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Galleria Atrium



Hill Management Services, Inc.
9640 Deereco Road
Timonium, Maryland 21093
Voice 410-561-1300
FAX 410-628-6000
info@hillmgt.com

Dear Tenant:

On behalf of Hill Management Services, Inc., we would like to welcome you to the Galleria Atrium.

This Tenant Handbook provides the answers to many questions you may have concerning services, policies, and procedures at the Galleria Atrium. We know that you will find this handbook helpful and recommend that you keep it in a convenient location for easy access. This handbook is available on Hill Management's website at www.hillmgt.com.

Hill Management is committed to providing our tenants with a high level of service. We will strive to make the Galleria Atrium the ideal location for your business as well as a professional environment to entertain your clients.

If you have any additional comments or concerns that are not addressed in this handbook, please call the Hill Management office at (410) 561-1300. We thank you for choosing the Galleria Atrium, and we look forward to a mutually beneficial business relationship.

Sincerely,

Hill Management Services, Inc.

MAINTENANCE REQUEST INFORMATION

For any maintenance requests considered non emergency, please find the Tenant Work Order System Log In on the [Hill Management Tenant Services Page](#) of our website www.hillmgt.com or www.landport.net

If you do not have access to your login information, please contact Melissa Gabinet at 410-561-1300 or mgabinet@hillmgt.com for assistance.

The screenshot displays a web browser window with the following elements:

- Browser Address Bar:** http://www.landport.net/r/sva/ten_pend_req.lpa
- Page Header:** "24-Jan-12 10:08A eastern", "XYZ Company : bac410", and "Joe Tenant XYZ Company".
- Logo:** "Provided by: Hill Management" with the Hill Management logo.
- Search Section:** "Find by request number:" with a search input field, a "Go" button, and radio buttons for "Expanded Search for:" (open, closed, all). There are also "Search" and "advanced" buttons, and a "Help" link.
- Log out links:** "Log out", "bottom", and "home".
- Service Management Notice:** "This service management system is to be used during normal working hours, Monday through Friday, from 8:00 A.M. – 5:00 P.M. Requests received outside of these hours will be retrieved the next business day. Please do not submit emergency requests through Landport! Emergencies must be called into the office at (410) 561-1300."
- Sort request tables by:** A dropdown menu set to "oldest request first".
- Links:** "Create Request" and "Your profile".
- Open requests:** "none".
- Service Requests and Your Configuration:** Two columns of links including "Enter a new service request", "View log of completed service requests", "Alter your user profile", "Allow workmates to access your requests", and "Administer your company's profile".
- Footer:** "Landport 24-Jan-12", "Version 4.0r", "Home", "Log out", "top", and a user icon.

EMERGENCY

Fire Department

Emergency	911
Non-Emergency	410-887-4880

Police

Emergency	911
Non-Emergency	410-887-2222
	410-887-1820

LEASING

Hill Management Services, Inc. 9640 Deereco Road Timonium, MD 21093	410-666-1000
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MAINTENANCE

During Normal Business Hours	410-561-1300
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After-Hours Emergency Maintenance	410-288-7630
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MANAGEMENT OFFICE

Hill Management Services, Inc. 9640 Deereco Road Timonium, MD 21093	410-561-1300
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BUILDING POLICIES

RENTAL PAYMENTS

Rental payments are not accepted at the main office. Please mail payments to:

Hill Management Services, Inc.
P.O. Box 4835
Timonium, Maryland 21094

Please make checks payable to Hill Management.

BUILDING HOURS

Back Lobby Entrance

Monday – Friday	6:00 a.m. – 9:00 p.m.
Saturday	6:00 a.m. – 4:00 p.m.
Sunday	Accessible by security system only

Front Lobby Entrance

Monday – Friday	6:00 a.m. – 9:00 p.m.
Saturday	6:00 a.m. – 9:00 p.m.
Sunday	Accessible by security system only

MOVING OR DELIVERING FURNITURE OR EQUIPMENT

1. IMPORTANT – Twenty-four hour notification to Hill Management (410) 561-1300 is required when moving bulky materials, office furniture or equipment in and out of the building.
2. All such movement must be pre-arranged with Hill Management and will be subject to these conditions:
 - a. Time of delivery or movement is subject to Hill Management’s approval.
 - b. Method of movement.
 - c. Routing of movement.
3. Owner and its agents shall not be liable for injury or damages to any person or property involved as a result of tenant deliveries or move-ins.
4. When moving furniture or equipment, please provide Hill Management with a letter stating the date and time of the move. If it involves the utilization of a professional moving company, the tenant must also provide Hill Management with a Certificate of Insurance for the moving company. The certificate may be faxed to Hill Management at (410) 628-2700.
5. The tenant will be responsible for ensuring that all floors (including carpeting, tile, wood trim, doors and door jams) and interior of elevator cab are protected during the move. Protective materials, such as pads and masonite, must be used to protect the interior walls of the elevator cab. The Building Superintendent will install these materials in the elevator cab upon proper notice given to Hill Management prior to the move.
6. Materials that can cause discomfort, inconvenience or damage (such as open paint cans) should not be carried on the elevator.
7. During the following hours, the elevator is not available for the moving of furniture or equipment:

7:00 a.m. – 9:30 a.m.
11:30 a.m. – 1:30 p.m.
3:30 p.m. – 6:00 p.m.

DOOR SIGNS AND DIRECTORY STRIPS

Hill Management will supply the standard suite plaque and lobby directory identification. When ordering the door sign and directory strip, the following information must be submitted to the management office on letterform to the attention of your Property Manager.

Door Signage: Company Name and Suite Number

Lobby Directory Strip: Company Name and Suite Number

Any changes to the signage after tenant's initial move-in shall be charged to the tenant, and all signage changes must be approved by Hill Management.

PYLON SIGNAGE

Hill Management has provided the tenants with an exterior pylon sign for tenant's advertisement. Please check with the Property Manager for availability and sign specifications. Should space be available, signage details must be submitted and approved by Hill Management prior to installation.

KEYS

Each tenant will be provided with an appropriate number of keys for the suite and restrooms. Any lost or additional keys requested after the initial move-in will be charged to the tenant. The building's superintendent is responsible for key control. Any changes made to the lock on tenant's office door **MUST BE** handled by the building superintendent. All keys must be returned to Hill Management at lease termination.

BUILDING SECURITY

The Galleria Atrium is equipped with an Aegis 7000 entry system. Upon move-in, each tenant must select a four-digit entry code for twenty-four access into the building. To gain access, press "*" followed by the four-digit number chosen.

If you have visitors after hours, they must use the phone access system, which can be found at the north and west entrances to the building. A tenant directory is posted above the entry system panel, which lists each tenant's two-digit call number. The guest may scroll through the directory to locate the tenant's two-digit call number. When the visitor presses the two-digit number into the keypad, it will automatically dial the tenant's office phone number. After tenant answers, dial 9 on the office phone and then hang up

OFFICE SECURITY

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

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

THEFTS

In the event that something is discovered missing from your office, please contact the police department, and then call Hill Management

SOLICITING

Soliciting is not permitted in the Galleria Atrium. If someone is soliciting in your suite or in the building, please notify Hill Management at (410) 561-1300, and we will send appropriate personnel to have them removed.

NON SMOKING POLICY

Smoking is prohibited per Maryland code.

THE USE OF THE STAIRWELLS AS SMOKING AREAS IS ALSO PROHIBITED

The heating and air conditioning systems throughout the Galleria Atrium employ the use of fresh outside air to provide comfort and better air quality which promotes a healthier working environment.

EMERGENCY PROCEDURES

EMERGENCIES

First dial 911, then report all emergencies to Hill Management by calling (410) 561-1300 during the business hours of 8:00 am. to 5:00 p.m. After 5:00 p.m., please call the answering service at (410) 288-7630. When calling these numbers, please provide the following information: building, floor, suite number, tenant company name, name of person calling, phone number and the nature of the emergency.

CONTACT INFORMATION

Tenants must provide Hill Management with a current emergency contact list, which lists key management personnel and telephone numbers where they may be reached in the event of an emergency. The building superintendent will be provided with the list so the person may be contacted in emergency situations.

IN CASE OF FIRE

1. Call 911 and give the street address, building name, floor and suite number.

-AND-

2. **Pull The Fire Alarm** located on your floor adjacent to either stairwell door. This will alert other tenants in the building that there is a fire.

When the alarm is activated a bell will sound and a light will flash. When this happens all building occupants are to evacuate the building in a calm and orderly fashion.

3. **Do Not Use The Elevators.** Use the stairwells which are located on either side of the building. Walk down the stairwell in single file, the fire department personnel may be walking up the stairs. Upon reaching the ground floor, exit the building and proceed to the parking lot.

The building management personnel will announce when it is safe to re-enter the building. A "key" person in each office, normally the office manager, should be designated to receive and relay information to their co-workers.

A typical floor plan for each building is attached. Each person working in the building should be familiar with the layout of the floor and know the evacuation route.

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

There are fire extinguishers located on each floor in the elevator lobbies. If someone is attempting to extinguish the fire, another person should call the fire department, and then pull the fire alarm.

IN CASE OF BOMB THREAT

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

After receiving a threatening phone call you should notify the Baltimore County Police Department by dialing 911 and then you should notify Hill Management at (410) 561-1300. The building management staff will meet the police department at the building in order to provide the police department with access to the building for searching and evacuating purposes.

Bomb Threat Checklist

This form is to be immediately completed upon receiving a bomb threat.

Exact Wording of the Threat:

Date: _____ Person Receiving Call: _____ Phone Ext: _____

When receiving a threatening phone call, remain calm and take notes. Try to find out as much as possible about the caller and the threat. *Ask the following type of questions:*

1. When is the bomb going to explode? _____
2. Where is the bomb located? _____
3. What kind of bomb is it? _____
4. What does the bomb look like? _____
5. What will cause it to explode? _____
6. How do you know about this bomb? _____
7. What is your name? _____
8. Why do you want to hurt or kill people? _____

Caller's Identity:

Male Female Approximate Age: _____ Race: _____

Voice Characteristics:

Calm Angry Excited Slow Rapid Deep Soft
Loud Crying Normal Distinct Slurred Cracking Voice
Nasal Stutter Laughter Whisper

Accent: _____ Familiar: _____

Language of Threat: Excellent Grammar Fair Grammar Poor Grammar

Foul Language Message read by caller

Background Sounds: Street Noises Animal Noises Motor Noises

Local Call Long Distance Clear Line Static Line

Other Voices Music in Background Other: _____

Report call immediately to Police Department **911**

IN CASE OF POWER FAILURE

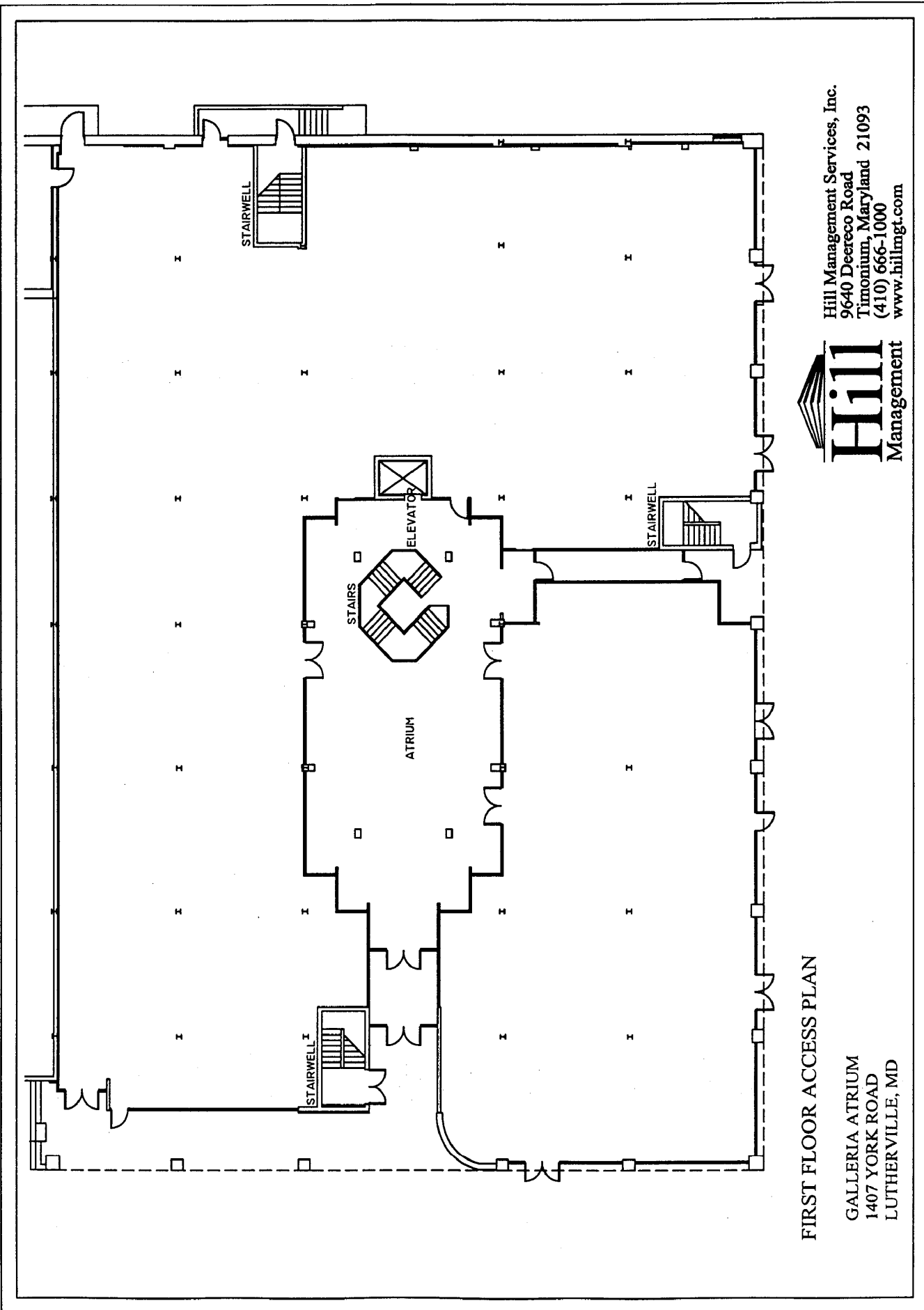
1. Open draperies and raise blinds to let in outside light.
2. Use a portable flashlight.
3. If you are instructed to evacuate, lock all areas.
4. Do not congregate in lobby or in the street.
5. Go to a designated area and remain with your group.
6. Return to your building when instructed by the proper authority.
7. If you are in an elevator during a power failure, **wait for assistance**. Your elevator will cease operation, but **WILL NOT FALL**. Do not force open the doors or try to escape through the roof hatch. **DO NOT PANIC**. You may reach help by pressing the emergency call button on the elevator panel.

IN CASE OF MEDICAL EMERGENCIES

1. Dial 911
2. Notify Hill Management at (410) 561-1300.
3. Dispatch someone to meet ambulance at building entrance. If needed, have someone hold the elevator.
4. Keep victim WARM.
5. Determine, if possible:
 - a. Name, address and age.
 - b. Nature of illness or injury.
 - c. Allergies and on any medication?
 - d. Local doctor and date last treated.
 - e. Notice alertness of patient and remain calm. Comfort patient with calming tone of voice.

IN CASE OF AN ELEVATOR MALFUNCTION

An emergency phone can be found in the phone box located below the floor indicator panel. Pick up the phone and depress and hold the call button until an operator answers. The monitoring service operator will ask all necessary information, and will dispatch the appropriate emergency personnel. Hill Management will also be notified by the monitoring service of the situation.

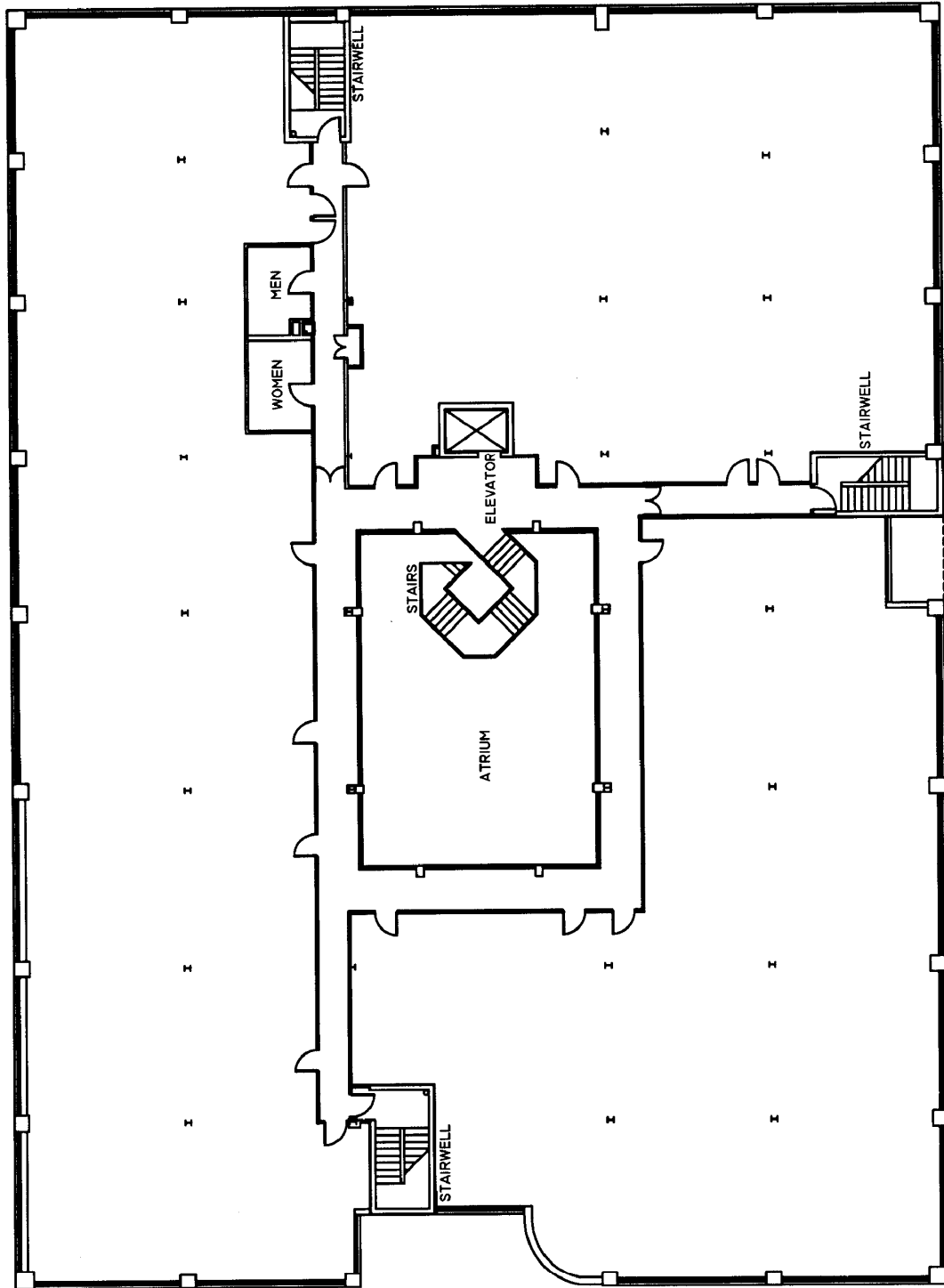


FIRST FLOOR ACCESS PLAN

GALLERIA ATRIUM
 1407 YORK ROAD
 LUTHERVILLE, MD



Hill Management Services, Inc.
 9640 Deereco Road
 Timonium, Maryland 21093
 (410) 666-1000
 www.hillmgt.com

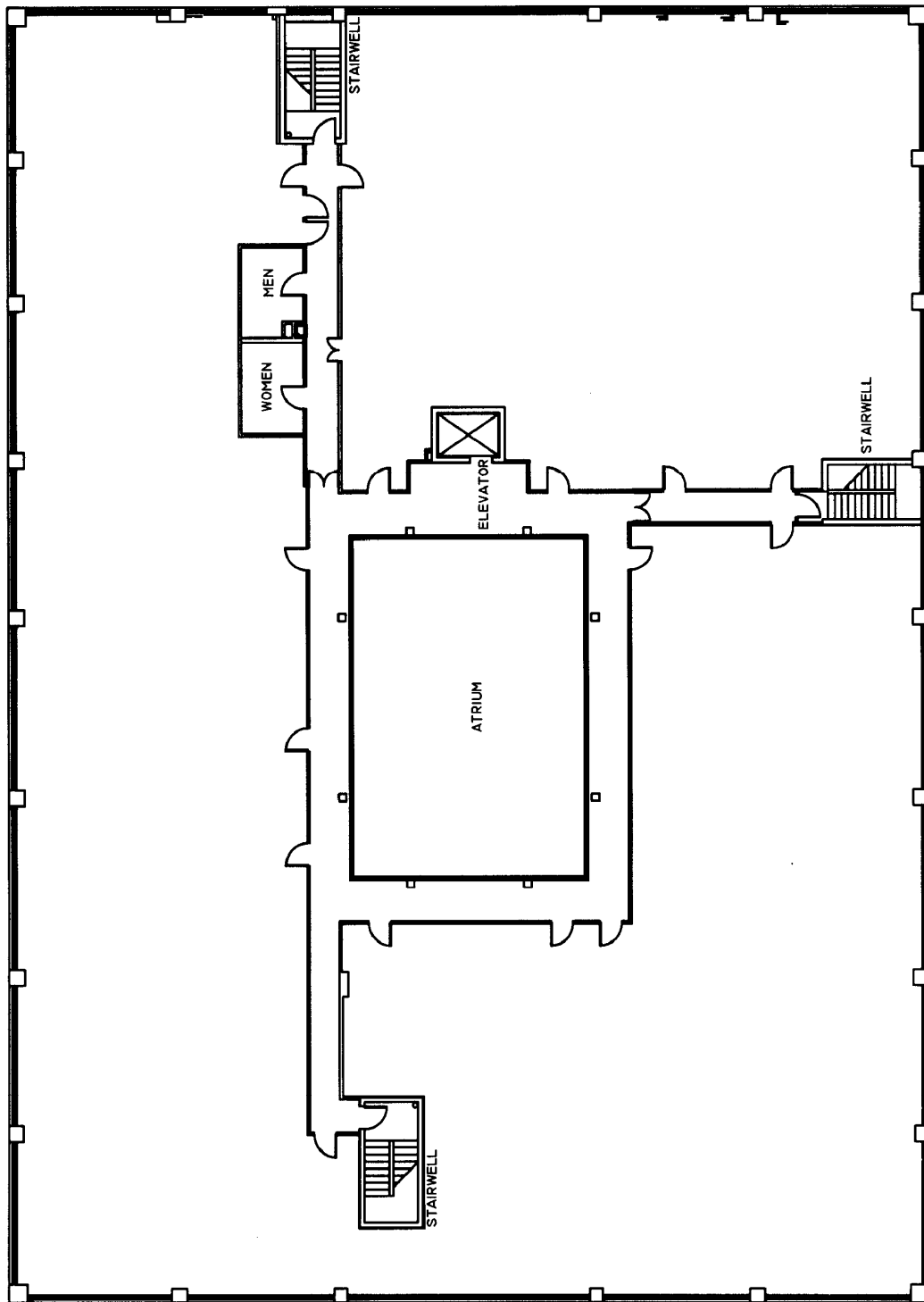


SECOND FLOOR ACCESS PLAN

GALLERIA ATRIUM
 1407 YORK ROAD
 LUTHERVILLE, MD



Hill Management Services, Inc.
 9640 Deereco Road
 Timonium, Maryland 21093
 (410) 666-1000
 www.hillmgt.com



THIRD FLOOR ACCESS PLAN

GALLERIA ATRIUM
 1407 YORK ROAD
 LUTHERVILLE, MD



Hill Management Services, Inc.
 9640 Deereco Road
 Timonium, Maryland 21093
 (410) 666-1000
 www.hillmgt.com

BUILDING SERVICES

MAINTENANCE

Maintenance requests such as, lighting, plumbing, electrical, heating and cooling, and door and lock problems can be reported to Hill Management at (410) 561-1300. Please give your name, building number, company name, suite number, phone number, and the nature of your problem. Hill Management will send maintenance personnel to assist you as soon as possible.

JANITORIAL SERVICES

Janitorial services for the Galleria Atrium is performed by contract services. Janitorial services will be provided five nights a week, Monday through Friday after 6:00 p.m. Carpets will be vacuumed, unobstructed surfaces dusted, and trash will be emptied. If trash that is to be disposed of is not in wastebaskets, please inform cleaning personnel by leaving a large note on such items marked TRASH. Please do not leave items that are not trash near or on top of wastebaskets as it may be mistaken as garbage. If you have special cleaning needs, such as carpet shampooing, contact Hill Management at (410) 561-1300. At tenant's cost, special cleaning services can be arranged.

TRASH REMOVAL

When a considerable amount of trash needs to be discarded, such as boxes from delivery of supplies, furniture or equipment, the tenant is responsible to discard such trash. Please contact Hill Management at (410) 561-1300 to arrange for disposal. DO NOT place boxes or other debris in corridors or stairwells at any time.

IMPORTANT: Any items you wish to have removed by cleaning personnel, mark in large letters TRASH. Please DO NOT place any items you DO NOT wish discarded in such areas or on top of wastebaskets. DO NOT place boxes or other debris in corridors or stairwells at any time.

EXTERMINATOR SERVICE

If your office needs special attention, please contact Hill Management at (410) 561-1300 with your problem, your building name, company name and suite number. This information will be supplied to the exterminator on his scheduled day and the problem will be handled accordingly.

THERMOSTATS

The Galleria Atrium is equipped with an energy management control system. Each floor has four zones, and are regulated and adjusted by each floor and per each zone. They are set in accordance with prescribed building operating equipment needs in order to properly provide comfortable temperatures and operation. If the temperature in your office is uncomfortable, please contact Hill Management at (410) 561-1300.

HVAC HOURS

Monday – Friday	8:00 a.m. – 6:00 p.m.
Saturday	8:00 a.m. – 12:00 p.m.
Sunday	Off

AFTER HOURS HEATING/COOLING

If you anticipate working during non-building hours and will require heating or cooling in your office, you must notify Hill Management by letter no less than twenty-four hours in advance. Please include company name, suite number, date required, time span, and your agreement to pay for the additional service. This letter should be signed by an officer of the company.

MAIL

United States Postal Service and FedEx collection boxes are conveniently located within the retail shopping area in front of Rite Aid. Please limit bulk mailings. If the package is too large to fit into the collection box, it is the responsibility of the tenant to deliver the package to the United States Post Office. Hill Management will not be responsible for any packages left outside the collection box.

ACCESS TO OFFICES

Anyone not having a key to your suite will not be admitted by building personnel.

LOCAL SERVICES

GALLERIA RETAIL

Rite Aid	410-832-0303
Seminary Cleaners	410-337-0081
Galleria Deli	410-321-8441
Szechuan House	410-825-8181
Sweet Annie's	410-821-1779
Coco & Buff – Hair Salon	410-821-6744
Quest Health & Fitness Center	410-828-4653

GALLERIA ATRIUM

Subway	410-825-5900
Inovashens – Hair Salon	410-321-6750
H&R Block	410-832-5555
Adam Leaf & Bean	410-339-7072
Sign-A-Rama	410-296-8440

HOTEL SERVICES

Holiday Inn & Conference Center:	410-560-1000
<u>Amenities:</u>	
Extended Stay Suites	
Conference Facilities	
Meeting and Banquet Rooms	
Exercise Room and Swimming Pool	
Chili's Restaurant	410-308-8740