

South State Commons III

2727 SOUTH STATE STREET • ANN ARBOR, MICHIGAN



FIRST CLASS CONSTRUCTION • TIMELESS DESIGN • REMARKABLE SERVICE

MAVDevelopment Company

South State Commons III • 2727 South State Street, Suite 100 • Ann Arbor, Michigan 48104

Ph: 734.930.6700 • Fax: 734.930.6701 • info@mavd.com • www.mavd.com

South State Commons III

Tenant Handbook

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WELCOME . . .

1 Introduction

MAVDevelopment Company welcomes you to South State Commons III. We are delighted to have you as a tenant and our goal is to make your tenancy a pleasant experience by providing prompt, efficient, and courteous service. This handbook has been prepared for your reference and convenience. The following is some background information on our organization.

MAVDevelopment Company has actively acquired and developed projects representing over 3,000,000 square feet of commercial/office space, 1,000 acres of land, at a total value of over \$500 million. MAVD currently manages a portfolio consisting of over 600,000 square feet of office space and 300+ acres of land for development. Our professionals include registered architects, construction and finance experts with an average of 20+ years of experience.

MAVDevelopment Company has a simple mission: “Be the best at what we do in the markets that we serve.”

South State Commons III Property Management staff are here for one reason: to assure your satisfaction. So please contact us with any questions you may have regarding your suite; we also appreciate comments and suggestions.

We appreciate your tenancy and look forward to continuing to serve you and your firm for many years to come.

Sincerely, **MAVDevelopment Company**

Our Company: History

In 1989 Michael A. Vlastic founded MAVDevelopment Company in connection with his family’s business, Vlastic Investments, LLC. Since the 1930’s the Vlastic family has been an active investor and operator of businesses in Southeast Michigan, most notably Vlastic Foods which was sold to Campbell Soup Company in 1978. MAVDevelopment Company is headquartered in Ann Arbor, Michigan.

MAVDevelopment real estate activities were concentrated in Southeast Michigan until early 2006 when its Colorado subsidiary, MAVD West, LLC was created. MAVD West is located in Denver, Colorado and focuses on acquiring and managing real estate assets along the Colorado Front Range.

MAVDevelopment Company Mission Statement

“Be the best at what we do in the markets that we serve”.

MAVDevelopment Company Core Values

- Teamwork -** We foster a culture of cooperation, respect, honesty and encourage creativity and innovation in our work.
- Quality -** We strive to acquire and develop properties with first-class materials and timeless design.
- Service -** We pride ourselves on delivering responsive, personal service to our tenants and second to none care of our assets.
- Sustainability -** We are loyal stewards of the environment and aim to utilize design and operating standards that minimize the impact to our earth.
- Community -** Our success relies on support from local communities that we actively support, and we seek to improve our communities by the projects we undertake.

2 BUILDING OPERATIONS

2.1 Key Personnel

Robert Aldrich	President	(734) 929-1003
Michael Genrich	Vice President	(734) 929-1005
Jeff Harshe	Vice President	(734) 929-1007
Gerard Wald	Maintenance Supervisor	(734) 929-1017
Patrick Lenz	Maintenance Technician	(734) 929-1016
Lorelei Smith	Accounting Manager	(734) 929-1008
Laura Wilson	Tenant Administrator	(734) 929-1001

2.2 Emergency Numbers

Police Department	911	(734) 794-6911
Fire Department	911	(734) 794-6961
Ambulance	911	911
After Hours Answering Service	(734) 930-6700	press #6 when prompted

2.3 MAVD Contact Information

Main Office Number	(734) 930.6700
Fax Number	(734) 930.6701
Service Request Email Address	servicerequest@mavd.com
Company Web Site	www.mavd.com
MAVD address:	2727 South State Street Suite 100 Ann Arbor, MI 48104

2.3.1 After Hours Contact Information

An answering service is in place should you have to contact MAVD after normal business hours. Dial the main phone line at 734.930.6700 and when prompted press #6 to be connected to a live operator. Once the operator has taken all the pertinent information they will then contact a member of the MAVD staff. The staff member will follow up with the caller, giving them an approximate time the emergency will be addressed. In some cases a charge may be incurred by the Tenant for work performed after normal business hours.

2.4 After Hours Access System

Tenants have access to South State Commons III seven days per week, 24 hours per day. An access card is required to gain entry to the building after normal business hours which are listed in the next section, "Hours of Operation." Upon move in access cards/fobs will be assigned to current employees at no charge. After the initial issuance, additional or replacement cards/fobs may be requested at a cost of \$10 per card and \$15 per fob. All requests for access cards/fobs must be submitted to MAVD on Form "B" which can be found in the Tenant Handbook. Should an employee leave your company, please retain their building access card/fob so it can be reprogrammed for future needs.

2.5 Hours of Operation

2.5.1 Main Lobby

The West Main Lobby ADA Pedestrian Door of South State Commons III is unlocked at 8:00 a.m. and secured for the evening at 5:00 p.m., Monday through Friday. The building remains locked at all times on Saturdays, Sundays and Holidays. Tenants entering the building outside of these hours will need to utilize their building access card to gain entry.

2.5.2 Elevators

Located in South State Commons III lobby is one (1) passenger hydraulic elevator, which provides access to the building 24 hours 7 days a week.

If the elevator fails to operate properly, please contact MAVD immediately. If you are detained inside of the elevator cab due to a malfunction, you should press the emergency call button located in the elevator cab. This will connect you directly with Otis Elevator, the elevator maintenance company and they will provide you further instructions.

2.5.3 Parking

Ample parking for all South State Commons III tenants can be found in the parking lot located east of South State Street. Unauthorized vehicles using the parking lot may be towed at the Owners expense.

2.6 Janitorial Services

Janitorial services are provided per the terms of your lease, typically Monday through Friday (except holidays), beginning at approximately 5:30 p.m. Listed below is an outline of those janitorial services provided. Should you have any specific requests for the janitorial staff please submit a tenant service request to MAVD.

Additional janitorial services outside the janitorial specifications are available at either an hourly rate or on a per occurrence basis. If you require additional cleaning services please contact MAVD.

Janitorial staff *DO NOT* clean, move or unplug, computer terminals, key boards, printers, screens, etc.

Janitorial staff will ensure that all lights are turned off and all doors are locked prior to leaving offices.

2.6.1 Daily Duties

1. Empty all trash containers and wastebaskets; reline as necessary
2. Empty recycling containers
3. Spot clean entry glass and doors
4. Spot clean all high/low horizontal surfaces, including desks, cabinets and counters
5. Spot clean walls, switch plates, doors and cabinets
6. Fully clean coffee station/lunch room counters, back splashes, sinks and cabinet fronts
7. Vacuum traffic lane carpeting and spot vacuum litter
8. Dust mop all hard surface flooring
9. Spot mop all hard surface flooring

2.6.2 Weekly Duties

1. Fully clean entry glass and doors
2. Fully clean all high/low horizontal surfaces, including desks, cabinets and counters
3. Fully clean walls, switch plates, doors and cabinets
4. Vacuum all carpeting and rugs
5. Fully mop all hard surface flooring
6. Slow buff all VCT flooring
7. Wipe down planters

2.6.3 Bi-Weekly Duties

1. Wipe all leather and plastic seating surfaces
2. Vacuum all cloth seating surfaces
3. Wipe all chair legs/bases and table legs/bases
4. Fully clean doors and cabinet fronts

2.6.4 Monthly Duties

1. Burnish all VCT flooring
2. Dust ceiling vents and lights
3. Detail vacuum carpeting and rugs removing staples where necessary

2.7 Recycling

South State Commons III participates in the City of Ann Arbor Business Recycling Program which is provided at no charge for businesses. More than 90% of Ann Arbor residents recycle at home regularly, and they prefer to patronize businesses that recycle, too!

Recycle Ann Arbor has recently switched over to single stream recycling which allows paper card board, plastic, glass and metal containers to be collected in one bin. Plastic #1 and #2, #4 — #7 bottles and tubs are accepted as well. No #3 plastics are accepted.

2.7.1 Getting Started

If your office is not currently participating, please contact MAVD to get set up. It's easy, free and most of all it can help cut business waste by 40—75%.

Did you know that the average office worker generates 126 pounds of paper per year?

2.7.2 Recycling Storage

The City of Ann Arbor provides the following bins at no charge:

Desk-side Paper Recycler—a small cardboard box that fits easily under or on top of desks. (13"x11"x5")

12 Gallon Bin—Sturdy plastic bin with drainage holes in the bottom. (15"x20"x12")

30 Gallon Collector—Cardboard box for use with clear 30 gallon bag (only) 15"x15"x24" tall.

You may choose to purchase your own containers for a more attractive approach for indoor recycling storage. Free decals are provided by the city if you wish to label your own containers.

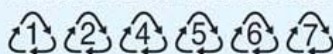
2.7.3 Suite Recycling Location

Once your office has received their recycling containers, a "Recycling Location" must be established within the office. This is where the recycling will be placed nightly for pick up by the janitorial staff. The janitorial staff does not empty or pick up any recycling other than that which is placed in this location.

All Together Now: Ann Arbor Recycling

Carts must be out before 7 a.m. for pickup

PLASTIC BOTTLES & TUBS



GLASS & METAL



PAPER & FLATTENED BOXES



BULKY PLASTICS



All items must be empty and clean.

Everything must fit inside the cart with the lid closed. Place cart with the metal lift bar facing the street.

Earn rewards for recycling with **RecycleBank®**

More details at
www.a2gov.org/recycle.

Place shredded paper in see-through, sealed plastic bags.



NO:


 Plastics
 Plastic Bags
 Styrofoam™
 Batteries
 Plastic Lids
 Light Bulbs
 Syringes
 Biodegradable Plastics
 Paper Cups, Napkins, etc.
 Automotive Fluids
 Hazardous Wastes
 Hardcover Books
 Ceramics, Pyrex
 Electronics
 Trash

STARTING JULY 5, 2010

Printed on postconsumer recycled paper



Recycle Ann Arbor - Recycling information, recycling cart management, recycling collection, and the Drop-Off Station are services of Recycle Ann Arbor, 662-6288 www.recycleannarbor.org



City of Ann Arbor
99-GREEN (994-7336)
www.a2gov.org/recycle



Ann Arbor's plant is operated on behalf of the City of Ann Arbor by **FCR**

2.8 HVAC Services (Heating, Ventilating & Air Conditioning)

The South State Commons III building Heating, Ventilating and Air Conditioning is provided by self contained roof top units (RTU's). The RTU's are serviced by the MAVD maintenance personnel and a licensed HVAC service contractor.

2.8.1 Thermostats

Thermostats can be adjusted by 2 degrees either up or down. Should you experience warm or cold temperatures, adjust the thermostat for the area that is uncomfortable and see if this does not resolve the issue. Should there be no change in the temperature, contact MAVD.

2.8.2 HVAC Hours of Operation

HVAC service is provided to your suite as specified in your lease or during the normal business hours of the building which are:

Monday — Friday 8:00 a.m. to 6:00 p.m.

Saturday— 8:00 a.m. to 1:00 p.m.

Sunday—none

Outside of normal business hours the temperature may fluctuate as the HVAC goes to unoccupied mode to conserve energy.

2.8.3 Additional Hours of Operation for HVAC

Should you require additional heating or cooling outside of normal business hours or holidays please contact MAVD at least 24 hours in advance of the requested date. All requests must be submitted in writing on Form "C" which can be found in the Tenant Handbook and forwarded to MAVD.

Additional costs for extended operation of the HVAC system may apply as detailed in your lease agreement.

2.9 Service Requests

Maintenance personnel are available for service from 8:00 a.m. to 4:00 p.m. Monday through Friday.

2.9.1 Submitting a Service Request

Maintenance service requests can be submitted via email to servicerequest@mavd.com or on line through the MAVD web site at www.mavd.com. Once on the site click on the box labeled "Michigan Properties." Phone requests are always welcome at 734.930.6700.

Please direct all Service Requests to MAVD, rather than directly to maintenance personnel.

This helps us track requests and ensure they are resolved in a timely fashion.

2.9.2 Information

When submitting a service request, please include the following information:

- Requestor Name and Phone Number
- Company Name
- Suite Number
- Scope of Work to be completed (give as much detail as possible)
- Location of work to be completed (give as much detail as possible)

2.9.3 Completion Time

We make every effort to attend to service requests within a 24 to 48 hour time frame. Despite our best efforts, special circumstances, such as the need to order parts, may delay completion.

2.9.4 Vendor/Contractor Work

Should the service request require the assistance of outside vendors, a contractor may be called to obtain a price quote for the work. Once the tenant has approved all costs, the contractor will be contacted to schedule the work. The tenant will be billed on their monthly rent statement for any agreed to charges.

2.9.5 After Hours Service Requests

Should you require emergency services after normal business hours contact the MAVD answering service as outlined on page 6. Charges may be incurred for after hours services depending on the nature of the service. Every effort will be made for a MAVD staff member to accommodate your request but in some instances a contractor may need to be called. Charges incurred from a contractor will be at the tenants cost.

What constitutes an emergency? A request that can't wait until the next business day. Water leaks, power outages and life safety issues.

Locked out of the building or your suite? Try calling another member of your company.

2.10 Moving Procedures

In order to ensure that you have a safe and efficient move either into or out of South State Commons III, the following procedures should be followed to prevent any damage to the building and to minimize interference with the lobby areas and other Tenants.

2.10.1

Moves may only take place (*BEFORE 7:00 a.m. or AFTER 6:00 p.m.*) Monday thru Friday or on the weekend, unless specifically approved by MAVD.

2.10.2

The section on “Specifications for Moving,” Section 2.11 of this Handbook, should be forwarded to those moving companies bidding on your move.

2.10.3

When a moving date is firmly established, a letter must be written to:

Michael J. Genrich
Vice President
MAVDevelopment Company
2727 South State Street, Suite 100
Ann Arbor, MI 48104

The letter may be e-mailed to mgenrich@mavd.com

The letter should provide the following information:

Date of move. The actual time the move will take place. MAVD must clear all moving arrangements. All moves will be scheduled on a first come, first serve basis.

Time periods for which the elevator is needed. One passenger elevator is located in the building. When a delivery or move occurs the elevator will be padded.

Name of moving company. Name and phone number of the contact person with the moving company.

Proof of adequate insurance coverage by the moving company. Copies of Certificates of Insurance must be received by MAVD no later than five (5) days prior to the scheduled day of the move from the Moving Company and any contractor doing work to assist with the dismantling of equipment, partitions, etc., (i.e. electrical company, plumbing company, computer company, etc.).

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Insurance Policies must name as additional insured:

Owner: South State Commons III, LLC
Owners Agent: MAVDevelopment Company

Please see Section 2.11.4 of this Handbook for the required limits of coverage. Management may refuse movers access to the building should their Certificate of Insurance not meet MAVD requirements.

2.10.4

A tenant representative will need to be present during the move in order to provide access to the premises and to monitor their activity. Advance written notice is required for any contractors requiring access to your suite and/or elevator prior to your move. Every effort will be made to accommodate your needs.

2.10.5

Moving companies and Tenants will be responsible for leaving the building and the premises clean. This will include removing all cartons and other trash generated from the move, sweeping or vacuuming the lobby and corridor floors, and cleaning up the elevator cab.

2.10.6

Any and all damage to the building, grounds, or elevator areas caused by the Tenant, the moving company, or the employees or agents of either the Tenant or the moving company, will be the responsibility of the Tenant. The Tenant will reimburse the Landlord for the entire cost of restoring the building to its original condition prior to the move. To avoid unnecessary damage:

- A. Pad or otherwise protect all entrances, doorways and walls affected by the move.
- B. Cover all floors traversed during the move with appropriate material.

2.10.7

Your moving company must report any electrical problems or equipment break downs that occur during the move which may affect building operations

2.10.8

The Fire Marshall prohibits the blocking of fire corridor, exit door, elevator lobby or hallways. Do not park moving vehicles in marked fire lanes.

2.10.9 Walk Through Inspection

At completion of the move, a walk-through inspection will be performed with a representative from the Tenant and MAVD. For Tenants moving out of the South State Commons III Building, as noted in your lease, "Tenant shall peaceably surrender the Leased Premises, broom-clean, in good condition and repair, reasonable wear and tear accepted....." During the inspection, a list will be prepared outlining items, if any, the Tenant will be responsible for repairing or replacing.

2.11 Specifications for Moving and Delivery

MAVD has established the following specifications for the movement of Tenants office furniture and equipment into or out of South State Commons III.

2.11.1 Instructions to Moving Company:

The moving company is responsible for contacting MAVD to arrange for a meeting prior to the scheduled move. This will enable the mover to inspect the tenant premises and acquaint the mover with the existing conditions of the premises (bringing to the attention of MAVD any pre-existing damage) and enable the mover to provide proper equipment and labor necessary for an orderly and timely move. This will also allow the moving company to become familiar with the buildings surroundings, such as building entrances, elevator locations, loading docks, garage entrances and also to be made aware of safety precautions under which their work must be accomplished.

2.11.2 Moving Schedules

Moves may only be scheduled **BEFORE or AFTER** normal business hours of 7:00 a.m. to 6:00 p.m. Monday through Friday or on the weekend. A Tenant representative must be present at all times during the move.

2.11.3 Moving Company Requirements

The moving company shall furnish all supervision, labor, materials and supplies necessary to perform an orderly and timely move.

- (a) Each employee of the moving company shall be bonded and uniformly attired in the same type and color uniform. These requirements shall be strictly adhered to in order to maintain security of the premises and provide easy identification of the movers.
- (b) The moving company shall take every precaution to safeguard the property from damage. They shall be responsible to pad or otherwise protect all entrances, doorways, walls and windows affected by the move, including covering all floors traversed during the move with appropriate material. Any equipment such as dollies, hand trucks, etc. must have rubber-tired wheels and must be free from grease and dirt.
- (c) When a move occurs, one of the elevators cabs is padded. This padded elevator is the **ONLY** elevator to be used during the move.
- (d) The Fire Marshall prohibits the blocking of fire corridors, exit doors, elevator lobbies or hallways. DO NOT park moving vehicles in marked fire lanes.
- (e) The moving company shall be responsible for leaving the building grounds and premises clean by the removal of all cartons, trash generated from the move, sweeping, vacuuming the lobby, corridor floors and elevator cabs.
- (f) The moving company shall report any electrical problems or equipment break downs that occur during the move which may affect building operations.

2.11.4 Insurance Requirements

The mover, at the mover’s sole cost and expense, shall obtain, maintain, and keep in full force and affect the following types of insurance:

- a. Comprehensive General Liability \$1,000,000.00
- b. Employer’s Liability & Workers Comp \$500,000.00
- c. Comprehensive Auto Liability \$1,000,000.00
- d. Umbrella Liability \$1,000,000.00

The Insurance Policy must name *MAVDevelopment Company* and *South State Commons III, LLC* as additionally insured.

The certificate of insurance must be received in the MAVDevelopment Company office at least five (5) days prior to a scheduled move.

MAVD may refuse movers access to the building should their certificate of insurance not meet MAVD Company’s requirements.

2.12 Tenant Signage

MAVD provides Tenant identification signage on suite entry doors.

Please refer to your lease for additional signage provisions.

2.13 Mail & Delivery Guidelines

Upon move-in each Tenant is assigned a mailbox located in the first floor lobby, along with two mailbox keys.

2.13.1 Mailing Address

The Building's mailing address is 2727 South State Street, Ann Arbor, MI 48104. Incoming mail must include your suite number to guarantee delivery by the post office or other commercial delivery services.

2.13.2 U.S. Postal Service

An outgoing mail slot is located in the mailbox area on the first floor. Mail is picked up daily when the mail is delivered.

Post Office Address:

200 E. Liberty Street
Ann Arbor, MI 48104-9998
Mon. — Fri. 7:30 a.m.—7:00 p.m.
Sat. 9:00 a.m.—3:00 p.m. Sun. Closed

www.usps.com 1-800-275-8777

2.13.3 United Parcel Service (UPS)

A UPS drop box is located in the first floor mail room at South State Commons I. Pick up times are posted on the drop box. A limited amount of supplies can be found on the drop box as well. For additional information contact UPS at 1-800-742-5877 or www.ups.com.

2.13.4 Federal Express (FedEx)

A FedEx drop box is located in the first floor mail room at South State Commons I. Pick up times are posted on the drop box. A limited amount of supplies can be found on the drop box as well. For additional information contact FedEx at 1-800-463-3339 or www.fedex.com.

2.14 Rent Payments

Rent payments are due on or before the first of each month. Payment can be made by check and made payable to South State Commons III, LLC and mailed or hand delivered to 2727 South State Street, Suite 100, Ann Arbor, MI 48104.

2.15 Solicitation

Solicitation is not permitted in the building or on the building premises. Please notify MAVD immediately if you notice a solicitor within the building. Building staff will locate the person and as quickly as possible escort him/her off the premises.

2.16 Contractors & Vendors Access

There may be special instances when you may require contractors or vendors to perform work in your suite. In such instances, please provide written notification to MAVD prior to the work be conducted. Please include the following information:

- Company name
- Names of all people who will be doing the work
- Date(s) the work will be performed
- Time the contractor/vendor will arrive and depart
- Description of the work being done
- Copy of contractor/vendor certificate of insurance

This includes phone, internet, and/or IT contractors/vendors that may need to access the electrical or phone closets.

For security reasons our building staff will not admit contractors/vendors into your suite. Please make arrangements to meet the contractor/vendor or to provide them with access.

2.17 Building Rules & Regulations

1. The sidewalks, entrances, passages, courts, elevators, vestibules, stairways, corridors, and halls shall not be obstructed or encumbered by any Tenant or used for any purpose other than ingress and egress to and from the Leased Premises.
2. No sign, picture, lettering, notice, or advertisement of any kind shall be painted or displayed on or from the windows, doors, roof, or outside wall or interior of the building in which the Leased Premises are located except within the Leased Premises.
3. No curtains, blinds, shades, screens, awnings, or other projections shall be attached to or hung in, or used in connection with, any window, or door of the Leased Premises or outside wall of the Building without prior written consent of the Landlord, which shall not be unreasonably withheld, conditioned or delayed.
4. Any carpeting cemented down shall be installed with a releasable adhesive.
5. The water and wash closets and other plumbing fixtures shall not be used for any other purpose other than those for which they are constructed, and no sweepings, rubbish, rags or other substances shall be thrown therein. All damages resulting from any misuse of the fixtures shall be borne by the Tenant who, or whose servants, employees, agents, visitors or licensees, shall have caused the same.
6. No Tenant shall mark, paint, drill into (with the exception of picture hangers), or in any way deface any part of the Leased Premises of the Building of which they form a part except to the extent of non-structural alterations permitted under the Lease. No boring, cutting or stringing of wires shall be permitted, except with the prior written consent of the Landlord, and as the Landlord may direct.
7. No motorized vehicles, and no dog or other animal shall be allowed in offices, halls corridors, or elsewhere in the Building except leader dogs.
8. Tenant shall not cause or permit unusual or objectionable odors to be produced upon or permeate from the Leased Premises, including duplicating or printing equipment emitting noxious fumes. Tenant shall not allow any cooking on the Leased Premises, provided that Tenant shall be permitted to use a microwave oven in the Leased Premises. Tenant shall not disturb any occupants of this or neighboring buildings or Premises.
9. No Tenant shall throw anything out of the door, window, or down any passage ways or elevator shafts.
10. All loading, unloading, receiving or delivery of goods, supplies or disposal of garbage, or refuse shall be made only through entry ways provided for such purposes and indicated by Landlord.

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11. Tenant is not permitted to use any part of the Building or Common Areas for lodging or sleeping, or for any immoral or illegal purpose.
12. All safes, freight, furniture, or other bulky matter of any description shall be carried in or out of the Leased Premises only at such times and in such manner as shall be prescribed in writing by Landlord, and Landlord shall in all cases have the right to specify the proper positions of any such safe, furniture or other bulky articles which exceed the floor load limit of 80 pounds per square foot, and, to require the installation, at Tenant's cost, any reinforcement of the floors in the Leased Premises deemed necessary by Landlord or its engineers and/or contractors, and provided that the same shall only be used by Tenant in a manner which will not interfere with or cause damage to the Leased Premises or the Building in which they are located, or to the other Tenants or occupants of said Building. Tenant shall be responsible for any damage to the Building or the property of its Tenants or others and injuries sustained by any person whomsoever resulting from the use or moving of such articles in or out of the Leased Premises, and shall make all repairs and improvements required by the Landlord or governmental authorities in connection with the use or moving of such articles.
13. Tenant shall not bring in or allow to be kept upon the Leased Premises any inflammable, combustible or explosive fluid, chemical substance or any article deemed extra hazardous on account of fire or other dangerous properties, except in accordance with applicable law.
14. Landlord shall have the right to prohibit any advertising by any Tenant which, in Landlord's opinion, tends to impair the reputation of the Building or its desirability for offices, and upon written notice from Landlord, Tenant shall refrain from or discontinue such advertising.
15. Canvassing, soliciting, and peddling in the building is prohibited and each Tenant shall cooperate to prevent the same.
16. Windows in each office suite shall remain closed during periods when the building heating or air condition is in operation.
17. Wherever the word "Tenant" occurs, it is understood and agreed that it shall mean Tenant's associates, agents, clerks, servants, and visitors.
18. The Building is a "NO SMOKING" building. Tenant shall not permit any of its employees, agents, invitees, guests, or any other person within the Leased Premises to smoke, and Tenant shall place appropriate signage within the Leased Premises indicating that there is no smoking within the Tenant's offices.
19. Landlord is not responsible to any Tenant for the non-observance or violation of the rules and regulations by any other Tenant, provided Landlord is uniformly enforcing the same.
20. Landlord reserves the right to exclude from the Building between the hours of 6:00 p.m. and 8:00 a.m. on business days, 12 midnight to 8:00 a.m. and 1:00 p.m. to 12 midnight on

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Saturday and at all hours on Sundays, and legal holiday, all persons except Tenant's employees and visitors who are given after hours access by Tenant via the Building's electronic security system, and Tenant shall be liable to Landlord for all acts of such persons.

2.18 Energy Management

MAVDevelopment Company is committed to sustainability and energy saving initiatives. We strive for continuous improvement in the energy efficiency of our buildings and encourage our tenants to participate in this commitment to reduce our impact on the environment.

Did you know that over 50% of our nation's energy use is used at places where we work? This is why we have initiated energy saving measures in our buildings and continue to review best practices within our industry that promote environmental stewardship. Our efforts include:

- ◆ Operating and maintaining our building systems and equipment so they perform at peak efficiency.
- ◆ Becoming an *Energy Star Partner* and being committed to do our part to protect the environment through improved energy performance at our buildings.
- ◆ Using state of the art electronic controls to monitor and manage our HVAC systems.
- ◆ Using occupancy sensors and electronic lighting controls.
- ◆ Installing high efficiency motors and variable frequency drives on major equipment.
- ◆ Tracking and monitoring energy and water usage with sub-meters to identify potential savings.
- ◆ Conducting energy audits at each property to identify energy waste and efficiencies.

As tenants, you can help reduce energy consumption within your suite by implementing a few simple strategies noted below:

- ◆ Power down during off hours: Turn off everything possible, such as PC's, monitors, copiers, kitchen equipment and task lights.
- ◆ Energy Star equipment: When purchasing office equipment such as PC's, printers, appliances, copiers, fax machines, etc. consider Energy Star models that "power down" after a period of inactivity.
- ◆ Laptop computers and Inkjet printers: If appropriate, use laptop computers which consume 90% less energy than desktop computers. Also, ink-jet printers consume 90% less energy than laser printers.
- ◆ Space Heaters: Space heaters are energy hogs, present safety concerns and should not be used. If areas within your suite are too cold, please let us know.
- ◆ Turn off the lights: Especially when you leave an office or room.
- ◆ Harvest daylight: Switch off overhead and task lighting when daylight is sufficient.
- ◆ Thermostats: Please report uncomfortable temperatures to us so we can work toward comfort solutions that avoid the use of space heaters and thermostat battles.

We welcome your input and involvement. Please contact us with any suggestions or if you have any questions regarding our energy management efforts.

3 THE NEIGHBORHOOD

3.1 South State Commons Campus

The South State Commons Campus is comprised of three first class office buildings, located on South State Street and Oakbrook Drive. Ample parking is available for employees and visitors.

Two detention basins add to the beautiful surroundings, attracting several different species of wildlife to these natural areas. Ecological management of the detention basins and upland areas are controlled through prescribed burns and weed control.

3.2 Ann Arbor Area

The City of Ann Arbor offers an exciting array of experiences from dining, shopping, a walk in one of the 157 city parks, golfing on any one of the seven golf courses or just enjoying a leisurely stroll through one of the museums or galleries.

The Ann Arbor Area Convention and Visitors Bureau offers a Visitors Guide for Ann Arbor and it's surrounding areas, Chelsea, Dexter, Manchester, Milan, Saline & Ypsilanti. The guide is overflowing with a never ending list of attractions, shopping locations, calendar of events, map of downtown Ann Arbor and guides for recreation and restaurants. Take a moment to log onto the Visitors Bureau website at www.annarbor.org and download a copy today.

4 EMERGENCY PROCEDURES

This is your **Emergency Procedures Quick Reference Guide**. In the event of a fire or other emergency, the directions provided within this guide will enable you to react appropriately and safely. Please take the time to familiarize yourself with each of these procedures.

4.1 Introduction & Contacts

This material has been prepared by MAVDevelopment Company in cooperation with the City of Ann Arbor Fire Department. Please direct any questions regarding this information to MAVD.

All emergency situations that occur must be reported to MAVD immediately.

ALL EMERGENCIES	911
POISON CONTROL	800.222.1222
MAVDEVELOPMENT	734.930.6700

4.2 Security Breach

If you believe a crime is being committed, or see a person acting in a suspicious manner, follow the steps below:

1. **DO NOT** try to investigate or intervene. Instead, move to a lockable room or area.
2. Call **911** — Give the operator this information:
Address: 2727 South State Street
Floor, Suite Number and specific incident location
Any details about the incident
Description of the person acting suspicious or committing the crime
3. Call MAVD at 734.930.6700.
4. Leave your locked area or room only when the proper authorities arrive.
5. Avoid handling items in the vicinity of the incident location. Every possible effort must be made to retain evidence.

4.3 Medical Emergency

In the event of a serious accident or illness of an employee or guest, follow the steps below:

1. Call **911** — Give the operator this information:
Address: 2727 South State Street
Floor, Suite Number and specific victim location
Any details about the accident or illness
2. Call MAVD at 734.930.6700.
3. DO NOT try to move the injured or ill person. Simply try to make them comfortable and make sure someone stays with them.
4. Ask for help to locate persons in the building with first-aid training.
5. Recruit someone to put an elevator in “manual” service and keep it at the lobby level to await emergency personnel.
6. Recruit persons to stay at the building entrances and the elevator on this floor to lead medical personnel to the victim.

4.4 Evacuation Plan

When an evacuation is ordered, all personnel within the building will be instructed to evacuate.

1. **DO NOT USE THE ELEVATORS**—the elevators may be controlled by emergency personnel or may be reserved for evacuation of handicapped personnel.
2. Walk quickly—**DO NOT RUN**—to the nearest stairwell exit.
3. Keep to the right—in single file—in halls and stairwells, so that emergency personnel may gain access to the floor where the incident has been reported. Use handrails when proceeding down the stairs.
4. Merge alternately when two lines meet at various floor landings.
5. If possible, provide assistance to any elderly or handicapped persons.

Evacuate to a safe distance from the building. Flying glass or debris can cause damage or injury. **DO NOT LINGER IN THE VICINITY OF THE BUILDING.** Do not return to the building until responding authorities have given an “all clear.”

4.5 Power Failure

In the event a power failure occurs:

1. An emergency power system will provide the necessary power for emergency lighting in the stairwells and corridors.
2. Call MAVD at 734.930.6700.
3. Turn off as many pieces of electrical equipment, particularly computers, as possible, this will lessen the electrical load on circuits in the building when power is restored.
4. The Evacuation Plan may be implemented if the power failure will be of extended duration, or if it is a symptom of another incident.

BLACK OUT = Power Failure

BROWN OUT = Reduction in Service

4.6 Hazardous Waste Spill

If you believe a hazardous materials incident may pose a threat to life, health, property or the environment; follow the steps below:

Incident Inside the Building

If a potentially radioactive, explosive, toxic or noxious “mystery material” is discovered:

1. **Pull the Fire Alarm and evacuate, then recruit someone to call “911” once you are at a safe distance from the building.**

Give the operator this information:

Address: 2727 South State Street

Floor, Suite Number and specific location of material

Description of the material

If a known, nonthreatening material is discovered, try to contain it and call MAVD at 734.930.6700.

Incident Outside the Building

If a potentially radioactive, explosive, toxic or noxious “mystery material” is discovered:

1. Call **911** — Give the operator this information:
Address: 2727 South State Street
Description of the material and its location.
2. Call MAVD at 734.930.6700.
3. Two general scenarios may occur:
 - A. Authorities may order an evacuation
 - B. Occupants may be ordered to stay where they are, and it may be necessary to seal the building to prevent the intrusion of the hazardous material.

4.7 Severe Weather

In the event life threatening weather conditions should develop, such as a tornado, a TORNADO WARNING will be issued via radio/TV and the City Defense Warning System (3 minutes of steady wailing).

PLEASE TAKE THE FOLLOWING ACTION IMMEDIATELY:

1. Make sure a radio or TV is tuned in to a local station for weather information. (Please refrain from using the telephone. Circuit lines must remain open for emergency purposes.)
2. Leave all perimeter rooms and close the doors. Move away from any area exposed to exterior glass. (If you are trapped in a perimeter room, take cover under a desk or table, in the center of the room if possible.)
3. In an orderly fashion, use the stairwell to get to the lower level per the Evacuation Map.
4. If you are unable to get to the lower level, proceed to the lowest interior hallway or restroom and protect yourself by putting your head as close to your lap as possible. If the stairwell is crowded, move down to a lower level.

DO NOT USE THE ELEVATORS!

DO NOT GO TO THE FIRST FLOOR LOBBY!

DO NOT GO OUTSIDE OF THE BUILDING!

ABOVE ALL ELSE—REMAIN CALM!

TORNADO WATCH:

WEATHER CONDITIONS ARE RIGHT FOR SEVERE WEATHER TO DEVELOP.

TORNADO WARNING:

A TORNADO HAS BEEN SIGHTED AND YOU SHOULD TAKE COVER IMMEDIATELY.

4.8 Bomb Threat

The person receiving the call should remain calm, attempt to get as much information as possible from the caller, and should try to write out the message exactly as received from the informant. A pre-typed Bomb Threat form “G” can be found in this Handbook.

Keep the caller on the line as long as possible—ask the person to repeat the message.

You may be able to identify the exact location of the explosive device or the person calling by their comments, vocal characteristics and background noises you hear through the telephone.

BOMB THREAT CHECKLIST

Where is the bomb?

What type is it?

Is the bomb in a container and if so, what kind?

When will it go off?

Why are you doing this?

Who are you?

NOTE:

Time of Call: _____

Voice: ____ Male ____ Female ____ Child

Speech: ____ Accent ____ Disguised ____ Intoxicated

Background Noise: ____ Music ____ Traffic ____ Voices ____ Machines

Immediately after the call contact “911” and MAVD at 734.930.6700 and contact your supervisor.

Do not discuss the bomb threat with anyone other than Police, MAVD personnel and your supervisor.

The decision to evacuate should be made immediately and the Evacuation Plan should be implemented. Take all familiar purses, packages and briefcases with you. Report any unusual items to

the authorities, but do not handle them.

4.9 In Case of Fire **INSIDE** Your Office

1. Call **911** — Give the operator this information:
 - Address: 2727 South State Street**
 - Floor, Suite Number and your exact location**
 - Describe what is burning and the situation**
2. Call MAVD at 734.930.6700.
3. If you cannot safely extinguish the fire:
 - A. Initiate an internal alarm by pulling the manual alarm.
 - B. Evacuate the area.
 - C. Close all doors—leave unlocked.
 - D. **DO NOT USE ELEVATORS**—use the stairwells for exit.

4.10 In Case of Fire **OUTSIDE** Your Office

- A.** Feel the door—if it is hot—**DO NOT OPEN**
 1. Call **911**
 2. Call MAVD at 734.930.6700.
 3. Seal the bottom of the door as best you can with cloth material to keep smoke out. Close as many doors between you and the fire as possible.
 4. Attempt to move to a perimeter area where you can signal for help from a window.
- B.** If the door is not hot, open it cautiously and be prepared to close it quickly.
 1. Walk to the nearest safe stairwell.
 2. **DO NOT USE THE ELEVATORS!**
 3. Alert others and initiate an internal alarm by pulling a manual alarm.
 4. If there is smoke present, stay low and breathe through a handkerchief or piece of clothing.

5. Walk DOWN the stairwell—do not run—go up ONLY when downward movement is not safe.

The Ann Arbor Fire Department will give you evacuation orders and the Evacuation Plan will be implemented. If evacuated, move away from the building. PLAN AHEAD! Know all exit stairwell locations! DO NOT USE THE ELEVATORS.

4.11 Fire Extinguishers

Each floor has portable fire extinguishers located on the way to the exits. You may need to depend on this equipment. Take the time to learn its capabilities, limits and basic operation.

4.12 Automated Electronic Defibrillator (AED)

An AED is located on the first floor lobby next to the mail boxes for use in an emergency situation.

While it is preferred that all persons using an AED be trained in its use, each unit contains instructions that can, if needed, guide an untrained individual through the use procedures. However, in order to be more proficient and to save time in an emergency situation, it is advised that personnel obtain training on the use of the AED. MAVDevelopment Company will coordinate AED training with your selected tenant representative.

Should an emergency situation occur, please contact MAVD at 734.930.6700.

5 Forms

The following forms in this section are for your use as referenced throughout the handbook. They can also be found online in an electronic format via the MAVD web page.

“A”	Tenant Contact Information Form	Page 34
“B”	Building Access Card Request Form	Page 35
“C”	HVAC After Hours Request Form	Page 36
“D”	Service Request Form	Page 37
“E”	Suite Entry Signage Form	Page 38
“F”	Bomb Threat Checklist Form	Page 39

TENANT CONTACT INFORMATION



South State Commons III

Company Name: _____	2727 South State Street
Suite #: _____	Ann Arbor, MI 48104
Phone No: _____	Fax No: _____
Company Web Site: _____	Alarm Code: _____

The "Primary Office Contact" Person is the 1 person in charge who has the power to order Keyscan Cards, additional suite keys, door lock re-keys and any other issues that may arise with in your suite.

Primary Office Contact

Name: _____	Title: _____
Business Phone: _____	Fax: _____
E-mail Address: _____	Cell Phone: _____

Secondary Office Contact

Name: _____	Title: _____
Business Phone: _____	Fax: _____
E-mail Address: _____	Cell Phone: _____

Accounting Contact

Name: _____	Title: _____
Business Phone: _____	Fax: _____
Billing Address: (if different than site address) _____	Cell Phone: _____
E-mail Address: _____	

AFTER HOURS EMERGENCY CONTACT

#1 Name _____	Title: _____
Home Phone: _____	Cell Phone: _____
#2 Name _____	Title: _____
Home Phone: _____	Cell Phone: _____
#3 Name _____	Title: _____
Home Phone: _____	Cell Phone: _____

“B”

BUILDING ACCESS CARD REQUEST FORM



South State Commons III

2727 South State Street
Ann Arbor, MI 48104

Company Name: _____

Suite #: _____

Date: _____

Requested By: _____

Phone: _____

New Employee Request

****If multiple cards need to be added, deleted or changed please list them on an additional sheet of paper! Thank-you!**

Employee Name: _____

Suite #: _____

Request Submitted for the following Card/FOB:

Card #: _____

Fob #: _____

Charges: Card \$10.00

Employee Name: _____

FOB \$15.00

Reason for Request

Lost Card/FOB ☐

Change Access ☐

Terminate Access ☐

Change of Name ☐

New Card/FOB # Assigned: _____

Change Name to: _____

Access Zones & Times

Building Access ☐

Elevator Access ☐

Suite Access ☐

24 / 7 Access ☐

Restricted Access ☐

Specify dates / times: _____

MAVD OFFICE USE ONLY

Card # Assigned: _____

Issue Date: _____

Fob # Assigned: _____

By Whom: _____

Total Charges: _____

Input into System: _____

Please allow a minimum of 24 hours for your request to be completed!

“C”

HVAC AFTER HOURS REQUEST FORM



South State Commons III

2727 South State Street
Ann Arbor, MI 48104

Tenant Name: _____ Date of Request: _____

Suite Number: _____ Time Submitted: _____

Contact Person: _____

Phone Number: _____

Date	Time Service to Begin	Time Service to End	Total Service Hours	Rate per Service Hour	Total Cost

HVAC requests must be submitted no later than 24 hours prior to the beginning service time. Service which is requested less than 24 hours in advance cannot be guaranteed.

Requests can only be accepted via fax or email to servicerequest@mavd.com.

After hours HVAC service will be billed at a rate of _____ per hour or per the terms of your lease.

Email: servicerequest@mavd.com

Fax: 734.930.6701

MAVD OFFICE USE ONLY

Date Received: _____

Time Received: _____

Service Programmed By: _____

Total Amount Billed: \$ _____

Date Service Billed: _____

Service Billed By: _____

SERVICE REQUEST FORM



South State Commons III

2727 South State Street
Ann Arbor, MI 48104

Service requests may be submitted by email, phone or fax.

Email: servicerequest@mavd.com

Phone: 734.930.6700

Fax: 734.930.6701

TO BE COMPLETED BY TENANT:

Tenant Name: _____ Date of Request: _____

Contact Name: _____ Time of Request: _____

Suite #: _____ Date Needed: _____

Phone No.: _____

Work Requested: _____

TO BE COMPLETED BY MAVD:

Completed By: _____ Date Completed: _____

Follow up Date w/Tenant: _____ Time Completed: _____

Work Performed: _____

Parts & Materials Used: _____

Additional Info: _____

“E”

SUITE ENTRY SIGNAGE FORM

South State Commons III



Company Name: _____

2727 South State Street
Ann Arbor, MI 48104

Suite #: _____

Phone No: _____

Date: _____

There are one (1) line per sign. Logos are allowed with prior approval by Landlord.

Company Name

Suite Number

Form Completed By:

Name

Title

NOTE: Please attach a vector file for logo along with this form and return
to the MAVDevelopment Office via email to lwilson@mavd.com
or servicerequest@mavd.com. Thank you!

MAVD OFFICE USE ONLY

Date Signage Ordered: _____

Vendor Used: _____

Expected Date of Delivery: _____

Special Notes: _____

"F"

BOMB THREAT CHECKLIST

South State Commons III



The person receiving the call should remain calm, attempt to get as much information as possible from the caller and should try to write out the message exactly as received from the informant.

MAVDevelopment Company
2727 South State Street
Suite 100
Ann Arbor, MI 48104

You may be able to identify the exact location of the explosive or the person calling by their comments, vocal characteristics and background noises you hear through the telephone.

1. Keep the caller on the line as long as possible, ask the person to repeat the message.

2. Where is the Bomb?

3. What type is it?

4. Is the bomb in a container? If so what kind?

5. When will it go off?

6. Why are you doing this?

7. Who are you?

NOTE:

Time of Call?	<hr/>			
Voice	Male? <hr/>	Female? <hr/>	Child? <hr/>	<hr/>
Speech	Accent <hr/>	Disguised <hr/>	Intoxicated <hr/>	<hr/>
Background Noise	Music <hr/>	Traffic <hr/>	Voices <hr/>	<hr/>
	Machines <hr/>	<hr/>	<hr/>	<hr/>

Immediately after the call notify the Police at "911", contact the MAVDevelopment Company Office at 734.930.6700 and then contact your :

DO NOT discuss the bomb threat with anyone other than Police, MAVD Personnel and your supervisor.

The decision to evacuate should be made immediately and the Evacuation Plan should be implemented. Take all familiar purses, packages and briefcases with you. Report any unusual items to authorities, but **DO NOT** handle them.

EMERGENCY PHONE

911



LOWER LEVEL

KEY

TO EXIT LOCATION



FIRE EXTINGUISHER



FIRE ALARM PULL BOX




TORNADO SHELTER AREA



STAIRWAY



EMERGENCY GUIDELINES

- A. FAMILIARIZE YOURSELF WITH ALL EXIT LOCATIONS.  EXIT LOCATIONS.
- B. KNOW WHERE ALL OF THE FIRE ALARM PULL BOXES AND FIRE EXTINGUISHERS ARE.
- C. EVACUATE THE BUILDING WHEN THE FIRE ALARM (HORN / STROBE) SIGNAL SOUNDS.
- D. PROCEED TO A TORNADO SHELTER AREA WHEN INSTRUCTED. IDEAL AREA IS THE ELEVATOR LOBBY ON THE LOWER LEVEL.
- E. DO NOT USE THE ELEVATOR.



**LOWER LEVEL
TORNADO SHELTER AREA**

KEY

TO EXIT LOCATION



FIRE EXTINGUISHER



FIRE ALARM PULL BOX



TORNADO SHELTER AREA



STAIRWAY



EMERGENCY GUIDELINES

- FAMILIARIZE YOURSELF WITH ALL EXIT LOCATIONS.
- KNOW WHERE ALL OF THE FIRE ALARM PULL BOXES AND FIRE EXTINGUISHERS ARE.
- EVACUATE THE BUILDING WHEN THE FIRE ALARM (HORN / STROBE) SIGNAL SOUNDS.
- PROCEED TO A TORNADO SHELTER AREA WHEN INSTRUCTED. IDEAL AREA IS THE ELEVATOR LOBBY ON THE LOWER LEVEL.
- DO NOT USE THE ELEVATOR.