

MASONS
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BUSINESS PARK

Tenant Manual

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General

This Tenant Manual is intended to assist tenants and their employees and does not change or replace the terms of leases or lease amendments. If there are any discrepancies between this Tenant Manual and a tenant's lease documents, including lease amendments and exhibits, the terms of the lease documents are considered to be correct.

Owner Profile – Masons Mill Partners, LLC, Landlord

Masons Mill Partners, LLC has owned Masons Mill Business Park since March 30, 1999. Masons Mill Partners purchased Masons Mill Business Park and operate it for long term investment returns. Masons Mill Partners are local entities with a keen interest in the local community.

Property Management – Woodmount Company, LLC

Woodmount Company, d/b/a Woodmount Properties, provides all property management services for the Park. Our major goal is to provide the optimum levels of appearance and performance, which in turn assures maximum appreciation of investment for owners.

The Management Office is in Building 14, Suite 1410. Normal business hours are from 8:30 a.m. to 5:00 p.m. Monday through Friday. The phone number is 215-938-8888. During non-business hours, an answering service provides voice mail messaging and a live operator who can reach us in case of an emergency.

Park Facts

Masons Mill Business Park is a 46-acre development in Huntingdon Valley within the Borough of Bryn Athyn, Pennsylvania. The Park contains 14 single-story buildings ranging in size from 12,000 to 18,000 square feet. Buildings 1 through 6 are located in Phase I with entrances on Masons Mill Road. Buildings 7 through 14 are located in Phase II with entrances on Byberry Road.

Building Services

Amenities

Masons Mill is located four miles from the Willow Grove Interchange (Exit 343) of the Pennsylvania Turnpike and minutes from the Woodhaven Road exit of I-95 and US Route 1. There are several shopping centers and malls within a short drive of the Park that provide a wide-range of options and services.

Building Access

Each suite has its own entrance and is individually keyed. Suite security systems are individualized to each tenant. Tenant business hours are determined by each tenant. Please see Mechanical Room Access Instructions for information about access to these rooms.

Deliveries

Deliveries are made to each tenant space and no special arrangements are necessary.

Engineering Services

The maintenance engineer and/or porter are available during normal business hours for plumbing, lighting and HVAC problems. Please call the management office at 215-938-8888 to request service or to notify Management of a problem. Some additional services are available for a nominal charge (e.g. extra trash removal, light replacement, minor electrical work, painting). The charge will vary depending on the nature and extent of the work involved, and will be included on your next monthly Tenant Statement.

HVAC (Heating, Ventilation, Air Conditioning)

HVAC is provided by heat pumps on the roof and supplemental electric baseboard heat. The heat pumps are serviced by our maintenance staff as well as outside contractors. The return air is ducted to the heat pumps and is mixed with outside air to provide proper indoor air quality. Thermostats are controlled by individual tenants and since the heat pumps cover a zoned area occupied by more than one person, we suggest that only one person in your office adjust the thermostat.

Trash Removal

The dumpsters in the park are reserved for daily office trash. We ask that **you break down boxes and clearly mark them as trash**. Leaving the boxes intact or tossing them into the dumpsters often means that there is no room for all other trash. Consequently, this increases our operating expenses (i.e. extra labor and/or additional trash removal service) which results in an increased cost to you. If you have special items that you'd like to dispose of (filing cabinets, desks, large amounts of files), you will need to contact Building Services to request extra service. Maintenance personnel will dispose of these items for you at a nominal charge.

Keys

You will be supplied with keys to your front door upon your move in. Additional keys will be provided upon request for a nominal charge. If you find it necessary to rekey your suite, call the Management Office to arrange for service by a locksmith.

Lost & Found

Any lost items may be dropped off at the Management Office, Building 14, Suite 1410.

Mail Services

U.S. Mail delivery and pick-up is made to each tenant suite by the Post Office. There is a U.S. mail box and UPS, FedEx and Airborne drop-boxes located inside the entrances of Phase I and Phase II.

Mechanical Room Access Instructions

Each building has its own mechanical room which houses electric meters, phone panels, fire monitoring equipment, telecommunications equipment, and provides access to the roof. Due to the sensitive nature of this equipment, access to this room is restricted. When you require service and the technician needs to get into this room (i.e. checking on phone line problems), the technician must adhere to the following instructions:

- Upon arrival on the property, ALL Service Technicians must report to the Woodmount Properties Management Office located in Building 14, Suite 1410 to log in and receive a temporary badge. Office hours are 8:30am to 5:00pm Monday through Friday. The office phone number is 215-938-8888. If the office is closed, or in the case of an afterhours emergency, please call the phone number and speak to the answering service operator who will be able to contact someone.
- After logging in, a Woodmount representative will escort the Service Technician to the appropriate building and unlock the mechanical room.
- Upon completion, the Service Technician must return to the Management Office to log out and return the temporary badge, at which time a Woodmount representative will secure the appropriate mechanical rooms.

Most technicians are aware of this policy but we suggest you remind the provider when you schedule the work. If possible, please notify the Management Office in advance of any work.

Moving Procedures

Prior to any move-in/move-out the tenant shall notify the Management Office in writing on company letterhead of the dates and times that the move shall occur. Notice shall be sent to the Management Office (Woodmount Properties, 1800 Byberry Road, Suite 1410, Huntingdon Valley, PA 19006).

Management takes no responsibility for receipt of or damage to tenant furniture, equipment, materials, etc. If needed or requested by the tenant, Park personnel will be in attendance during the move-in/move-out to ensure the move is properly coordinated and that adequate protection to the building is maintained throughout the move. This is done by work-order and the time spent in attendance is charged to the tenant at overtime rates. Someone representing the tenant must be available during the entire move to supervise the move and sign the work order at the end of the move.

Parking

Handicap parking is provided at each building as required by law. Other parking is on a "first come basis." Parking is allowed in designated spaces **only**. All other areas must be kept clear to allow for emergency vehicle access.

Signage

Original suite entrance signage and directory listing are provided by Woodmount Company. A copy of your letterhead with logo, if applicable, should be provided to the Management Office prior to move in so there is sufficient time to order the sign. Any changes or additions to these signs may be requested by contacting the Management Office. All changes are at the tenants' expense.

Tenant Statements/Billing/Rent Collection

Tenant Statements are prepared and distributed on the 15th of the month for the following month's rent due (i.e. October's statement is dated 9/15). The statement gives a running history of all rent, additional rent, and invoice charges and all payments received, and includes the

current rent charge and any current invoices due for building services. The invoices are attached and give detailed information about the supplies and labor involved in the work. Building service charges are billed only once a month so that payment can be included with tenant's rent payment. **Rent and all other charges are due by the 1st of the month, pursuant to standard lease terms.** Checks should be made payable to "Woodmount Company, LLC" and can be mailed or dropped off at the Management Office during business hours. Please call the Management Office if you have a question regarding your Tenant Statement.

THERMOSTAT MANUAL

A PDF of the thermostat manual can be found here: [Thermostat Manual](#)

Security/Life Safety

Tenants are responsible for security within their respective suites. All reports of theft, vandalism or other security matters should be reported immediately to the Management Office. Each tenant's suite security is decided prior to construction or individualized by the tenant after move-in. The management office must be provided with a key for any locks not on the building key system, and, if applicable, alarm/access codes for electronic security systems.

Fire Emergency Procedures

Alarm Signal Pull Stations

Pull stations are located at the exit door. All buildings have smoke alarms and are tied into a central station that calls the fire department in the event of an alarm.

Fire Alarm

Upon hearing the fire alarm, all occupants must immediately exit the building to the parking lot in front of each building.

Each tenant must assign a fire captain and alternate who is in complete charge of evacuation by all occupants or the tenant's suite. For multi-building tenants, a captain and alternate must be assigned for each building.

Fire captains should be the last person out of their assigned area, after assuring all other occupants or the area have been evacuated.

Fire captains and alternates are encouraged to contact the property manager for assistance in developing evacuation procedures.

Fire Escape Instructions

- If you discover a fire or smoke, sound the building alarm. Know the location of the alarm signal stations and know how they operate.
- When fire alarm sounds, leave at once. Close doors behind you and proceed directly out to the parking area. Personnel are to remain outside the building until permission to re-enter is given by the Fire Marshall.

- Feel the door that leads from your office to the corridor before opening it. If it is hot or smoke is seeping in, do not open. If you become trapped in your office and cannot reach the closest exit, keep door closed and seal off any cracks. Use a phone in the office to call the Fire Department by dialing 9-1-1 and give the address of the building and the office number.
- If the door feels cool, open cautiously. Be braced to slam it shut if hall is full of smoke or if you feel heat pressure against door. If hall is clear, proceed with escape plan.
- If caught in smoke or heat, stay low where air is better. Take short breaths (through nose) until you reach an area of refuge.
- **DISABLED PERSONS:** A responsible person or persons that work in the same area as the disabled person should be assigned to assist in the event of a fire. These persons are taken to the nearest exit.

Responsibilities of the Tenant Fire Captain

- A Tenant Fire Captain should be appointed by the Tenant to insure orderly evacuation of your suite checking all rooms, closets and restrooms, and close all doors.
- Determine that your area is completely evacuated.
- The Fire Captain should appoint monitors to assist them at exits to ensure that evacuations proceed in an orderly manner at a uniform speed to prevent panic.
- Most importantly it is the Fire Captain's responsibility to ensure that the fire department is notified.

Bomb Scare Procedures

In the event a telephone call is received warning that a bomb has been placed somewhere within a building, the following action should be taken:

- If you receive a bomb threat, remain calm and keep the caller talking. Never hang up on the caller. Try to get as much information (who, what, where, why and how) to pass on to the Police and Management.
- Notify the Police (911)
- The Director of Operations will make available as many of his personnel as are required by the Police to search the building. The Director of Operations is to be guided by the Police as to the extent of the search to be made.
- The Director of Operations will notify all incoming visitors that the building is under a bomb threat and is being searched, and it would not be advisable to enter the building until it is adequately safe.
- The Director of Operations will advise each Tenant of the situation. However, it is the Tenant's decision as to whether they will evacuate their employees.

- If determined by the Police Department that it is a real emergency, each Tenant will be immediately advised to evacuate the building.

Building Evacuation Procedures

Should it become necessary to evacuate the building for other than a fire alarm, the following procedure is to be followed:

- All personnel will be notified as to the proper time to evacuate their suites.
- Tenant supervisors will be responsible for directing the evacuation of their respective areas once notified to evacuate.
- Do not congregate near the exits. Move away from the exit so that others may vacate the building in a safe and orderly manner.

Civil Disturbance Procedures

In the event of a disturbance (such as a riot or fight) in or near your office, please follow these directions:

- Call the Management Office at 215-938-8888
- Call the Police (911)
- Remain in your present location until further notice from the Management Office or the police

Medical Emergency

If a medical emergency occurs within your Suite, immediately call 911 for emergency help. Please notify the Management Office that there is a medical emergency and that help has been called.

If a medical emergency happens in an area other than a tenant space:

- Get help – call 911 yourself or signal someone nearby and ask them to call 911
- Stay with the victim, offer comfort and protection until medical team arrives
- Obtain answers to the questions who, what, where, when, why and how concerning the emergency
- Notify the Management Office

Rules and Regulations

Wherever in these Rules and Regulations the word "tenant" is used, it shall be taken to apply to and include a tenant and its agents, employees, invitees, licensees, subtenants and contractors. The word "room" is to be taken to include the space covered by the tenant's lease. The word "Landlord" shall be taken to include the employees and agents of Landlord.

Construction

The streets, sidewalks, entrances, halls, passages, elevators, stairways and other common area shall not be obstructed by tenants or be used for any other purpose than for ingress and egress.

Washrooms

Toilet rooms, water-closets and other water apparatus shall not be used for any purposes other than those for which they are constructed.

General Prohibitions

In order to ensure proper use and care of the Park tenants shall not:

- a. Place, erect, maintain or display any sign, advertisement, notice or other marking in the Park other than signs which are located within the tenants Premises and are not visible from outside;
- b. Make improper noises or disturbances of any kind;
- c. Mark or defile water-closets, toilet rooms, walls, windows, doors or any other part of the Park;
- d. Place anything on the outside of the buildings, including roof setbacks, window ledges and other projections;
- e. Use or place any curtains, blinds, drapes or coverings over any windows or upon the window surfaces which are visible from outside;
- f. Other than in connection with normal office decoration, fasten any article, drill holes, drive nails or screws into the walls, floors, woodwork, window mullions, or partitions; nor shall the same be painted, papered or otherwise covered or in any way marked or broken;
- g. Interfere with the heating or cooling apparatus;
- h. Allow anyone but Landlord's employees to clean rooms;
- i. Leave the tenant's premises without locking doors, stopping all office machines (other than those machines required to be operated at all times), and extinguishing all lights;
- j. Install any shades, blinds, or awnings;
- k. Use any electrical heating device;
- l. Install call boxes or any kind of wire in or on a building;
- m. Prepare or dispense any foods or beverages, whether by vending machines or otherwise, other than as may be permitted in a kitchenette/vending area located within the tenant's premises for use by tenant's employees.
- n. Secure duplicate keys for rooms, except from Landlord, or change the locks of any doors to or in the tenant's premises;
- o. Give its employees or other persons permission to go upon the roof of the Building.

Publicity

Tenant shall not use the name of the Building or the Park in any way in connection with its business except as the address. Landlord has the right to prohibit any advertising by tenants which, in Landlord's opinion, tends to impair the reputation of the Park or the Building or their desirability as locations for offices.

Business Machines

Business machines and mechanical equipment which cause vibration, noise, cold or heat that may be transmitted to the Building structure or to any leased space outside the tenant's premises shall be placed and maintained by the tenant, at its sole cost and expense, in settings of cork, rubber or spring type vibration eliminators sufficient to absorb and prevent such vibration, noise, cold or heat.

Movement of Equipment

Landlord reserves the right to designate the time when and the method whereby freight, small or large office equipment, furniture, safes and other like articles may be brought into, moved, or removed from the Park and its buildings, and to designate the location for temporary disposition of such items. In no event shall any of the foregoing items be taken from a tenant's space for the purpose of removing them from the Building, other than in the ordinary course of the tenant's business.,

Public Entrance

Landlord reserves the right to exclude the general public from the Building or the Park upon such days and at such hours as in Landlord's judgment will be for the best interest of the Park and the Building and their tenants. Persons entering the Building or the Park after 6:00 p.m. on business days and at all times on Saturdays, Sundays and holidays may be required to sign a register maintained for that purpose.

Rights Reserved to Landlord

The Landlord reserves and shall have the following additional rights:

- a. To change the name and/or street address of the Building or the Park;
- b. To install and maintain a sign or signs on the exterior of the Building or in the Park;
- c. To approve all sources furnishing sign painting and lettering, ice, drinking water, towels and toilet supplies, and other like services used;
- d. To make, either voluntarily or pursuant to governmental requirement, repairs, alterations or improvements in or to the Building, the Park and during alterations, to close entrances, doors, windows, corridors, elevators or other facilities, provided that such acts shall not unreasonably interfere with the tenant's use and occupancy of the tenant's premises;
- e. If a tenant vacates all or any portion of the tenant's premises prior to the expiration of the Lease Term, to decorate, remodel, repair, alter or otherwise prepare for re-occupancy;
- f. To constantly have pass keys to the tenant's premises;
- g. To grant to anyone the exclusive right to conduct any particular business or undertaking in the Building or in the Park; and
- h. To take any and all measures, including inspections, repairs, alterations, additions and improvements to the tenant's premises, to the Building or to the Park, as may be necessary or desirable in the operation of the Building or the Park.

Landlord may enter upon the tenant's premises and may exercise any or all of the foregoing rights hereby reserved without being deemed guilty of an eviction or disturbance of Tenant's use or possession and without being liable in any manner to Tenant.

Regulation Change

Landlord shall have the right to make such other and further reasonable Rules and Regulations, as in the judgment of Landlord, may from time to time be needful for the appearance, care and cleanliness of the Building and the Park, for the preservation of good order therein, and for the health and safety of the tenants and their visitors. Landlord shall not be responsible to Tenant for any violation of Rules and Regulations by any other tenant.

Contractor Guidelines

All Contractors must be approved by the Management Office and have a current Certificate of Insurance on file. Such insurance shall be in the limits of no less than \$500,000 per person bodily injury and personal injury: \$1,000,000 per occurrence for aggregate or property damage. Both Masons Mill Partners, L.P. and Woodmount Company, LLC are to be named as "additional insureds."

Each Contractor must sign a copy of the Contractor Guidelines and a Hold Harmless Agreement before beginning work at Masons Mill Business Park. This can be done at the time of written approval by the Management Office. Please contact the Director of Operations at 215-938-8888 to coordinate all construction efforts. Planning and communication throughout the Management Office is essential.

1. Contractor shall not employ any person, material or equipment which may cause strikes, work stoppage, or any disturbances by workmen employed by Contractor or other contractors/subcontractors on or in connection with the work of the Project or location hereof.
2. Contractor shall provide a copy of a valid building permit for said construction to the Landlord.
3. Signed copies of the Hold Harmless Agreements supplied by the Management Office will be required for all Contractors in the Project.
4. The Tenant and/or his representative shall, prior to beginning work, accurately reflect the scope of the work to be done and shall include as appropriate, architectural, electrical, mechanical and structural prints and specifications.
5. Electrical, mechanical and structural prints, if not prepared by the building management shall be reviewed and approved by them.
6. Certificates of occupancy shall be provided to the Management Office upon completion of the work.
7. Contractor shall confine all activities to the immediate areas within the suite he is working except for a direct line of travel as required for access to and from the freight elevators.

8. Storage of materials in any space other than within the confines of the work area or suite will not be permitted without prior authorization from the Building Manager.
9. The Contractor shall provide maximum protection to all Landlord building equipment and personnel. Building operations which continue to function during contracted labor shall be maintained at all times. Extreme care shall be exercised to protect existing Landlord work and equipment and the Contractor shall be responsible for all damages.
10. Contractor shall keep established ingress and egress passages open at all times.
11. All building systems must remain in operation at all times, especially those required by the Department of Building and Safety.
12. In the event the Contractor interferes with the building's Fire/Life Safety System, the work must be coordinated with and approved by the Management Office.
13. The Management Office shall receive one complete set of construction drawings.
14. Air balance reports are to be turned in to the Management Office.
15. There shall be no hot taps into the chilled water system without prior approval of the Management Office. (if applicable).
16. Tapping into the chilled water system for over-standard equipment shall require the installation of a BTU metering device to be connected to the Building Automation System.
17. There will be a charge for changing air filters on the HVAC System during the construction period.
18. Stairwell doors are not to be propped open nor shall tape or any other material be placed in the hardware to allow access.
19. If air conditioning is required, the Engineering Department must be notified prior to construction.
20. Sprinkler System - Prior to any work on the system, a call must be placed to the Security Console and the Contractor shall wait for verification from the Engineering Department.
21. Electrical panels shall be re-installed at the end of each work day.
22. There shall be no painting, varnishing, or staining during building standard hours without approval from the Management Office.
23. Prior to any type of welding, woodcutting, painting, varnishing or similar work, all smoke detectors must be protected and the Fire/Life Safety Director shall be notified.
24. Prior to the installation of Life Safety speaker, the on-site technician shall be notified.
25. There shall be no core drilling, carpet tacking or similar work during regular business hours unless authorized by the Building Management Office.
26. Final terminations for the Life Safety System shall be performed by the on-site Building Automation Technician.
27. All Contractors shall check in with the loading dock security office when starting work.
28. All Contractors shall check out with the loading dock security office when they are done for the day so the contraction area stairwells can be checked for Fire/Life Safety violations.
29. All paints, lacquers, varnishes or flammable substances shall be stored in covered containers and covered with tarps when not in use.

30. Any welding, cutting with a torch, soldering or other use of any open flame shall require 24 hours advance notice to the Building Management Office and the posting of a fire watch during all such operations.