

**The Towers at Williams Square  
Electronic Tenant® Portal**

**Created on May 13, 2024**

## **Amenities: Building Restaurants**

### **[The Mustang Kitchen:](#) WEST TOWER**

Enjoy all of your favorite offerings, plus explore the daily features and weekly specials. You will always find something delicious at the Mustang Kitchen! View the [weekly menu](#).

Monday - Friday  
Breakfast - 7:30 AM to 9:30 AM  
Lunch - 11:00 AM to 2:00 PM  
Snack & Drinks Available - 7:30 AM to 2:00 PM

### **[The Constellation Club:](#) (members only) MAIN TOWER 26th Floor**

[Click here](#) for upcoming events at The Constellation Club: Central Tower 26th Floor

The newly designed spaces are reminiscent of another time while providing the modern luxuries we enjoy today. As a tribute to the history and prestige of the Constellation airplane, Members will be immersed in a superior level of quality, convenience, and style.

Dining options include their internationally inspired small plates and seasonal local fare at Revel, the crescent-style bar and lounge, or enjoy a lively, upscale atmosphere and fine dining experience at Icon, a fusion chophouse with a modern twist.

### ***The Square Coffee Bar***

Visit The Square in the West Tower Tenant Lounge for grab and go offerings! Proudly serving Starbucks products and other assorted items from 7:30 AM to 3:00 PM.

- Hot & Iced Coffee
- Espresso
- Tea
- Refreshers

### ***Williams Square Deli:***

Please join The Deli in the East Tower – Level B2 for breakfast and or lunch and experience great food and friendly service at discount prices. For more information, please call 972-556-0959.

## **Amenities: Conference Center**

### ***Mustang Conference Center***

Available for rent to tenants whom office in the building for meetings, seminars and informal gatherings. The center is located in the East Tower, B-2 Level and can be rented by the day or half-day.

The Mustang Room, can be arranged in an auditorium setting with a seating capacity of approximately 140 people, or in a classroom setting with a capacity of approximately 120 people with long tables or 80 people with round tables. The state of the art audio/video system includes a drop-down projection screen installed in the ceiling with a ceiling mounted overhead projector controlled by a remote switching device. Lobby easels are available for event signage; however, all signage must be pre-approved by building management prior to its placement.

### ***West Tower Conference Room***

The Conference Center features adjustable meeting space for up to 160 attendees, along with a pre-function space with serving counter. Modern touches include high-speed Wi-Fi, dual displays, advanced audiovisual capabilities, and virtual conferencing options available. Please refer to the Williams Square App to book your next reservation!

For more information, or to make room reservations, please download the Williams Square App.

Android: [Google Play](#)

iPhone: [Apple App Store](#)

## **Amenities: Corporate Concierge**

To order discount tickets, please contact Concierge Connection directly by calling (972-770-4045), by email to ([services@conciiergeconnection.org](mailto:services@conciiergeconnection.org)), or log onto the website at ([www.texasconciiergeconnection.com](http://www.texasconciiergeconnection.com)).

Concierge Connection brings a combination of Call Center services available from 9:00am -5:00pm, Monday through Friday (excluding holidays) to supply you with...

- Discount tickets to movies, theme parks, live theater, sporting events, etc.
- Special entertainment opportunities including State Fair tickets, Scarborough Renaissance Festival, Byron Nelson, Medieval Times, American Airlines Center, and more.

All ticket orders must be placed no later than 2:00 p.m. on Thursday. Deliveries will be made to the management office (Suite 100) each Friday by noon, please pick your tickets up no later than 4:00 p.m. that same day. Should you need tickets prior to the standard Friday delivery, you may make arrangements with the concierge to pick them up at one of their on-site locations. Please contact them for days/hours of pick-up and ticket availability at those locations.

## **Amenities: Fitness Center**

Professionally staffed and managed, the fitness center is a 7,582-square-foot facility offering weight training, aerobic and other fitness equipment, classes and personal trainers. The men's and women's locker rooms feature showers and towel service. Gym memberships are free to Tenants!

Hours:

Monday – Thursday 6:00 a.m. – 7:30 p.m.

Friday 6:00 a.m. – 6:30 p.m.

[Fitness Class Schedule](#)

## **Amenities: Mustang Sculpture Exhibit**

The centerpiece of The Towers at Williams Square is the world-renowned sculpture, Mustangs of Las Colinas. This beautiful equine statuary is the unique creation of African wildlife sculptor, Robert Glen. A Mustang Sculpture Exhibit has been created to respond to viewer interest. The exhibit includes a photo essay, a film presentation, and other sculptures by Robert Glen.

Please call (972) 869-9047 for current hours of operation. The exhibit is located in the East Tower, Plaza Level.

## **Amenities: Parking**

The Towers at Williams Square operates three parking garages for the exclusive use of tenants and visitors of Williams Square. The East and West Garages are for the use of both tenants and visitors, while the Central Tower Garage is reserved strictly for executive parking.

A professional parking management company manages the garages as a service to our tenants and their clients. The following information answers the questions most often asked about our parking amenities. For any information not covered in this manual, please contact the General Manager in the West Tower Parking Garage Office.

### **PARKING OPERATIONS**

For your convenience, the parking garage office is located on the property in the West Tower, Suite 160.

Office hours are Monday through Friday from 8:00 AM until 5:00 PM. For emergencies or assistance after hours, please contact Security at (972) 869-5911.

Parking Garage Office and General Manager: (972) 432-9911

Parking Garage Office Fax Number: (972) 831-1888

### **BIKE PARKING**

An area is reserved in the West Garage for bicycle riders to park their bikes. A bike rack is provided and is conveniently located next to the garage elevators on the street level. Bikes are not to be parked or secured on any other part of the property or inside of the buildings.

### **FIRE LANE PARKING**

The City of Irving prohibits parking in all designated fire lanes. These lanes are marked with a red stripe and white lettering that states Fire Lane, No Parking, Towing Enforced. Due to the fire and life safety issues involved, vehicles left unattended in a fire lane for any amount of time may be towed at the driver's expense. We encourage you to park safely and observe all No Parking signs or notices.

### **HANDICAPPED PARKING**

Parking for those with a disability is provided in each garage and is typically located adjacent to an elevator lobby. Customers using these spaces are required to display the current form of authorization provided by the government. Citations are issued to violators, and improperly parked vehicles may be towed away at the vehicle owner's expense. Please contact the Parking Garage Office for any additional information.

### **RESERVED PARKING**

Designated reserved parking areas have been established in each garage at a premium. Only authorized users may park in a reserved space. Reserved parking is assigned through a tenants lease. Contact the Parking Garage Office with any questions regarding reserved parking.

### **TENANT PARKING**

Tenant parking is available in the East and West Garages and is addressed in the lease agreement. Tenants who park in the garages are provided with an access card to enter and exit the garage. This card also provides access to the building after hours. A list of rules and regulations for monthly parking is available when service begins, or can be requested through the Parking Garage Office.

### **PROPER PARKING ACCESS CARD USAGE**

The access card readers located at each parking garage entrance are equipped with an anti-passback feature. Therefore, it is necessary for a tenant using a parking access card to present their access card to both the entrance and exit card readers. Failure to present the access card in sequence will result in an "anti-passback" violation, which will not allow access or exit privileges to occur until garage personnel have acknowledged the violation.

Please do not loan access cards to co-workers or guests as this will result in a passback violation and will cause added delay to the cardholder. Repeated anti-passback violations may result in revocation of access card privileges. For additional information regarding the anti-passback feature and proper use of the access card, contact the Parking Garage Office.

## **TOWING SERVICE**

If your vehicle needs to be towed from the garage or needs to be serviced, please contact the Parking Garage Office and ask to speak to a manager. If your vehicle requires towing, the manager will need to assist the tow truck when exiting the garage to prevent the gate arm from damaging the vehicle being towed. The manager will not allow vehicles to be towed or removed from the garage without authorization from the vehicle owner. For more information about towing, please refer to the Fire Lane Parking section.

## **VALET PARKING**

Valet parking is available to tenants and visitors and is located at the north entrance to the Central Tower. Space is limited and availability is on a first-come, first-served basis. Parking rates are displayed on the customer's claim ticket, and parking fees are due when claiming the vehicle. Validation stickers are available to tenants who wish to pay for their visitors to valet park. These validations can be purchased through the Parking Garage Office. Short term parking and delivery parking is not available in this area. Delivery parking is permitted in the buildings loading docks only.

## **VEHICLE CLEARANCE LEVEL**

The posted clearance level of the East and West Garages is 6 feet 10 inches.

## **VISITOR PARKING**

Visitor parking is available in the East and West Garages. Parking rate schedules are posted at the entrance and exits of the visitor parking areas. For our tenants that want to validate their visitor parking, please go to the home page and click on Parking Validation tab at the bottom left corner. To obtain your login credentials, contact the parking management office at 972-432-9911.

## **AUTOMOBILE DAMAGE / PERSONAL PROPERTY**

In the event of a damage claim, notify the garage manager immediately. An incident report will be completed, and an investigation will be performed to determine the cause of the claim. Vanderbilt Office Property and the Garage Operator will not be held responsible for damage to vehicles or personal property.

## **RULES AND REGULATIONS**

**Following are the general rules and regulations governing the use of the garages:**

### **Use of Garage**

The garage is to be used for the sole purpose of parking motor vehicles. Skating, skateboarding and soliciting are prohibited in and around the garage facilities.

### **Speed Limit**

The posted speed limit in the garages is five (5) miles per hour. Please drive safely and use your headlights for additional safety when driving through the garage. Following the posted speed limit will allow for added safety for pedestrians in the garages.

### **Parking**

Vehicles should park entirely between the marked lines of the space, facing into the space. Please observe all posted signs or notices and do not park in reserved spaces or areas that are not designed / marked for parking.



**Pedestrian Traffic**

Pedestrian traffic is prohibited in the entry/exit drive lanes and any other area designated as a “no pedestrian” traffic area.

**Washing / Detailing**

Washing and detailing services to vehicles are prohibited in the garages. If your vehicle is disabled and needs to be serviced, please contact the garage manager for assistance.

**Storage of Vehicles**

Storage of vehicles in the garages is not allowed. Please contact the garage manager if your vehicle will be left in the garage for more than one day.

**Payment of Fees**

Visitor parking fees are due upon exiting the garage. Parking tickets that have been validated by the tenant must be presented to the cashier in order to exit the garage. Monthly parking fees are due on the first day of each month and are considered past due on the 10th. Monthly access cards are subject to being deactivated when payment is past due. Parking fees may be paid by cash or check. Credit cards are not accepted.

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## **Amenities: Retail Services**

**Jack Siegrist, D.D.S. | West Tower, 150 | (972) 556-2122**

- Official Dentist of the Dallas Cowboy Cheerleaders Cosmetic and General Dentistry.
- New patients welcome.

## **Amenities: Storage**

Limited tenant storage space is available throughout the property. Those tenants who wish to lease storage space should contact the Management Office to determine space availability, cost and lease terms.

**As with any leased space, storage space is regulated by fire codes. The following rules apply to storage areas:**

1. Combustible and flammable materials are prohibited.
2. No make-shift / temporary lighting is permitted within the leased space.
3. Building equipment within a storage area should be accessible to building personnel at all times.
4. Do not prop open doors to storage rooms.

## **Amenities: Tenant App**

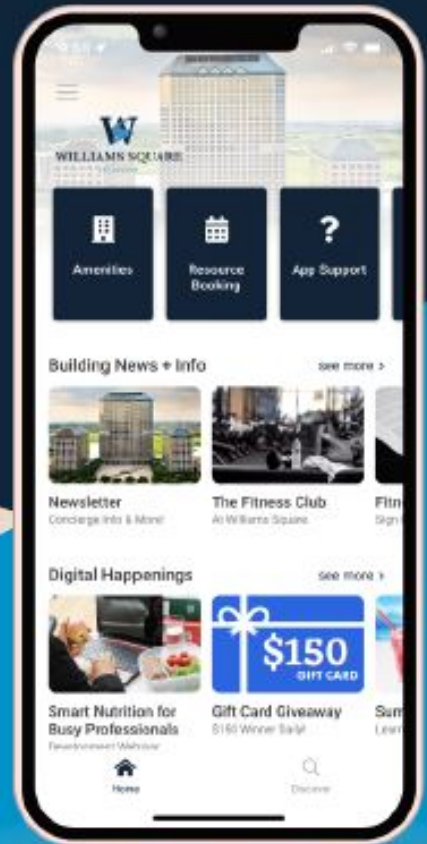
Stay informed! Download the William Square Tenant App for newsletters, events, and updates:

Android: [Google Play](#)

iPhone: [Apple App Store](#)

# DOWNLOAD THE THE TOWERS AT WILLIAMS SQUARE APP

Scan the code or  
search "The Towers  
at Williams Square"  
in your app store.



## RECEIVE

important building  
information & updates  
on events in your  
building & locally

## ACCESS

resource booking, fitness  
center content, parking  
information, and  
exclusive deals

## EXPLORE

personal & professional  
development, wellness  
and lifestyle content, live  
virtual events

## **Amenities: Tenant Lounge**

Located in the East and West Towers, the William Square tenant lounges offer seating for up to 70 people, WiFi, television, conference room, serving bar, relaxation seating and gaming.

## **Amenities: Vending Machines**

Vending machines are conveniently located on the B-1 level of the Central and East Towers. Signage is present on these levels for easy location. These machines offer a wide variety of items including soft drinks and snacks. The machines are serviced frequently to ensure freshness. All items are reasonably priced and selections may vary by building.

## **Emergency Procedures: Emergency Procedures Manual**

[PLEASE CLICK HERE TO DOWNLOAD THE EMERGENCY PROCEDURES MANUAL](#)



## **Emergency Procedures: Introduction**

Emergencies and disasters occur without warning. It is for this reason that Williams Square Management has prepared this manual. It will assist you in training and equipping your employees with the information necessary to effectively administer emergency procedures.

Failure to adequately prepare for emergencies can result in unnecessary loss of life and property, as well as employee productivity.

This manual contains quick reference information, checklist procedures, and how to report an emergency. Please familiarize yourself and your employees with this material.

Our objective is to provide advanced training to assist you in effectively administering your duties in an emergency, without unnecessary delay and uncertainty.

In the event your fire warden assignment ends and another individual assumes this responsibility for your office, it is very important the name of the replacement fire warden be provided to the Williams Square Management Office for record keeping purposes. Further, this manual should be transferred to the replacement fire warden. Requests for replacement or additional manuals may be made through the Williams Square Management Office by calling (972) 869-5900 during business hours.

We appreciate your commitment to serve as a fire warden.

## Emergency Procedures: Bomb Threat

- Utilize the BOMB THREAT Checklist on the following page when receiving the call. This checklist should be with each telephone receptionist or operator.
- Call the Irving Police Department. (From an outside line)
- Dial 911
- State "I have received a bomb threat."
- Give your name.
- Give your company name.
- Give building name.
- Give building address.
- Give floor and suite number.
- Give name of person who received the call if it was not you

[Click here to download a Bomb Threat Checklist](#)

- Call Security (From an outside line)

Dial (972) 869-5911

- Notify your employer (supervisor).
- Be aware of the following:
  - THE PERSON WHO RECEIVED THE BOMB THREAT MUST BE MADE AVAILABLE TO TALK WITH THE LOCAL AUTHORITIES.
  - Security Command Center will notify other tenants in the building. This is not your function and would only add unnecessary confusion.
  - Make the bomb threat check list available to the authorities.
  - You can be of great assistance by carefully following the steps above.
- The authorities may determine that there is time to conduct a search. If so, remain calm and assign a floor warden or trained employee to search your area to determine if any strange objects are present.

### DO NOT TOUCH SUSPICIOUS OBJECTS IF FOUND

- Report to the Police Department and Building Security the results of your search.
- The local authorities will determine if a partial or total building evacuation is necessary.
- When evacuation is necessary, follow the Evacuation Procedures in this manual or communicated via the public address system.

NOTE: Some office telephone systems offer a "record" feature on the deskset. If your system is equipped with this valuable feature, ensure your employees are familiar with it and are trained to activate the "record" feature when a bomb threat is in progress. Local authorities can review this recording as evidence.

[Click here to download a Bomb Threat Checklist](#)

- When a building evacuation is determined necessary by the Police Department, the Security Command Center will make an announcement over the public address system. Follow the Evacuation Procedures in this manual.
- An "All Clear" signal will be given when the Police Department has authorized the Security Department to allow re-entry into the building.
- The "All Clear" signal is four tones up on the scale and four tones down, and will be made via the public address system.

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## **Emergency Procedures: Civil Disturbance**

Should a riot or civil disturbance start outside the Building, the security guards will immediately lock all entrances to the building. The police will be notified. We will keep you informed.

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

## **Emergency Procedures: Emergency Contacts**

All Emergencies	911
Building Management Office	(972) 869-5900
Security	(972) 869-5911
Fire Department (Non-Emergency)	(972) 721-2308
Police Department (Non-Emergency)	(972) 721-2661

### **Important Notes**

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

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

## Emergency Procedures: Elevator Malfunction

Elevators are equipped with safety devices that are designed to stop an elevator when a potential problem is detected. There may be rare instances when you experience delays while on an elevator. In the event of an elevator entrapment, follow these procedures:

- Remain calm.
- DO NOT ATTEMPT TO MANUALLY OPEN THE DOORS AS DOING SO MAY FURTHER DELAY YOUR RELEASE. HELP IS ON THE WAY.
- Pick up the elevator phone (located inside the small door beneath the elevator control panel); dialing is automatic to the Security Command Center. (Do not hang up the receiver as doing so will disconnect your call to the Security Command Center and you will have to reinitiate the call.)
- If the elevator is equipped with an intercom button instead of a phone, press the button to automatically contact the Security Command Center.
- When contacting the Security Command Center, communicate the following:
  - Passenger names;
  - Company names;
  - Building/Garage you are in;
  - Elevator number and problem.
- (The elevator number is printed on the inside of the phone door or engraved below the elevator control panel.)
- Additionally, the elevators are also equipped with an alarm button.
- The Security Command Center will contact the elevator technician.
- Passengers will be assisted as soon as possible. (Note: Elevator technicians are on-site between the hours of 7:00 AM through 6:00 PM, Monday through Friday.)
- If an elevator malfunction is observed from the outside of an elevator - notify Security. (From an outside line)
- Dial (972) 869-5911.

## **Emergency Procedures: Evacuation**

1. Assemble your co-workers in a single file line. Close, but do not lock, doors behind you. Check common areas (restrooms and conference rooms, etc.), for your assigned area to ensure no one is left behind.
2. Ensure your co-workers remain calm and quiet. Listen for public address system announcements for important information.
3. The fire stairwells are the planned descent from the building. The elevators will be taken out of service.
4. Proceed in an orderly manner to the nearest fire stairwell unless instructed otherwise by emergency personnel.
5. Notify the fire department or building security of individuals requiring special assistance during evacuation. This can be done by notifying the alternate fire warden, or by telephone. Take individuals requiring special assistance to the fire stairwell and hold them inside the landing. The Fire Department will carry them to safety.
6. Under certain circumstances it may not be necessary to evacuate the entire building. In these instances, you will be notified via the public address system, your assigned emergency leader, or by building personnel to descend to a certain floor.
7. Please refer to the floorplan located in this section depicting emergency exits on your floor.
8. When you are outside, walk upwind if possible, and get away from the building. Do not get in an automobile and block traffic. Stay clear and away from the fire lane and local authorities.
9. Upon exiting the building, ensure your co-workers stay away from the building entrances.
10. Preplan your designated exterior meeting place and communicate its location to all co-workers in your group/company. Plan an alternate meeting location as well. Ensure your meeting place is located away from the building.

[Click here to download a Tenant Special Assistance Request Form](#)

# Emergency Procedures: Fire Wardens

The Towers at Williams Square requires that each tenant appoint Fire Warden(s) to assist the building emergency personnel and local authorities in emergency situations and fire drills.

Each tenant in the building is required to appoint at least one Fire Warden and one alternate. Full-floor tenants should have at least four Fire Wardens. Individuals selected to perform the duties of a Fire Warden should not hold positions that require them to travel. Backup Fire Wardens are strongly encouraged to ensure proper coverage during emergency situations. Please provide Fire Warden updates to the Management Office on a regular basis. A complete Emergency Procedures Manual for The Towers at Williams Square is available to all Fire Wardens and tenant contacts. Fire Warden meetings are held twice a year and participation in the meetings is mandatory to ensure the safety of all individuals. The Irving Fire Department mandates the frequency of fire drills. All information regarding fire drills is communicated to the appointed Fire Wardens for each tenant.

As a Fire Warden, you are expected to know your co-workers by name, location and attendance. You should also be extremely familiar with your lease space. You must be firm and assertive when giving directions to your co-workers. It's an important responsibility, so be prepared by studying all of the materials in this manual.

## IN SUMMARY:

- General
  - Know the emergency procedures manual, emergency / fire life safety equipment and resources available to you.
  - Educate your fellow co-workers on emergency procedures.
  - Administer your duties in emergency situations.
- Specific
  - Know the people for whom you are responsible.
  - Know the floor and layout, including exits and stairwells.
  - Know the location of fire alarm pull boxes and extinguishers, and know how to operate them.
  - Know the location of handicapped personnel that may require special assistance and communicate this to the Williams Square Management Office on a regular basis and to the Fire Department or security in an emergency.
  - Administer your duties in emergency situations.
- Fire Prevention Duties

## Report the following conditions:

- Potential fire hazards (see list below)
- Structural faults or dangers
- Defective fire extinguishers, hoses, etc.
- Inoperable emergency signs and lights
- Suspicious persons, extraneous packages, etc.
- Poor housekeeping habits

## Potential Fire Hazards:

- Accumulation of wastepaper, trash, rags, etc.
- Improper storage of flammables
- Use of extension cords in an office environment
- Improper use of immersion-type water / coffee heaters
- Unattended use of heat-producing appliances (coffee pots, etc.)
- Careless habits of people: negligent smoking, blocking doors, corridors
- Throwing boxes and trash in the fire stairwells, elevator lobbies and common corridors
- Exit light outages

## FIRE OCCURRENCE

## FIRE WARDEN PROCEDURES

- Call the Irving Fire Department: (From an outside line)
- Dial 911, Give:
  - Building name.
  - Building address.
  - Floor.
  - Suite number.
  - Details of the emergency.
- Activate a manual fire alarm pull station to sound the alarm. (Pull stations are located in elevator lobbies and at stairwell entrances.)
- Call Security. (From an outside line)
- Dial (972) 869-5911
- Follow the Evacuation Procedures in this manual.

## DO'S AND DON'TS

- Do not attempt to fight the fire, unless you are properly trained.
- **DO NOT ATTEMPT TO USE THE ELEVATORS.** (During a fire alarm, elevators are designed to return to the building's lobby.)
- Use stairwell exits only.
- If caught in heavy smoke:
  - take short breaths,
  - breathe through your nose,
  - crawl on your hands and knees to escape.

## FIRE ALARM

### FIRE WARDEN PROCEDURES:

- When a fire is reported via the fire alarm system, three floors will go into alarm as follows:
  - The incident floor,
  - One floor directly above the incident floor,
  - One floor directly below the incident floor.
- All other floors will be silent. The alarm will annunciate in the fire stairwells and elevators, as well.
- Emergency strobe lights will automatically flash on the three floors.
- Emergency exit lights will flash through-out the entire building.
- The fire alarm will sound with a loud whooping noise, immediately followed by a pre-recorded message. The taped message will say:
  - "May I have your attention please. An emergency has been reported on your floor. Please proceed to the nearest fire stairwell and exit the building. Do not use the elevators."
- All elevators will return to the plaza / ground floor.
- Follow the Evacuation Procedures in this manual.
- The "all clear" signal is four tones up on the scale and four tones down. When you here the tones, they mean:
  - An emergency was reported some-where in the building.
  - The alarm has been investigated and determined to be false, or has been cleared. You may or may not have heard the alarm depending upon your location at the time of the alarm.
  - It is safe to return to your floor.
  - Please return to your normal duties.

### IMPORTANT NOTE:

The fire alarm will continue to sound until we have determined the source of the alarm. We will restore air conditioning and elevator services as soon as the fire department releases us to do so. If we are unable to restore services within five minutes of the alarm being silenced, we will make a public address system announcement to give you a status update.



Please do not call the Security Command Center or Management Office to ask if the fire alarm is real. This will tie-up the emergency team's investigation efforts. We will communicate with you via the public address system. Therefore, it is important for your group to remain silent.

#### FIRE DRILL ANNOUNCEMENT

In accordance with the City of Irving Fire Department's requirements, fire drills are conducted three times per year. Fire Wardens are required to administer their duties to ensure full employee participation is obtained.

[Click here to download a Fire Warden Change Form](#)

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## **Emergency Procedures: Flooding**

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

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

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

## **Emergency Procedures: Homeland Security**

Vanderbilt Office Properties recommends that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks.

**Click on the links below to access a variety of resources that aid in preparing for a regional emergency:**

*Texas Department of Public Safety*

<http://www.txdps.state.tx.us/dem/pages/index.htm>

*Dallas Office of Emergency Management*

[http://www.dallascityhall.com/html/oem\\_about\\_us.html](http://www.dallascityhall.com/html/oem_about_us.html)

*Department of Homeland Security*

<http://www.dhs.gov/dhspublic>

*Federal Emergency Management Association*

<http://fema.gov/>

*American Red Cross*

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

*Center for Diseases Control and Prevention Emergency Preparedness and Response*

<https://www.emergency.cdc.gov>

**Local media outlets will provide important information during an emergency situation:**

*The Dallas Morning News:*

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

*Star-Telegram:*

<http://www.star-telegram.com/>

*KRLD 1080 AM:*

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

*KDFW Fox 4:*

<http://www.kdfwfox4.com>

*KTVT CBS 11:*

<http://cbs11tv.com/>

*KXAS NBC 5:*

<http://www.nbc5i.com/index.html>

*WFAA ABC 8:*

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

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## **Emergency Procedures: Medical Emergency**

1. When conditions warrant, call the Irving Fire Department. (From an outside line)
  2. Dial 911, Give:
    1. Building name.
    2. Building address.
    3. Floor.
    4. Suite number.
    5. Details of the emergency.
- Call Security. (From an outside line)
  - Dial (972) 869-5911
  - Do not move an injured or ill person. Try to make them comfortable and reassure them that help is on the way.
  - Assign someone to meet the Paramedics at the elevators on your floor and in the building lobby. Keep a clear pathway for the emergency unit.

# Emergency Procedures: Pandemic Preparedness

## What you Need to Know

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

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

## Importance and Benefits of Being Prepared

The effects of a pandemic can be lessened if you prepare ahead of time. Preparing for a disaster will help bring peace of mind and confidence to deal with a pandemic.

When a pandemic starts, everyone around the world could be at risk. The United States has been working closely with other countries and the World Health Organization (WHO) to strengthen systems to detect outbreaks of influenza that might cause a pandemic.

A pandemic would touch every aspect of society, so every part of society must begin to prepare. All have roles in the event of a pandemic. Federal, state, tribal, and local governments are developing, improving, and testing their plans for an influenza pandemic. Businesses, schools, universities, and other faith-based and community organizations are also preparing plans.

As you begin your individual or family planning, you may want to review your state's planning efforts and those of your local public health and emergency preparedness officials. State plans and other planning information can be found at [www.pandemicflu.gov/plan/checklists.html](http://www.pandemicflu.gov/plan/checklists.html).

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

## Pandemic Flu Resources

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

### **Pandemicflu.gov**

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

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

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

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

DHS is working on a "Business Planning Guide," which will be posted on the DHS home page and on Pandemicflu.gov as soon as it is completed. Also, for business-specific questions, the DHS has created an [e-mailbox-DHSPandemic@dhs.gov](mailto:e-mailbox-DHSPandemic@dhs.gov).

### **BOMA Resources**

BOMA / Greater Toronto Pandemic Flu Report

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

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

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

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## **Emergency Procedures: Power Failure**

In the event of a power failure to the building, an emergency generator will automatically activate, providing power for basic lighting. All building elevators will automatically ground themselves one at a time; this typically takes up to five minutes. The emergency generator will light exit signs revealing the location of the door exits as well as light the stairwells and public areas.

### **ACTIONS TO TAKE:**

1. Remain calm.
2. When evacuation is necessary, follow the Evacuation Procedures in this manual.
3. Contact the Security Command Center if disabled personnel need special assistance.

# Emergency Procedures: Severe Weather

During severe weather, you are safer within the building than outside. Severe weather is monitored by on-site security personnel. In the event of severe weather, and if time permits, one or more of the following messages will be announced via the public address system:

- General Alert

"May I have your attention please. May I have your attention please. The National Weather Service has issued a tornado warning for Dallas County. Please stay tuned to local radio or TV for more specific weather information. Be alert to changing weather conditions. Be prepared to relocate to the fire stairwells, interior corridors or restrooms without further notice. Consult with your fire warden, if you have questions. Thank you." (Repeated twice)

- Take Immediate Action

"May I have your attention please. May I have your attention please. A tornado has been sighted in our immediate area. At this time all personnel should move to fire stairwells, interior corridors or restrooms. Do not attempt to leave the building. Stay away from exterior windows, lower lobbies and arcade areas. Stand by for further weather information. Thank you." (Repeated twice)

- Severe Weather Has Dissipated

"May I have your attention please. May I have your attention please. Weather conditions in our area appear to have improved. You may return to your normal duties. Please stay tuned to local radio or TV for further weather updates. Be alert to changing weather conditions. Thank you. (Repeated twice)

## Tornado

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The Weather Service will announce the approximate time of detection and direction of movement. Wind will be blowing at a speed of 75 MPH, or greater.

A public warning will be broadcasted by radio or television. If available, tune to radio or television when you hear the City of Irving's Civil Defense Warning System activate. Because of the speed and rapid development of this type of emergency, there may not be time for you to implement the procedure below.

Therefore, it is of paramount importance that you train your employees on the following action steps:

### **FIRE WARDEN AND EMPLOYEE PROCEDURES:**

- IN OFFICE
- Remain calm.
- Get away from the perimeter of the building and exterior glass.
- Leave your exterior office - close the door.
- Go to the center corridor of your suite or core areas of the building (restrooms, common interior hallways, or fire stairwells).
- Sit down and protect yourself by putting your head as close to your lap as possible, or kneel protecting your head.
- If you are caught in an outside perimeter office, seek protection under a desk.
- IN TRANSIT IN THE BUILDING
- Remain calm.
- Utilize a stairwell or corridor for shelter.
- Get away from the perimeter of the building and exterior glass.
- Do not go to the first floor lobby, atriums, or outside the building.
- Do not attempt to leave the property.
- Building and emergency personnel will arrive to help as soon as possible.

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## **Emergency Procedures: Stairs**

Two emergency stairwells serve each tower at Williams Square. They are located in the east and west ends of the Central Tower and the north and south ends of the East, West and Bank Towers. Each of these stairwells run from the roof level to the plaza and down to the B-1 level.

Tenants should note the location of the stairwell nearest their office for emergency use. Stairwells are pressurized so that in the event smoke is present; fans will activate to clear the stairs for safe exit. This is why stairwell doors should remain closed at all times. For security reasons, stairwell doors are locked from the inside during business hours. During fire alarms, these doors automatically open.

For emergency use, security phones are located in the stairwells on the 23rd, 18th, 13th, 8th and 3rd floors of the Central Tower, the 13th, 8th and 3rd floors of the East and West Towers and the 3rd floor of the Bank Tower. These phones automatically dial the Security Command Center when the receiver is lifted.

## **Emergency Procedures: Toxic Hazards**

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed. Call 911. Provide the building's address, your floor and phone number, and also what type of spill has occurred. Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

## **Introduction: Welcome**

Vanderbilt Office Properties welcomes you to The Towers at Williams Square. As manager for the premier property of the Southwest, it is our goal to provide you with the most efficient and professionally operated office environment possible. We have prepared this manual to familiarize you with the operations of the building, security and emergency procedures, and the many services available in the building. Here you will also find useful information about the Las Colinas Urban Center and the many services and amenities available in our community. Please share this information with all of your employees.

We ask that one individual or department direct routine matters, such as maintenance, service requests, or custodial items to our office from your company. This promotes efficient communication, allows you to monitor and track maintenance requests, and provides you with an opportunity to resolve conflicting requests prior to communicating with our staff.

Please let us know if any employee or individual with a disability that may require special assistance in the building. We strive to provide a barrier-free environment in the common areas of the building. For more information about this topic, please consult the property management office.

The Management Office is located in the East Tower, Suite 100. The office hours are 8:00 AM to 5:00 PM, Monday through Friday, excluding holidays. The telephones are answered 24 hours a day, 7 days a week. Please call or visit the Management Office if we can be of further service.

## **Introduction: About the Towers At Williams Square**

Completed in 1985, The Towers at Williams Square was created to give Las Colinas, the premier business and residential community adjacent to Dallas / Fort Worth International Airport, a sense of place. The 1.4 million-square-foot, Class A office complex is anchored by a 26-story central tower and two 14-story towers, all connected by copper-roofed arcades. Adjacent is a five-story office building. The project sits on a beautifully landscaped 18-acre site on Lake Carolyn, in the heart of the Las Colinas Urban Center. Williams Square's towers define three sides of a massive pink granite plaza, with the iconic bronze sculpture "The Mustangs of Las Colinas" at its center. Together they capture the openness of the land and independent spirit of Texas.

Tenants benefit from efficient 25,000-square-foot rectangular floorplates; 3,400-plus covered parking spaces; 24-hour staffed security with secured access; and state-of-the-art building and life-safety systems. The complex's location gives excellent access to D/FW Airport, Love Field; and all area business centers.

Williams Square's amenities include luxuries (a private dining club, concierge service and valet parking), business services (a 90-140 person conference center), as well as a fitness club, and two restaurants.

### **WILLIAMS SQUARE PLAZA**

The Mustangs of Las Colinas are the work of Robert Glen, a native of Nairobi, Kenya, East Africa. Born in 1940, Glen has studied art and anatomy, notably under Coloman Jonas, Dean of American Taxidermists.

After several years of practicing taxidermy and collecting specimens, Glen, in 1970, began pursuing his lifelong dream to sculpt the wildlife of Africa using bronze as his finished medium. Glen creates his original sculptures in Nairobi, and then the bronze casting is completed in England or Italy. All of Glen's castings are in limited editions of only six, eight or ten. After the last one is created, the mold is destroyed.

Robert Glen's work appears at the Royal Ontario Museum of Toronto, Canada, and is found in the private collection of many world figures, including Her Majesty Queen Elizabeth II.

Game Conservation International presented Glen with a special award in 1981, recognizing him as one of the outstanding wildlife artists in the world. His work brings international importance to Williams Square in Las Colinas. The Mustangs of Las Colinas and Plaza were dedicated on September 25, 1984. The nine mustangs took over seven years to develop and construct.

### **LAS COLINAS HISTORY**

Located in the rolling hills between the Dallas-Fort Worth International Airport and Texas Stadium, Las Colinas is the areas only master planned community and one of very few in the nation financed exclusively by private capital. In 1928, John Carpenter bought a few hundred acres of ranch land northwest of Dallas where Hackberry and Cottonwood Creeks join before entering the Elm Fork of the Trinity River. During the 1950s and 1960s, the Carpenter family resisted mounting pressure to sell off the land, called Ranchito de Las Colinas (A little ranch of the hills), subdivide it and allow it to be developed into the urban sprawl that was then radiating from Dallas.

With the construction of Dallas-Fort Worth International Airport, Carpenter's son, Ben, allowed major thoroughfares to be built on the land, signaling plans for development. Ben Carpenter, then president of Southland Financial Corporation, and his brother-in-law, Dan C. Williams, chairman of the board, began to work on the Texas-sized development. The firm of Procter-Bowers completed the original master plan in 1974. The first element of the project was the construction of the 125-acre Lake Carolyn and the adjoining canal.

### **LAS COLINAS TODAY**

Now Las Colinas, a 12,000-acre, master-planned community, is a balanced city within a city with commercial, residential, educational, recreational, medical and retail land uses developed to harmonize with the environment. Due to its strategic location, 10 miles from the Dallas-Fort Worth International Airport, Las Colinas is being developed as the focal point of Dallas' future commercial and residential growth.

The commercial sector of Las Colinas consists of several office centers and business parks. The Las Colinas Urban Center is the downtown of Las Colinas. The Urban Center features high-rise and mid-rise

offices, shopping and restaurants. This precision-planned 960-acre downtown area is being built around Lake Carolyn. The Las Colinas Urban Center is distinguished by blue chip companies like the Omni Mandalay Hotel, one of the world's great luxury hotels that is the 24-hour pulse of the Las Colinas Urban Center.

Recreational amenities in Las Colinas include four championship golf courses, the most complete athletic facility in the Southwest, one of the finest equestrian centers, and 3,500 acres of public and private parks, bridle paths and greenbelts.

Residential villages in Las Colinas feature single-family homes, condominiums, town homes, and apartments. Projections indicate that when Las Colinas is fully developed, approximately 65,000 people will live in the community and about 150,000 will work here. Las Colinas compliments the City of Irving, a vibrant growing municipality of 150,000 citizens who populate an area of 80 square miles.

Irving and Las Colinas also share two higher education facilities. North Lake College, one of the seven Dallas County trails, athletic fields, tennis courts and a nine-acre lake surrounding its nine-building campus. The facilities of North Lake include well-equipped, 450-seat laboratories and learning centers. The University of Dallas (UD), a private, Roman Catholic institution, has earned a reputation for serious study.

Barron's Profiles of American Colleges and Universities rank UD among the 90 most selective in the United States. The Graduate School of Management, UD's professional business school, is the second largest school of management in the Southwest. Cistercian Preparatory School for Boys, one of America's finest college prep schools, is also located in Las Colinas.

Today, Las Colinas is a significant part of the city of Irving, but Irving also contributes much to the success of the Las Colinas master plan. Together, they form a unique city, not to be equaled anywhere in the world.

# **Introduction: Operating Instructions**

## **Navigation**

You move through The Electronic Tenant® Handbook just as you would a traditional Internet site. It's as simple as pointing and clicking. The main page features a navigation bar that provides links to each chapter. Upon entering a chapter, you will find links to the specific information provided in that chapter's sub-sections.

## **Special Features**

This Electronic Tenant® Handbook has special features, such as a [Forms](#) Section and [Search](#) engine. In order to take advantage of these useful features, you must have Adobe Acrobat Reader installed on your computer. This software is free and easy to use, and can be obtained by [clicking here](#).

## **Updates**

The Electronic Tenant® Handbook is updated on a regular basis, so please be sure to periodically check for updates and new information. If you are having trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the Management Office.

# Introduction: Mobile Property

## Access your *Electronic Tenant® Portal* from the palm of your hand!

By bookmarking the *Mobile Property* App on your smartphone and adding an icon to your home screen, you will be able to access all of the information and features of a desktop portal, wherever you go.

### Simply follow these 2 easy steps:

1. Type, or copy and paste the URL into your smartphone browser:

<http://TheTowersatWilliamsSquare.info>

2. Add the bookmark to your home screen by following the instructions below.

#### *iPhone / iPad*

1. When you have the *Mobile Property* App displayed in your web browser, click on the share icon (bottom/center - box with arrow icon) and choose "Add to Home Screen."
2. Choose a name for the new application, or leave as is and click "Add."

#### *Android*

1. When you have the *Mobile Property* App displayed in your web browser, use the menu button and choose "Add Bookmark."
2. Go to your desktop / home screen and hold down a finger on any blank area until prompt comes up. At the prompt - select shortcuts - Bookmarks - Mobile Site.

#### *BlackBerry*

1. When you have the *Mobile Property* App displayed in your web browser, use the menu button and choose "Add to Home Screen."
2. Choose the name and location for your application, or leave the default settings, and press "Add."

## **Operations: Accounting**

Rent is due on the first day of each month and is past due on the date specified in your lease agreement. Charges for electricity are due within five business days after receipt of each bill. Miscellaneous billings for goods and services authorized by the tenant are due within five business days after receipt of the bill. All of the above is considered rent and is subject to late charges if not paid within the terms of the lease agreement. Monthly rent invoices are not provided to tenants, however yearly rent schedules are sent out in December for the New Year. Please check your lease agreement for more information.

### **Checks should be made payable to:**

AGRE Williams Square Holdings, LLC,  
PO Box 206044,  
Dallas, TX 75320-6044

For information on sending payments by overnight delivery, wire transfer or ACH, please contact the Management Office at (972) 869-5900.



## **Operations: Building Management**

The Management Office is located in the East Tower, Suite 100. The office hours are 8:00 AM to 5:00 PM, Monday through Friday, excluding holidays. The telephones are answered 24 hours a day, 7 days a week. Please call or visit the Management Office if we can be of further service. The Management Office phone number is (972) 869-5900, the fax number is (972)869-4820.

### **ADDRESSES**

The Towers at Williams Square is a four-building complex located in the Las Colinas Urban Center. The building addresses are as follows:

**Chamber Tower**      5201 North O'Connor Boulevard

**West Tower**         5205 North O'Connor Boulevard

**Central Tower**      5215 North O'Connor Boulevard

**East Tower**         5221 North O'Connor Boulevard

**The city, state and zip code for all four buildings is:**

Irving, Texas, 75039

# **Operations: Holidays and Hours**

**Building Hours**                    7:00 AM to 6:00 PM

## **Building HVAC Hours**

**Monday through Friday**    7:30 AM to 6:00 PM

**Saturday**                            8:00 AM to 1:00 PM

**The building will be closed at all other times and on building lease holidays. The holidays are defined as:**

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

To enter the building after normal business hours and during holidays, present your parking / building access card at the readers located at the sky bridge or tunnel level entrances doors. The same access card must be presented at the readers inside of the building elevators in order to gain access to your suite.

# Operations: Leasing

Hillwood Urban leases The Towers at Williams Square.

	<p><b>BILL BROKAW</b></p> <hr/> <p>214.777.4333 bill.brokaw@hillwood.com</p>		<p><b>KARCH SCHREINER</b></p> <hr/> <p>214.777.4334 karch.schreiner@hillwood.com</p>
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## **Operations: Tenant Satisfaction**

Our goal is to provide the highest level of service and response to you. We strive to correct problems reported to our office promptly and consistently. For routine assistance, please contact us at (972)869-5910.

For your convenience, employee compliment forms are located in this handbook. Please use the form to offer comments about a particular staff member's performance. We enjoy receiving your feedback.

### **ANNUAL SURVEY**

Each year we will ask you to complete a survey covering all facets of our building and its operation. We continually try to improve the quality of services provided, building procedures, and the building itself based on this feedback. Many of the improvements made to the building each year are based on recommendations from our tenants. Please take time to complete this important survey.

[Click here to download an Employee Compliment Form](#)

[Click here to download a Tenant Suggestion Form](#)

## Policies & Procedures: Contractors

All contractors, subcontractors, suppliers, service providers, moving companies and others performing work of any type for the tenant are required to carry insurance and show proof of coverage. The tenant should deliver to the Management Office a Certificate of Insurance that shows the required coverage and names the owner as the certificate holder and as the additional insured. This must be provided at least 10 days prior to entry into the project. A sample Certificate of Insurance form reflecting the insurance coverage requirements can be obtained by contacting the Management Office. Renewal certificates must be provided at least 30 days prior to the expiration date of certificates previously on file in the Management Office. For insurance coverage amounts and any other questions, please contact the Management Office.

### Contractor Rules and Regulations

1. **Parking:** Contractor parking will be in areas designated from time to time by the Management Office and will be at the expense of the contractor or contractor's employees. Parking is prohibited in all fire lanes and vehicles permitted to park on the dock are prohibited from parking in front of building garbage compactors (Parking tickets will not be validated by the Management Office).
2. **Entry to Building:** Contractor access to the building will be through the loading docks unless otherwise directed by the Management Office.
3. **Deliveries and Material Scheduling:** Scheduling for the independent use of the freight elevator shall be coordinated through the Management Office, with at least (24) twenty four hours advance notice. (No exceptions). The freight elevator or modified passenger elevator(s) will be used as designated from time to time by the Management Office for the following: Vertical Contractor Transportation, delivery of supplies, tools, materials and removal of trash and excess material. The loading dock area will be utilized for all deliveries. (The lobby entrances or fire lanes will not be utilized for deliveries.)
4. **Material and Trash Removal:** All material and trash will be removed through the loading dock after 6:00 PM, Monday through Friday and all day Saturday and Sunday. Roll-off containers are permitted, however, must be authorized by the building. Management Office at least (24) twenty-four hours in advance of their intended use. Monday through Friday, roll-off's must be dropped off after 6:00 PM and picked up prior to 6:00 AM the following morning. If loading dock activity permits, roll-off's may be authorized by the Management Office to remain on the loading dock through Saturday and Sunday.
5. **Elevators:** Under no circumstances, including personal transport, will contractors use passenger elevators designated for tenant use. Smoking in the elevators is prohibited. Unusually heavy items brought into the building must be coordinated through the Management Office. Large projects must have a designated elevator operator.
6. **Smoking:** Smoking or the use of any tobacco products are absolutely prohibited in the building lobbies, elevators, stairwells, restrooms, and other public areas.
7. **Jobsite Condition:** On a daily basis, jobsites should be cleared of all trash and returned to a clean, orderly state. Flammable or hazardous materials must be clearly identified and kept properly secured.
8. **Insurance:** A certificate of insurance for each contractor showing proof of general liability, workers compensation and automobile coverage must be submitted for approval to the Management Office prior to the commencement of work. Sufficient insurance must be maintained throughout the duration of the project. To request a sample insurance form, which reflects all insurance requirements, please contact the Management Office at (972) 869-5900.
9. **Work Schedule / Misc.:** All contractors will provide updated construction schedules to the Management Office on a weekly basis. The General Contractor will provide a list of proposed subcontractors to the Management Office for approval. In addition, the General Contractor will provide the Management Office with a list of all contractor names, addresses, and telephone numbers for emergency notification purposes.
10. **Base Building Alteration:** Any alteration to the base building ductwork return air, fire, dampers, electrical panels, roof membrane, exterior, or structure must be approved in writing by the Management Office's authorized representative, prior to commencement of work. An updated architectural drawing of any changes, alterations, or additions to the ductwork must be supplied to the Management Office upon job completion. All construction shall be performed in a good and workmen like manner. No construction of any kind may be performed where upon completion; such construction in any manner is not fully compatible with all base building systems.
11. **Disturbances:** Any work or action that disturbs the tenants of the building, such as excessive noise, odor, or service interruptions (plumbing, electrical, mechanical, fire, life and safety systems) must be scheduled through the Management Office prior to their occurrences. Under no circumstances may a contractor enter into any tenant, or otherwise occupied area, either during business hours or non-business hours without first scheduling such activity through the Management Office.
12. **Telephones:** A pay telephone is located on the loading dock for your convenience. Do not ask a tenant to provide a telephone for your use.

13. **Standards of Conduct:** Any individual employee, subcontractor or other agent of the contractor will be dismissed from the property at any time the Management's Office authorized representative so requests. The reasons may include, but are not limited to, loitering, improper dress, inappropriate behavior, or failure to comply with any other building rule. Loitering, lunch breaks, and general breaks, will not be tolerated in the public and common areas of the building. Travel through the lobby is prohibited. Building-to-building foot traffic must be made through the loading docks only.
14. **Identification:** Any contractor doing work on the property must wear a shirt at all times which clearly identifies the individual's name and the name of the contractor or subcontractor he or she is doing work for.
15. **Building Protection:** It is the contractor's responsibility to protect base building doors, hardware, fixtures, or the physical structure. All building assets must be left in their original condition or be replaced by the General Contractor, regardless if negligence can be proven. Prior to demolition, carpet from within the suite will be removed or protected by masonite. Hall carpets will be protected by masonite or carpet walk-off mats.
16. **Base Building Areas:** Contractor's are responsible for insuring that all base building areas accessed during a job are kept clean during and at the completion of that job. These areas include: all dock areas, all service elevators and service elevator lobbies, and all telephone, electrical and janitorial closets.
17. **Ceiling Work and Inspection:** All wiring, duct work, plumbing, or any other above ceiling material, must be suspended off of a ceiling grid no less than two (2) inches above grid, and all scrap material or discontinued material shall be removed from ceiling. A forty-eight (48) hour notice for above ceiling inspections must be given to the Management Office upon completion of work, and prior to closing the ceiling.
18. **Jobsite Dust:** Public areas are to kept free of dust and materials at all times. The contractor will install filter media on all power induction boxes and return air dampers within the construction area. Walk-off mats will be provided by the contractor at all exits and will be cleaned daily to prevent tracking onto building carpet / flooring.
19. **Security / Emergencies:** The building hours are 7:00 AM to 6:00 PM on weekdays and 8:00 AM to 1:00 PM on Saturdays. After hours and weekend work access requires scheduling through the building Management Office with at least (24) twenty four hours advance notice, in order to obtain security clearance and must be submitted on the Management Office's [After Hours Security Clearance form](#). No verbal notifications or requests will be accepted. All After Hours Security Clearance forms must reach the Management Office prior to 2:00 PM for scheduling purposes. Your cooperation will prevent an unnecessary work stoppage. In the event of an emergency, please contact the Management Office at (972) 869-5900, for notification.
20. **Fire Life, and Safety Systems:** Proper precautions should be taken by the contractor so that smoke detectors are not set off from dust caused by construction. The general contractor is required to have an approved fire alarm contractor clean all smoke detectors, which have accumulated excessive dust. Please notify the Building Management Office with at least (24) twenty-four hours prior notice before working on the fire sprinkler, fire alarm, and other life safety systems.
21. **Permits / Misc.:** All construction permits will remain posted throughout the duration of the project. All contractors performing work in the building will comply with all national, state, and local codes for safety issues, method of construction, and materials used. All welding performed on the project will be conducted utilizing The Factory Mutual Welding Procedures, as amended from time to time.
22. **Final Clean:** Prior to job completion, the general contractor will schedule a final walk-through with the Management Office and the evening janitorial service for project acceptance. It is the contractor's responsibility to properly protect and bag mini blinds prior to commencement. The final clean will be a detail clean including, but not limited to, the removal of all project waste, cleaning of light fixtures and lenses, wiping down all doors and cabinets, interior window cleaning and detail vacuuming.
23. **Damages:** All damages to the building or property, whether due to negligence, theft, vandalism, or mischief, intentional or not will be the general contractor's responsibility. The general contractor will also be responsible for any labor or material costs incurred due to any failure to comply with these rules and regulations. These rules and regulations will be applicable to subcontractors and material suppliers; though the general contractor will be held responsible for their actions.
24. **Changes:** The Management Office reserves the right to alter and change any and all of the Contractors Rules and Regulations at any time.
25. **Plans:** The Owner requires as-built drawings at the conclusion of each project. The plans must contain the entire floor, and all related improvements. Drawings are to be delivered to the Management Office.
26. **Restrooms On Construction Floors:** Restrooms for contractor's employees and sub-contractors are located on level B-1 and on the loading docks of the East and West Towers; and levels 1 and 2 in the Chamber Tower. Restrooms may be utilized during a full floor build-out. Under no circumstances are contractor's employees or sub-contractors permitted to travel to another tenant's floor, or another

multi-tenant floor, to utilize the restroom facilities. Access to these designated floors is via the service elevators only. The General Contractor is responsible for posting signage, in English and Spanish, in their work area to communicate this policy to all construction team members.

27. **Janitorial Closets:** Janitorial closets must be closed and locked at all times. The job superintendent will be issued a key by the building's on-site security command center. The superintendent will be solely responsible for access into the closet. The mop sink located in the closet will be used for water and paint brush / roller clean up only. Under no circumstances will the sink be used for the disposal of paint, mortar, concrete, adhesives, etc. All excess construction related liquids will be removed from the property at the contractor's sole expense. Further, at no time shall the janitorial closets be used for storage of construction materials. It is the contractor's responsibility to ensure the closet is left in a clean and orderly manner at the end of each day.
28. Pursuant to Section 30.07, Texas State Penal Code (trespass by license holder with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a handgun that is carried openly.
29. Pursuant to Section 30.06, Texas State Penal Code (trespass by holder of license to carry a concealed handgun), a person licensed under Subchapter H, Chapter 411, Government Code (concealed handgun law), may not enter this property with a concealed handgun.

Questions about the above building rules and regulations may be addressed to the Building Management Office by calling (972) 869-5900, Monday through Friday, 8:00 AM until 5:00 PM. The Management Office may make changes to these rules and regulations at any time as deemed necessary.

[Click here to download a sample Certificate of Insurance](#)

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## **Policies & Procedures: Food in Plaza Areas**

We strive to provide the highest professional building image to your visitors and clients. Therefore, consumption of food and/or beverages is prohibited in the plaza level seating areas. Tables and chairs are located in the East and West Towers on level B-2 for the use of Williams Square tenants and visitors. Please advise your employees of this policy.



## **Policies & Procedures: General Rules & Regulations**

1. No birds, animals, reptiles, or any other creatures may be brought into or about the Project except to assist disabled persons.
2. Nothing may be swept or thrown into the corridors, halls, elevator shafts, or stairways.
3. Tenant may not make or permit any improper noises in the Building, create a nuisance, or do or permit anything that, in Landlord's sole judgment, interferes in any way with other tenants or persons having business with them.
4. No equipment of any kind may be operated on the Leased Premises that could in any way annoy any other tenant in the Building.
5. Tenant shall cooperate with Building employees in keeping the Leased Premises neat and clean.
6. Corridor doors, when not in use, must be kept closed.
7. No bicycles, scooters, or similar vehicles are allowed in the Building.
8. Tenant shall refer all contractors, contractor's representatives, and installation technicians rendering any service on or to the Leased Premises for Tenant to Landlord for Landlord's approval and supervision for performance of any contractual service. This provision applies to all work performed in the Building, including installation of telephones, telephone equipment, electrical devices, and attachments and installations of any nature affecting floors, walls, woodwork, trim, windows, ceiling, equipment, or any other physical portion of the Building.
9. No nails, hooks, or screws, other than for cosmetic or typical office-type decorations, may be driven into any part of the Building except by Building maintenance personnel.
10. Sidewalks, doorways, vestibules, halls, stairways, and similar areas may not be obstructed by any Tenant Party, or used for any purpose other than ingress and egress to and from the Leased Premises, or for going from one part of the Building to another part of the Building. No furniture may be placed in front of the Building or in any lobby or corridor without prior consent of Landlord.
11. Any Tenant Party who desires to enter the Building after Building Standard Hours, is required to sign in upon entry and sign out upon leaving, giving their location during their stay and their time of arrival and departure.
12. All deliveries must be made via the service entrance and service elevator during Building Standard Hours or at other times as Landlord may determine. Prior approval must be obtained from the Landlord for all deliveries that are received after Building Standard Hours.
13. Landlord or its agents or employees may enter the Leased Premises to examine the same or to make repairs, alterations, or additions as Landlord deems necessary for the safety, preservation, or improvement of the Building.
14. Landlord may require all Tenant Parties to evacuate the Building in the event of an emergency or catastrophe.
15. Tenant may not do anything, or permit anything to be done, in or about the Building, or bring or keep anything in the Building that in any way increases the possibility of fire or other casualty, or do anything in conflict with the valid laws, rules, or regulations of any governmental authority.
16. Tenant shall notify the Manager when safes or other heavy equipment are to be taken into or out of the Building. Moving of those items must be done under the supervision of the Manager, after receiving approval from Landlord. Landlord may prescribe the weight and position of safes and other heavy equipment that may overstress any portion of the floor. All damage done to the Building by the improper placing of heavy items that overstress the floor will be repaired at the sole expense of the Tenant.
17. No food may be distributed from Tenant's office without the prior approval of the Manager.
18. No additional locks may be placed on any doors without the prior consent of Landlord. All necessary keys must be furnished by Landlord and must be surrendered to Landlord upon termination of this Lease. Tenant shall give Landlord the combination for all locks on the doors and vaults.
19. Tenant shall comply with parking rules and regulations as may be posted and distributed from time to time.
20. Plumbing and appliances may be used only for the purposes for which constructed. No rubbish, rags, or other unsuitable material may be thrown or placed therein. Any stoppage or damage resulting to any plumbing fixtures or appliances from misuse by any Tenant Party is payable by Tenant.
21. No signs, posters, advertisements, or notices may be painted or affixed on any windows, doors, or other parts of the Building, except in colors, sizes, and styles, and in places, approved in advance by Landlord, in its sole discretion. Building standard suite identification signs will be prepared by a sign writer approved by Landlord. The cost of the Building standard signs is payable by Tenant. Landlord may remove all unapproved signs without notice to Tenant, at the expense of Tenant. Directories will be placed by Landlord, at Landlord's expense, in conspicuous places in the Building. No other directories are permitted.
22. No portion of the Building may be used as lodging rooms or for any immoral or unlawful purposes.
23. Tenant may not operate, or allow the operation of any coin or token operated vending machine or similar device for the sale of any goods, wares, merchandise, food, beverages, or services, including

but not limited to pay lockers, pay toilets, scales, amusement devices, and machines for the sale of beverages, foods, candy, cigarettes, or other commodities, without the prior consent of Landlord.

24. Tenant must obtain Landlord's prior approval, which is at Landlord's sole discretion, for installation of any solar screen material, window shades, blinds, drapes, awnings, window ventilators, or other similar equipment and any window treatment of any kind whatsoever. Landlord may control all internal lighting that is visible from the exterior of the Building and may change any unapproved lighting without notice to Tenant, at Tenant's expense.
25. Holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. Business days are weekdays other than holidays.
26. Tenant shall not permit any Tenant Party to hold, carry, smoke, or dispose of a lighted cigar, cigarette, pipe, or any other lighted smoking equipment in the Leased Premises, the common areas, or any other areas of the Project, including but not limited to all restrooms, common corridors, stairwells, elevator lobbies, first floor lobbies, and other areas used in common with other tenants and occupants of the Buildings, except only those areas outside of the Buildings specifically designated as smoking areas.
27. No provision in the Lease or these Project Rules and Regulations may be construed as permitting, consenting to, or authorizing Tenant to violate requirements under the Access Laws, and any provision of the Lease or these Project Rules and Regulations that might be construed as authorizing a violation of the Access Laws will be interpreted in a manner that permits compliance with the Access Laws and the Lease and these Project Rules and Regulations are deemed to permit compliance.
28. Pursuant to Section 30.07, Texas State Penal Code (trespass by license holder with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a handgun that is carried openly.

Pursuant to Section 30.06, Texas State Penal Code (trespass by holder of license to carry a concealed handgun), a person licensed under Subchapter H, Chapter 411, Government Code (concealed handgun law), may not enter this property with a concealed handgun.

1. Landlord may rescind any of these Project Rules and Regulations and make other future Project Rules and Regulations as in the judgment of Landlord are from time to time needed for the safety, protection, care, and cleanliness of the Building, the operation thereof, the preservation of good order therein, and the protection and comfort of its tenants, their agents, employees, and invitees. Those rules, when made and notice thereof given to a tenant, are binding upon the Tenant in the same manner as the original rules. Notwithstanding the foregoing, the provisions of the Lease will control if there is a conflict with any existing or future Project Rules and Regulations.

## **PROPPING DOORS OPEN**

As required by the City of Irving's fire code, tenant entrance doors may not be propped open. Tenants or tenant contractors who have received authorization to enter restricted areas will be given access to those areas in the presence of maintenance and/or security personnel. Additionally, tenants and their contractors should not prop open doors to electric or telephone rooms.

## **Electrical Rooms**

Electrical rooms are located on each floor in each building. The electrical rooms are for the use of maintenance personnel and approved contractors. Tenant contractors who require access to these rooms must obtain pre-approval from the Management Office before access will be granted. If you need an additional electrical circuit in your office, please contact the Management Office for a list of approved contractors.

## **Telephone Rooms**

Telephone rooms are located on each floor and are for communication wiring only. The Towers at Williams Square does not allow telephone rooms to be used for tenant equipment. A phone board should be installed inside the tenant's leased space for their own telephone equipment. Notify the Management Office for access to be granted to telephone service personnel. Damage to the building resulting from telephone service personnel is the responsibility of the tenant. All cabling within the common service areas is subject to The Towers at Williams Square's cabling policy and inspection.

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## **Policies & Procedures: Insurance Protection**

Tenants are expected to maintain, at all times, a policy of insurance insuring the tenant against all liability for injury to or death of persons and for damage to or destruction of property with use occupancy of the leased premises. For required insurance amounts, refer to your office lease agreement or contact the Management Office. The tenant must maintain, at all times, insurance covering full liability under applicable Workers Compensation Laws at required statutory limits.

The tenant should deliver duly authorized certificates of insurance to the Management Office prior to occupying any part of the leased premises. AGRE Williams Square Holdings, LLC and Vanderbilt Office Properties, LLC must be named on the insurance certificate without restriction under the liability policies. The tenant is responsible for providing satisfactory evidence of renewal at least 30 days prior to expiration of the respective insurance policies.

## **Policies & Procedures: Loading Dock Procedures**

The Williams Square loading dock is available for authorized deliveries and pick-ups. Delivery drivers should coordinate with the security staff on duty. All incoming dock traffic is required to check in with security prior to entering the dock area. Security personnel assign parking in the loading docks.

Limited dock parking is also available for short-term courier parking. Deliveries by couriers, contractors and tenants are not permitted in the valet parking areas, street-side building entrance areas, or in the fire lanes surrounding the buildings. Vehicles parked in the fire lanes for any amount of time will be towed at the expense of the vehicle occupant / owner.

Tenants should note that long-term contractor; vendor or tenant parking is not permitted on the loading dock. Tenant contractors should park at the surface lot across O'Connor Blvd. or in the East / West parking garages. Parking validations are the responsibility of the tenant. Contractors may use the dock to drop off work materials before relocating their vehicles to the surface lot.

### **Other Dock Rules:**

1. Manual and motorized pallet jacks are strictly prohibited on freight elevators.
2. Delivery vehicles may not leave motors running while parked on the dock.
3. Dock parking is limited to 20 minutes.
4. Vehicles must park in the spaces assigned by the Dock Officer.

## **Policies & Procedures: Moving Procedures**

To optimize communication and coordination between building management staff, the tenants, and the mover, the following steps should be followed whenever there is a move in or out of Williams Square:

1. For the safety and convenience of other building occupants, moves are not allowed during normal business hours.
2. Notify the Management Office of the proposed date and time of the move and the moving plan. Approval by the Management Office is required before final plans may be set.
3. A current Certificate of Insurance form from the moving company that meets the building's insurance requirements must be on file in the Management Office prior to the move. Failure to submit an insurance certificate will result in access denial to the property.
4. Use the freight elevators to move all items. The loading dock for the Chamber Tower is located at the northwest corner of the building. All other loading docks are under the complex. The northeast entrance to the loading dock is on the lakeside of the complex. Moves in or moves out of the complex must occur via the loading docks. No street-side moves are permitted.
5. Because janitorial personnel use the freight elevators in the evenings, all tenants are encouraged to schedule major moves for Friday evening, Saturday or holidays. If a move must take place during the week, the move should be scheduled after 6:00 PM.
6. Passenger elevators may not be used for deliveries, moving freight, furniture, boxes, equipment, handcarts/dollies, etc. These elevators are for normal floor-to-floor traffic only.
7. Movers are responsible for protecting all corridor vinyl wall covering, tile floors and carpeting with a covering of plywood or masonite.
8. Protect all corners and elevator door casings to avoid damage.
9. Use moving equipment with rubber wheels (i.e., dollies, shell-carts, two-wheels, etc.).
10. Motorized or manual pallet jacks are not allowed on the freight elevators.
11. Semi-truck trailers are not permitted in the loading docks. For all moves, utilize bobtail-sized trucks for delivery of furniture, equipment, supplies, etc.
12. Dock clearance height is 13' 6", and limited maneuverability is present on docks.

If you have special moving requirements other than those outlined above, please contact the Management Office for approval and coordination.

## **Policies & Procedures: Smoking**

The common areas within The Towers at Williams Square are smoke-free. This includes all exterior building entrances, lobbies, garage lobbies, lower levels of garages, docks, hallways, restrooms, elevators and fire stairwells. The City of Irving's Chapter 48 prohibits smoking within 25 feet of all building and garage entrances. Additionally, E-cigarettes, pipe and/or cigar smoking is not permitted inside the building.

[Click here to view a map of the designated smoking areas](#)

## **Policies & Procedures: Special Events**

The Williams Square Pavilion is a popular location for a wide variety of events and activities. A License Agreement is required for all special events and must be applied for through the Management Office. The building newsletter provides current available information on upcoming events. For further details, please call the Management Office at 972-869-5900.



## **Policies & Procedures: Tenant Alterations**

Tenant lease agreements prohibit making alterations and additions to leased premises without the landlord's consent. Please refer to your lease agreement prior to engaging contractors to perform work within your leased premises. To obtain a list of approved contractors to perform minor remodeling, electrical and mechanical work, please contact the Management Office. A written approval request must be submitted along with plans, the name of the proposed contractor(s), and related insurance certificates.

A sample Certificate of Insurance form reflecting the insurance coverage requirements can be obtained by contacting the Management Office. Contractors who enter the property without a current Certificate of Insurance form on file in the Management Office may be delayed or denied access to the building until the insurance certificate is obtained. Further, the City of Irving also requires as-built plans be submitted to the Management Office by the tenant, upon completion of each remodeling project. To obtain a copy of the building's rules for your contractors, please contact the Management Office.

## **Security: After-Hours Access**

### **After Hours Activities**

Tenants should notify the Management Office of any after hour's activity occurring in their suites (i.e., move-in / move-out, deliveries, tenant coordinated construction / repairs, phone repairs, carpet cleaning, etc.). The Security Clearance / Special Access Request form located in the Forms section of this portal is used for this notification purpose. Fax or hand deliver the completed form to the Management Office, Suite 100, East Tower, prior to 2:00 PM on the day the activity will occur. Notifications received after the 2:00 PM deadline may be rejected.

When possible, please provide 24 hours advance notice of scheduled activities. For the protection of our tenants, individuals/contractors/vendors requesting authorization to enter a tenant's suite after hours without written authorization on file in the Management Office will be denied entrance into the buildings.

[Click here to download Access Card Request Form](#)

[Click here to download a Security Clearance Form](#)

## **Security: Building Access**

During non-business hours, access into The Towers at Williams Square is limited. Tenants may enter the building with the aid of a building access card. When presented to a card reader, the access card identifies the holder as a current tenant and allows access into The Towers at Williams Square. The same access card will allow access to individual floors.

Tenants in need of building access cards should contact the parking garage office. All requests must be made in writing. The Access Card Request Form may be obtained from the parking garage office or in the Forms section of this handbook.

## **Security: Deliveries**

The building or security staff cannot accept deliveries. The delivery of large objects or a large quantity of items should be pre-arranged by calling the Management Office to ensure availability of the service elevator and loading dock.

Generally, any delivery requiring more than twenty minutes of dock time should be scheduled after business hours. Due to the clearance height and limited drive lane space in the loading dock, semi-tractor trailers are prohibited. Bobtail sized trucks are strongly encouraged to prevent damage to the dock. All deliveries are required to occur via the building's loading docks.

Deliveries of any duration are prohibited in the valet areas, street-side building entrances and fire lanes. Tenants are encouraged to instruct all delivery personnel to enter the building via the loading docks as towing, at vehicle occupant/owner's expense, is strictly enforced.

## **Security: General Office Security**

The Towers at Williams Square provides security 24 hours a day, seven days a week; however, the primary responsibility for crime prevention rests with the tenant. Please take the time to review the Office Security Checklist provided at the end of this section. Following these simple procedures will greatly decrease your exposure to office theft.

For security assistance or if you have any security or safety questions, please call Security at (972) 869-5911.

### **IDENTIFICATION BADGES**

The Towers at Williams Square service personnel wear picture identification badges while working inside tenant areas. This includes all maintenance, security, cleaning and management personnel. A tenant should question anyone without proper identification.

### **SECURITY ESCORT SERVICES**

The security staff is available to escort tenants 24 hours a day. Tenants may call the Security at (972) 869-5911 to request an escort anywhere within the grounds of Williams Square. Please allow a minimum of 15 minutes for the security staff to respond to your request.

### **SECURITY COMMAND CENTER FUNCTIONS**

The Williams Square Security Command Center (located on the B-1 level of the Central Tower) is manned 24 hours a day, seven days a week and serves as the hub of all security and safety operations.

#### **Systems monitored within the Security Command Center include:**

1. All building fire systems
2. Building and elevator access system
3. Security cameras and monitors
4. Elevator emergency telephones
5. Weather

### **OFFICE SECURITY CHECKLIST**

The following preventative measures will improve overall security in your office environment. Crime can be prevented with basic crime prevention information. Please take the time to share this information with your employees:

1. Never leave your reception area unattended. If you must leave the office unattended, lock the doors, even if it is momentarily.
2. Never leave purses, billfolds, gift packages, jewelry, or cash on your desk unattended. Always lock or secure valuables. Office petty cash should always be kept at a minimum balance and locked in your office safe. Do not disperse change to visitors or strangers as they may be trying to determine where your money is normally kept.
3. Do not leave billfolds, checkbooks, credit cards, or money in coats, wraps, jackets, etc., in your office. Secure these clothing articles away from the entrance to the office where they cannot be easily stolen while you are away.
4. Lock your desk when unattended.
5. Lock your office doors when working alone or after normal business hours, weekends, holidays, etc.
6. Please report and provide a description of all solicitors, peddlers, and suspicious persons to the Management Office or Security Command Center immediately. We do not allow any door-to-door sales or solicitation in the building.
7. If any unauthorized person comes to your office to do work, call the Security Command Center. Verify the identity of telephone and delivery personnel desiring to access your office space.
8. Monitor the movement of visitors within your space.
9. Do not let anyone in the building as you enter with your key or access card.
10. Please safeguard your keys. Never distribute keys to individuals outside of your company.
11. Security will provide the necessary keys to the building and janitorial service area.

12. Inventory all of your office furniture, fixtures and equipment. Your inventory list should include a brief description of each item including the make, model number, serial number and approximate value. By promptly providing a detailed inventory list to the local authorities in the event of a theft, you will greatly increase the possibility of the items being returned to you.
13. Park in a well-lighted, well-traveled area. When working late, walk to your cars in groups, with fellow employees or peers. The building security staff will provide escorts for your employees. Please give the officers at least 15 minutes prior notice by calling Security at (972) 869-5911.
14. Lock all valuables and important papers in the trunk of your car, or take these items with you. Do not leave valuables in plain view in the seat, floorboard or on the dashboard of your car. (Examples: Radar detectors, tape / CD cases, luggage, gifts, clothes, wallets, money, etc.)
15. Identify all of your automobile accessories by engraving your Texas Driver's License number. (Examples: T-tops, hubcaps, radar detectors, cell phones, tape players, etc.)
16. Take your building/parking access card with you into the building or place it in an area inside of your vehicle that is out of plain view. An access card left inside a vehicle provides an automobile thief easy exiting from the parking garage.
17. Promptly report all incidents of crime or theft to the Irving Police Department and the Security Command Center immediately upon discovery.
18. Please follow the Property Removal Policy advising the management staff of all after hour's property removal situations. Also, please advise the Management Office in advance of all after hour's contractor activities that are scheduled to occur in your space. By doing so, our officers' can more closely monitor after hours activity on the property in a proactive manner.
19. Do not permit tenant-hired contractors to submit Security Clearance / Special Access Forms directly to the Management Office or to the Security Command Center. These forms should be submitted directly by the tenant contact on behalf of the contractor for added security.

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## **Security: Key & Lock Policy**

All building door re-keys must be coordinated through the Management Office and will be performed by the building's locksmith. Additional keys for base building locksets can be copied by contacting the Williams Square Maintenance Office at (972) 869-5910.

For keys to desks, filing cabinets, equipment, storage cabinets, etc., please refer to an outside locksmith. You may also contact the Maintenance Office for a recommendation.

## **Security: Lost & Found**

All property found by or turned into Williams Square Security is logged and then stored in the Command Center. Items not recovered after one month are either donated to charity or destroyed.



## Security: Property Removal

Please do not abandon used office furniture and equipment in the building. Several charitable organizations in the area will pick up used articles and provide a donation receipt. The building must charge a fee to any company that leaves large articles on the dock or service elevator lobby that cannot easily be removed with the normal building trash. A nominal removal fee for used pallets will also be assessed, if a pallet recycler is not available.

### PROPERTY REMOVAL PROCEDURES

Any tenant or visitor removing property after hours (6:00 PM to 6:00 AM, Monday through Friday and all day Saturday and Sunday) including personal computers, audio or video equipment, materials such as large amounts of files, etc., should submit either a letter authorizing such removal, or a fully completed [Property Removal Authorization form](#) located in the Forms section of this handbook. Letters should be on company stationery and signed by the designated tenant contact. The authorization should be submitted to the Management Office no later than 5:00 PM on the last business day preceding the anticipated removal date.

If this procedure is not followed, the security officer witnessing the attempted removal of property will stop the individual, determine their employer and call the designated after-hours tenant contact person for authorization to permit the equipment removal.

**If no telephone authorization can be obtained, the security officer is required to obtain the following information from the individual and provide it to the Management Office:**

1. Description of the equipment being removed
2. Serial numbers of the equipment being removed (if applicable)
3. Name of the person removing the equipment
4. Picture identification of the person removing the equipment
5. Employer of the person removing the property
6. Name and suite number of tenant from which person is removing the equipment

Please contact the Management Office if you have questions regarding this policy.

## **Security: Solicitation**

Door-to-door solicitation in the building is prohibited and is considered a violation of the City of Irving code. If a solicitor surprises your office, please contact the Security Command Center immediately. An officer will be dispatched to escort the trespasser from the property.

The policy of The Towers at Williams Square Management Office is to refuse to release tenant contact lists to outside sales professionals and job applicants. However, a listing of company names and addresses is made available to The Towers at Williams Square retail tenants for direct mail marketing purposes only. Other tenants may request a list of The Towers at Williams Square tenants for social purposes, and will be provided a list of companies and suite numbers only. Tenant door-to-door solicitation is also prohibited in the buildings according to City of Irving Ordinance Number 4177.

## **Services: Signage & Directory**

Touch screen automated directories listing all tenants who physically office at The Towers at Williams Square are located on the plaza level of the East, West and Central Towers. The building directories located at the Chamber Tower on levels one and two reflect only the names and suite numbers of tenants officing in that particular building.

Changes or additions to the directory systems can easily be coordinated through the Management Office. Please submit your written request via fax or hand delivery to the Management Office. For your convenience, a Tenant Request for Building Signage form is located in the Forms section of this handbook.

### **TENANT SIGNAGE**

Tenant door signage will be ordered and billed to the tenant by the Management Office upon move in to The Towers at Williams Square. To request a door sign, please submit a completed Tenant Request for Building Signage form located in the Forms section of this handbook to the Management Office via fax or hand delivery. Company logos are not permitted on tenant door signage. Signage delivery is approximately 4-6 weeks from the date of order. Paper signage, of any type, is not permitted on multi-tenant entrance doors, elevator lobbies, corridors, restrooms, etc. More specific information regarding signage cost, style, etc. can be obtained by contacting the Management Office.

[Click here to download a Tenant Request for Building Signage Form](#)

## **Services: Cleaning**

Cleaning services are provided Sunday through Thursday. The Towers at Williams Square's cleaning contractor will perform general dusting of surfaces, removal of trash and recycle materials, general vacuuming, sweeping and mopping hard surfaces, and cleaning of restrooms. Detailed vacuuming and dusting is performed on a periodic schedule.

The cleaning contractor provides base building cleaning services to our tenants. The cost of these base services is part of the services provided by the landlord. More specific information pertaining to cleaning is in your lease agreement. Cleaning services over and above base building cleaning can be performed by our cleaning contractor at the tenant's expense.

Special cleaning requests should be coordinated through the Tenant Services Coordinator.

## **Services: Elevators**

Carpeted, wood trimmed passenger elevators are available for tenants' floor-to-floor travel. For your safety and convenience, as well as prevention of damage to the elevators, please utilize the service elevators when using carts, dollies, etc. These types of equipment are strictly prohibited from entering the passenger elevators. To ensure minimal delays, tenants are asked not to use the service elevators for non-delivery floor-to-floor travel. Your cooperation is greatly appreciated. All elevators are equipped with an emergency intercom system that is directly connected to the Command Center. All elevators are identified with a number posted on the elevator panel door. When reporting information regarding an elevator, please refer to the number of the elevator and the specific tower (Chamber, East, West or Central). As your satisfaction is important to us, please report any undue delays or concerns regarding the elevators to the Tenant Services Coordinator.

## Services: Forms

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

- [Bomb Threat Checklist](#)
- [Access Card Request Form](#)
- [After-Hours HVAC Request Form](#)
- [Conference Center Reservation Form](#)
- [Employee Compliment Form](#)
- [Tenant Requiring Special Assistance Form](#)
- [Fire Warden Form](#)
- [Sample Certificate of Insurance - Contractor](#)
- [Sample Certificate of Insurance - Tenant](#)
- [Security Clearance Form](#)
- [Towers Tenant Contact](#)
- [Tenant Suggestion Form](#)
- [Signage Request Form](#)

## **Services: Handcart / Dolly Service**

This service is offered to provide a means for your company's employees to unload boxes or packages from their vehicles on the dock level and deliver to your suite via the service elevators during the day only.

To request the use of a handcart / dolly, tenants must visit the Dockmaster in the guardhouse at the B-1 Level, East Tower Dock. Tenants will be required to sign a log with their name, company name, suite, tower and phone number. Also, tenants will be asked to leave their driver license as a deposit for the handcart /dolly. The driver's license will be returned when the handcart / dolly is returned to the Dockmaster. Parking spaces at the dock are limited to twenty minutes and handcarts and dollies are not permitted in the passenger elevators or the building lobbies.

## **Services: HVAC**

Standard HVAC service is provided from 7:30 AM to 6:00 PM, Monday through Friday, and from 8:00 AM to 1:00 PM on Saturday. HVAC services requested before or after these standard hours are available at the rate specified in the tenant's lease agreement. Request after hours HVAC service through the Management Office, via fax or hand delivery, no later than 2:00 PM, prior to the time / date service is needed. Use the standard Request for After Hours HVAC form located in the Forms section of this handbook for your request. All requests received after the 2:00 PM deadline for same-day service require an additional \$50.00 administration fee. Building Management may deny after hours service due to scheduled maintenance or emergency repairs.

Companies that require after hours HVAC service on a regular basis are encouraged to provide the Management Office with a Standing Request For After Hours HVAC. The standard Request for After Hours HVAC form may be utilized for this request. Please clearly note on the form that your request is a standing request. This will eliminate the need to submit daily or weekly requests for after hours service.

[Click here to download After Hours HVAC Request Form](#)



## **Services: Mail Service**

U.S. mail is distributed by a postal employee to mail centers that are located on the dock level of each building. Mail delivery and pick-up times vary, so please check the posted schedule for exact times. For security purposes, tenants are requested to refrain from placing outgoing mail on the floor beneath the mail drop areas. All outgoing mail should be inserted into the appropriate drop box.

For more information about the mail service, contact the U.S. Postmaster at (800) 275-8777.

The nearest post office is located at 3900 Teleport Blvd. in Las Colinas.

Overnight and local delivery drop boxes are located on the B-1 level, on the loading dock of each building. Pick-up times may vary for each company, so please check with the delivery service to determine specific retrieval schedules.

### **NEWSPAPER DELIVERIES**

Individual tenant newspapers are delivered to the service elevator lobby of the tenant floor in each building for tenants who have a newspaper subscription. Papers that are not picked up from 10:00 AM to 12:00 PM will be discarded.

## Services: Maintenance Requests

It is our mission to keep tenants safe and comfortable. Therefore, response times to Priority I service requests are set accordingly. Priority II requests are not considered emergency needs; however, it is our intention to respond within a reasonable amount of time. Response time goals for Priority I and Priority II requests are outlined below.

### PRIORITY I

<b>TYPE OF REQUEST</b>	<b>RESPONSE TIME</b>
Security, Fire and Life Safety	Immediate
Floor, Odor, Burning Smells	Immediate
Power Outages	Immediate
Noise in HVAC System	Immediate
Lighting (Emergency)	Immediate
Plumbing (Non-emergency)	4 hours
Door Unlock	15 minutes
Security Escort	15 minutes
OT / Cold (HVAC) Calls (Do not attempt to adjust thermostat.)	Within 1 hour
Lighting (Executive's Office)	1 hour
Lights Out (Building standard fluorescent)	24 hours from notification
Adjust window blinds	24 hours from notification
Building / Parking Card Access Changes or Issuance of New Card(s)	Same day response if submitted by 10:00 AM

### PRIORITY II

Work Orders are used when a tenant makes non-building standard requests. Requests that require a Work Order are billable to the tenant. An approved Work Order form must be received before work can begin.

A supervisor may contact the tenant within 24 hours to discuss the Work Order request and will provide a response time frame to the tenant at that time.

#### **TIME FRAME EXAMPLES**

Hang Pictures / Marker Boards  
Above Standard Lights  
Above Standard Plumbing (Non-Emergency)  
Above Standard Plumbing (Large Repairs)  
Re-key Office Doors

#### **RANGES**

Within 3-5 days  
24 hours from notification  
4 hours from notification  
48-72 hours from notification  
24-48 hours from notification

Our goal is to consistently adhere to the above referenced response standards. However, in the event requests are of a serious or complicated nature, response times may be longer.

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## **Services: Pest Control**

Common area pest control is performed on a weekly basis in all towers. Tenants who experience pest problems within their suite should contact the Maintenance Office to request special extermination services for problem areas. Non-emergency requests will be handled during the next scheduled extermination visit. Emergency situations will be handled expeditiously.

Please note: Retail and restaurant tenants are responsible for the extermination of their leased premises. The building's pest control provider cannot handle Pest problems associated with a tenant's plants. To avoid injury to your plants, please consult with your interior plant specialist.

## Services: Recycling / Trash

The Towers at Williams Square has partnered with Community Waste Disposal to implement a GREEN Recycling Program. Recyclable items should be placed in the lattice style recycle baskets provided by the building or any container that displays a recycle emblem or decal. Dispose of items that cannot be recycled in your regular waste baskets. You can find a detailed list of what can and cannot be recycled by clicking the printable PDF link below. Trash and Recycle stickers are available from the management office upon request for use on oversized items.

**RECYCLE BASKETS:** Paper of all colors and types including copy paper, cardboard, file folders, cereal and dry food boxes, empty pizza boxes, rinsed aluminum and steel cans, rinsed plastic soda and water bottles, and rinsed unbroken glass bottles and jars (colored or clear).

**REGULAR WASTE BASKETS:** Non-recyclable trash including aluminum foil, aerosol cans, coat hangers, cookware, cups, dishes and glasses, light bulbs and window glass, packing peanuts, plastic bags, food waste, wrappers, coffee grounds, contaminated plates and soiled food containers.

Please [click here](#) for more information and a list of items that cannot be recycled.

If security of proprietary documents is a concern for your business, please consider shredding all sensitive material. Our current recycling company receives material to be recycled in a controlled, enclosed environment. For additional information about confidentiality of recycle materials, please contact the Management Office.

Desk-side recycling containers are provided when our tenants move in. To request additional containers; please contact the Maintenance Office.

### TRASH IN COMMON AREAS

Tenants are asked to refrain from placing trash, boxes, discarded office equipment, etc. in common areas of the building (i.e., corridors, stairwells, passenger and service elevator lobbies, restrooms, docks, etc.). Unused or unwanted items that are to be discarded, and will not fit into a trash container, must be marked as trash or recycle. Tenants are responsible for removing their own unwanted equipment and furniture. For regular types of trash, self-adhesive trash or recycle labels are available in the Management Office for this purpose. Items marked, as trash or recycle will be removed from tenant's spaces during regular nightly cleaning. Trash or recycle labels must be affixed to the discarded items before they will be removed from a tenant's suite. If you need items to be removed during the day, please contact the Maintenance Office at (972) 869-5910 for day janitorial personnel to be dispatched.

## **Services: Tenant Appliances**

Tenants are responsible for servicing all appliances inside their suite including TVs, VCRs, ice machines, refrigerators; water heaters, dishwashers and kitchen drain lines. For fire safety reasons, space heaters and extension cords are not allowed in the buildings. If you are experiencing temperature problems, please call the Tenant Services Coordinator.

The maintenance department will be happy to refer you to service professionals who can service your appliances or equipment. All contractors and service providers working in the building must have a current certificate of insurance on file in the Management Office. A sample Certificate of Insurance form reflecting the insurance coverage requirements can be obtained by contacting the Management Office.