

Albers Mill Building Electronic Tenant® Portal

Created on September 19, 2019

Building Amenities: Conference Room

A conference room is located on the second floor, Suite 240, and is available for tenant use during normal building hours on a first-come, first-serve basis and at no charge.

Scheduling of the conference room is limited to 30 days in advance. As a courtesy to other tenants, we will appreciate your postponing scheduling until you have confirmed your meeting date and time. Please try to give at least 24-hour notification so we can ensure that the room is ready for you. For additional information or to make a reservation, please contact the Facilities Coordinator at 503-228-7275.

Tenants are responsible for cleaning up after themselves, i.e., disposing of trash in the receptacles provided; removing meeting materials and food items. The tenant will be assessed a \$35 housekeeping charge if special housekeeping services are required.

Building Amenities: Parking for Cars & Bikes

Tenant Parking: All parking on the premises is by permit only with the exception of visitor parking. Parking permits (hangtags) are issued for either the north or south lot and are assigned in accordance with your lease. Please park where assigned. Additional parking permits may be purchased through the Management Office on a month-to-month basis subject to availability.

Visitor Parking: Two-hour Visitor parking is located in the North parking lot. Visitor spaces are clearly marked. If visitors or clients are going to be more than two hours, they must obtain a temporary parking pass from the company in the building they are visiting. Please note that individuals with a temporary pass must park in visitor parking.

City Center Parking monitors the parking lots on the premises. Contact information is noted on the Parking Penalty Notice. Please contact the issuer directly with questions related to parking violations.

Building Amenities: Showers

Shower facilities for Albers Mill tenants are available on the first floor. Access to the shower facilities is restricted by access code which is provided to tenants of Albers Mill only.

Building Amenities: Telecommunications

During the process to convert the structure into the office building you see today, the designers sought to make future communication connections as easy as possible. Large cables containing multiple copper wire pairs were installed between each floor and the building's main phone room. Originally envisioned to carry voice and facsimile data, their utilization has evolved with the changing telecommunication technology.

When even the fastest copper pair is not enough, today's technology has some speedy options to consider. These systems do not utilize the distributed network of copper wire pairs. Instead, service providers have extended their network directly into the building. Tenants will need to extend the provider's network into their suite.

The Facility Department is ready to assist your vendor in filing the required proof of insurance with our office and finding the best cable path for your installation.

Standard Communication Options

Voice (phone) and Data (fax)

Establishing a connection is relatively simple. A) Contact any phone service provider to establish a phone number and service level. B) Contact a telecom installer to extend your number from the main phone room into your suite.

DSL line

Faster than a standard phone line, establishing a connection is still simple. A) Contact any phone service provider to establish a phone number and service level. B) Contact a telecom installer to extend your number from the main phone room into your suite.

T1 line

Think of it as a high capacity phone line. Establishing a connection is still simple. A) Contact any phone service provider to establish a phone number and service level. B) Contact a telecom installer to extend your number from the main phone room into your suite.

Special Communication Options

Fiber Optic Cable

Providers currently offering service at Albers Mill have all located their central equipment cabinet in the main phone room (on the 1st floor).
AT&T

Coaxial Cable

Comcast has a distributed cable network installed in the building. The connection point for tenants is inside the mechanical room located behind the elevators on each floor. Comcast can provide high speed internet, phone and television over their system.

Satellite TV

There is currently no TV cable network installed in the building.

Building Operations: Accounting

Please mail payments to:

Bill Naito Company
PO Box 24061
Seattle, Washington 98124-0061

Building Operations: Building Management

Management Office personnel are dedicated to making your work environment as safe and pleasant as possible. We are located in the Montgomery Park building, 2701 NW Vaughn Street, Suite 390, Portland, Oregon 97210. Please do not hesitate to contact the management office at:

Phone: 503-228-7275

Fax: 503-273-8356

The following personnel are available to address your needs:

Title	Name	Phone Number	E-Mail
Property Manager	Melanie Cole	503-228-8611	mcole@billnaito.com
Director of Facilities	Tim Hendricks	503-224-6971	thendricks@billnaito.com
Assistant Property Manager	Megan Mahaffy	971-206-0163	mmahaffy@billnaito.com
Facilities and Events Coordinator	Melissa Amaranthus	503-517-4313	mamaranthus@billnaito.com

Building Operations: Building Rules and Regulations

1. The entrances, halls, corridors, stairways, exits, and elevators shall not be obstructed by any of the tenants or used for any purpose other than for ingress from their respective premises. The entrances, halls, corridors, stairways, exits and elevators are not intended for use by the general public but for the tenant and its employees, licensees and invitees. Landlord reserves the right to control and operate the public portions of the Building and the public facilities as well as facilities furnished for the common use of the tenants, in such manner as it in its reasonable judgment deems best for the benefit of the tenants generally. No tenant shall invite to the tenant's premises, or permit the visit of, persons in such numbers or under such conditions as to interfere with the use and enjoyment of any of the plazas, entrances, corridors, elevators and other facilities of the Building by any other tenants. Fire exits and stairways are for emergency use only, and they shall not be used for any other purpose.
2. Landlord may refuse admission to the Building outside of the business hours of the Building to any person not producing identification satisfactory to Landlord. If Landlord issues identification passes, Tenant shall be responsible for all persons for whom it issues any such pass and shall be liable to landlord for all acts or omissions of such persons.
3. No awnings or other projections shall be attached to the outside walls of the Building. No curtains, blinds, shades or screens, if any, which are different from the standards adopted by Landlord for the Building shall be attached to or hung in any exterior window or door of the premises of any tenant without the prior written consent of Landlord.
4. No sign, placard, picture, name lettering, advertisement, notice or object visible from the exterior of any tenant's premises shall be displayed in or on the exterior windows or doors, or on the outside of any tenant's premises, or at any point inside any tenant's premises where the same might be visible outside of such premises, without the prior written consent of Landlord. Landlord may adopt and furnish to tenants general guidelines relating to signs inside the Building and Tenant shall conform to such guidelines. All approved signs or lettering shall be prepared, printed, affixed or inscribed at the expense of the tenant and shall be of a size, color and style acceptable to Landlord.
5. The windows that reflect or admit light and air into the halls, passageways or other public places in the Building shall not be covered or obstructed by any tenant, nor shall any bottles, parcels or other articles be placed on the window sills.
6. No showcases or other articles shall be put in front of or affixed to any part of the exterior of the Building, nor placed in the halls, corridors or vestibules.
7. No bicycles, vehicles, animals, fish or birds of any kind shall be brought into or kept in the premises of any tenant or the Building.
8. No noise, including but not limited to, music or the playing of musical instruments, recordings, radio or television, which, in the judgment of Landlord, might disturb other tenants in the Building, shall be made or permitted by any tenant.
9. No tenant, nor any tenant's contractors, employees, agents, visitors, invitees or licensees, shall at any time bring into or keep upon the premises or the Building any inflammable, combustible, explosive, environmentally hazardous or otherwise dangerous fluid, chemical or substance.
10. All movement of freight, furniture, packages, boxes, crates or any other object or matter of any description must take place during such hours and in such elevators, and in such manner as Landlord or its agent may determine from time to time. Any labor and engineering costs incurred by Landlord in connection with any moving herein specified, shall be paid by Tenant to Landlord, on demand.
11. No tenant shall use its premises, or permit any part thereof to be used, for manufacturing or the sale at retail or auction of merchandise, goods or property of any kind unless said use is consistent with the use provisions of the Lease.
12. Landlord shall have the right to prescribe the weight and position of safes and other objects of excessive weight, and no safe or other object whose weight exceeds the lawful load for the area upon which it would stand shall be brought into or kept upon any tenant's premises. If, in the judgment of Landlord, it is necessary to distribute the concentrated weight of any heavy object, the work involved in such distribution shall be done at the expense of the tenant and in such manner as Landlord shall determine.
13. Landlord, its contractors, and their respective employees, shall have the right to use, without charge therefor, all light, power and water in the premises of any tenant while cleaning or making repairs or alterations in the premises of such tenant.
14. No premises of any tenant shall be used for lodging or sleeping or for any immoral or illegal purpose.
15. The requirements of tenants for any services by Landlord will be attended to only upon prior

application to the Landlord. Employees of Landlord shall not perform any work or do anything outside of their regular duties, unless under special instructions from Landlord.

16. Canvassing, soliciting and peddling in the Building are prohibited and each tenant shall cooperate to prevent the same.
17. Each tenant shall store its trash and garbage within its premises. No material shall be placed in the trash boxes or receptacles if such material is of such nature that it may not be disposed of in the ordinary and customary manner of removing and disposing of office building trash and garbage in the area of the Building without being in violation of any law or ordinance governing such disposal. All garbage and refuse disposal shall be made only through entryways and elevators provided for such purposes and at such times as Landlord shall designate. No tenant shall cause or permit any unusual or objectionable odors to emanate from its premises which would annoy other tenants or create a public or private nuisance.
18. No coin vending machine, video game, coin or token operated amusement device or similar machine shall be used or installed in any tenant's premises without Landlord's prior written consent.
19. No bankruptcy, going out of business, liquidation or other form of distress sale shall be held on any of tenant's premises. No advertisement shall be done by loudspeaker, barkers, flashing lights or displays or other methods not consistent with the character of an office building.
20. Nothing shall be done or permitted in any tenant's premises, and nothing shall be brought into or kept in any tenant's premises, which would impair or interfere with the economic heating, cleaning or other servicing of the Building or the premises, or the use or enjoyment by any other tenant of any other premises, nor shall there be installed by any tenant any ventilating, air conditioning, electrical or other equipment of any kind which, in the reasonable judgment of landlord, might cause any such impairment or interference.
21. No acids, vapors or other similar caustic materials shall be discharged or permitted to be discharged into the waste lines, vents or flues of the Building. The water and wash closets and other plumbing fixtures in or serving any tenant's premises shall not be used for any purpose other than the purposes for which they were designed or constructed, and no sweepings, rubbish, rags, acids or other foreign substances shall be deposited therein. All damages resulting from any misuse of the fixtures shall be borne by the tenant who, or whose servants, employees, agents, invitees, visitors or licensees shall have caused the same.
22. All entrance doors in each tenant's premises shall be left locked and all windows shall be left closed by the tenant when the tenant's premises are not in use. Entrance doors to the tenant's premises shall not be left open at any time. Each tenant, before closing and leaving its premises at any time, shall turn out all lights.
23. Hand trucks not equipped with rubber tires and side guards shall not be used within the Building.
24. Landlord reserves the right to rescind, modify, alter or waive any rule or regulation at any time prescribed for the Building when, in its reasonable judgment, it deems it necessary, desirable or proper for its best interest and for the best interests of the tenants generally, and no alteration or waiver of any rule or regulation in favor of any other tenant. Landlord shall not be responsible to any tenant for the non-observance or violation by any other tenant of any of the rules and regulations at any time prescribed for the Building.
25. Landlord reserves the right to add to, modify or otherwise change these Rules and Regulations. Such changes shall become effective when written notice thereof is provided to tenants of the Building.
26. Landlord and its agents reserve the right to issue verbal or written exclusions to any and all individuals who fail to comply with the established Rules and Regulations of the Building.

Building Operations: Contractor Rules and Regulations

[Click here to view the Contractor Rules and Regulations.](#)

Building Operations: Holidays

Albers Mill observes the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

Building Operations: Leasing

The leasing company for Albers Mill Building is Kidder Mathews, located at One SW Columbia Street, Suite 950, Portland, Oregon 97258. The main phone number is 503-221-9900. Listed below is the contact information for the authorized representatives.

Title	Name	Phone Number	E-Mail
Sr. Vice President	Josh Schweitz	503-221-2297	joshs@kiddermathews.com
Office/Flex Specialist	Travis Parrott	503-721-2735	tparrott@kiddermathews.com
Client Services Coordinator	Camille Cettina	503-721-2721	ccettina@kiddermathews.com

Building Security: After Hours Access

Albers Mill is accessible to tenants and their employees 24 hours a day, seven days a week. All entrances are locked after hours, weekends and holidays. All tenant personnel must have a Building access card to gain entry into the Building and to operate the elevators as well as their own office key to gain entry into their suite.

Building Security: Building Access

There are two entrances to Albers Mill – the main lobby on the north side of the building and a secondary entrance on the south side near the Broadway Bridge. The north entrance is ADA accessible.

Normal Building Hours: Albers Mill Building business hours are Monday through Friday, 7:00 a.m. – 6:00 p.m. The North and South Entrances are unlocked at 7:00 a.m. and locked at 6:00 p.m. Monday through Friday. The building is locked all day Saturday and Sunday.

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 from reporting a lost key and receiving a replacement.
- 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 you leave.
- Report lost building access cards to the Management Office immediately.

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 us 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

Albers Mill's lock system is of the highest quality and versatility. The Management Office coordinates all key lock changes and keys to be made. Tenants are provided with two keys for each lock door in their suite and one mailbox key. Should you require more than this number, additional keys will be provided for a nominal charge. Please allow three working days to process your request.

Building Security: Lighting

Suites are equipped with motion sensors for maximum energy efficiency. As the suite is entered, motion sensors are activated, turning on lights automatically. If a sensor in your space does not function properly or needs to be adjusted, please contact the Management Office.

In the event of a power failure, emergency lighting is provided so that building occupants may safely exit the building.

Building Security: Lost and Found

Please contact the Management Office at 503-228-7275 to claim items that have been lost or found in the building.

Building Security: Solicitation

Solicitation is not permitted. If someone is soliciting in your suite, then please notify the Management Office at 503-228-7275 and we will send appropriate personnel to escort them off of the premises.

Building Services: Building Signage and Directory

SIGNAGE

All signage must be approved by Building Management. Proposals as to content, color, and size must be submitted to the management office prior to installation for review by the Landlord in accordance with lease terms.

BUILDING DIRECTORY

Location: There is a building directory located on the first floor in the main lobby.

Changes to Directory: Each tenant is granted one directory listing. Modifications of listings at tenant expense may be made by contacting the Management Office at 503-228-7275 for approval.

Building Services: Cleaning

Janitorial service is provided per the terms of your Lease agreement, Sunday through Thursday. Tenants shall incur charges related to large quantities of trash items. The janitorial service cleans tenant suites and the common areas of the building. Any problems, questions or concerns about the janitorial service should be directed to the Management Office at 503-228-7275.

Building Services: Elevators, Freight & Stairs

ELEVATORS

Two passenger elevators serve the Building. Hand trucks, dollies, carts of any kind and freight are not allowed in the passenger elevators without permission from Building Management.

After hours, weekends, and holidays, the passenger elevators are programmed to security mode. Passengers must have a Building access card to operate the elevators when they are in security mode. This card will allow the passenger access to the assigned floor. A code is not needed to return to the first floor.

FREIGHT

Incoming and outgoing freight should be delivered through the south side service entrance. Deliveries of furniture or other large items must be scheduled with Building Management to avoid conflicts with other deliveries and to allow sufficient time to install freight pads in the elevator. Large moves and deliveries are scheduled after Building hours to avoid disturbing other tenants.

STAIRS

There are three separate emergency exit stairwells on floors 1 - 4 and two of these emergency exit stairwells serve floors 5 and 6. Stairwell 3 is located on the North side of the Building, Stairwell 4 is located on the South side of the Building and exterior Stairwell 2 is located on the East side (river side) of the Building. Stairwells may be entered at any floor but require exiting at the ground floor level. In the event of a fire alarm or building emergency, stairwell doors electronically unlock, allowing individuals to exit at any floor necessary. (See Emergency Operations and Building Floor Plans.)

For those that would like the exercise, one stairwell is unlocked during normal building hours. The stairwell is located next to the elevators.

To enter/walk up:

The door on the first floor remains locked. Use the lobby stairs to enter the stairwell on the second floor. All the other doors will be unlocked.

To exit:

You may exit the stairwell on any floor, including the first.

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 from the Property Management Office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at www.adobe.com.

[Guidelines for an Effective Fire Drill](#)

[Drop, Cover & Hold Diagram](#)

[1st Floor Plan for Fire Drills](#)

[2nd Floor Plan for Fire Drills](#)

[3rd Floor Plan for Fire Drills](#)

[4th Floor Plan for Fire Drills](#)

[5th Floor Plan for Fire Drills](#)

[6th Floor Plan for Fire Drills](#)

Building Services: HVAC

HEATING, VENTILATION AND AIR CONDITIONING (HVAC)

Albers Mill utilizes a state-of-the-art heating, ventilating and air conditioning (HVAC) system. A continuous water loop supplies water to the heat pumps that heat and air-condition each suite. The entire system is electronically monitored and controlled. A heat exchanger and a gas-fired boiler maintain the temperature of the loop. The HVAC operating hours are Monday through Friday 7:00 a.m. to 6:00 p.m. and Saturday 8:00 a.m. to 12:00 p.m. After hours and holiday HVAC service is provided at the rate specified in your lease. Requests for after hours and holiday service must be submitted to the Management Office at least one business day in advance.

Building standard mini-blinds are provided by the building as a necessary addition to the HVAC system. During cold weather, mini-blinds should be closed to prevent heat loss. During warm sunny days, they should be adjusted to reflect solar loads.

Building Services: Mail Service

Tenant Mail Room: Tenant mailboxes are located on the first floor, opposite the elevator lobby. Please contact the [U.S. Post Office](#), Hoyt Street Station at 503-294-2433 if you have questions or problems with your mail service.

Outgoing Mail Service: There is an outgoing [U.S. Post Office](#) mailbox located near the North entrance to the Building for outgoing mail service.

Express Delivery Services: [FedEx](#) and [UPS](#) have drop boxes in the first floor south hallway. Please check the drop boxes for specific pick up information.

Building Services: Maintenance Requests

For your convenience this Handbook includes an Electronic Tenant® Service Request System. Use this system to submit routine maintenance requests directly to the engineering department; to track the status of previously submitted requests; to download important documents; and to communicate with the property management office.

- Simply click on the link below,
- Enter your username and password
- Choose the action you would like to complete

[Click here to log into the Electronic Tenant Service Request System](#)

Once you have logged into the system, you will be presented with four options:

- Complete a Maintenance Request Form
- Update User Information
- View Electronic Maintenance Request Log
- Download Miscellaneous Administrative Forms

For detailed instructions for using the Electronic Tenant® Service Request System please see the following pages or contact the Building Office.

Completing a Service Request Form

After logging in, click on the "Electronic Maintenance Request Form" Link. Users will be taken to a service request form.

Step One- Confirm or complete all contact information.

Step Two- Choose the nature or type of request being submitted.

Step Three- If applicable, provide details of the contractor to be used.

Step Four - Review all information thoroughly. Click submit.

You will receive confirmation via e-mail that your request was submitted to the management office.

Updating User Information

Personalized user information is used to auto-fill the Electronic Maintenance Request Form for quick and easy submission. In addition, accurate contact information will assist the management staff in expediting all maintenance requests. Each user should check regularly to ensure that accurate information is on file.

Electronic Maintenance Request Log

This feature allows users to track and monitor all service requests submitted through the Electronic Tenant® Service Request System. Service requests are sorted by month and will have the current month displayed upon entry.

Miscellaneous Forms

Here users can download and print various administrative forms, reports and documents. In order to access the forms and documents contained in this section, users must have Adobe Acrobat Reader 5.0 or higher installed on their computers. This software is free and can be obtained by [clicking here](#).

Questions regarding the Electronic Tenant Services Request System should be directed to the Management Office.

Building Services: Recycling

Paper Recycling: Paper recycling is handled by the janitorial staff.

Plastic, Aluminum or Glass Recycling: Please place plastic, aluminum and glass to be recycled in the appropriate recycling bin located in the South parking lot along the far wall.

Paper Shredding Service: Tenants that require paper shredding service must make arrangements with an outside vendor.

Emergency Procedures: Introduction

Bill Naito Company has provided this Emergency Operations Guide to assist you in developing an emergency procedure program for your company and your employees, as well as provide you with the information necessary in case of an emergency. No building is totally safe from a life-threatening situation. Therefore, this Emergency Operations Guide has been developed to help protect lives and property in the event of an emergency or disaster. Your safety and the safety of all tenants and visitors at Albers Mill are of critical importance. We strongly urge you to use the information in this guide to establish an ongoing program of training and information disclosure to your employees so they may act properly in the event of an emergency. This guide is to be utilized as a training aid prior to an emergency so that information and advice become second nature. The Emergency Operations Guide is not intended to be relied upon during an actual emergency.

In the following pages you will find a description of the emergency equipment, systems, warning devices, and procedures for Albers Mill.

Emergency Procedures: Bomb Threat

A person receiving a bomb threat on the telephone or in person should:

- a. Remain calm
- b. Keep the caller talking, and try to get important information by asking:
 - When will the bomb explode?
 - Where is the bomb now?
 - What kind of bomb is it?
 - What does it look like?
 - Why are you doing this?
 - Who are you?
 - Whom is this directed at?
 - Where are you calling from?
- c. Listen for other information:
 - Age
 - Speech peculiarities
 - Sex
 - Background noise
- d. After the caller hangs up, hang up; then pick up the receiver, listen for the dial tone and dial *57 (Call Trace). This traces the last call received. Log the time of the call and when you enacted Call Trace.
- e. Report this information to the Police at 911 and then to the Management Office at 503-228-7275;
- f. Bomb scares should always be treated as though a bomb has actually been placed.

A person receiving a bomb threat on the telephone or in person should (continued):

- g. The Emergency Coordinator should be alert for any suspicious articles or persons on the floor, but should not make any effort to remove a suspicious article. Explosives can be concealed in a paper sack, small package, shopping bag, cans, attaché cases, etc. Searchers should be alert for such containers left in any location. Any explosive or suspect items must be considered extremely dangerous and left untouched, pending arrival of the Police Bomb Squad.
- h. When the police arrive, the Emergency Coordinator should assist them in their search since the police officers will not be familiar with the objects normally located on the floor. If the location of the alleged bomb is known, direct the police to the location.

REMEMBER all bomb threats must be considered real until proven otherwise to ensure the safety of your employees and other building tenants.

- i. In the event another tenant receives a threat and notifies the Management Office, we will inform the other tenants in the building of this event. In the event of a bomb threat, each tenant is responsible for deciding whether or not to evacuate.

Emergency Procedures: Suspicious Packages Or Mail Bombs

Letter bombs are usually sent through the mail addressed to a specific individual in the company, usually disguised to look like some sort of gift or a small package. Letter bombs have the power to kill or seriously maim anyone in close proximity. Letter bombs are usually contained within a large size manila envelope $\frac{1}{4}$ " to $\frac{1}{2}$ " thick and are fairly rigid.

However, the technology used in letter bombs has become increasingly sophisticated and can be difficult to detect visually. Letter bombs have been mailed from cities or small towns in the United States, as well as from foreign countries. Be especially wary of letters that are mailed to titles - Chairman, President, Manager, etc., - rather than directly to named individuals.

Emergency Procedures: Violence In The Work Place

From time to time an event such as a company lay-off, a rejected claim, a disgruntled employee, or an angry spouse may trigger a threat of violence. Most often such threats are never carried out, but tenants should be prepared for such events. The Portland Police Bureau and Bill Naito Company have a plan outlined and can activate it whenever necessary. We suggest:

- a. When such a threat is anticipated or actually made, your company's managers and officers should be immediately advised of the situation;
- b. Your company's officers should consider notifying the Portland Police Bureau;
- c. Your company's officers should notify the Management Office at 503-228-7275 and describe the situation. Bill Naito Company will notify and consult with its security force.
- d. Depending on the situation and the degree of urgency, your company, the Portland Police Bureau, Bill Naito Company and its security force will mobilize.

INTRUDER

In the case of an intruder; first determine the extent of the danger:

- a. Is the intruder armed?
- b. Does he/she seem violent?
- c. What are they asking for?
- d. Do they have hostages?

Notify another person of the danger. This can be done by phone, by leaving the room or even by yelling to co-workers. Making others aware of the situation is the first step in disarming the intruder.

If you have been made aware of an intruder and are not in immediate danger, follow the steps above for VIOLENCE IN THE WORKPLACE.

Emergency Procedures: Earthquake

General advice during an earthquake is to: DROP, COVER & HOLD. Try to be calm and do not run or panic.

[Click here to download a Drop, Cover & Hold Diagram](#)

If you are INDOORS when an earthquake strikes, stay there. Drop, cover, and hold, protecting your eyes by pressing your face against your arm, until the shaking stops. If unable to drop, cover, and hold because there is no table or desk nearby, take other protective action. For example, sit on the floor against an interior wall away from windows, skylights, doors and things that could fall or move. Do not attempt to use the elevators.

If you are OUTDOORS when an earthquake strikes, move quickly and safely into the open, away from electrical lines, trees, and buildings. Drop to the ground and wait for the shaking to stop. Do not attempt to enter the building.

The fire alarms may be triggered by an earthquake. Building personnel will be extremely busy assessing the safety of the building and determining if in fact fire is present. Building personnel will attempt to inform tenants via building public address system once the facts of the situation can be verified.

Emergency Coordinators and Fire Wardens should provide direction to the employees of their company.

[Click here to download a Drop, Cover & Hold Diagram](#)

Emergency Procedures: Elevator Malfunction

If you are in the elevator and it stops for no apparent reason, remember to remain calm. Pressing the emergency button within the cab will start the call for help. Albers Mill utilizes a monitoring company for round-the-clock coverage of the elevators. They in turn notify Building Management.

In the event of a partial power outage, elevators and other fire/life safety equipment will continue to operate using the building's secondary power.

IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.

Emergency Procedures: Emergency Contacts

A copy of this page should be kept at your reception desk and with all Safety Coordinators for quick reference.

All Emergencies:	911
Building Management Office/BILL NAITO COMPANY:	503-228-7275
Building Security/After Hours Emergencies:	503-228-7275
POISON INFORMATION CENTER:	1-800-222-1222
Non Emergency – Fire, Police, Medical	503-823-3333

When your call to 911 is answered, you should be prepared to give the following information.

- a. Building address and cross streets:
 - 1200 NW Naito Parkway (nearest cross street 9th Ave.)
- b. Floor number.
- c. Suite number.
- d. Nature of Emergency (fire, medical, etc.)
- e. Extent of fire (if appropriate)
- f. Your name, company name, and telephone number.
- g. What action you are taking.
 - Examples: “We’re closing off area around fire.” “We’re attempting to put out the fire.” “We’re evacuating.”
- h. Answer any questions the 911 operator may ask. Follow any instructions received from the 911 operator.

Have another person call Bill Naito Company Management Office at 503-228-7275 with the same information.

Important notes

If you call 911 as a result of a medical emergency, please be sure to also notify building management with your name, callback number, and location so that we can help swiftly guide the paramedics to your exact location.

If the audible alarm within the building sounds, please do not call the Management Office unless you have something specific to report. Building Management is aware of the noise, as well as the source of the alarm, whether it’s false or a legitimate emergency. Please keep the telephone lines clear so that Management may attend to the situation as quickly and efficiently as possible.

Emergency Procedures: Employee/Tenant Guidelines

Bill Naito Company staff is trained to handle emergency situations within and around our facility and grounds. In the event of an emergency, building staff will be focused primarily on ensuring that the building's fire and life safety systems respond appropriately. We believe it is the responsibility of each tenant to develop an emergency strategy of their own and to inform each employee of this strategy. We also recommend that at least one of your employees be trained in CPR and the use of an automated external defibrillator (AED). Bill Naito Company management staff is available to assist in the preparation of your emergency strategy.

EMERGENCY COORDINATOR/FLOOR WARDEN(S)

Each tenant in the building should assign a responsible person(s) to act as "Emergency Coordinators" and "Floor Wardens." (See "Fire and Life Safety Personnel" for a description of these positions.) These individuals will be responsible for the development and implementation of your emergency procedure program, and should be assigned the responsibility of becoming completely familiar with your plan and the building. Again, we are readily available to assist in this endeavor.

Emergency Coordinators and Floor Wardens shall:

- A. Be responsible for eliminating common hazards in the workplace.
- B. Ensure that exit routes within their leased space and storerooms are unobstructed.
- C. Be responsible for proper storage of chemicals within their store rooms and leased areas per State code and Lease requirements.

Emergency Coordinators should also provide a plan establishing an ongoing emergency training program, describing areas to be covered, and frequency of the training for your employees.

Emergency Coordinators should also distribute and require the reading of the Emergency Operations Guide by all employees and ensure that a copy is kept at the reception desk and the office manager's desk.

PORTLAND FIRE BUREAU ASSISTANCE

The Portland Fire Bureau and Bill Naito Company stand ready to assist tenants in this life safety training. You may call the Portland Fire Bureau direct at 503-823-3700 or coordinate through the Management Office at 503-228-7275.

SUGGESTED EMERGENCY SUPPLIES FOR YOUR OFFICE

- a. Water – ½ gallon drinking water per person
- b. Pry bar
- c. Fire extinguisher – A-B-C type
- d. First aid kit and first aid reference guide
- e. Portable radio with spare batteries or hand-cranked radio
- f. Flashlight(s) with spare batteries or hand-cranked flashlight

COMMON HAZARDS IN THE WORK PLACE

Each of the following is PROHIBITED in the building. We are relying on our tenants to help keep our building safe.

- a. The use of portable space heaters.
- b. Coffee makers left "on" overnight. We suggest the use of coffeepots with an "auto-off" feature only.
- c. Overloading electrical outlets and circuits. If you have a shortage of outlets, please contact us and we will provide an estimate to install additional outlets. Please refer to your Lease for these guidelines.
- d. The use of non-industrial electric extension cords and power strips. Use only UL approved power strips and do not use extension cords.
- e. The use of damaged outlets. If an outlet is damaged, please contact us immediately.
- f. Unauthorized electrical equipment
- g. Improper use and storage of solvents and cleaners.
- h. Non UL approved items. This identification can typically be found in the description on any new electrical device.
- i. Do not accumulate trash or waste material that is flammable.
- j. Do not store trash, paint, boxes and/or packaging material in suites, stairwells or corridors.

Emergency Procedures: Evacuation

When an emergency requiring evacuation occurs (including fire), your assigned Emergency Coordinator or their "Back Up Person," should take charge of the situation, ensuring an orderly exiting of your leased premises via the stairwells. Always exit down the stairs on the right hand side using the handrail. Firefighters may be coming up the stairs and require a clear pathway. DO NOT use the elevators.

Employees should be advised prior to an emergency that the Emergency Coordinator is in charge and they are to follow that person's directions to ensure:

- That all persons have left and that disabled persons are assisted;
- That doors are closed (not locked).

Upon reaching your designated evacuation gathering place outside the building, a roll call should be made and a list of missing persons delivered to the Firefighter-In-Charge. Do not allow anyone to return to the building until approved by the Firefighter-In-Charge.

PROTECT IN PLACE

Should evacuation not be possible due to inaccessible stairwells or other blockades, Emergency Coordinators should instruct their employees to remain within their suite in a closed off office. This space should be made as smoke proof as possible by taking cloth towels or strips of clothing, etc., and wedging them into the cracks around the doors and wherever else smoke may enter the room. Individuals should remain calm. The Emergency Coordinator should attempt to contact the Fire Bureau by telephoning 911; then contact the Management Office at 503-228-7275. Be sure to follow the directions of 911, give them your exact location (floor, suite number, side of the building, etc.) Also relay your location to the Management Office. If rescuers are unable to access the floor from within the building, they may enter via the exterior. Mark the area of refuge on the exterior glass with some form of identification like masking tape or a marker which can be seen from the outside of the building. The signal can be anything that will call attention to your location.

If smoke begins to penetrate, put a wet cloth over your mouth and nose and stay low to the floor. Do not open or break a window as this will put you at greater risk of smoke entering from the outside.

Emergency Procedures: Fire and Life Safety

THE BUILDING

Albers Mill is a six-story mid-rise office building constructed of heavy timber framing with masonry exterior on the original building and pre-cast concrete and wood construction on the newer portion of the building. The building consists of an unfinished basement level, first floor with the main lobby on the North and a secondary entrance on the South, floors 2 – 6, for a total of 7 floors.

Albers Mill is serviced by two elevators and a common stairway between floors 1 and 2.

Albers Mill is a smoke free building. Smoking is prohibited within the building and near any building air intakes. This is in compliance with the Oregon Clean Air Act (ORS 433.835 – 433.875).

Building hours are 7:00 a.m. to 6:00 p.m. Monday through Friday. Twenty-four hour access is provided through a cardkey access system located at both the North and South entries and on the elevators.

ALARMS

In the event of an emergency, an alarm will sound in the entire building. The alarm may also be heard in the emergency exit stairwells, the elevators, and on non-alarm floors in areas near the stairwell exits. This alarm procedure is in accordance with the regulations of the City of Portland Bureau of Fire, Rescue & Emergency Services.

The building is protected with an automatic sprinkler system. The sprinkler system is locally activated by heat sensitive elements and will set off the fire alarm and the building's computerized monitoring systems as well as signal the alarm monitoring company.

The building is also protected by smoke detectors located throughout the building. Smoke detectors monitor the air within a certain area and activate the fire alarm system should the slightest amount of smoke be detected.

Upon activation of the fire alarm, stairwells 3 and 4 will be pressurized and the smoke evacuation fans are activated in the Atrium of the building to keep the stairwells smoke free and to remove the smoke from the building.

[Click here to download Guidelines for an Effective Fire Drill](#)

FIRE EXTINGUISHERS

On multi-tenant floors there are numerous extinguisher cabinets located in the common corridors. Please familiarize yourselves with their locations. Each cabinet contains a portable ABC-type fire extinguisher, effective on any type of fire.

A = paper, wood, cloth & rubbish

B = flammable liquids, propane & solvents

C = fires in energized electrical equipment

It is the tenants responsibility to service and maintain fire extinguishers mounted within tenant offices. Please feel free to contact the Management Office with any questions.

Building fire extinguishers in common areas are tested annually by Management as required by the Portland Fire Bureau. The Portland Fire Bureau recommends that all tenant- owned fire extinguishers be serviced annually by a licensed, insured, fire extinguisher company.

EMERGENCY EXITS

There are three separate emergency exit stairwells on floors 1 through 4 and two emergency exit stairwells extend to floors 5 and 6. Stairwell 3 is located on the North side of the Building just to the north of the elevators. Stairwell 4 is located on the South side of the Building, and exterior Stairwell 2 is located on the East side (river side) of the Building. These stairwells exit to the ground level. The interior stairwells are fire-rated enclosures designed to provide a safe, protected exit for the occupants of the building and a similar means of access for the firefighters. The interior stairwells are pressurized to keep smoke out. The fans that pressurize the stairwells are activated automatically by the fire alarm system. The City of Portland

Fire Bureau highly recommends using Stairwell 3 to exit to the first floor and out the main building entrance.

SMOKE DETECTORS

Smoke detectors are located on each floor. When activated, audible alarms will sound in the trouble area and alarm signals will be sent to the building fire panel and the elevator control panel. In addition to these alarms, the stairwells are pressurized and the atrium smoke exhaust system is activated. The elevators will automatically return to the lobby and stairwell doors will electronically unlock. The Fire Department is notified of the alarm and the public address system broadcasts pre-recorded emergency instructions.

SPRINKLER SYSTEM

A fire sprinkler system has been installed throughout the building. In the event that a sprinkler head is activated, the same alarms and equipment will be activated as occurs when a smoke detector is activated.

STANDPIPES

The building is protected by a vertical wet and dry standpipe system located in the interior of the building. Hose connections readily accessible to the Fire Bureau pumper equipment are located on the West Side of the Building's exterior.

ELEVATORS

When a fire alarm is activated at any location in the building, all elevator calls are automatically canceled, and the elevators return to the ground level. Elevator passengers should exit the elevators and evacuate from the building.

In the fire alarm mode, the firefighters may control the elevators. This emergency feature is in full compliance with City and State codes. Unless a firefighter takes guide control of an elevator, the only exits available to individuals of the building are the fire exit stairwells on each floor.

An elevator cannot be called to any floor during or after a fire alarm. Individuals located in the basement during a general alarm can exit up and out of the building by means of Stairwell 3.

FIRE CONTROL CENTER

Just inside the South entry, along the east wall, is the building's fire control center (FCC). In this area are the indicators, gauges, and other signals representing all floors throughout the building. In the event of an alarm, real or false, the fire control panel will reveal details about the location and type of sensor reporting the problem. The building's public address system is also in this area. The firefighter-in-charge or building personnel may give instructions over the speakers either on selected floors or throughout the building as appropriate. Tenants are requested to follow these instructions.

EMERGENCY BACK UP POWER

In the event of a power outage or other electrical power failure, the building back up power system is activated.

The building is equipped with an emergency automatic transfer switch to automatically provide power. The stairwells have battery-operated lights for safe exiting of the building.

FIRE AND LIFE SAFETY PERSONNEL

BUILDING RESPONSE TEAM

The Building Response Team is made up of the property manager, facility director, and the maintenance and security staff members. The team is responsible for implementing the safety program that includes preparedness meetings, conducting a practice fire drill and interaction with the City of Portland Fire and Police Departments. The team is trained to investigate the source of an alarm or emergency and then communicate the findings to tenants and emergency responders.

FIREFIGHTER-IN-CHARGE

In the event of a fire, the Portland Fire Bureau will respond to the alarm and a ranking firefighter will take charge of the situation. This Firefighter-In-Charge is the person who will order the evacuation of a specific floor, floors or the entire building, direct the actions of the firefighters and others, and will declare the building safe to re-enter after the emergency.

FIRE AND LIFE SAFETY PERSONNEL

EMERGENCY COORDINATOR

The person designated by your company to be the contact in the exchanging of information between Bill Naito Company and your company. (Note: An Emergency Coordinator "Back Up Person" also needs to be designated in the event the Emergency Coordinator is absent during an emergency.) The Emergency Coordinator should have the full support of your company's management and have active involvement with your company's emergency procedures. Also, this person should be responsible for the emergency and safety plan for your company. The Emergency Coordinator appoints employees to function as Floor Warden(s) as described below. Depending on the size and layout of your leased premises, the Emergency Coordinator may appoint more than one Floor Warden.

Emergency Coordinators should also provide a plan establishing an ongoing emergency training program, describing areas to be covered and frequency of training for your employees.

FIRE AND LIFE SAFETY PERSONNEL

FLOOR WARDEN

A person appointed by the Emergency Coordinator, who is to be stationed at a designated stairwell on your floor and who is responsible for an orderly evacuation from your suite and floor via the emergency stairwells. This person remains at their station until the flow of evacuees has slowed or ceased. Then, it is the responsibility of the Floor Warden to sweep their designated area to confirm that everyone has left the area safely. Once this has been completed, the Floor Warden should also evacuate the floor via the stairwell. As the Floor Warden evacuates the building he/she should then give pertinent information to the Firefighter-In-Charge. Information is to include the "all clear" message, information about individuals trapped on the floor, number of handicapped individuals awaiting assistance in the stairwell, etc.

FIRE

Make certain your employees are familiar with the location and use of fire extinguishers, alarms and the nearest exit stairwells. We are available to meet with your staff to explain these features.

In the event of fire, use your best judgment of the situation to:

- a. Call the Fire Bureau by dialing 911.
- b. Have another individual call the Management Office at 503-228-7275.
- c. If the fire can be contained, use fire extinguishers located on each floor.
- d. Follow your company evacuation procedure.
- e. Upon arrival of the Fire Bureau, you may be advised by the building public address system as to the appropriate steps to follow.
- f. Do not open any door without first examining it for evidence of fire on the opposite side. Evidence of Fire:
 - Smoke under door.
 - Blistering paint.
 - Put the back of your hand close to the door, feeling for heat.
- g. DO NOT ATTEMPT TO USE THE ELEVATORS. Evacuate your floor via the emergency stairwells.
- h. If smoke is present on your floor, stay close to the floor crouching or crawling to exits.
- i. If a stairwell is blocked by fire or smoke, try the next nearest stairwell; however, if all stairwells are blocked, remain on your floor and follow instructions provided by Emergency Coordinator(s) and Floor Warden(s).

Downloadable Floor Plans for Fire Drills:

- [1st Floor Plan for Fire Drills](#)
- [2nd Floor Plan for Fire Drills](#)
- [3rd Floor Plan for Fire Drills](#)
- [4th Floor Plan for Fire Drills](#)
- [5th Floor Plan for Fire Drills](#)
- [6th Floor Plan for Fire Drills](#)

Emergency Procedures: Flooding

In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by Building Management personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

Emergency Procedures: Homeland Security

Bill Naito Company 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/dhspublic>

Federal Emergency Management Association

<http://fema.gov/>

American Red Cross

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

Center for Diseases Control and Prevention Emergency Preparedness and Response

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

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

KTRO 910 AM

<http://am910ktro.townhall.com/>

KPAM 860 AM

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

The Oregonian

<http://www.oregonlive.com/oregonian>

The Portland Tribune

<http://www.portlandtribune.com>

KATU (ABC) Channel 2: <http://www.katu.com/>

KOIN (CBS) Channel 6: <http://www.koin.com/>

KGW (NBC) Channel 8: <http://www.kgw.com/>

KPTV (FOX) Channel 12: <http://www.kptv.com>

Emergency Procedures: Medical Emergency

In the event of a health emergency call 911 and state that you need medical aid and provide the following:

- a. The name of your company.
- b. The name of the building – Albers Mill Building
- c. The street address – 1200 NW Naito Parkway
- d. The street intersection – nearest cross street is 9th Ave.
- e. The suite and/or floor number.
- f. Type of problem or injury.
- g. The individual's name and present condition.
- h. The sequence of events leading to the emergency.
- i. The medical history or doctor (if known).

Have someone go to the building lobby and wait for the responding aid unit.

Have another individual call the Management Office at 503-228-7275, and give the following information:

- a. Tenant name
- b. Suite number
- c. Your name
- d. A call back phone number
- e. Type of problem or injury – and the person's name.
- f. Confirm that someone has called 911.

REMEMBER that aid is on the way. Stay on the phone with the dispatcher and answer as many questions as possible so they can radio this additional information to the aid unit that is responding.

Emergency Procedures: Other Emergencies

NIGHT OR WEEKEND EMERGENCIES

Follow the steps listed in the section that pertains to the situation.

If the situation warrants, call 911 and give the appropriate information for the specific emergency, e.g., fire, medical, etc.

Have another individual call the 24-hour phone number for Building Management at 503-228-7275 and report the emergency and confirm that 911 has been called (if necessary). Be sure to inform the Security Officer that you are in the Albers Mill Building. Provide your suite number, the location inside your suite where the situation occurred and a call back phone number. Be aware this Security Officer is not stationed at Albers Mill.

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 www.pandemicflu.gov/plan/checklists.html.

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

Albers Mill Procedures During a Pandemic Situation

At the onset of an event such as an influenza pandemic, the Bill Naito Company is prepared to implement all BOMA International developed resources to assist management in communicating with the tenants to keep the building open and operating. A copy of the BOMA resource guide will be distributed to all tenant contacts.

Businesses, especially those located in this multi-tenant environment will need to implement all possible containment measures to limit the spread of the disease. Beyond all of the recommendations from authorities during a pandemic, the Bill Naito Company will implement the following procedures at the Albers Mill building.

- Management will provide updated governmental information to tenants through our interactive Electronic Handbook on a daily basis.
- Management staff will be working in shifts both at the building and from home to maintain all of the essential building services.
- The housekeeping staff – both in house and contract staff will be provided with masks and disinfectant procedures to follow when cleaning throughout the building.
- There will be a stockpile of cleaning and sanitary supplies on hand so that if deliveries are impacted, the building will have a 30 day inventory on site.
- Preparations have been made to back up key positions to take care of essential building services such as security, trash removal, mail, HVAC and all fire/life/safety procedures.
- Security will restrict access to only tenants and essential entries for deliveries and emergency services to the building.
- Particle masks will be on hand and ready for distribution.

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 \(CDC\)](http://www.cdc.gov)

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

[Department of Homeland Security \(DHS\)](http://www.dhs.gov)

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.

Pandemic Flu Resources (continued)

[BOMA Resources](#)

BOMA/Greater Toronto Pandemic Flu Report

The report addresses the threat to commercial buildings from a 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

In the event of a power outage or other electrical power failure affecting both power grids serving the building, the emergency back up batteries will automatically provide power for the fire and life safety systems and minimum lighting in the building corridors, stairwells and exit lighting throughout the building. In this minimum power mode, the elevators will go to the ground level where the doors will open. When all elevators have reached this point, the elevator system will no longer be operational. The stairwells will be lighted and may be used for exiting the building.

As electricity is restored there may be a sudden power surge. Protection of office equipment should be included in your emergency preparedness plan.

Emergency Procedures: Recovery Process

AFTER THE EMERGENCY

Do not insist on entering, or attempt to enter the building, until so advised by the Firefighter-in-Charge. In the event of fire or structural damage, it could be several hours to several days before reentry into the building is allowed, depending on the severity of the damage.

After a building emergency occurs, the recovery process is outlined as follows:

- Emergency situation is under control.
- The injured are treated or assisted.
- Tenants may return only after authorities deem the building safe.
- Building systems will be returned to normal operation.
- Securing of property.
- Insurance company inspectors investigate. Emergency debris cleanup starts.

Emergency Procedures: Severe Weather

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are present that can produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken to enhance safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Building Management, but rather by each Tenant Company. However, in the event these conditions do exist, the following guidelines should be adhered to:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.

Introduction: Welcome

Welcome to Albers Mill. We are pleased to have you as a tenant. This handbook describes some of the various building policies, facility information and amenities. If you have questions, please contact the Management Office, located at 2701 NW Vaughn St., Suite 390, Portland, OR, at 503-228-7275. This number is answered 24 hours a day, seven days a week.

Introduction: About Albers Mill Building

Albers Mill is a six story office building located on the Willamette River north of downtown. The Building was originally constructed between 1909 and 1911 and served as a flour mill. Its massive brick walls, heavy timber construction and original large windows have been carefully preserved. When the building was renovated in 1988-1989, a concrete and wooden section was added to the East.

The approximate size of the building is 117,273/rsf. Within the shell of the building is a modern mid-rise office building. The lobby ceiling soars 40 feet overhead to the four-story atrium at the center of the building, showcasing how the old section of the building unites with the new structure.

The building address is 1200 NW Naito Parkway, Portland, Oregon 97209. The building's location provides easy access for freeway connections to Interstate 405 (via Vaughn Street), which provides immediate access to all freeways including I-5 North and South, I-84 East and the Sunset Highway.

The Portland International Airport is just a 15-minute drive over the Fremont Bridge to Interstate 84 and Interstate 205. Downtown Portland is only five minutes away.

Albers Mill is a non-smoking facility. Smoking is prohibited within the Building and is allowed on the premises only in designated smoking areas.

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 Electronic Tenant® Handbook has special features, such as an [Electronic Service and Maintenance Request System](#) and [Search Engine](#). 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.

Policies and Procedures: Contractors

[Click here to download Contractor Rules and Regulations.](#)

Policies and Procedures: General Rules and Regulations

1. The entrances, halls, corridors, stairways, exits, and elevators shall not be obstructed by any of the tenants or used for any purpose other than for ingress from their respective premises. The entrances, halls, corridors, stairways, exits and elevators are not intended for use by the general public but for the tenant and its employees, licensees and invitees. Landlord reserves the right to control and operate the public portions of the Building and the public facilities as well as facilities furnished for the common use of the tenants, in such manner as it in its reasonable judgement deems best for the benefit of the tenants generally. No tenant shall invite to the tenant's premises, or permit the visit of, persons in such numbers or under such conditions as to interfere with the use and enjoyment of any of the plazas, entrances, corridors, elevators and other facilities of the Building by any other tenants. Fire exits and stairways are for emergency use only, and they shall not be used for any other purpose.
2. Landlord may refuse admission to the Building outside of the business hours of the Building to any person not producing identification satisfactory to Landlord. If Landlord issues identification passes, Tenant shall be responsible for all persons for whom it issues any such pass and shall be liable to landlord for all acts or omissions of such persons.
3. No awnings or other projections shall be attached to the outside walls of the Building. No curtains, blinds, shades or screens, if any, which are different from the standards adopted by Landlord for the Building shall be attached to or hung in any exterior window or door of the premises of any tenant without the prior written consent of Landlord.
4. No sign, placard, picture, name lettering, advertisement, notice or object visible from the exterior of any tenant's premises shall be displayed in or on the exterior windows or doors, or on the outside of any tenant's premises, or at any point inside any tenant's premises where the same might be visible outside of such premises, without the prior written consent of Landlord. Landlord may adopt and furnish to tenants general guidelines relating to signs inside the Building and Tenant shall conform to such guidelines. All approved signs or lettering shall be prepared, printed, affixed or inscribed at the expense of the tenant and shall be of a size, color and style acceptable to Landlord.
5. The windows that reflect or admit light and air into the halls, passageways or other public places in the Building shall not be covered or obstructed by any tenant, nor shall any bottles, parcels or other articles be placed on the window sills.
6. No showcases or other articles shall be put in front of or affixed to any part of the exterior of the Building, nor placed in the halls, corridors or vestibules.
7. No bicycles, vehicles, animals, fish or birds of any kind shall be brought into or kept in the premises of any tenant or the Building.
8. No noise, including but not limited to, music or the playing of musical instruments, recordings, radio or television, which, in the judgement of Landlord, might disturb other tenants in the Building, shall be made or permitted by any tenant.
9. No tenant, nor any tenant's contractors, employees, agents, visitors, invitees or licensees, shall at any time bring into or keep upon the premises or the Building any inflammable, combustible, explosive, environmentally hazardous or otherwise dangerous fluid, chemical or substance.
10. All movement of freight, furniture, packages, boxes, crates or any other object or matter of any description must take place during such hours and in such elevators, and in such manner as Landlord or its agent may determine from time to time. Any labor and engineering costs incurred by Landlord in connection with any moving herein specified, shall be paid by Tenant to Landlord, on demand.
11. No tenant shall use its premises, or permit any part thereof to be used, for manufacturing or the sale at retail or auction of merchandise, goods or property of any kind unless said use is consistent with the use provisions of the Lease.
12. Landlord shall have the right to prescribe the weight and position of safes and other objects of excessive weight, and no safe or other object whose weight exceeds the lawful load for the area upon which it would stand shall be brought into or kept upon any tenant's premises. If, in the judgement of Landlord, it is necessary to distribute the concentrated weight of any heavy object, the work involved in such distribution shall be done at the expense of the tenant and in such manner as Landlord shall determine.
13. Landlord, its contractors, and their respective employees, shall have the right to use, without charge therefor, all light, power and water in the premises of any tenant while cleaning or making repairs or alterations in the premises of such tenant.
14. No premises of any tenant shall be used for lodging or sleeping or for any immoral or illegal purpose.
15. The requirements of tenants for any services by Landlord will be attended to only upon prior

application to the Landlord. Employees of Landlord shall not perform any work or do anything outside of their regular duties, unless under special instructions from Landlord.

16. Canvassing, soliciting and peddling in the Building are prohibited and each tenant shall cooperate to prevent the same.
17. Each tenant shall store its trash and garbage within its premises. No material shall be placed in the trash boxes or receptacles if such material is of such nature that it may not be disposed of in the ordinary and customary manner of removing and disposing of office building trash and garbage in the area of the Building without being in violation of any law or ordinance governing such disposal. All garbage and refuse disposal shall be made only through entryways and elevators provided for such purposes and at such times as Landlord shall designate. No tenant shall cause or permit any unusual or objectionable odors to emanate from its premises which would annoy other tenants or create a public or private nuisance.
18. No coin vending machine, video game, coin or token operated amusement device or similar machine shall be used or installed in any tenant's premises without Landlord's prior written consent.
19. No bankruptcy, going out of business, liquidation or other form of distress sale shall be held on any of tenant's premises. No advertisement shall be done by loudspeaker, barkers, flashing lights or displays or other methods not consistent with the character of an office building.
20. Nothing shall be done or permitted in any tenant's premises, and nothing shall be brought into or kept in any tenant's premises, which would impair or interfere with the economic heating, cleaning or other servicing of the Building or the premises, or the use or enjoyment by any other tenant of any other premises, nor shall there be installed by any tenant any ventilating, air conditioning, electrical or other equipment of any kind which, in the reasonable judgement of landlord, might cause any such impairment or interference.
21. No acids, vapors or other similar caustic materials shall be discharged or permitted to be discharged into the waste lines, vents or flues of the Building. The water and wash closets and other plumbing fixtures in or serving any tenant's premises shall not be used for any purpose other than the purposes for which they were designed or constructed, and no sweepings, rubbish, rags, acids or other foreign substances shall be deposited therein. All damages resulting from any misuse of the fixtures shall be borne by the tenant who, or whose servants, employees, agents, invitees, visitors or licensees shall have caused the same.
22. All entrance doors in each tenant's premises shall be left locked and all windows shall be left closed by the tenant when the tenant's premises are not in use. Entrance doors to the tenant's premises shall not be left open at any time. Each tenant, before closing and leaving its premises at any time, shall turn out all lights.
23. Hand trucks not equipped with rubber tires and side guards shall not be used within the Building.
24. Landlord reserves the right to rescind, modify, alter or waive any rule or regulation at any time prescribed for the Building when, in its reasonable judgement, it deems it necessary, desirable or proper for its best interest and for the best interests of the tenants generally, and no alteration or waiver of any rule or regulation in favor of any other tenant. Landlord shall not be responsible to any tenant for the non-observance or violation by any other tenant of any of the rules and regulations at any time prescribed for the Building.
25. Landlord reserves the right to add to, modify or otherwise change these Rules and Regulations. Such changes shall become effective when written notice thereof is provided to tenants of

[Click here to download Building Rules and Regulations](#)

Policies and Procedures: Insurance Protection

A current Certificate of Insurance and an additional insured endorsement sent to the Management Office, 2701 NW Vaughn Street, Suite 390, Portland, OR 97210 or via fax to 503-273-8356.

The Certificate of Insurance must include the following coverage and information:

Named Insured – Your Business Name

Certificate Holder – Albers Mill Building, LLC and Bill Naito Company
2701 NW Vaughn Street, Suite 390
Portland, OR 97210

Designated Premises – Albers Mill Building
1200 NW Naito Parkway, Your Suite Number
Portland, OR 97209

Additional Insured – Albers Mill Building, LLC and Bill Naito Company are named additional insured with regards to General Liability arising from Insured's operation per additional insured endorsement form CG 20 11 (or equivalent).

The Certificate of Insurance must include the following coverage and information (continued):

Other Requirements – The certificate shall meet the two million dollar (\$2,000,000) combined single limit requirement and all other requirements stated in the insurance portion of your lease document.

Policy Expiration – A renewal certificate shall be furnished at least 30 days prior to the expiration of the policy.

A certificate of insurance and an additional insured endorsement are required. Please make sure the following information is included on the appropriate document.

Named Insured:	Name of company
Coverage:	\$2,000,000.00 General liability
Certificate Holder:	Albers Mill Building, LLC and Bill Naito Company 2701 NW Vaughn Street, Suite 390 Portland, OR 97210
Description:	Example: Albers Mill Building, LLC and Bill Naito Company are Additional Insured with respects to General Liability arising from the Insured's operation, per form CG 20 11 (or equivalent) attached.
Endorsement:	An additional insured endorsement naming Albers Mill Building, LLC and Bill Naito Company as additional insured must be attached.

Policies and Procedures: Moving Procedures

All moves in or out of the Albers Mill building require coordination through the Management Office at 503-228-7275. The moving company is required to provide to the Management Office a certificate of insurance and an endorsement naming the Albers Mill Building, LLC and the Bill Naito Company as additional insured. Moves in or out are to be done before 6:00 a.m. or after 6:00 p.m., Monday through Friday, or on the weekend. Please contact the Management Office for freight elevator availability and scheduling.

The cost associated with the removal of large quantities of trash items related to moves-in and/or moves-out will be billed to the tenant.

A move-out inspection must be conducted prior to vacating a space. A Management Office representative will inspect the space with the tenant and note any deficiencies that may exist. Please call the Management Office for an appointment.

Policies and Procedures: Parking Policies

City Center Parking administers both the north and south parking lots at the Albers Mill Building. City Center Parking has further agreed to handle the increasingly full lot for the Bill Naito Company with the following rules:

- Both lots are monitored on a 24-hour, 7-day a week basis.
- All vehicles parking at Albers Mill are required to display a valid parking permit (hang tag) for the corresponding lot (either North or South). The permit must be displayed on the rear-view mirror (preferable) or dashboard above the steering wheel. The permit must be clear and unobstructed, whether on the rear-view mirror or dashboard. Please display the proper side of the tag.
- Parking violations may be issued for the following reasons: having no valid parking permit, parking in a visitor's space, parking in a handicap space, parking in a no parking zone, parking in two spaces, blocking a driveway or access, parking in the wrong lot or having improperly filled out temporary parking passes.
- All tickets issued by Pacific Audit Solutions are backed up with photographic documentation showing the infraction. All complaints are to be directed to Pacific Audit Solutions. The contact information is on the face of the ticket. PAS will include a copy of the photo when responding to the initial complaint. PAS will void the ticket if they cannot provide photographic proof of the violation.
- 2-hour Visitor Spaces are for visitors and clients of Albers Mill tenants only. In the event their visit extends past the 2-hour limit, they may obtain a temporary parking pass (marked clearly with the date in ink) from the tenant they are visiting. These temporary passes are only valid for temporary parking in visitors spaces beyond the two-hour limit. As a courtesy to all Albers Mill tenants, no tenant is allowed to issue more than eight (8) temporary passes simultaneously. Citations may be written for improperly filled out temporary parking passes, i.e., passes with dates crossed out and rewritten, passes with dates altered with whiteout or eraser marks, passes with the date written in pencil, passes with a range of dates or multiple dates. Tenants may call the Management Office at (503) 228-7275 and request temporary parking passes.
- Albers Mill permit holders cannot park in 2-hour visitors' spaces for any reason.

AFTER HOURS AND WEEKEND PARKING

- Albers Mill monthly parkers may park in any space in either lot after 5:00 p.m. weekdays and any time on weekends. The parking permit must be displayed on the rearview mirror or dashboard above the steering wheel.
- The pay box is operational after hours and on weekends for public parking.

OTHER PARKING OPTIONS

- There are parking meters along Naito Parkway with a maximum of 5 hours.
- There is a Smart Park garage located at NW Station Way. The garage phone number is (503) 823-2885. This garage is about a half-mile away from Albers Mill. If you have a large number of guests visiting frequently, you may wish to talk with Smart Park about parking validation options. The office number is (503) 790-9300.
- There is a City Center Parking lot at Station Place, located at 720 Lovejoy Court. Contact City Center Parking at (503) 221-1666 and identify yourself as an Albers Mill tenant if you want to arrange monthly parking at the reduced cost of \$100.00 per month.

PARKING WITH DISABLED PERMITS

- Albers Mill tenants with disabled person parking permits may park in any of the spaces reserved for disabled parking. Both the disabled person parking permit and monthly parking permit must be displayed properly.
- Albers Mill visitors with disabled person parking permits may park in any of the spaces reserved for disabled parking with proper display of their disabled person parking permit. These spaces are not subject to the 2-hour parking maximum.

BICYCLE AND MOTORCYCLE PARKING

- A bicycle rack is available outside the north entrance to the building and inside the south stairwell. The south stairwell bike area can be accessed by an exterior door at the SW corner of the building. Tenants may call the Management Office at (503) 228-7275 and request a key to access the interior bike rack area. Storage racks inside include the space saving vertical style of rack.

- Motorcycle parking is available in the south lot in the marked motorcycle parking. Parkers from the north and south lot may utilize this motorcycle parking.

Bill Naito Company is not liable for theft or damage to any vehicle, or its contents, that is parked on the premises. Parking is at your own risk at all times.

Policies and Procedures: Pet Policy

ANIMALS IN THE BUILDING

Animals are not allowed in the building with the exception of service animals. This policy is strictly enforced and is a Building Owners & Managers Association (BOMA) guideline as well as a health code guideline. Please adhere to the building rules for the safety and consideration of all.

Policies and Procedures: Prohibited Appliances

Kitchen facilities at Albers Mill are provided in tenant's suites to reheat food and not to cook food. Any open element appliances, such as toasters or toaster ovens or the like are strictly prohibited inside of tenant suites and must be removed from the premises. Additionally, if someone is reheating food in a microwave, that person is to stay with their food items until they are done using the appliance to avoid any accidents that could result from misuse.

If catering has been scheduled in your suite and will be heating or minor cooking, such as using a crock pot, please notify the building management office with at least 24 hour notice by calling 503-228-7275 or by email at facilities@billnaito.com so we can set our fire system appropriately during those times.

Space heaters are prohibited in the Albers Mill building.

Policies and Procedures: Service Animals

The building does not permit animals to be inside of the building with the exception of service animals only as in accordance with the Federal Government, ADA for title II and title III.

For more information regarding service animals in public places, please go to:
http://www.ada.gov/service_animals_2010.htm.

Policies and Procedures: Smoking

Albers Mill Building maintains a no smoking policy throughout the building, including all common areas, the lobby, rest rooms, stairwells and elevators. Please do not smoke at building entrances.