



The
Laurelton Building
Medical & Professional Offices

**TENANT
INFORMATION
HANDBOOK
2010**

This property is owned and managed by
500 Helendale Associates, LLC.

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INTRODUCTION

Welcome to the Laurelton Building,

On behalf of 500 Helendale Associates LLC, we welcome you to the Laurelton Building. We are pleased to provide you with this Tenant Information Handbook to assist you in becoming familiar with the buildings' features, facilities, and operating procedures, and the staff who manage and maintain it.

You and your staff are encouraged to familiarize yourself with the services and operations of the Laurelton Building and we hope you find this Handbook helpful and informative. Please retain this Handbook for future reference as it will be amended and updated from time to time.

“Please note that the information contained in this Handbook is general in nature and may differ from your Lease. In all cases, the Lease takes precedence over the Handbook.”

Our Property Management Team will be pleased to answer and clarify any questions you may have or concerns that are not addressed in this Handbook. Your comments are welcome and encourage you to discuss with us any suggestions as to how we may improve our services.

Additional Handbooks are available at our office which is located in the lobby

We at 500 Helendale Associates LLC consider our tenants to be our partners; we strive to make a meaningful contribution to your success. Thank you for choosing the Laurelton Building as your workplace, and we look forward to a long and mutually beneficial business relationship.

Sincerely,



Dennis D. Jones
Property Manager of the Laurelton Building

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REVISION TRACKING

<u>SECTION / TOPIC</u>	<u>RELEASE</u>
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SECTION I - CONTACT INFORMATION

Emergency

Ambulance, Police, Fire - 911

Property Management Office

The Laurelton Building Property Management Office is conveniently located within the lobby at the main entrance. You can reach the Property Management Office as follows:

500 Helendale Road
Rochester, New York 14609
Office: (585) 288-8734
Fax: (585) 288-4294
E-Mail: 500Helendale@rochester.rr.com
Website: <http://www.thelaureltonbldg.com>

Property Management Team

- Property Superintendent
Richard C. Sullivan
Cell: (585) 739-1902
E-Mail: rcsullivan@rochester.rr.com

- Property & Leasing Manager
Dennis D. Jones
Cell: (585) 739-1736
E-Mail: ddjones@rochester.rr.com

PROPERTY FACTS

- Leaseable Space - 51,000 Square Feet
- Number of Office Suites - 26
- Built in 1926 as an Elementary School.
- Converted to an Office Building - 1985
- Bought by 500 Helendale Associates, LLC - 2003

We would encourage you to call us to discuss any issues, concerns, special projects, or requests that you may have.

SECTION II - BUILDING POLICIES

*The information contained in this Handbook is general in nature and may differ from your Lease.
In all cases, the Lease takes precedence over the Handbook.*

BUILDING HOURS

The building's two [2] lobby doors will be automatically unlocked as noted below:

	<u>Main Entrance</u>	<u>Lower Level East - Ramp</u>
Monday	6:00 am - 7:00 pm	6:00 am - 6:00 pm
Tuesday	6:00 am - 7:00 pm	6:00 am - 7:00 pm
Wednesday	6:00 am - 7:00 pm	6:00 am - 7:00 pm
Thursday	6:00 am - 7:00 pm	6:00 am - 7:00 pm
Friday	6:00 am - 6:00 pm	6:00 am - 6:00 pm
Saturday	8:00 am - 1:00 pm	Locked
Sunday	Locked	Locked
Holidays	Locked	Locked

The building's other five [5] outside entrance doors will always remain locked. Access to these doors and the building's lobby doors after-hours is only possible for Tenants with outside entrance door keys. Tenants with outside entrance door keys, have access rights to the building 24 hours a day / 7 days per week.

The following national holidays will be observed; therefore all outside entrance doors will be automatically locked:

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

When a holiday falls on a Sunday, the building will normally observe the holiday the following Monday. When a holiday falls on a Saturday, the building will normally observe the holiday the preceding Friday.

PROPERTY MANAGEMENT OFFICE

The Property Management Office, which is located in the lobby, will be open Monday - Friday from 6:00am to 3:00pm, except for holidays.

SHIPPING AND RECEIVING

The Laurelton Building does not have a shipping dock. All Shipping and Receiving is through the building's front entrance lobby door. [See Section II - Building Polices, Building Hours]

Special access can be arranged through the Property Management Office.

Tenants are responsible to coordinate / facilitate any shipments to their suites.

DUMPSTER ACCESS

Tenants and/or their contract housekeeping personnel have access to the enclosed Waste Management dumpster area 24 hours a day / 7 days per week with the use of their outside door key. [See Section IV - Building Services, Waste & Recycle Removal]

HEATING, VENTILATION AND AIR CONDITIONING [HVAC]

Please see the Section V - HVAC of this Handbook for more details on HVAC.

RENTAL PAYMENTS

Rental payments are due on or before the 1st of the each month as per the Lease Agreement and are payable to 500 Helendale Associates LLC. Payments received after the 10th of the month will be assessed a late fee per your Lease Agreement.

For all fixed charges including rent, energy pro-rata and property taxes you will receive a Rental Notification letter at the beginning of your lease year. This is the amount that you must pay monthly. You will not receive a monthly invoice, unless requested.

Should your rental charges change during the year, you will receive a revised Rental Notification Letter indicating the changes and your new monthly rental charges.

Annual adjustments to energy pro-rata costs are implemented on January 1st of each year.

You will be notified by mail in advance of these adjustments so you may process your monthly rental payment correctly.

ENERGY PRO-RATA

Annual adjustments to energy pro-rata costs will be implemented on January 1st of each year. In good faith, the building's energy costs will be projected for the year by the property management using year-over-year actual expenses and increase projections from energy suppliers. If there is an energy pro-rata overpayment, checks will be sent to the Tenants in late January of the following year. Pro-rata corrections may be implemented throughout the year if there is a significant underpayment.

Monthly Energy Pro-Rata Calculation:

$$\text{Annual Energy Projection} * [\text{Your Suite's Ft}^2 / 51,000 \text{ Ft}^2] / 12 \text{ Months}$$

BUILDING SERVICES PAYMENTS

You will receive a separate invoice for tenant maintenance requests on a monthly basis. Please ensure that a remittance copy is sent with your payment.

Please see Section III – Maintenance Request of this Handbook for more details on maintenance.

MOVEMENT OF FURNITURE, FREIGHT OR BULKY MATERIAL

The carrying in or out of freight, furniture, or bulky material of any description must take place during such hours as Landlord may from time to time reasonably determine and only after advance notice to the superintendent of the Building. The person employed by Tenant for such work must be reasonably acceptable to Landlord. Tenant may, subject to such provisions, move freight, furniture, bulky matter, and other material into or out of the Premises on Saturdays between the hours of eight (8) a.m. and six (6) p.m., provided Tenant pays additional costs, if any, incurred by Landlord.

The moving company should observe the following:

1. All moves should be completed during normal lobby hours unless special arrangements are made with the Property Management Office.
2. All work should be accomplished with a constant effort to eliminate unnecessary noise, obstructions and other annoyances.
3. Work in all areas of the Building should be performed in a neat and orderly fashion.
4. All interior surfaces including elevator cased openings and interior, carpet, floor finishes, and wall coverings concerned in the move should be protected.
5. Tenant will be liable to Property Management for replacement or repair of any damages incurred to the Building property during move-in or move-out.
6. All crates, cartons, wrappings, and waste at completion of each working day should be removed and disposed of appropriately.
7. The premises, streets, and sidewalks should be kept clean of debris caused by Tenant move-in or move-out.
8. Owner and its agents shall not be liable for injury or damages to any person or property involved as a result of tenant deliveries or move-ins.
9. Materials that can cause discomfort inconvenience or damage (such as open paint cans) should not be carried on the elevator even though they are carried by hand.
10. In the case of moves, you or your moving contractor will be responsible for any damage to the building incurred during the move. To avoid any unnecessary damage:
 - Pad or otherwise protect all entrances, doorways, and walls affected by the move;
 - Cover all floors traversed during the move with appropriate material.
 - Do not block any fire corridor, exit door, elevator, lobby, or hallway with any materials.

BUILDING DIRECTORY & SUITE SIGNS

No sign or lettering shall be affixed by Tenant to any part of the inside of the Premises so as to be clearly visible from the outside of the Premises without the prior written consent of Landlord. However, Tenant shall have the right to place its name on any door leading into the Premises; the size, color, and style thereof is to be subject to Landlord's approval, which approval shall not be unreasonably withheld.

Landlord shall place Tenant's name on the directory in the lobby of the Building. Tenants do not have the right to have additional names placed on the directory, only names that are noted on the Lease will be listed on the directory.

TEMPORARY SIGNAGE

No sign, placard, picture, advertisement, name or notice shall be installed or displayed on any part of the outside or inside of the Building without the consent of Property Management. Property Management shall have the right to remove, at Tenant's expense, any sign installed or displayed in violation of this rule.

Temporary signage, such as the announcement of an event, which was approved by Property Management, must be removed within 24 hrs after the end of the event.

TENANT NAMES & EMERGENCY CONTACTS

The Property Maintenance Superintendent will maintain a list of emergency phone numbers of key personnel in your company who will be contacted in emergency situations.

Tenants must maintain a current list of all employees, to be filed with property management. This will facilitate the property management office's ability to direct visitors, who are looking for a specific person. Only key management personnel must be listed with telephone numbers, which will be included on the Emergency Contact List.

BUILDING SECURITY / KEYS

No additional locks or bolts of any kind shall be placed on any of the doors or windows by Tenant. Tenant shall, on termination of its tenancy, deliver to Landlord all keys to any space within the Building; either furnished to or otherwise procured by Tenant, and in the event of the loss of any keys furnished, Tenant shall pay to Landlord the cost thereof.

Upon moving in, each tenant will be provided with an appropriate number of keys. Any lost or additional keys requested after the initial move-in will be charged to the tenant. The Property Maintenance Superintendent is responsible for key control.

Any changes made to the lock on your office door MUST BE handled by the Property Maintenance Superintendent. All suite door locks will be accessible by a master key[s] which will be maintained by property management.

For your own internal security and also for the security of the Building, it is in your best interest to limit the number of keys issued. Only people needing after hour access should be issued a key.

We appreciate your assistance in helping keep your Building secured for all Tenants.

OFFICE SECURITY / THEFT

Theft can be a problem in office buildings. Offices are normally unlocked during normal business hours and delivery people and visitors are in the building throughout the day. There are several measures you can take to prevent thefts in your office.

1. Keep all doors locked after you leave the office.
2. Instruct employees to keep valuables, including purses in locked desks when unattended.
3. Keep calculators, laptops and expensive items off desktops when not at desk.
4. Articles of value, including handbags and coats should not be left in unguarded reception areas, even for a few minutes, or on desks in office.
5. Thoroughly mix the combination when closing a vault or safe.
6. Do not leave the vault or safe combination on or in desk.
7. Notify building management when loiterers, peddlers and canvassers are observed in corridors or washrooms.
8. Special care should be taken during times best suited for pilferage-thirty minutes just after opening, during lunch hours and before closing. During these times there is maximum movement of personnel and absence from work areas and office.
9. Check wastebaskets at the end of the day to see if any equipment or other valuables may have been secreted for later removal.
10. Serial numbers should be recorded to aid police in recovering property in the event of loss or theft

In the event that something is discovered missing from your office, please call building management immediately. In addition, please send a letter stating the details so we have a record in our files.

It is up to the tenant's discretion as to whether you wish to report it to the police.

Tenant assumes any and all responsibility for protecting its Premises from theft and robbery, which responsibility includes keeping doors locked and other means of entry to the Premises closed.

It is recommended that Tenants notify Building Management of any potential dangerous or unlawful activity.

SMOKING POLICY

Smoking, within the Laurelton Building, is prohibited per New York State Law.

- Smoking will not be permitted outside at the building's front entrance.
- Smoking will be permitted outside at the building's four corner entrances. Smoking Posts will be provided for the cigarette disposal.

DRUG FREE POLICY

Property Management reserves the right to exclude or expel from the property any person who, in the Property Management's judgment, is intoxicated or under the influence of liquor or drugs, or who is in violation of any of the Rules and Regulations of the Building. The Police will be contacted if the activity is believed to be illegal.

SOLICITING

Canvassing, soliciting and distributing handbills or any other written material and peddling in the Building are prohibited, and each tenant shall cooperate to prevent these activities. If someone is soliciting in your office, please notify Property Management Office and we will send appropriate personnel to have them removed.

OBSTRUCTION OF PASSAGEWAYS / UNAUTHORIZED BUILDING ACCESS

The sidewalks, entrances, passages, courts, elevators, vestibules, stairways, corridors and public parts of the Building shall not be obstructed or encumbered by Tenant or used by Tenant for any purpose other than ingress and egress. No tenant, and no employee or invitee of any tenant, shall go upon the roof of the Building or make any roof penetrations.

PROJECTIONS FROM BUILDING

No awning, air conditioning units, or other fixtures shall be attached to the outside walls or the windowsills of the Building, or otherwise affixed so as to project from the Building, without the prior written consent of Landlord.

WINDOWS

Windows in the Premises shall not be obstructed by Tenant. No bottles, parcels, or other articles shall be placed on the windowsills, in the halls, or in any other part of the Building other than the leased Premises. No article shall be thrown out of the doors or windows of the Premises. All window treatments must be white or beige to the exterior and shall be subject to Landlord's approval.

All Windows MUST BE CLOSED and locked at all times to maintain the integrity of the HVAC and security of the building. Failure to do so can damage the heat pumps, incur higher energy costs, and permit unsolicited, people & bugs, access to the building.

FLOOR COVERING

Tenant shall not affix any linoleum or other floor covering to the floor of the Premises in any manner except as approved by Property Management.

INTERFERENCE WITH OCCUPANTS OF BUILDING

Tenant shall not make, or permit to be made, any unseemly or disturbing noises and shall not interfere with other tenants or those having business with them.

SAFES AND OTHER HEAVY EQUIPMENT

Landlord reserves the right to prescribe the weight and position of all safe and other heavy equipment so as to distribute properly the weight thereof and to present any unsafe condition from arising. Business machines and other equipment shall be placed and maintained by Tenant at Tenant's expense in settings sufficient in Landlord's reasonable judgment to absorb and prevent unreasonable vibrations, noise and annoyance.

ALARM SYSTEMS

If Tenant requires an alarm system / service for their suite, they must obtain, and comply with, Property Management's instructions for its installation.

ANIMALS IN THE BUILDING

It is recommended that no animals, except Seeing Eye dogs when in the company of their masters, may be brought into or kept in the Building. Any exception needs to be approved by Property Management and any damage repair expenses that might occur will be the responsibility of the Tenant.

PARKING LOT

Tenant shall not park their vehicles in any parking areas designated by Property Management as areas for parking by visitors to the building, reserved parking spaces for handicap or fire lanes.

- Parking spots that are designated [reserved] for the Building's visitors are the first two rows in front of the building and the first row on the side of the building.
- Handicap spots are designated by signage and as accessible by permit.
- Fire Lane is any curbed area around the building.

Tenant shall not park their vehicle in more than one (1) parking space.

Overnight parking is prohibited without the consent of Property Management.

Illegally parked vehicles will be towed by Christo Collision at the expense of the owner.

RESTROOMS

The restrooms, toilets, urinals, wash bowls and other apparatus shall not be used for any purpose other than that for which they were constructed, and no foreign substance of any kind whatsoever shall be placed therein. The expense of any breakage, stoppage or damage resulting from any violation of this rule shall be borne by the tenant who, or whose employees or invitees, shall have caused it. [See Section III – Building Services, Restrooms]

WALL HANGINGS

Tenant shall not cut or bore holes for wires in the partitions, woodwork or plaster of the Premises. Property Management shall approve in writing the method of attachment of any objects affixed to walls, ceilings or doors in the Premises. Tenant shall repair, or be responsible for the cost of repair of, any damage resulting from noncompliance with this rule.

TENANT'S RESPONSIBILITIES

Tenant shall close and lock the door of its Premises, shut off all water faucets or other water apparatus and turn off all lights and other equipment which is not required to be continuously run. Tenant shall be responsible for any damage or injuries sustained by other tenants or occupants of the Building or Property Management for noncompliance with this Rule.

SECTION III - BUILDING SERVICES

HOUSEKEEPING SERVICES

The cleaning of the building's lobby, washrooms and common areas is performed by a contract housekeeping service. The building's common areas are cleaned between 6:00pm and 1:00am Monday to Thursday (excluding holidays) and one of the weekend day or evenings.

It is the responsibility of each tenant to implement a strategy for the cleaning of their office suite.

EMERGENCY DAYTIME CLEANING SERVICES

During the business hours of 6:00am to 3:00pm, please contact the Property Management Office for emergency cleaning of spills or accidents in the common washrooms and other common areas throughout the building.

PARKING LOT CLEANING

The building's parking lot will be power cleaned at least twice a year, late spring and mid summer. Day-to-Day cleaning of debris and trash will be performed as required.

WASTE & RECYCLE REMOVAL

When waste/trash needs to be discarded by tenants, it is the responsibility of the Tenant or their contract cleaning personnel.

There are two [2] Waste Management containers located in the fenced-in area located in the NorthEast corner of the building. One [1] is for Waste Only and one [1] is for Recycle Only. Recycle is for Cardboard and Shredded Paper which must be contain in a clear bag, not loose.

Waste Management weekly pickup schedule is as follows:

- Twice a week for Waste
- Once a week for Recycle

Important:

- DO NOT place boxes or other debris in corridors or stairwells at any time.
- DO NOT place debris outside the Waste Management containers at any time.
- Office waste should be removed nightly during the business week.
- Any contractors working in your premises will be responsible for the removal of construction debris. Where a separate disposal/garbage bin is specifically required for removal of construction debris, arrangements for parking/removal of it must be made through the Property Management Office.
- Waste/recycling material should not be put outside your suite or anywhere in the lobby or corridor areas. Please keep these materials within your suite for removal. A Recycle Bin is also located in the 2nd Floor closet next to the stairs.

- Items such as furniture, computers, telephone equipment etc., are the responsibility of the tenant for removal.
- Cardboard boxes should be broken down before depositing in the Waste Management Bin.
- It is suggested for all tenants to recycle as much as possible.

EXTERMINATOR SERVICE

If your office needs special attention, please contact the Property Management Office, with your problem. The Property Management Office will contact an extermination service and the problem will be handled accordingly.

US MAIL / COURIER DROP-OFF BOXES

US Mail is delivered each morning by the US Postal Service. The nearest United States Post Office is located in Waring Road Plaza.

The building has two locations for US Mail and Courier Drop-Off Boxes:

- FedEx – First Floor near Suite 110 [South East Corner]
- US Postal, DHL & UPS – In the parking lot near Helendale Road.

Check the Drop-Off Boxes for Pick Up Times

HANDICAP ACCESS

Barrier free access is available at the Laurelton Building. Each floor/level, except Lower Level East, is accessible via an elevator and the main parking lot has eight [8] spaces posted for handicap only by the main entrance.

Lower Level East is handicap accessible via an outside ramp and the east parking lot has four [4] spaces posted for handicap only.

RESTROOMS

There are ten [10] restrooms in the common areas of the building. There is a men's & woman's restroom in each wing, of each floor of the building. Each of these restrooms is partially designed to accommodate special accessibility requirements except for the Lower Level - West which is full designed to accommodate special accessibility requirements.

ELEVATOR

An elevator will be available for use by all tenants and visitors of the building. The elevator is inspected monthly by a contract service to maintain its operation and insure its safety.

HIGH SPEED INTERNET

High Speed Internet service is available in the building through Roadrunner Business Class. Contact the local Roadrunner business office for information and to arrange for installation in your suite. This service is at the Tenant's expense.

VENDING MACHINES

Vending Machines will be available on the first floor for use by tenants and building visitors.

STORAGE ROOMS

A limited number of storage rooms of various sizes are available for short or long term lease at the Laurelton Building. If you require storage, please contact the Property Management Office.

LOST AND FOUND

Inquiries about lost and found items should be directed to the Property Management Office. Any lost items found in the parking lot or common areas of the building should be dropped off at the Property Management Office.

PUBLIC TELEPHONES

No public telephones are available within the Laurelton Building. If appropriate, please let your visitors use a phone within your suite.

WINDOW CLEANING

The building's exterior windows and interior common area windows are cleaned annually by a contractor. Tenants are responsible to maintain their suite's interior windows. The Property Management Office will contact the Tenants before this annual contractor cleaning to see if they wish to participate.

PLUMBING

Although our maintenance staff makes regular inspections of common area facilities, augmented with checks by our contract cleaners, we may not be aware of problems with plumbing unless they are reported to us. Please report any plumbing issues, including within your leased premises, to the Property Management Office at [585] 288-8734.

The building will facilitate the repair of the plumbing within a tenant's suite, but plumbing expenses within a tenant's suite is the responsibility of the tenant; any costs associated with the installation or repair will be billed to the tenant.

Plumbing within the building's common areas is the responsibility of the building and any expenses associated with its maintenance or upgrades.

MAINTENANCE REQUEST

If you require maintenance support, please contact the Property Management Office at [585] 288-8734 or e-mail our office at: 500Helendale@rochester.rr.com

What Is A Service Request?

Any maintenance related item, such as:

- Lights burnt out.
- Office temperature too hot / too cold.
- Water leaks.
- Basic services such as hanging a picture.

Most service requests are included as part of normal rent, but some requests may be billable.

Billable Examples:

- Suite Decorating
 - Painting / Wall Covering
 - Floor Covering, Window Shades / Blinds, etc....
- Millwork
 - Cabinets, Chair Rails, Shelving, etc.....
- Plumbing
 - If the suite has plumbing, maintenance and related expenses such as a plugged drain, replace faucet, hot water heater, etc....
- Communications Systems
 - Internet, Phones, Intercom, etc....
- Security System
 - Non-Standard Keyless entry system
 - Door Closers, etc.....
 - 3rd Party security provider
 - Fire Extinguishers within the suite
- Special Electrical Requirements
 - Costs to install dedicated power to a printer/copier, etc.....
- Non-Standard Lighting
 - Decorative Lighting [Sconces], Track Lighting, Spot Lights, etc...

ELECTRICAL

Power is distributed throughout office floors at 208/120 volts. All wiring is to be in cable tray/conduit and in conformance with applicable codes. It is required that tenants arrange to have all equipment fitted with three prong plugs to make use of the building's grounding facility.

Although our maintenance staff makes regular inspections of common area facilities, incorporated with checks by contract cleaners, we may not be aware of electrical problems within leased premises unless they are reported to us. Please report electrical problems, within your leased premises to the Property Management Office at [585] 288-8734.

SECTION IV - HVAC / ENERGY CONSERVATION

NORMAL HOURS HEATING, VENTILATION, AND AIR CONDITIONING [HVAC]

Normal Heating, Ventilation, and Air Conditioning (HVAC) are provided during normal business hours as follows:

Monday – Friday	6:30am – 7:30pm
Saturday	8:00am – 11:30am
Sunday	w/ Temperature Set Back
Holidays	w/ Temperature Set Back

All temperature and air controls in the building have been pre-set for your optimum comfort so we ask that you not attempt to adjust them. Should you experience any problems with respect to temperature or air quality, please report them immediately to the Property Management Office, [585] 288-8734.

AFTER HOURS HEATING / COOLING

Tenants have the ability to override the temperature setback through the use of a timer or timers located in your suite unless you have a digital thermostat installed.

HEAT PUMP 101

The HVAC for the Laurelton Building is provided by a series of fifty [53] heat pumps. The basic operation of a heat pump HVAC system is very different than the system you may have in your home residence. It is important that you understand the basic operation of this system; so we can provide a comfortable work environment but at the same time reduce energy consumption.

- Heat or cooling is supplied by the exchanging of energy with the water supply which connects all the heat pumps together.
 - o Water is heated in the winter via a boiler, which are located in the sub-basement of the building.
 - o Water is cooled in the summer by a cooling tower, which is located in front of the building.
- When adjusting the thermostat, make temperature adjustments in one degree increments. It is possible to raise the temperature level to a point where the AC will turn on even in the heating season.
- All suites have at least one heat pump, most have several.
 - o If you have multiple thermostats/heat pumps in your suite, they should be balanced by setting them to the same or similar temperature. It is possible for one heat pump to be heating and another cooling with in the same suite.
 - o The recommended temperature setting is between 70-72⁰F. Setting the temperature too low can cause the compressor to freeze and cause damage.

SUGGESTIONS TO IMPROVE COMFORT LEVELS / TEMPERATURE CONTROL

The following are suggestions to improve your level of comfort in your premises.

- Since leaving doors open into common areas and outside windows will adversely affect the temperature in your suite, please keep all suite entry doors and windows closed at all times.
- Please avoid placing any heat generating equipment near a thermostat, as this may cause a false temperature reading and faulty HVAC operation. Adding large machines or equipment (such as copiers or computers of any size) will increase the heat load being generated in the suite.

Please inform the Property Management Office if any such equipment is added in the suite, so adjustments will be made to compensate for the additional heat.

Also, business machines or lights not in use, should be shut off. They can generate a surprising amount of heat.

- Proper use of the window blinds will enhance the HVAC system service. Frequently, all that may be needed to restore comfortable room temperature is an adjustment of the blinds. On particularly hot or cold days, please close the blinds in such a manner that the curved side of the blinds is closest to the window glass. This deflects the heat or cold that passes through the glass away from the room, and creates an air "pocket" between the blinds and the glass that will insulate the room from the exterior temperature extremes.

If the blinds have been adjusted, but the temperature remains uncomfortable or you experience any discomfort with the HVAC, please call the Property Management Office at [585] 288-8734 or e-mail us at 500helendale@rochester.rr.com. If we cannot resolve the problem from the property office, a HVAC Contactor will be dispatched.

- Ensure air balancing is completed after changes in occupancy, partitioning, and the addition of heat generating equipment.

LIGHT REPLACEMENT

Burned-out lights should be reported to the Property Management Office at [585] 288-8734. The Property Management Office will arrange for replacement lamps and tubes. There is a charge for replacement of non-building standard lamps and tubes.

ENERGY CONSERVATION PROGRAM

As a property owner & manager, 500 Helendale Associates, LLC must ensure our building is operating efficiently. We are striving to reduce energy consumption, improve tenant comfort, and realize cost savings. To achieve these goals, we have recently initiated the development of a comprehensive program that will assist in making the Laurelton Building more environmentally friendly.

And since there is pro-rata sharing of energy costs, we the owners and tenants need to participate in this energy conservation.

A systematic method for the identification of potential savings opportunities will be used for the program. It will start with an assessment of the need (heating, cooling, ventilation, and illumination), and finally optimization.

We are very confident that the program will assist in improving tenant comfort in our buildings, reduce the environmental impact of wasted energy, and realize a cost savings that will be passed back to you, our tenants.

We invite tenants to participate in our energy conservation program by turning off lights and small appliances that are not in use and by turning on only those lights necessary for after-hours work.

Tenants wishing to have lights removed to accommodate energy conservation or special requirements should call the Property Management Office at [585] 288-8734 to arrange for authorized personnel to disconnect the fixture.

As this program is being developed and implemented, it will be communicated to you the Tenants.

SECTION V - EMERGENCY PROCEDURES

EMERGENCY TELEPHONE NUMBERS

Please make sure the following telephone numbers are readily available in the event of an emergency situation.

Police, Fire, Medical: 911

Property Management Office: 288-8734
Richard C. Sullivan [Cell]: 739-1902
Dennis D. Jones [Cell]: 739-1736

EMERGENCIES

All emergencies should be directed to 911 and then a report should be made to the property management team via their cell phone numbers.

When calling, please provide the following information: building, floor, suite number, tenant company name, name of person calling, phone number and the nature of the emergency.

AUTOMATED EXTERNAL DEFIBRILLATORS

The building has two [2] suites with portable Automated External Defibrillators;

- 1st Floor, Suite 100 - Helendale Dermatology & Medical Spa
- Lower Level West, Suite L20 - Rochester Clinical Research

SUGGESTED RESPONSIBILITIES FOR TENANTS

1. Tenants occupying large offices should select a designated person (Safety Coordinator) to handle an emergency situation.
2. The Safety Coordinator should have a working knowledge of the location and use of the emergency equipment in the premises, including location of stairwells, extinguishers, exits, etc.
3. The Safety Coordinator should know each person, advise them of their means of egress, and assign additional responsibilities as necessary.
4. When an emergency procedure is put into operation, it is extremely important to respond in a calm and orderly manner. The Safety Coordinator will be initially concerned with the avoidance of panic. He or she must be efficient, yet calm, to those being assisted, and have a clear voice. Attitude will set the stage for those who are being assisted.

Establish a designated meeting place outside the building avoiding interference with emergency equipment and personnel.

IN CASE OF FIRE

1. **Call the Fire Department (911)** and give them the following information:
 - a. Your name and company.
 - b. Building name and address.
 - c. Floor and/or suite number where the fire is located.
 - d. Details of fire emergency: paper, electrical, chemical, etc.
- AND-**
2. **Pull the Fire Alarm** located on your floor. This will alert other tenants in the building that there is a fire. When the alarm is activated a bell will sound and a light will flash. When this happens all building occupants are to evacuate the building in a calm and orderly fashion.
3. **Call the Property Management Office / Cell Phones** and report the fire. Inform the office that you have notified the Fire Department.
4. **Do Not Use The Elevator.** Use the stairwells which are located on either side of the building. Walk down the stairwell in single file, the fire department personnel may be walking up the stairs. Upon reaching the ground floor exit the building and proceed to your group's designated meeting area. The building management personnel will announce when it is safe to re-enter the building. A "key" person in each office, normally the office manager should be designated to receive and relay information to their co-workers.

Each person working in the building should be familiar with the layout of the floors and know the evacuation route. Evacuation routes should be posted in your suite.

It is advisable that each tenant designate someone from their office to check and see that no one remains on their floor once it has been evacuated.

Should a fire occur in your suite, an immediate attempt to extinguish the fire may prevent it from getting out of control (i.e. trash can fires can sometimes be smothered). There are fire extinguishers located on each floor. If someone is attempting to extinguish the fire another person should call the fire department, and then pull the fire alarm.

EVACUATION GUIDELINES

1. For your safety, observe the following evacuation guidelines:
 - a) Keep calm - DO NOT PANIC.
 - b) Walk quickly - do not run. Keep talking to a minimum. Listen for instructions from authorized personnel and follow them.
 - c) Make sure that all personnel in your area are alerted to the situation. Check rest rooms and storage areas.
 - d) As you leave, close doors behind you, do not lock them. This will slow the spread of fire.
 - e) Do not return for personal belongings.
 - f) Feel the surface of every door prior to opening it. If it is hot, do not open it; proceed to a second means of exit.

- g) If smoke is present, crawl on the floor - clearer air is near the floor. If forced to make a dash through smoke or flame, hold your breath; cover your nose and mouth, if possible.
- h) Use enclosed stairwell and/or exits. DO NOT use the elevator. Know the exact location of fire stairwells and/or exits. (Use handrails on stairwells.)
- i) Follow all instructions given by the Fire Department. In stairwell, yield to Fire Department or other emergency personnel.
- j) Once out of the Building, move to a predetermined checkpoint away from the Building. It is important to stay far enough away from the Building to avoid falling glass, and be out of the way of fire trucks and equipment.

IN CASE OF BOMB OR PERSONAL THREAT

In an emergency plan for a threat, all situations will not be identical and any procedure must be weighted accordingly by good judgment and cooperation from employees.

In the event that a threat is made to your office, there are certain procedures you may follow that will be helpful to the police in determining the appropriate course of action. Set forth is a checklist in general circulation that may be followed if your office receives a bomb threat. Remember every detail is important. The more information you can obtain from a caller the greater assistance the police can provide.

After receiving a threatening phone call you should notify the Police Department by dialing 911 and then you should notify Property Maintenance Superintendent at (585) 739-1902. A member of the Property Management Team will meet the police department at the building in order to provide the police department with access to the building for searching and evacuating purposes.

In case of an evacuation due to a bomb threat, the elevator can be used. However, in case of a bomb explosion or fire, elevators should not be used unless specific instructions are given by the Fire or Police personnel. In other words, if the threat becomes a fact and a real emergency occurs, stairways should be used for evacuation.

It is absolutely essential that the person in receipt of a threat call not risk breaking the telephone connection by attempting to transfer the call to another party.

In case a threat is phoned into your office, attempt to obtain and record as much pertinent information as possible:

1. Personal characteristics of person giving threat including sex, age, tone of voice, accent, etc.
2. Background noise or particular circumstances surrounding phone call.
3. Ask the caller questions to help determine the location of a bomb and the identity of the caller.

SECURITY CHECKLIST

Please review the following security checklist. This is a list of general office security suggestions, which is offered as an aid in establishing whether your internal security procedures are adequate.

1. Secure all computers [notebooks, netbooks], adding machines, calculators, photocopiers, etc., in an appropriate manner.
2. Require that filing cabinet keys be removed from locks and placed in a secure location after opening of cabinets in the morning.
3. Use telephone locks to prevent unauthorized calls when the office is unattended.
4. Provide at least one lockable drawer in every employee's desk to protect purses and other personal effects.
5. Establish a rule that purses and personal property such as cameras should be kept inside employees' desks.
6. Instruct employees to remove wallets from jackets hung in closets or hung on coat racks.
7. Deposit incoming checks and cash each day, so that you do not keep large sums in the office overnight.
8. Keep the Police, Fire Department, and Property Management Office telephone numbers posted and handy.
9. Have an inventory listing all office equipment in your space including serial number and identification.
10. When working alone in the office at night, set the front door lock to prevent anyone else from entering.
11. In large offices, check to see that no one remains in hiding behind you at night if you are the last to leave the office.
12. Double check, to see that all doors are securely locked before you leave.
13. Use the buddy system when leaving the office for the evening and be particularly observant in all parking areas. Notify Property Management Office of any suspicious activity.

IN CASE OF POWER FAILURE

1. Open draperies and raise blinds to let in outside light
2. Use a portable flashlight.
3. If you are instructed to evacuate, lock all areas.
4. Do not congregate in lobby or the parking lot.
5. Go to a designated area and remain with your group.
6. Return to your building when instructed by the proper authority.
7. If you are in an elevator during a power failure, you may reach help by using the telephone inside the elevator. WAIT FOR ASSISTANCE. Your elevator will cease operation, but WILL NOT FALL. Do not force open the doors or try to escape through the roof hatch. DO NOT PANIC.

IN CASE OF ACCIDENT / MEDICAL EMERGENCY

Tenants should maintain a record of personnel with a history of medical conditions, so that all relevant information is available in the case of an emergency.

In the event that an employee or visitor should become injured or seriously ill in your office area, you should:

1. Call Fire/Police at "911".
2. Give Fire/Police dispatcher the following information:
 - a) Your name, company, and Building address.
 - b) Floor and/or suite number where the medical emergency is located.
 - c) Pertinent details of the accident or illness. (Check to see if the victim is wearing a MediAlert or similar bracelet, necklace, etc. It describes the medical emergency requirements of the wearer.)
3. Do not attempt to move the injured or ill person. Try to make them comfortable & warm.
4. Call the Property Management Office and report the accident/illness. Inform them that you have notified Fire/Police.
5. Have someone meet the emergency unit on your floor or in the lobby in order to direct them to the scene of the accident/illness.
6. Determine, if possible:
 - a. Name, address and age.
 - b. Nature of illness or injury.
 - c. Allergies and on any medication?
 - d. Local doctor and date last treated.
 - e. Notice alertness of patient and remain calm. Comfort patient with calming tone of voice.

IN CASE OF AN ELEVATOR MALFUNCTION

If you are in an elevator that malfunctions, you should:

1. Open the telephone panel in the elevator. The phone is set up to dial directly to a central dispatch and they will send a help.
2. Remain calm. Do Not try to force open the doors or tamper with any electrical panels.
3. Do Not Panic - There will only be a short delay until the elevator controls are corrected. The elevator is secure – it will NOT fall.
4. Should a medical emergency occur while in a malfunctioning elevator, pick up the phone in the elevator and request medical support. An ambulance will be dispatched immediately.