

WELCOME TO CROWN PLAZA!

We are pleased you have selected Crown Plaza as your business location. Crown Plaza is an 11-story, Class A office building completed in 1970. It has been frequently updated since then. Crown Plaza offers abundant parking, great access to all parts of town, unobstructed views of Mt. Hood and the Willamette River, and a direct connection to the Marriott Hotel. We hope you will enjoy your new high performance work environment and all the building and neighborhood amenities.

In order to make you feel "at home" as quickly as possible, we are furnishing some information that may be of assistance. Melvin Mark Brokerage Company and the Crown Plaza staff are dedicated to ensuring that you receive first-class service. We hope that this description of the Crown Plaza services and procedures will assist you in becoming acquainted with the building.

We will be visiting you shortly upon arrival to introduce ourselves and to answer any questions you may have. In the meantime, if you require any assistance, please contact us at (503) 223-9203. Our main office is open from 8 a.m. to 5:00 p.m., Monday through Friday.

It is our intention to provide the best possible service for you and our other valued tenants in Crown Plaza.

Sincerely,

Ron Bakker
Building Manager

CROWN PLAZA
Main Office – (503) 223-9203

Tenant Information

Following is a reference list and key contacts with direct dial numbers (or contact us at our main office number). **For after business hours and weekend emergencies, please call our main office at (503) 223-9203 to be transferred to the answering service.**

BUILDING STAFF

The building manager is available to advise you on any aspect of remodeling or refurbishing your work space. Any proposed changes in the physical layout, electrical service, mechanical operation or locks in a tenant's space must be submitted to the building manager for prior approval. The building manager will coordinate the preparation of any needed drawings, permits, reviews and inspection by local officials to assure compliance with building codes.

Building Personnel

Ron Bakker, Building Manager
Jason Dowdy, Superintendent
Ken Westlake, Engineer

The building personnel have a very strict schedule of work to be performed in order to maintain the first-class condition of the building. We are equipped to respond to maintenance and mechanical problems through the use of our pager system to reach our personnel. In order to eliminate problems for both parties, we ask that each tenant funnel all problems and requests through our main office (contact information listed below).

TENANT MAINTENANCE AND HVAC REQUESTS

For tenant maintenance and HVAC issues Monday through Friday, 8:00 a.m. to 5:00 p.m., email the request directly to tenantmaint@melvinmark.com. You may also call tenant maintenance directly at (503) 546-4546, or use our online form located on our website: www.melvinmarkcompanies.com. **For emergency issues (toilet overflowing, etc.) please call in the request.**

For emergencies after business hours, please call our main office at (503) 223-9203, and you will be directed to our answering service.

HEATING AND AIR CONDITIONING

The thermostats located throughout the building are sensitive instruments. Tampering with these instruments can cause failure of the heating and air conditioning systems. It is our objective to keep the temperature in your work space as comfortable as possible for everyone and we are committed to conserving energy by operating our mechanical plant efficiently.

Due to solar radiation through the glass, you will find your office more comfortable if you draw the drapes or close the blinds on either warm or cold days. Proper operation of the air conditioning system is based on drapes or blinds being in the drawn position during direct solar exposure.

Crown Plaza Main Office Building Tenants: Normal heating and air conditioning operating hours are Monday 6:00 a.m. to 6:00 p.m., and Tuesday through Friday from 6:30 a.m. to 6:00 p.m. The systems are off on Saturday and Sunday. Extended hours of operation may be arranged by notifying the building management 48-hours in advance by calling (503) 546-4546. Off-hour HVAC charges may apply. Please contact the building manager for specifics.

Crown Plaza Garage Office Building Tenants: Normal heating and air conditioning operating hours are Monday 6:30 a.m. to 6:00 p.m., and Tuesday through Friday from 6:30 a.m. to 6:00 p.m. The systems are off on Saturday and Sunday. Extended hours of operation may be arranged by notifying the building management 48-hours in advance by calling (503) 546-4546. Off-hour HVAC charges may apply. Please contact the building manager for specifics.

CONFERENCE ROOMS

Description of Conference Rooms

Crown Plaza has two conference rooms both located on Floor 7:

- Conf Room A: maximum occupancy is 12 per fire marshal guidelines. Does not include internet access. This room does not have a window. Incoming phone number is (503) 473-8764.
- Conf Room B: maximum occupancy is 8 per fire marshal guidelines. Does not include internet access. This room has a window. Incoming phone number is (503) 445-7659.

Conference Room Guidelines

In order to provide equal access to the use of the conference room for all Crown Plaza tenants, following are guidelines to use when making reservations:

- When reserving a conference room five (5) or more weekdays in advance, only one (1) reservation per week can be scheduled per tenant. Reservation must not exceed 8 hours in length in a given work week period (Monday through Friday time period)
- When reserving a conference room for the current work week, our policy is first come, first served. Multiple appointments are allowed as long as they do not total more than 8 hours for any given week.
- In general, a tenant can only reserve one conference room for one time period. But, if an additional conference room is needed for the same day as an existing reservation and it is available, we would be happy to schedule it. The total for both rooms still may not exceed the 8 hour weekly limit.
- No reservations will be taken more than 90 calendar days in advance.

Reservations

Reservations can be made in advance by:

- Sending an email to confreservations@melvinmark.com
- Calling our reservation line at (503) 546-4546
- Sending a request using our online form located on our website: www.melvinmarkcompanies.com

A confirmation email will be sent back to you verifying the room is available and that the reservation request has been scheduled.

ACCOUNTING

Melvin Mark Brokerage Company will mail a rent statement at the end of each month for the following month's rent. Along with your statement, you will receive a return envelope to send your rent check back. Checks should be made payable to Urban Office and Parking Facilities. Questions concerning your monthly rental statement can be answered by calling our Accounting Department, (503) 223-9203.

Questions concerning charges for tenant improvements can be answered by Linette Grayum, Construction Accountant, at (503) 546-4545 (email: lgrayum@melvinmark.com).

Address **Melvin Mark Brokerage Company**
Attn: Accounting Dept.
111 SW Columbia, Suite 1380
Portland, OR 97201

LEASING

Questions about lease agreements or additional space requirements should be directed to:

Maria Duncan direct dial (503) 546-4540 (email: mduncan@melvinmark.com)
Scott Andrews direct dial (503) 546-4518 (email: sandrews@melvinmark.com)

Our team's knowledge and experience is available to help you make the best commercial real estate decisions for your business.

PARKING

Crown Plaza has an eight-story, 811-space parking garage available to tenants and their guests. Monthly parking is available to tenants based upon a ratio of three spaces per 1,000 square feet leased. A validation program for hourly parking can be easily arranged for guests. Bicycle racks are located to the north and south sides of the building. Monthly parking passes can be purchased through City Center Parking at (503) 221-1666.

SECURITY AND ACCESS AFTER HOURS

Crown Plaza is protected by very strict security measures. A uniformed guard is stationed at the second floor lobby weekday evenings from 6:00 p.m. The guard closes the building at 6:00 p.m., and from that time maintains records of persons who enter and leave the building. For this reason, access to the building after 6 p.m. is at the second floor lobby. The building is opened each weekday morning at 6:00 a.m. After hours or weekend access for repair, service or construction work is to be scheduled through the building manager's office.

TELECOMMUNICATIONS

Prior to move in, tenants should contact the provider of their choice to set up phone service. It is the tenant's responsibility to have the phone service hooked up from the basement to the suite.

TENANT IMPROVEMENTS

Building personnel are available to advise on any aspect of remodeling or refurbishing. Any proposed changes in the physical layout, electrical service or mechanical operation in a tenant's space must be submitted to the building manager for approval of working drawings or plans prior to any work being started. The building manager will help coordinate all construction work. Construction clean up is the responsibility of the workmen unless special arrangements are made through the building manager.

Questions regarding the design or construction of your new or existing space should be directed to David Brown, Architectural Services Director, at (503) 546-4526 or Brandi Stevens, Senior Space Planner, at (503) 546-4531.

Permit Program

Melvin Mark Companies (MMC) belongs to a permit program with the City of Portland called the Facilities Permit Program (FPP). Participating in this program simplifies and expedites the permitting process.

Under the FPP, all charges for permits or field inspections done in a participating building are billed directly to MMC. Any charge for which MMC is not the contractor is then billed back to the tenant.

SIGNAGE

Questions regarding building signage and directories should be directed to operations coordinator at (503) 546-4546. Signage requests can take four to six weeks to be completed after the date we receive the Signage Form. Please call if you need a price quote for changes to your existing signage.

BUILDING POLICIES

Deliveries/Moves

To facilitate your move or deliveries, we request your cooperation by adherence to the following procedures. Please schedule your move with the building manager as soon as possible. Do not stage any furniture in the lobby.

Small Items:

1. Small pieces of furniture or equipment consisting of one or two items weighing less than 200 lbs, such as chairs, empty carts, recycle bin, etc. may be moved during normal business hours. Any pallets will need to be broken down in the loading dock on the east side, corner of Clay and Market.
2. Larger pieces of furniture or equipment weighing more than 200 lbs may be moved during normal hours at the discretion of the building manager. These moves must be arranged in advance to insure the availability of the elevators, building staff and unnecessary

inconveniences and delays. Any pallets will need to be broken down in the loading dock on the east side, corner of Clay and Market.

Larger Items:

1. Moves must take place before 7 a.m. or after 5 p.m., Monday through Friday, or any time Saturday and Sunday.
2. If building services are desired after normal operating hours, such as heating or air conditioning, overtime operation may be furnished at tenant's expense. We require 48-hours written notice in order to provide services.
3. Movers must protect all door frames, including elevators. **In addition, movers must protect the lobby flooring and carpeting with 4' x 8' sheets of masonite.** Elevators used for moving may have to be padded. Please check with the building manager. Landlord requires that the building staff run the elevator for all moves in and out of the building. There may be a charge for this service, which will be billed to you by the building.
4. You are responsible for any damage to the premises or persons resulting from the actions of your movers. Therefore, we highly suggest that you engage a reputable moving company.
5. The moving company will need to provide a certificate of insurance naming Urban Office and Parking Facilities (Crown Plaza) as additional insured.

Smoking Policy

Crown Plaza is a designated non-smoking building by the Oregon Clean Air Act (OR 433.835 – 433.875.) Smoking is prohibited in all public areas of the building including lobbies, corridors, stairwells and rest rooms. Please contact the building manager for further information and approved smoking areas.

Locks & Keys

Please contact the building manager to make arrangements for all lock changes or duplicate key requests, etc.

Pets

Pets are not permitted inside of Crown Plaza unless they are ADA defined service animals

Hanging Art

Please check with the building manager before hanging pictures or other items on the walls. You are responsible for the restoration of the wall system at the end of your lease. Our personnel will show you the proper methods to minimize wall damage.

Carpet Care

The building manager will be happy to advise tenants and to help arrange for additional carpet care service.

Janitorial Services

The Crown Plaza janitorial staff is on the job five nights per week (Sunday through Thursday – except holidays), beginning at 5:30 p.m. To assure no important documents are disturbed, we have established a policy that only desks that are clear of papers will be cleaned. Recycling boxes are provided. The janitors dispose of full recycling boxes.

Good housekeeping is a very important phase of our building operation. We make frequent inspections and meet regularly with the cleaning contractor who services the building to discuss their performance and areas where improvement may be required. We want to know when the service is not satisfactory. Any problems with or suggestions about the cleaning should be directed to the Operations Department. Tenants are expected to bear the expense for the removal of refuse that substantially exceeds the normal daily amount.

Bicycles

Crown Plaza provides covered bicycle storage for tenants in the exterior southwest corner of the building. Bicycles are not permitted inside the building tower. Bicycle racks are also provided on the first floor of the Crown Plaza parking structure next to the parking attendant booth for tenant use.

Recycling

The owners are committed to conserving natural resources, using energy efficiently and reducing pollution. One way we do this is by providing opportunities for our tenants to recycle. Your buildings manager will furnish you with boxes for recycling office paper products. They will also show you where glass, plastics, cardboard, and metal can be collected.

If you have any other questions or suggestions regarding recycling, please contact your building manager.

EMERGENCY PROCEDURES

Emergency Contacts

If for any reason emergency help is needed, please call 911 immediately. If it is not a life threatening emergency and is during normal business hours, one of our staff members can be reached by calling our main office at (503) 223-9203. **If for any reason assistance is needed after hours, please call our answering service at (503) 223-9203.**

Fire Safety

- In case of fire, please call 911 immediately and evacuate the building via the stairs (do not use the elevators) and move at least one block away from the building after exiting.
- If caught in smoke, take short breaths, breathe through your nose and keep low to the ground or crawl to escape. The air near the floor is cooler and easier to breathe.
- Touch all doors before opening. Do not open doors that feel hot; seek another exit.
- Do not break windows. This would allow fresh air to rush in and fuel the fire.
- Fire extinguishers are located on each floor.
- Pull nearest fire alarm if time permits.
- Notify others in your vicinity.
- Await further instructions. Do not attempt to re-enter the building until instructed to do so by the Fire Department.

Medical Emergencies

In the event of a medical emergency, call 911 immediately. Be prepared to give the dispatcher the building address and your floor and suite number.

After the 911 call is complete, contact the building manager at (503) 223-9203 to report the medical emergency; this will allow management to have an elevator held at the lobby for the EMS team when they arrive. If time permits, post one person at the lobby elevator to lead the medical team directly to the person in distress.

Automatic External Defibrillator (AED)

For your safety and that of your clients, we have installed an Automated External Defibrillator (AED) in the building. The Crown Plaza Building's AED unit is now located on the wall of the first floor lobby by the guard station. The AED unit is available 24 hours a day in the event of an emergency. The AED is about the size and weight of a laptop computer and once opened, the device will instruct the rescuer how to proceed.

Power Failure

It is rarely necessary to evacuate the building due to a power failure. Unless you are directed to do so through the emergency communication system, please remain in your offices. If ordered to evacuate, do not use elevators. Exit calmly through the nearest stairwell.

The building manager will attempt to advise you regarding the length and cause of the power failure as soon as possible.

Earthquake Procedures

In the case of an earthquake, keep away from windows and all other glass, free standing partitions or objects that may fall. Crouch under a desk, table or other heavily reinforced object. Be prepared for aftershocks. If it is necessary to evacuate the building, use the stairs and move to an open area away from high-rise structures.

Bomb Threat

In the event of a bomb threat, record as much information as you can including: what the caller said and their gender, identify any background noise and assess the validity of the call. If possible, ask the caller where the bomb is located, when is it set to go off and what the bomb is contained in.

After receiving the call you should call 911 immediately and provide the dispatcher with complete details of the call. Be sure to identify the building address, your company name and suite number. Next contact our main office at (503) 223-9203 and inform them that you have received the threat and have called 911. The decision to evacuate will be made immediately

Civil Disturbance

Should a riot or civil disturbance start outside of the building, security personnel will immediately secure all entrances to the building. The police will be notified and building staff will keep tenants informed.

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

Elevator Service

In the event that an elevator stops with passengers in it, remember to remain calm. Pressing any emergency button within the cab will alert the security staff that the cab is malfunctioning, what cab it is and what floor it is stuck on. The guard will continue two-way communication with passengers until help arrives.

In the event of a power outage, elevator emergency lights will remain on, but the car will temporarily stop. Each elevator will automatically return to the lobby where the doors will open and they will then be out of service.

In the event of a fire, the elevators must not be used for evacuation. All tenants must use the stairs in this situation.

Flooding

In the event of flooding or a water leak, contact our main office immediately at (503) 223-9203. If possible, remove all desktop items and close file drawers to limit damage. Move materials off the floor, if possible. The building staff will turn off the water source and shut down electrical power as needed.

Severe Weather

When severe weather conditions become apparent, the U.S. Weather Bureau describes the conditions by two classifications, a watch or a warning. A watch becomes effective when atmospheric conditions are right to produce the particular weather phenomenon. A warning means that the weather condition has been spotted and prompt action must be taken for safety.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by the building staff, but rather by each individual tenant.