will be available within 24 hours. This card will allow you access afterhours to the building, to your floor, as well as into the parking garage afterhours. You will only have access to the building during the time that has been approved in the work order request.

The building hours are from 6:00 a.m. to 6:00 p.m. Monday through Friday, and 8:00 a.m. to 1:00 p.m. Saturday. Any time before or after this, including weekends, an access card is required to enter the building. You **MUST** bring your access card each time you enter the building after hours.

The elevators also require the use of your ID badge card outside of regular building business hours. Inside each of the elevators on the right-hand side is an access card reader. Swipe your access card and then press the number of the floor you would like to access; the light on the card reader will turn green showing that access has been allowed to your floor. The elevator will take you to that floor only. An ID badge is not required to return to the main lobby of the building.

If your card will not allow you into the building or on to your floor, there is a Security Officer on site for assistance. The Security Officer will check the computer to verify the time you are allowed into your suite. If access is allowed, the Security Officer will assist you to your floor, but will not unlock your suite door. If the computer does not reflect proper access verification, the Security Officer will not allow you to enter the floor. In order to receive this access, a **CHANGE OF STATUS** request must be submitted via an online work order request.

If access to the building or a floor is authorized, but your card is not working, please bring your card to the Management Office between 8:00 a.m. and 5:00 p.m. Monday through Friday with full detail as to the problem with the card. Your card will then be repaired or a new one will be issued.

Please take care of your card. Keep it out of direct sunlight, and do not run it through your washer and/or dryer. If your card is damaged, lost or stolen there will be a \$10.00 replacement fee.

### **Terminated Employees**

Any time an employee is terminated from your company, a Change of Status must be completed through Building Engines, our online work order request system, and sent to the Management Office along with the access card. If the termination is urgent and requires immediate deactivation, please call the Management Office. Please note that if access cards are not returned to the Management Office within 30 days, a \$10.00 fee will be assessed to your rent account.

### **Building Security: Deliveries**

All deliveries must be made through the loading dock on the street level. Tenants must accept and sign for all deliveries and arrange for the immediate transport of delivered items to their suites. No deliveries are allowed through the main building entrances or in the passenger elevators. Furniture or other large deliveries requiring extended use of either the dock or the freight elevator must be scheduled through the Management Office for after hours or weekends.

Deliveries are typically made to Pennzoil Place during normal business hours. Tenants requiring deliveries after hours will be required to complete an afterhours authorization form or advise the Management Office via Building Engines. Large deliveries or deliveries necessitating the use of the building's freight elevator may require a freight elevator operator. Arrangements must be made through the Management Office.

No passenger elevators may be used for commercial deliveries. A freight elevator is available for use through the North and South tower docks located on Rusk and Capitol. Delivery vehicles with the requisite city commercial parking permit may park on the street for short periods while the delivery is being made. Deliveries must enter through the dock to the building's main freight elevator, and then proceed to the tenant's floor. A security guard will require identification from the delivery personnel and exchange personal photo ID for a building visitor's pass, with such pass to be returned upon exiting the building

For special deliveries requiring use of the building's dock (accessible via the street entrance) tenants must coordinate through the Management Office. Ramp clearance is 11 feet 6 inches at the North tower dock and 12 feet 8 inches at the South tower dock. A truck equipped with a "Tommy" lift is needed to fit in the dock. All vendors, suppliers, contractors, etc., entering the building must have an acceptable certificate of insurance on file with the Management Office.

The Management Office is more than happy to arrange any special requests you may have for moving deliveries from the loading area to your suite. We do request 48 hours advance notice so this work can be scheduled without disrupting the normal day-to-day maintenance routine of the building and other tenants' use of the facilities.

## **Building Security: General Office Security**

### **Security Checklist**

The following is a list of general office security suggestions, which are offered to you as an aid in establishing your internal security procedures:

- Restrict office keys to those who actually need them.
- Keep complete up-to-date records of the distribution of all office keys.
- Establish uniform procedures for collecting keys prior to the termination of employees.
- Establish a rule that keys must never be left unguarded on desks or cabinets
- Require that filing cabinet keys be removed from locks and placed in a secure location after opening cabinets
- Prevent unauthorized personnel
- Ensure that a responsible person is in charge of issuing all keys
- Store keys systematically in a secured wall cabinet of either your own design or one that conforms to a commercial key control system
- Insist on identification from repairmen who come to work in your office
- Clear all desks of important papers
- When working alone in the office at night, lock the front door to prevent anyone else from entering
- Keep the police, fire department, and building security telephone numbers posted
- Double check to see that all doors are securely locked before leaving

### **Suspicious Persons**

If you see suspicious or offensive persons in the building, please call the Management Office immediately. If possible, make note of appearance, clothing, etc., in order to assist building security in locating them. Please be aware of strangers in your tenant areas and halls. Quite often a question such as "May I help you locate someone?" will be enough to deter a potential

thief. Suspicious encounters of this type should be reported to the Management Office immediately.

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

All locks, including tenant suites, at Pennzoil Place are keyed to a building master key system. This is necessary for the nightly janitorial services, as well as other building personnel who may be required to respond to emergencies that may arise.

As a standard policy of the building, we re-key each suite before new tenants move in. This ensures the security of that space.

Each tenant will be provided with an adequate number of suite keys prior to move in. Additional keys may be requested through the building's online work order system for a modest charge. Such requests should be made at least two (2) days before the keys are needed.

**NOTE:** All locks are keyed to the building master key.

It is important that suite keys not be duplicated through other reproduction means. Doing so would jeopardize the building key control system and compromise the security of your leased premises.

All key-related questions should be directed to the Property Manager at 713.224.5930

If you would like additional keys to any of the locks in the suite, they can be obtained through the Management Office.

### **Special Security Services**

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

- Separately keying of individual offices
- Re-keying the entire suite
- Installing security systems, including access control systems, throughout the space

The costs for these additional services are provided on a bid basis.

### **Building Security: Lost and Found**

Please contact the Management Office at 713.224.5930 to claim items that have been lost or found in the building.

### **Building Security: Property Removal**

Property Removal Authorization forms are required and must be presented to a Security Officer by any person desiring to remove large boxes, office equipment, and/or supplies, etc., from the building. Each tenant issues these forms. Please call the Management Office to request additional forms.



[Click here to download a Property Removal Authorization form](#)

### **Building Security: Solicitation**

Solicitation is not permitted. If someone is soliciting in your suite, please notify the Management Office at 713.224.5930 and we will send appropriate personnel to escort them off the premises.

### **BUILDING SERVICES: Cleaning**

As a business person you have a strong interest in the type of image you present to the business community. You want the level of your work to be evident to the most casual visitor. To convey your expertise, you have chosen a distinctive business environment which you feel will enhance the reputation you have built for quality and style. How well your work location is maintained also contributes to your image of efficiency and effectiveness.

The cleanliness and upkeep of your offices not only indicate the desirability of your services, but also contribute strongly to the pride and productivity of your work force. Your employees spend more time in your offices than at home. The overall work environment reflects your interest in your employees' enthusiasm and well-being.

With these factors in mind, Transwestern offers many cleaning services as building standard. In addition we also offer many specialized cleaning services on a chargeable basis.

### **Standard Services**

We provide extensive daily cleaning as part of our standard building services. To provide you with thorough and comprehensive cleaning, we have developed schedules for different services on daily, weekly, monthly, quarterly, semi-annual, and annual rotations. All cleaning personnel are uniformed and display identification badges.

### **Common Corridor / Lobby Areas**

Our daily building cleaning includes the following:

- Clean weather mats with a vacuum and damp wipe vinyl edges to remove all dust
- Vacuum all carpeted areas and spot clean to remove stains as necessary
- Clean all cigarette urns and receptacles
- Clean all water fountains with a germicidal cleanser and polish
- Wash glass on entrance doors and side lights to tenant suites
- Clean and polish all entry thresholds
- Clean and polish all elevator entrance door thresholds. This includes entrances to tenant areas that have thresholds
- Empty all waste receptacles and replace plastic liners where required
- Push tenant employees' chairs up into desks

- Spot clean doors, doorframes, doorknobs and light switch covers
- First floor lobby will be swept, mopped and buffed to ensure high luster appearance
- Sweep and damp mop all hard surface flooring

Our weekly building cleaning includes the following:

- Sweep and wet mop all stairwells and dust all hand railings
- Sweep, scrub and wet mop all entries at building entrances
- Wash glass in entrance doors and frames, both sides
- Shampoo lobby entry weather mats

Our monthly building cleaning includes:

- Clean all A/C vents, diffusers and grills
- Clean all fire equipment boxes, extinguishers and standpipes
- Wipe clean all baseboards ledges, moldings, and window frames
- Shampoo all elevator lobbies and hallway carpets
- High dust all horizontal and vertical surfaces not reached during night cleaning such as pipes, light fixtures, and door frames

Quarterly, we:

- Completely strip and re-seal all hard surface flooring

Once a year, we:

- Clean all light fixtures inside and out, removing all fingerprints from inside reflectors

Twice a year, we:

- Polish all doorknobs on all suite doors

## **Restrooms**

Our daily restroom cleaning includes the following:

- Clean all sinks, counters, toilets, and urinals with a detergent/disinfectant
- Damp wipe all ledges, toilet stalls and doors
- Spot clean light switches, doors, partitions and walls to remove fingerprints, spills and other markings
- Sweep and wet mop all floor areas with a germicide. Rinse with clear water and dry buff to eliminate mop streaks.
- Clean and polish all mirrors, soap dispensers, shelves, piping, toilet hinges and disposal container exteriors using a detergent/disinfectant and water

- Furnish and refill all toilet tissue, paper towel and sanitary napkin dispensers. Refill soap dispensers and check operation
- Empty and clean paper towel and sanitary napkin disposal receptacles, replacing liners
- Clean all baseboards with a germicidal detergent

Our monthly restroom cleaning includes the following:

- Wash diffusers, grills (both supply and return), toilet stalls, doors and tile walls with disinfectant/detergent
- Remove scale from all fixtures using an acid descaler
- Machine scrub floor areas with germicidal solution

Once a year, we will:

Clean all light fixtures inside and out, removing all fingerprints inside reflections

### **Tenant Suites**

Our daily cleaning of tenant suites includes the following:

- Remove trash from wastebaskets and replace plastic lining as necessary
- Dust mop all hard surface floor areas
- Sweep, dry mop or vacuum all floor areas with hard surface flooring or carpet
- Dust all horizontal surfaces with treated dust cloth or dust wand including furniture, file cabinets, and shelves
- Damp wipe all telephones, including dials and crevices, using disinfectant/cleaner
- Spot clean doors, doorframes, walls and switch plates to remove fingerprints, spills and other markings.
- Spot clean all interior partitions, walls, glass, windows and glass entrance doors
- Spot clean all metal trim work, removing fingerprints, smudges, water and other marks
- Brush all fabric-covered chairs with a lint brush and all smooth covered chairs with a damp cloth
- Spot clean all carpet stains

Our weekly cleaning of tenant suites includes the following:

- Damp wipe the inside and outside of all wastebaskets

Once a month, we:

- Wash all interior glass partitions, both sides
- Wash all vinyl and metal kick plates on doors
- Clean all vertical surfaces not attended by nightly or weekly schedules
- Dust window blinds
- Clean all A/C vents, diffusers and grills
- Clean all fire equipment, boxes, extinguisher and standpipes

- Wipe clean all baseboards ledges, moldings and window frames
- High dust all horizontal and vertical surfaces not reached in night cleaning, such as pipes, light fixtures, and door frames
- Spot clean the interior of all exterior glass

Quarterly, we:

- Damp wash diffusers, vents, grills and other such items, including surrounding wall or ceiling areas that are soiled
- Dust all general office area light lenses

Once a year, we:

- Vacuum draperies, cornices and wall hangings
- Dust all storage areas, including shelves and contents, such as supply and stock closets and damp mop floor areas
- Thoroughly clean all blinds

## **Elevators**

Daily elevator cleaning includes the following:

- Clean and polish all metal trim work and elevator doors to remove fingerprints, smudges, water and other marks
- Elevator cab thresholds and elevator thresholds on each floor landing will be thoroughly scrubbed and polished with an appropriate metal polish
- Elevator hall call button plate will be polished and wall surfaces around hall call plates cleaned

Once a week, we:

- Clean all elevator cab flooring
- Polish elevator cab walls

## Elevators

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

- Carpets – Thorough carpet care requires a professionally organized program that includes deep shampooing in combination with power pile lifting as well as ongoing spot cleaning. Carpeting is the most expensive and most used appointment per square foot of your space. Instituting an ongoing maintenance program to keep carpeting free from grit will maintain the carpet in peak condition for many years. This type of program has the added advantage of enhancing the fresh, clean look in your space and contributes to employee satisfaction and productivity.
- Floors – To prolong the life and beauty of any floor requires a combination of proper maintenance techniques, including sealing, finishing and buffing, and utilizing specialized equipment. Wooden and tile floors often require special care on a regular basis to preserve their natural appeal and lifespan.
- Upholstery – Upholstery should be vacuumed and cleaned on a regular basis with spot cleaning done as necessary. Dirt in furniture retains odors and mutes the colors of the fabric. Stains make the furniture appear unsightly. This can be critical when considering the professional, first class image of your offices and the building.
- Walls – We also recommend that you have your walls washed once a year and painted every three years. This will help to keep marks on the walls to a minimum and will also add to the fresh, clean look.
- Miscellaneous – Other areas in your space might also have special cleaning needs. Private bathrooms, interior glass walls, wood furniture, etc., all have special cleaning and care needs to keep them in top condition. Putting a program into place to provide this specialized care will maintain your investment without involving your time and energy.

Requests for special cleaning services may be made by contacting the Management Office. Our cleaning contractor provides a full range of cleaning services, including spot cleaning of carpets, cleaning of tenant kitchens/break areas, cleaning of dishwashers, refrigerators and food preparation equipment, cleaning and disinfecting of shower areas, etc.

Coffee grounds must be placed in plastic bags for disposal and not placed in sinks, drinking fountains or the like. Should plumbing problems be traced to the improper disposal of coffee grounds and food products, the cost of the repairs will be billed to the tenant.

For better cleaning service, we recommend that horizontal surfaces be kept clear and free of debris and personal items. Cleaning personnel are instructed not to disturb any items left on desk tops.

Please contact the Property Manager to discuss setting up a cleaning program specifically tailored to your business needs. A rate schedule can be found in the Rate Schedule section of this manual. You'll be surprised at how quick and easy it can be to maintain your investment, and you'll appreciate the benefits for years to come.

## **Building Services: Elevators**

All deliveries must be made using the freight elevator. All vendors are to use the freight elevator only. To schedule large moves in or out of the building, please contact the Management Office.

## **Building Services: Forms**

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building management service requests. Hard copies of all forms are available for the Property Management Office as well. To view and print PDF files, you need to the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at [www.adobe.com](http://www.adobe.com).

[Bomb Threats and Physical Security Planning Manual](#)

[Directory Board Form](#)

[Emergency Contact Form](#)

[Impaired Mobility Form](#)

[Tenant Contact Memo](#)

[Vendor Insurance Requirements](#)

## **Building Services: HVAC**

Pennzoil Place's standard operating hours for heating, ventilation and air conditioning are 7:00 a.m. to 6:00 p.m. Monday through Friday, and 8:00 a.m. to 1:00 p.m. Saturday, with the exception of building holidays. We provide you with heating and air conditioning—in season—during these hours. The temperature of the building is maintained at a comfortable level and is centrally controlled. If the temperature level in your suite should change abruptly or exceed a reasonable level, please call the Management Office or issue a work order request using Building Engines to place a service request and we will correct the situation as quickly as possible.

## **After Hours Heating, Ventilation and Air Conditioning**

Heating or air conditioning beyond the standard operating hours can be provided should you require it. Please issue an online work order request or call the Management Office at least 48 hours in advance to schedule this special service.

## **Additional Cooling Requirements**

Computer equipment, personnel, and conference rooms can require specialized cooling or ventilation. We can arrange the design and installation of additional equipment to meet any needs your business might have at a reasonable cost.

## **Building Services: Mail Service**

The building's mail room is located on the mall level. Each tenant may request one or more mailboxes as they occupy their leased premises. Management employees are not permitted to access mailboxes for tenants not having their mailbox keys.

The U.S. Postal Service delivers incoming mail Monday through Saturday. Outgoing mail may be deposited in the mailboxes located on the mall or lobby level. Outgoing mail is collected daily. Mail pick-up times are currently three times daily with the last pick up at 4:30 p.m. Outgoing mail must be placed in the mail slots. Mail left on the floor in containers WILL NOT be picked up by the U.S. Postal Service.

In addition, the following shipping companies pick up and deliver to tenant suites. You may call the following phone numbers to schedule a pick-up:

- Federal Express  
1-800-463-3339  
Drop box located on the mall level in mail room area.

## **Building Services: Maintenance Requests**

### **Procedures**

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

### **Building Engines Work Order System**

The building utilizes [Building Engines](#), an internet-based work order tracking system, for tenants needing to communicate with the Management Office. This very user friendly system allows each tenant to enter service requests, including those for afterhours authorizations, and forward them electronically to the Management Office. Tenants can track the progress of a request at any time through to completion. A brief introduction to the Building Engines system will be provided by the Management Office upon tenant's occupancy.

Please feel free to contact the Management Office via phone 713-224-5930 fax 713-223-8315 or e-mail [pennzoilplace.pm@transwestern.com](mailto:pennzoilplace.pm@transwestern.com) as well.

- Response times to a request will vary, but the request can usually be categorized in the following manner:
  - Emergency (water leak, chemical spill, etc.) - immediate response.
  - Comfort call (suite temperature) - next available engineer within 30 minutes.
  - Cleaning requests are normally handled that evening by our cleaning crew. If it must be cleaned during normal business hours, a porter can be sent to the suite within half an hour.
  - Special services (hang pictures, handle deliveries, etc.) - variable times, depending upon availability of porter/engineer staff. Costs for these services are charged to the tenant as stated in the Rates Schedule section of this manual.

If the request is for a special service, a tenant work order should be submitted via Building Engines explaining the nature of the work involved. The tenant will be required to sign the work order for satisfaction of the work completed.

### **After Hours Calls**

Call the Management Office at 713-224-5930. Outside of normal business hours, calls to this number will be answered by our Security Officers at the Lobby Desk.

### **Building Services: Recycling**

Pennzoil Place, through a local service provider, employs an office paper recycling program. Two (2) sizes of blue recycle containers are made available to tenants at no expense to those that participate. The larger container is recommended for high volume recycling areas such as copier rooms. The smaller is appropriate for personal under-desk collection.

The success of the recycling program depends directly upon the participation by each building tenant. Questions concerning the program can be directed to the Management Office at 713-224-5930.

### **EMERGENCY PROCEDURES: Emergency Procedures Manual**

A fire or other emergency within the building can pose unique problems for building management, building occupants, and the fire department. Experience dictates that a safe and successful evacuation during an emergency situation is dependent upon thorough knowledge of emergency procedures and following instructions.

In a fire or other emergency situation, occupants may have to rely upon their own knowledge and disciplined response to practices and procedures of self-survival.

To provide safe evacuation of this building in the event of a fire, bomb threat, or other emergency, the procedures in this manual are to be followed unless otherwise directed by Police or Fire Department officials. All persons should follow the instructions of their Floor Warden(s).

In order to establish a safe and orderly plan of evacuation, each person should become familiar with the building emergency equipment and this emergency plan. It is our recommendation that you utilize this information to put together an Emergency Procedure Plan to educate and keep your employees safe without being disruptive to the nature of your business.

[Click here to download an Impaired Mobility Form](#)



## Emergency Procedures: Bomb Threat

It has been clearly proven that the large majority of these calls are indeed false alarms, meant only to disturb or disrupt the normal work of person or company. However, at no time should any call be regarded as just another false alarm. When a call is received, there are several things to do.

- Keep the caller on the line as long as possible. Ask the caller to repeat the message.
- Obtain as much information from the caller as possible:
- Location of bomb
- Time of detonation
- Outside appearance or description of bomb
- Reason for planting the bomb
- Listen for background noises that might help in determining where call was made.

At the conclusion of the call, immediately report the call to the Management Office of the building, giving the secretary as much of the following information as possible:

- Name of the person calling
- Location of the person calling, phone number
- Name of the initial recipient of the threat
- Name of anyone listening in to the threat
- Name of any employee threatened by the caller
- Normal work location of any threatened person
- Time the "Bomb" is supposed to explode
- Exact LOCATION where the "Bomb" is supposed to be
- OUTSIDE APPEARANCE OR DESCRIPTION OF the "Bomb"
- REASON given for the "Bomb"
- Your name
- Time
- Notify your supervisor about the "Bomb Threat Call"
- Have all written records of notes of the "Bomb Threat Call" available for the Property Manager (or his representative) to analyze and take with him.
- **IMPORTANT** - Open phone lines are essential to effectively control this emergency, so please only make necessary phone calls.
- Quickly and thoroughly search your company area for suspicious, unusual, or foreign items ("Suspected Bombs"). Report any findings to the Building Management, but do not touch, move, jar, disturb, or cover any suspicious items that are found.
- If evacuation is necessary, the Building Management Office will notify you as to the evacuation plan to use.
- **IMPORTANT** - If you determine that your Employees and Visitors are in imminent danger--and you cannot reach the Building Management Office in a reasonable length of time--you may determine it prudent to exercise your independent judgment, and move or evacuate your personnel without being given specific routes to follow.

**IMPORTANT** - Identify and give priority to the movement or evacuation of nervous, emotional, ill and/or handicapped personnel.

If you evacuate, establish and announce a rendezvous point on the street level, for personnel safety and control, as well as for communication of emergency and re-entry information.

**Following the conclusion of the "Bomb Threat Call" Emergency:**

- Ask your employees and any Emergency Assistants if they encountered any special problems or incidents while performing their emergency duties. If so, tell them to prepare brief written reports as quickly as possible and give them to you for prompt submission to the Property Manager.
- As soon as possible, prepare a brief written report of your efforts and actions in response to the "Bomb Threat Call" emergency--including any special problems or incidents that you experienced.
- Promptly take all of the reports about the emergency, prepared by you, your back-ups and Emergency Assistants to the Building Management Office.
- Retain necessary copies of these reports for future reference by yourself, your Employer and/or any other Company Executives.
- After normal business hours, please contact the below listed name:
- Building Management Office at 713-224-5930 and ask answering service to contact Manager.
- Call Security at 713-250-2861 and state problem.

**NOTE:** You are provided a standard "Bomb Threat Report" to be filled out as completely as possible. This report is on the next page.

**SUSPECTED BOMB - SAFETY PRECAUTIONS**

The Safety Precautions enumerated below are designed to acquaint you with the dangers inherent in the search, discovery and handling of "Suspected Bombs".

While some of the following Safety Precautions may seem elementary, do not dismiss them as unimportant nor take them for granted--because adequate knowledge of their precautionary provisions may save your life, the lives of your fellow employees and tenants, and the lives of the individual customers and visitors who daily frequent the building.

- Do not use radio equipment to transmit messages.
- Do not move light switches.
- Do not smoke!
- Do not accept the contents of any container as "bonafide", simply because it was delivered by "routine means".
- Do not accept container markings and/or appearance as sole evidence of their content's identification and legitimacy!
- Do not touch a "suspected bomb"!
- Do not shake, shock, or jar a "suspected bomb".
- Do not cover a "suspected bomb".
- Do not carry a "suspected bomb".
- Do not assume that a "suspected bomb" is of a specific (high - explosive or incendiary) type.

## **SUSPECTED BOMB - SAFETY PRECAUTIONS (Continued)**

- Do not open any "suspicious" container or object.
- Do not cut a string, cord, or wire on a "suspicious" container or object.
- Do not cut or remove the wrapper on a "suspicious" container.
- Do not unscrew the cover of a "suspicious" container or object.
- Do not move the "latch" or "hook" on the cover of a "suspicious" container or object.
- Do not raise or remove the cover of a "suspicious" container.
- Do not change the position of a "suspicious" container or bottle.
- Do not place a "suspicious" container or object into water.

[Click here to download a copy of the Bomb Threats and Physical Security Planning Manual](#)

## Emergency Procedures: Civil Disturbance

Upon receiving notification that a civil disturbance threatens the building:

- Contact the Management Office and give the following information:
- Exact location of the demonstrators
- Approximate number of demonstrators
- Demonstrator's current activity
- Your name and time
- Contact your assistants, and assign them specific emergency duties.
- Give them pertinent facts about the civil disturbance
- Assign them to execute the following emergency procedures--for the safety and protection of your personnel and company assets:
- Tell them to lock all of their doors except your main entrance door.
- Tell them to lock--or have someone stand by to lock all "sensitive areas" as appropriate, e.g., office doors, equipment rooms, desks, file cabinets, vaults, etc., to protect company assets, Employees and Visitors.
- Tell them to notify all employees and visitors to avoid leaving the building, unless there is no danger that they will be harmed by the demonstrators.
- **NOTE:** Warn them that all elevator service will be reduced or even cut-off during the emergency to prevent demonstrators from going up into the building.
- **IMPORTANT:** Periodically assure all employees and visitors that there is no immediate danger; and that "preplanned procedures" are being implemented to protect them from the intrusion of and confrontation with the demonstrators.

If you are advised by the Property Manager (or his representative), or if you determine that the demonstrators have invaded the building (and they are on your floor):

- Immediately contact the Property Manager, your assistants, employees and visitors, advise them of this change.
- Assign your assistants to execute the following additional emergency procedures for the safety and protection of your personnel and company assets.
- Tell them to lock your main entrance doors, and have a responsible employee stand at the entrance door with a key to allow authorized personnel only to enter and/or leave.
- Tell them that if the demonstrators invade you floor(s) and office(s), your employees should make notes of all rooms and/or areas "invaded" by the demonstrators to facilitate a later search for suspicious items.
- When the demonstrators leave, or are removed by the police and the civil disturbance is no longer threatening the building:
- Immediately contact the building Management Office and give them a list of your floor(s) and office(s) that were "invaded".
- Tell your assistants to initiate a quick search of your "invaded" floor(s) and office(s) for any items that are "unusual" or "foreign" to the normal environment.
- **IMPORTANT:** Warn them to be alert for unattended and suspicious items that were carried by the demonstrators, e.g., clothing, knapsacks, bags, etc. Also, warn them not to touch, move, jar, disturb, or cover any suspicious items that are found. Tell them to warn their employees and visitors accordingly. Tell them to advise you immediately, when they finish their search--whether or not they find any suspicious items so you can immediately relay the information to the building Management Office.

## **Emergency Procedures: Elevator Malfunction**

We have a phone communication system in our elevator cabs. In the event of a problem with one of the elevators, such as doors not opening or if the cab has stopped between floors, please remain calm. Press the emergency call button (button with the symbol of a phone on it). A Security Officer will answer the call and will notify the elevator maintenance company. The Security Officer will also remain on the line with you until the situation is resolved. Remember that the elevators are equipped with automatic safety devices and you have nothing to fear.

Also, should the car stop between floors, and the door open, **DO NOT TRY TO CLIMB OUT & JUMP TO THE FLOOR BELOW.**

**NOTE:** Remain calm; help will be to you within minutes.

## **Emergency Procedures: Emergency Contacts**

### **Emergency Procedures After Hours**

In case of an emergency outside of normal business hours, call 713.224.5930. This number is manned 24 hours, seven days a week. Please give the security officer the following information:

- The type of emergency or problem.
- The exact name and location and call back number of the caller.
- The assistance that is required if applicable.

The following is a brief synopsis of the call sequence for an emergency of a life-threatening manner.

#### **Fire – 911**

If there is a fire or smoke is seen or smelled, activate a pull station nearest your present location, call the Houston Fire Department, and give your address as Pennzoil Place, then if time permits notify the Management Office at 713.224.5930.

#### **Police - 911**

If there is an emergency requiring police assistance, call the Houston Police Department then notify the Management Office at 713.224.5930.

#### **Ambulance Service - 911**

Call the emergency number, and then notify the Management Office at 713.224.5930.

#### **Bomb Threat - 713.224.5930**

If there is a bomb threat, get as much information as possible concerning the specific location and detonation time. Then call the Management Office at (303) 292.1999, which will call for assistance to investigate the threat. Included in this handbook is the “Bomb Threat Checklist.” Please distribute it to every employee in your office.

#### **Electrical Power Failure - 713.224.5930**

In the event of a power failure, notify the Management Office of your location. The appropriate individuals will be notified regarding the failure.

#### **Flood and Wind Damage - 713.224.5930**

Notify the Management Office at 713.224.5930 immediately.

#### **Fire Sprinkler Heads - 713.224.5930**

Notify the Management Office at 713.224.5930 immediately if there is a leak.

#### **Water Damage - 713.224.5930**

If you ever come in after hours and notice a water leak, please immediately notify the Management Office at 713.224.5930.

## **Disabled Elevator - 713-224-5930**

If you are trapped in an elevator, please push the button with the symbol of a phone on it. The panel is located on the left side of the car as you face the exterior of the cab. A Security Officer will notify the elevator maintenance service. The Security Officer will also remain on the line with you until the situation is resolved.

## **Emergency Procedures: Explosions**

### **EXPLOSIONS - DURING BUSINESS HOURS**

Upon receiving notification that an explosion has occurred, the Tenant contact should obtain the following facts:

- Name of person calling
- Location of person calling
- Exact location of explosion
- Cause (if known) of explosion
- Extent of casualties
- Did explosion cause fire, or other imminent danger, and if so, what location
- Your name

### **EXPLOSIONS - AFTER BUSINESS HOURS**

- Immediately report the explosion to the Property Management Office. If the explosion occurred during non-working hours, dial 713-224-5930. Give the Security Guard the following information:
  - Your name, location and phone number
  - Your company's name
  - Exact location of explosion
  - Cause of explosion
  - Any reasons you have to believe explosion was caused by a bomb
  - Extent of casualties and number and type of injuries
  - Whether explosion caused fires, if so, location of fire
  - Notify emergency service if necessary.
  - Determine necessity of notifying other employees and visitors.
  - Move or evacuate employees and visitors from your tenant area(s) if necessary.
  - Prepare a brief written report describing the emergency including any special problems or incidents experienced.

## **Emergency Procedures: Fire and Life Safety**

### **FIRE - DURING BUSINESS HOURS:**

- Call 911 and activate the fire alarm at pull station.
- Call Building Management immediately relaying the following information:
  - Exact location of the FIRE

- What is burning - electrical equipment or wire, liquids, paper or wood, furnishing, etc?
- The severity or size of the FIRE
- Your name
- Your phone number
- Your location
- **NOTE:** The Management Office will then begin emergency procedures.
- The engineers will proceed to the scene to evaluate the fire and begin the extinguishing process.
- All Fire Wardens will be notified to make ready for possible evacuation and to await further notification.
- Alert all other Fire Wardens of conditions.
- Air handling units serving the affected areas will be deactivated, and elevators will be called to the ground floor if necessary.
- If the need exists, instruction will be given as to evacuation.

## **FIRE - AFTER BUSINESS HOURS**

Upon discovery of a fire, call the Fire Department at 911. Upon placing this call, please report the following:

- Exact location of the Fire.
  - Good example: "There is a fire at 711 Louisiana on the 34th floor, South Tower of Pennzoil Place".
  - Bad example: "There is a fire on the 34th floor".
- What is burning - electrical equipment or wiring, liquids, paper or wood, furnishings, etc.
- The severity or size of fire.
- Your name
- Your phone number
- Your location.

After following the above procedures, please then call Security at 713-250-2861 and notify them of the fire.

## **Fire Safety Plans**

[North Tower](#)  
[South Tower](#)

## **Emergency Procedures: Flooding**

Because of the extreme danger produced from water and electrical problems, the Houston Fire Department recommends the following:

- Evacuate to a dry safe area.
- Call Building Management at 713-224-5930.
- Call the Civil Authority at 911 or ask for the Houston Fire Department. Explain the problem, give the address, building name, and floor number.



## **Emergency Procedures: Homeland Security**

Transwestern 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 Association**

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

### **American Red Cross**

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

### **Center for Disease Control and Prevention Emergency Preparedness and Response**

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

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

## **Emergency Procedures: Medical Emergency**

In the event of a Medical Emergency, the tenant will call 911 first, and then call the Management Office giving the following information:

- NATURE OF THE MEDICAL EMERGENCY
- EXACT LOCATION AND NAME OF THE SICK OR INJURED PERSON
- HAS AN AMBULANCE OR DOCTOR BEEN NOTIFIED?

If not, the Management will contact the Fire Department ambulance service and make ready their entrance into the building, if necessary.

If the sick or injured person requests you call their doctor, please do and notify the Management Office so that assistance can be given to the doctor when entering the building.

Assign one of your assistants to stand by on the floor where the sick or injured person is located to meet the doctor and/or ambulance attendants at the elevator, and guide them to the sick or injured person.

### **FOLLOWING THE CONCLUSION OF THE MEDICAL EMERGENCY:**

Consult with your assistants and determine if they encountered any special problems or incidents during the performance of their emergency duties.

For future reference by the Building Management, prepare a brief written report of your efforts and actions in response to the emergency, including any special problems or incidents that you

encountered, and submit the Tenant Report to the Building Management Office as soon as possible.

**NOTE:** Retain copies of your report for future reference by yourself, your Employer, and/or any Company Executives.

## **Emergency Procedures: Pandemic Preparedness**

### **What You Need to Know**

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

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

### **Importance and Benefits of Being Prepared**

The effects of a pandemic can be lessened if you prepare ahead of time. Preparing for a disaster will help bring peace of mind and confidence to deal with a pandemic. When a pandemic starts, everyone around the world could be at risk. The United States has been working closely with other countries and the World Health Organization (WHO) to strengthen systems to detect outbreaks of influenza that might cause a pandemic.

A pandemic would touch every aspect of society, so every part of society must begin to prepare. All have roles in the event of a pandemic. Federal, state, tribal, and local governments are developing, improving, and testing their plans for an influenza pandemic. Businesses, schools, universities, and other faith-based and community organizations are also preparing plans. As you begin your individual or family planning, you may want to review your state's planning efforts and those of your local public health and emergency preparedness officials. State plans and other planning information can be found at <http://www.flu.gov/pandemic/history/checklist.pdf>.

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

## **Pandemic Flu Resources**

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

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

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

## **Centers for Disease Control and Prevention (CDC)**

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

## **Department of Homeland Security (DHS)**

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](mailto:DHSPandemic@dhs.gov).

## **BOMA Resources**

BOMA/Greater Toronto Pandemic Flu Report

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

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

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

## **Emergency Procedures: Power Failure**

### **Emergency Lighting**

Due to the possibility of a failure of electrical service from the utility company, the building is equipped with an emergency generator, which automatically turns on in the event of a building-wide power failure.

In the event of a power failure, the emergency generator will supply electrical power to the following areas within the building:

- Emergency lighting system
- Stairwells
- Exit lights

- Corridors
- Lobbies
- Tenant suites (limited)
- Parking areas

#### **Emergency lighting system (continued):**

- Fire alarm system
- One elevator in each bank and the freight elevator
- Fire pump
- Pressurization and smoke exhaust fans
- Garage exhaust fans
- Sump pumps

#### **Power Failure Procedures**

The emergency generator will start automatically and supply emergency power to the above-mentioned systems within ten (10) seconds.

All elevators will stop and then return to the first floor allowing all passengers to exit the elevator. Once all elevators have returned to the lobby, one elevator in every bank will operate in a normal capacity on emergency power. You may notice a slower response time due to the reduced power available.

The emergency lighting system will turn on within fifteen (15) seconds of a power failure. The emergency lighting system will provide light in office areas—although limited—corridors, lobbies, and stairwells to enable people to see where they are going.

#### **Natural Gas Emergency**

Please adhere to the following if a natural gas odor is present in the building:

- To report a gas leak call 713-659-2111
- Contact Center Point Energy at 713-659-2111 and notify them of the situation.
- Contact the Building Management to have it investigated.
- Follow the directions of your Floor Warden or company policy.

### **Emergency Procedures: Severe Weather**

#### **Natural Disasters**

#### **HURRICANES**

June 1st marks the beginning of the Hurricane Season, which ends on November 30th. In the event of a Houston bound storm, Property Management will be taking special precautions to protect the building and ensure the safety of all Tenants.

The management team will be keep a close watch on the progress of any reported storm and will notify Tenants should action become necessary. In the event of a Hurricane Warning for the

Houston/Harris County area, all Tenants will be requested to leave the building and building personnel will secure the building for the storm. However, each Tenant has the responsibility of making their own decisions when it comes to their business and the safety of their employees and property.

Please note that, in the case of a Hurricane Warning, building systems (elevators, air conditioning, etc.) will be shut down in anticipation of power failures. The parking garage will also be closed at such time.

In the event of a Hurricane Warning, the following measures should be implemented to protect important items in your leasehold area:

1. Whenever preparing your suite/office for bad weather, please raise all of your blinds before you leave the office. Do not tape windows.
2. If you have items on the windowsills, please put them in your desk or a safe place in case a window breaks.
3. Store all documents/files in a desk or cabinet and move important or valuable documents, files, and furnishings to an interior office to protect them in the event of windows breaking in outer offices.
4. Back up your computer systems and take disks/backup with you.
5. Make sure your computer equipment, copiers, telephone systems, etc. are secured for power outages. Raise any equipment off of the floor or relocate to windowless rooms if possible.
6. Turn off all lights.
7. After a final inspection, close and lock all external corridor doors, particularly those with windows.

[Click here to download the Pennzoil Place Hurricane Plan](#)

## **TORNADOES OR FUNNEL CLOUDS**

In most cases, advanced warning in the event of a tornado is not likely. Therefore, if a tornado is sighted approaching the building, notify the Management Office and begin moving your people toward the interior corridors and elevator lobbies of the building. The greatest danger will be that of flying glass and objects. Therefore, attempt to locate where the maximum number of walls are between you and the exterior of the building.

## **Emergency Procedures: Toxic Hazards**

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed. Call 9-1-1. Provide the building's address, your floor and phone number, and also what type of spill has occurred. Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

## **Introduction: Welcome**

The tenant information provided in this Electronic Tenant® Handbook is meant to provide you with a better understanding of Pennzoil Place and to facilitate your company's operations. There

is a great deal of information contained within this handbook; take the time to familiarize yourself with this handbook and it will become a valuable resource for you and your company. Please note that the building's 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.

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. Such updates will be posted on the property website at [www.pennzoilplace.com](http://www.pennzoilplace.com). Please feel free to contact the Management Office with any questions you may have. We are here to serve you.

**Welcome to Pennzoil Place, a premier Transwestern property.**

## **Introduction: About Pennzoil Place and Transwestern**

Completed in 1975, Pennzoil Place consists of two 36-story trapezoidal towers of dark bronze glass and aluminum which are separated by a ten-foot-wide spatial void and connected by a 115-foot-high, glass atrium. The architectural design was the creation of Philip Johnson. In formulating the design, Philip Johnson responded to directives from J. Hugh Liedtke, Chairman, of the Pennzoil Company, for a building that was dignified in appearance but not box-shaped. Gerald D. Hines Interests, the developer, wanted a building that could provide a distinctive identity for more than one major tenant. Therefore the idea for two buildings rather than one was born and imposed upon them reflective symmetry and a 45-degree geometry; making it considered significant in architectural circles for breaking the modernist glass box made popular by followers of Ludwig Mies van der Rohe and for introducing the era of postmodernism. Pennzoil Place was named "Building of the Year" in 1975 by famed New York Times architecture critic Ada Louise Huxtable due to the dramatic sculptural silhouette it added to the Houston skyline.

Transwestern, the Pennzoil Place property management company, employs a highly trained professional staff to ensure that your expectations of quality in operations and services are met. On a nationwide basis, we have access to an extensive and specialized support staff consisting of experts in management, engineering and construction. Our organization and attention to detail maintain the highest level of efficiency, and keeps Pennzoil Place running smoothly.

As part of our management responsibility, our program of standard services promotes the first class image of your company and of Pennzoil Place. These include:

- Quality office cleaning
- Public area maintenance
- Building maintenance
- Elevators in a multi-story building
- Site identification

Transwestern also coordinates requests for many other special services. In many cases, your requests can be handled the same day by someone familiar to you. When we can do the work with our on-site personnel, the advantages are many and include:

- Convenience
- Quick response
- Accountability

- Follow-up
- Quality work

When services that are more extensive are needed, such as remodeling or redecorating, Transwestern has the resources and capability to coordinate the work from beginning to end. During the process, we thoroughly review your objectives with you and develop a set of guidelines that fulfill those objectives. We then obtain bids from several outside contractors, choose the best bid and submit a proposal for completing the work. Upon your approval of the proposal, we coordinate with the contractor for your business needs and supervise the work to its satisfactory completion.

This procedure allows you and your employees to concentrate on your business with the assurance of:

- Quality contractors
- Reasonable cost
- Close supervision
- Thorough follow-up

**We make sure that you receive the best value!**

## **Introduction: Operating Instructions**

### **Navigation**

You move through The Electronic Tenant® Handbook just as you would a traditional Internet site. It's as simple as pointing and clicking. The main page features a Table of Contents that provides links to each Chapter. Upon entering a Chapter, you will find links to the specific information provided in that chapter's Sub-Sections. You may return to the Table of Contents or Chapter Overview at any time by clicking the clearly labeled link on every page.

### **Special Features**

This tenant handbook has special features, such as a [Building Calendar](#). In order to take advantage of these useful features, you must have Adobe Acrobat Reader installed on your computer. This software is free and easy to use, and can be obtained by [clicking here](#).

### **Updates**

The Electronic Tenant® Handbook is updated on a regular basis, so please be sure to periodically check for updates and new information. If you are having trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the Management Office at [pennzoilplace.pm@transwestern.com](mailto:pennzoilplace.pm@transwestern.com) or 713-224-5930.

## **Leasing: Architecture**

Completed in 1975, Pennzoil Place consists of two 36-story trapezoidal towers of dark bronze glass and aluminum which are separated by a ten-foot-wide spatial void and connected by a 115-foot-high, glass atrium. The architectural design was the creation of Philip Johnson. In formulating the design, Philip Johnson responded to directives from J. Hugh Liedtke, Chairman, of the Pennzoil Company, for a building that was dignified in appearance but not box-shaped. Gerald D. Hines Interests, the developer, wanted a building that could provide a distinctive identity for more than one major tenant. Therefore the idea for two buildings rather than one was born and imposed upon them reflective symmetry and a 45-degree geometry; making it considered significant in architectural circles for breaking the modernist glass box made popular by followers of Ludwig Mies van der Rohe and for introducing the era of postmodernism. Pennzoil Place was named "Building of the Year" in 1975 by famed New York Times architecture critic Ada Louise Huxtable due to the dramatic sculptural silhouette it added to the Houston skyline.

Transwestern, the Pennzoil Place property management company, employs a highly trained professional staff to ensure that your expectations of quality in operations and services are met. On a nationwide basis, we have access to an extensive and specialized support staff consisting of experts in management, engineering and construction. Our organization and attention to detail maintain the highest level of efficiency, and keeps Pennzoil Place running smoothly.

## **Leasing: Amenities**

As part of our management responsibility, our program of standard services promotes the first class image of your company and of Pennzoil Place. These include:

- Quality office cleaning
- Public area maintenance
- Building maintenance
- Elevators in a multi-story building
- Site identification

Transwestern also coordinates requests for many other special services. In many cases, your requests can be handled the same day by someone familiar to you. When we can do the work with our on-site personnel, the advantages are many and include:

- Convenience
- Quick response
- Accountability
- Follow-up
- Quality work

When services that are more extensive are needed, such as remodeling or redecorating, Transwestern has the resources and capability to coordinate the work from beginning to end. During the process, we thoroughly review your objectives with you and develop a set of guidelines that fulfill those objectives. We then obtain bids from several outside contractors, choose the best bid and submit a proposal for completing the work. Upon your approval of the



proposal, we coordinate with the contractor for your business needs and supervise the work to its satisfactory completion.

This procedure allows you and your employees to concentrate on your business with the assurance of:

- Quality contractors
- Reasonable cost
- Close supervision
- Thorough follow-up

**We make sure that you receive the best value!**

## **Conference Room**

### **RESERVATIONS:**

All reservations are on a first come first serve basis.

All reservations for use of this facility must be requested on the Conference Room Request form. This form may be faxed, emailed, or delivered to the Management Office. You may call to see if the date is available but reservations will not be held without a written request.

Time requested must include setup time as well as time to clear the room of all materials brought in for the meeting.

### **ARRANGEMENT OF ROOM:**

Requests for the arrangement of the conference room should be made at the time of the reservation but must be in writing at least 24 hours prior to meeting time.

### **CONDITION OF ROOM:**

All materials brought into the room should be removed as soon as a meeting is completed. Trash should be placed in the receptacles but all other equipment, food, food containers, charts, projectors, etc. are to be removed immediately. No food is permitted.

Any cleaning, except for vacuuming, wiping down the tables and emptying the trash receptacles, shall be the tenant's responsibility. Extra charges of \$50 will be assessed if additional cleaning is necessary.

**DO NOT USE TAPE OR THUMBTRACKS ON ANY WALL OR ON THE TABLES IN THE CONFERENCE**

### **OTHER SERVICES & PROVISIONS:**

#### **Telephones**

There is a single line telephone in the conference room. The number is:  
713-250-2803

## Signs

The Management Office will provide a sign to indicate tenant name and/or function and time of meeting. No signs may be displayed other than as provided by the Management Office without prior approval by the Property Manager

## Driving Directions

Please use the following link to obtain driving directions to Pennzoil Place, simply plug in your starting point to get the directions:

[Pennzoil Place Driving Directions](#)

## Leasing: Floor Plans

### General Information

Typical Floor Size	20500 sq. ft.
# of Parking Spaces	508
Parking Ratio	1:2500
Parking (Reserved)	\$250.00
Parking (Unreserved)	\$200.00

### Questions/Comments

Questions or comments regarding leasing opportunities or general inquiries should be directed to:

Sr. Vice President, Office Leasing	David Lee	713.270.3335	<a href="mailto:david.lee@transwestern.com">david.lee@transwestern.com</a>
Sr. Managing Director, Office Leasing	Douglas Little	713.272.1284	<a href="mailto:doug.little@transwestern.com">doug.little@transwestern.com</a>
Sr. Vice President, Retail Leasing	Micha van Marcke	713.272.1231	<a href="mailto:micha.vanmarcke@transwestern.com">micha.vanmarcke@transwestern.com</a>

## Leasing: Personnel

Transwestern is also the leasing company for Pennzoil Place. Any of the leasing brokers listed below can be reached at 713-270-7700 or via their respective phone numbers and e-mail addresses.

Sr. Vice President, Office Leasing	David Lee	713.270.3335	<a href="mailto:david.lee@transwestern.com">david.lee@transwestern.com</a>
Sr. Managing Director, Office Leasing	Douglas Little	713.272.1284	<a href="mailto:doug.little@transwestern.com">doug.little@transwestern.com</a>
Sr. Vice President, Retail Leasing	Micha van Marcke	713.272.1231	<a href="mailto:micha.vanmarcke@transwestern.com">micha.vanmarcke@transwestern.com</a>

## **Policies and Procedures: Building Tools and Equipment Policy**

The building has an owner and management policy that addresses the loaning of property tools and equipment. The policy is as follows:

- The Management Company will not lend, borrow or rent tools, equipment or materials to tenants, vendors and contractors. Inclusive of this list are hammers, drills, screwdrivers, ladders, etc., or any piece of equipment that is owned by the building.
- This policy is in the best interest of the building and the tenants. Due to the liability issues involved, the policy will be strictly enforced. There will be NO EXCEPTIONS to this policy, regardless of the type and size of the tool.
- It is the responsibility of the tenant to provide the necessary tools and equipment in order to address the need or issue at hand. This includes all building or tenant coordinated activities through their vendors and contractors.
- The building will provide services for all non-building related items, for example, picture hanging, computer trays, etc., at the current rates, which are listed in this handbook.

## **Policies and Procedures: Instructions To Movers**

### **General**

The mover shall perform all services required to move furniture, contents, office machines, records and supplies between 6:00 p.m. and 7:00 a.m. Monday through Friday, and after 6:00 p.m. on Friday through 7:00 a.m. Monday morning. For questions regarding this schedule, please call the Management Office.

Each employee of the mover must be bonded and uniformly attired in the same type and color uniform plainly lettered with the moving company's name. These requirements are necessary in order to maintain the security of the premises and to provide easy identification by Management Office personnel.

### **Inspection of Premises**

The mover is responsible for inspecting the tenant's suite prior to the move to furnish such equipment and labor necessary to provide for an orderly, timely and efficient move. They should acquaint themselves with all the available safety precautions information, under which the work must be accomplished. We ask that you contact our office in advance to confirm all arrangements: Transwestern, Pennzoil Place, 711 Louisiana Street Houston, TX 77002, 713-224-5930.

### **Supervision, Labor, Materials and Equipment**

The mover must furnish all supervision, labor, materials, supplies, and equipment necessary to perform all the services contemplated. All material handling vehicles (dollies, hand-trucks, etc.) used in the interior of the building must have rubber-tired wheels and must be free from grease and dirt.

## **Crating, Padding, and Packing Material**

The mover should take every precaution by means of crating and padding to safeguard property from damage. All padding and packing materials are to be removed by the mover.

## **Floor and Wall Protection**

The mover must—at all times—protect and preserve the building from damage. All reasonable requests to enclose or specially protect property must be adhered to. This includes furnishing, installing and removing flooring, carpet, wall and glass protective materials wherever necessary to protect the building from damage.

## **Permits, Franchises, Licenses, or Other Lawful Authority**

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

## **Indemnity – Insurance**

The mover shall deliver to the Management Office at least ten (10) days prior to any move, an original Certificate of Insurance evidencing the following types of insurance:

### **Types of Insurance (Minimum Limits of Liability)**

- Minimum General Liability: \$1,000,000 per occurrence limit/\$2,000,000 Aggregate
- Minimum Umbrella Liability: \$1,000,000 per occurrence limit/\$2,000,000 Aggregate
- Minimum Automobile Liability: \$1,000,000 Combined Single Limit
- Workers' Compensation Insurance: Not less than \$500,000
- Minimum A.M. Best Rating: A8
- Minimum A.M. Best Rating: A8
- Additional Insured: This insurance shall identify as additional insured: Houston Pennzoil Place, L.P., a Delaware limited partnership; METROPOLIS Investments Holding Inc.; and Transwestern Property Company SW GP, L.L.C. d/b/a Transwestern

Covering claims for bodily injury and property damage including, but not limited to, all of the following:

- Premises and Operations
- Product/Complete Operations
- Broad Form Property Damage
- Coverage For Any Special Hazard Or Operation Not Normally Encountered
- Automobile Liability Insurance - \$1,000,000 Combined Single Limit
- Covering claims for bodily injury and property damage arising out of the ownership, maintenance, or use of any private passenger or commercial vehicle.
- Comprehensive Dishonesty Bond - \$500,000 Each Employee

Management will refuse the mover access to the building if limits provided on the Certificate of Insurance are not in accordance with the above or if the correct additional insured are not specified.

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

### **PENNZOIL PLACE MOVE IN POLICY**

The following policies pertain to moving furniture, equipment or supplies into Pennzoil Place.

- All walls, door facings, elevator cabs and other areas along the route to be followed will be inspected by the movers in conjunction with the security officer before and after the move.
- Any damage to the building or fixtures caused by the move will be repaired and/or paid for by the moving company and/or the tenant.
- Only the freight elevator may be used for deliveries and the movement of furniture, equipment and supplies.
- Moving furniture, equipment or large quantities of supplies must be accomplished after hours Monday thru Friday 6:00 p.m. to 7:00 a.m. or any time on weekends or holidays. All moves must be scheduled ahead of time with the Management Office to assure availability. Please call the Management Office before making final arrangements to check if the time is clear on the calendar, and then follow up with an email ([pennzoilplace.pm@transwestern.com](mailto:pennzoilplace.pm@transwestern.com)) or letter stating Company Name (handling work), date (s), times they will be in building, type of access; freight, dock, garage, or building, floor (s) work is being done on, and a contact person and phone number.
- Access Cards are issued for use for any after-hours moving. The Management Office coordinates this with the security personnel.
- Certificate of Insurance must be faxed to the Management Office at least 24 hours prior to work / deliveries being done. Each company must meet the requirements as listed, and have correct wording on certificate. An original should also be mailed to the Management Office. See Certificate of Insurance
- Any and all boxes or refuse generated as a result of the move shall be hauled off the property by the moving company during the same day that the move takes place.
- In the event the move shall take longer than one day, the security officer shall walk the route with the movers each day to insure no damage has been incurred.
- Please notify your customers, vendors and the post office of your new address.
- Mailboxes may be used per tenant/company for their convenience of incoming mail. Mailboxes are located in the Tunnel (between Starbucks and Bayou City Gifts) on the left side of hall way. To request a mailbox and key please contact the Management Office.
- Keys and Locks for your suite must be requested to the Management Office at least 4 weeks in advance in order for cylinders to be ready for move in.
- For Street Closures and what downtown Houston has to offer view their website at [www.downtownhouston.com](http://www.downtownhouston.com).
- To reach the Security Console in the lobby, call 713-250-2861.

Louisiana and Milam allow re-entry to building during business hours and are the only two entrances that can be accessed with a Kastle Card after hours.

Capital and Rusk are exit doors only; no re-entry.

Property Management Office, 711 Louisiana, Ste. 100, Houston, Texas 77002 can be reached at 713-224-5930, by Fax 713-223-8315, or by email at [pennzoilplace.pm@transwestern.com](mailto:pennzoilplace.pm@transwestern.com)

## **PENNZOIL PLACE MOVE OUT POLICY**

- The following policies pertain to moving furniture, equipment or supplies out of Pennzoil Place.
- All walls, door facings, elevator cabs and other areas along the route to be followed will be inspected by the movers in conjunction with the security officer before and after the move.
- Any damage to the building or fixtures caused by the move will be repaired and/or paid for by the moving company and/or the tenant.
- Only the freight elevator may be used for the movement of furniture, equipment and supplies.
- Moving furniture, equipment or large quantities of supplies must be accomplished after hours 5:00 p.m. to 6:00 a.m. on weekdays, or anytime on weekends. All moves must be scheduled ahead of time with the Management Office to assure availability of the dock and freight elevator. Please call the Management Office before making final arrangements to check that the time is clear on the calendar, and then follow up with a letter stating date, times, and moving company or furniture company name and then follow up with a letter stating date, times, and moving company or furniture company name.
- Elevator Cards are issued for use for any after-hour moving. The Management Office coordinates this with the security personnel.
- The moving company must carry the insurance coverage for Workers' Compensation, Employers Liability and Commercial General Liability, as outlined in the attached Insurance Requirement page. The moving company must adhere to these requirements. The Certificate Holder and Operations of Description must be verbatim as it appears on the Certificate of Insurance Requirement memo.
- The limits set forth above are the minimum. Therefore if higher coverage (s) is carried by the moving company, claims may be filed for those higher amounts.
- In addition, the moving company must agree to protect, indemnify and save Landlord harmless from and against all claims, demands and causes of action of every kind in character arising in favor of moving company's employees, Landlord's damage to property in any way resulting from willful or negligent acts or omissions of moving company, its agents, employees or representatives or subcontractors. The moving company shall be responsible for all damages and losses sustained by them to their tools and equipment utilized in the performance of all work thereunder.
- The moving company is hereby required to provide the Management Office a Certificate of Insurance evidencing the above coverage (s) and naming Houston Pennzoil Place, L.P., a Delaware limited partnership; METROPOLIS Investments Holding Inc.; and Transwestern Property Company SW GP, L.L.C. d/b/a Transwestern as additional insured. Any certificate without all 3 insured listed is not valid.
- An original Certificate of Insurance should be sent to:

Transwestern  
711 Louisiana, Suite 100  
Houston, Texas 77002  
Attn: Administrative Assistant

- A copy of the certificate may be faxed to the Transwestern office (713-223-8315) followed by the original via mail.
- Each company moving supplies, furniture, and /or equipment through the building shall secure and present to the Property Manager a certificate reflecting this coverage at least twenty-four (24) hours before the move takes place.
- Any and all boxes or refuse generated as a result of the move shall be hauled off the property by the moving company during the same day that the move takes place.
- In the event the move shall take longer than one day, the security officer shall walk the route with the movers each day to insure no damage has been incurred.
- Should you desire after-hours air-conditioning during your move, please submit a request to the Management Office with your written move notification. Please return all access cards to the Management Office. Your company will be reimbursed in the amount of \$10.00 per access card for any cards returned in re-usable condition.
- Please return all suite keys. If the entire space is to be vacated, return keys to the Management Office. If it is a partial move out, return all keys to the Manager-Owner of the business.
- Please provide us with a forwarding address and telephone number.
- Please notify your customers, vendors and the post office of your new address.

## **Policies and Procedures: Remodeling and Redecorating**

Remodeling/redecorating can be either minor or major and may include any of the following:

- Installing electrical or phone outlets
- Installing or relocating light fixtures
- Relocating doors
- Repairing carpets
- Installing new carpet
- Adding or removing walls
- Painting or wall covering

Transwestern has the capability to organize the work through every phase of construction with minimum involvement on your part. Initially, we meet with you to find out exactly what your requirements are. Depending on how extensive the work is, we will either have drawings prepared or we will make a written specification of the scope of the work.

When this process is complete, bids are obtained from several outside contractors. The best bid is chosen and a formal proposal is prepared for completing the project.

Upon your approval of the proposal, contractors are brought on site and the work is coordinated through to completion.

[Click here to download a copy of the Contractor Rules & Regulations](#)

[Click here to download a copy of the Building Standard Finishes & Fixtures](#)

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

[Click here to download a copy of the Contractor Rules & Regulations](#)

## **Policies and Procedures: Smoking**

Pennzoil Place maintains a no smoking policy throughout the building in accordance with the City of Houston Smoking Ordinance. This includes all common areas, dock, lobby, mall, rest rooms, stairwells, and elevators. Smoking is also prohibited within 25 feet from all building entrances. The designated smoking areas are located 25 feet from the exit doors at the Rusk and Capitol sides of the building.