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# Executive Plaza



Hill Management Services, Inc.  
11350 McCormick Road Executive Plaza IV  
Hunt Valley, Maryland 21031 (410) 785-7770

Dear Tenant:

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

This Tenant Handbook provides the answers to many questions you may have concerning services, policies, and procedures at the Executive Plaza. 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](http://www.hillmgt.com).

Hill Management is committed to providing our tenants with a high level of service. We will strive to make the Executive Plaza 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) 785-7770. We thank you for choosing the Executive Plaza, 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](http://www.hillmgt.com) or [www.landport.net](http://www.landport.net)

If you do not have access to your login information, please contact Angela Beard at 410-785-7770 or [abeard@hillmgt.com](mailto:abeard@hillmgt.com) for assistance.

24-Jan-12 10:08A eastern  
**XYZ Company** : bac410  
[Joe Tenant XYZ Company](#)

Provided by: Hill Management

Find by request number:   [Log out](#)  
[bottom](#)  
[home](#)

Expanded Search for:   open  
 closed  
 all  
 [advanced](#)  
[Help](#)

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 :

[Create Request](#) [Your profile](#)

Open requests: **none**

<b>Service Requests</b> <ul style="list-style-type: none"><li><a href="#">Enter a new service request</a></li><li><a href="#">View log of completed service requests</a></li></ul> <a href="#">Online support</a>	<b>Your Configuration</b> <ul style="list-style-type: none"><li><a href="#">Alter your user profile</a></li><li><a href="#">Allow workmates to access your requests</a></li><li><a href="#">Administer your company's profile</a></li></ul>
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Landport 24-Jan-12

Version 4.0r [Home](#) [Log out](#) [top](#)

10:07 AM  
1/24/2012

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	410-785-7770
After-Hours Emergency Maintenance	410-785-7770

MANAGEMENT OFFICE

Hill Management Services, Inc Executive Plaza IV 11350 McCormick Road, Suite LL3 Hunt Valley, MD 21031	410-785-7770
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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

#### Main Lobby Entrance

Monday ó Friday	6:00am ó 7:00pm
Saturday	Guard desk entrance only
Sunday	Guard desk entrance only

### MOVING OR DELIVERING FURNITURE OR EQUIPMENT

1. IMPORTANT-Twenty-four hour notification to Hill Management (410-785-7770) is required when moving bulky materials, office furniture or equipment in or out of the building.
2. All such movement must be pre-arranged with Hill Management and will be subject to these conditions:
  - a. Time delivery or movement 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. Two and four-wheel dollies, carts or other type conveyances (with the exception of baby buggies and wheel chairs) must be taken into the freight elevators only. Only packages, cartons or other items that can be carried by hand may be transported on passenger elevators.
5. Materials that can cause discomfort, inconvenience or damage (such as open paint cans) should not be carried on passenger elevators even though they are carried by hand.
6. All dollies and conveyances of materials, supplies or equipment will be entered through the loading dock and transported on the freight elevators. There are two loading docks; one is located between EPII and III: another between EP I and IV. Under no circumstances should any deliveries be brought through the lobby doors.
7. 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, you must also provide the Hill Management office with a Certificate of Insurance for the moving company.
8. During the following hours, NO elevators are available for moving furniture or equipment:
  - 7:00 a.m.- 9:30 a.m.
  - 11:30 a.m.-1:30 p.m.
  - 3:30 p.m.- 5:30 p.m.
9. The tenant will be responsible for ensuring that the floors (including carpeting, tile, marble, trim, doors & door jams) are protected during the move.

## DOOR SIGNS AND DIRECTORY STRIPS

Hill Management Services, Inc. will supply the standard suite plaque, along with the lobby directory identification. When ordering a door sign or directory strip, the following information must be submitted to the management office in the form of a letter.

Door Sign: Company Name and Suite Number

Lobby Directory Strip: Company Name and Suite Number

## KEYS

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

## BUILDING SECURITY

There are uniformed security officers on duty twenty-four hours a day, weekdays, weekends and holidays. After 5:00 p.m. one security officer will be stationed at the guard's desk located in the lower level of EP III and another will be moving about the building and parking garage. The number for dialing security is 410-785-7770. After 7:00 p.m., there is limited access to and from the buildings. Anyone entering or leaving the buildings after 7:00 p.m. must sign in and out at the guard desk. This includes tenants entering from the garage level. Registration logs are provided at the security desk. The guard on duty will also request to see some form of identification.

## 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 you can take to prevent thefts in your office.

1. Keep all doors locked after you leave the office.
2. Instruct employees to keep valuables, including purses, in locked desks when unattended.
3. Keep calculators and expensive items off desktops when not at desk.
4. Articles of value, including handbags and coats, should not be left in unguarded reception areas, even for a few minutes, or on desks in office.
5. Thoroughly mix the combination when closing a vault or safe.
6. Do not leave the vault or safe combination on or in desk.
7. Notify Building Security when loiterers are observed in corridors or washrooms. Report peddlers and canvassers to Hill Management office.
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 report it to the police immediately. In addition, please contact Hill Management and follow up with a letter stating the details so we have a record in our files. It is up to the tenant's discretion as to whether you wish to report it to the police.

## SOLICITING

Soliciting is not permitted in the Executive Plaza. If someone is soliciting in your suite, please notify Hill Management at 410-785-7770, and we will send appropriate personnel to have them removed.

## NON SMOKING POLICY

Per Maryland code, smoking is prohibited in all building areas of Executive Plaza except in the vending area designated for smoking. It is vented, per state requirement.

Hill Management encourages the use of the courtyard, as weather permits, for outdoor smoking breaks and has provided proper receptacles for the disposal of cigarette butts.

Employees of the Executive Plaza and their guests should be discouraged and refrain from taking smoking breaks at front entrances of the Executive Plaza.

## **THE USE OF THE STAIRWELLS AS SMOKING AREAS IS ALSO PROHIBITED**

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

# EMERGENCY PROCEDURES

## EMERGENCIES

Report the emergency to Hill Management by calling 410-785-7770. When calling this number 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.

## IN CASE OF FIRE

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

-AND-

2. **Pull The Fire Alarm** located on your floor adjacent to either stairwell door. **This will not alert the fire department**, but it will alert the 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 designates 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 that 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 410-785-7770. 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:

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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

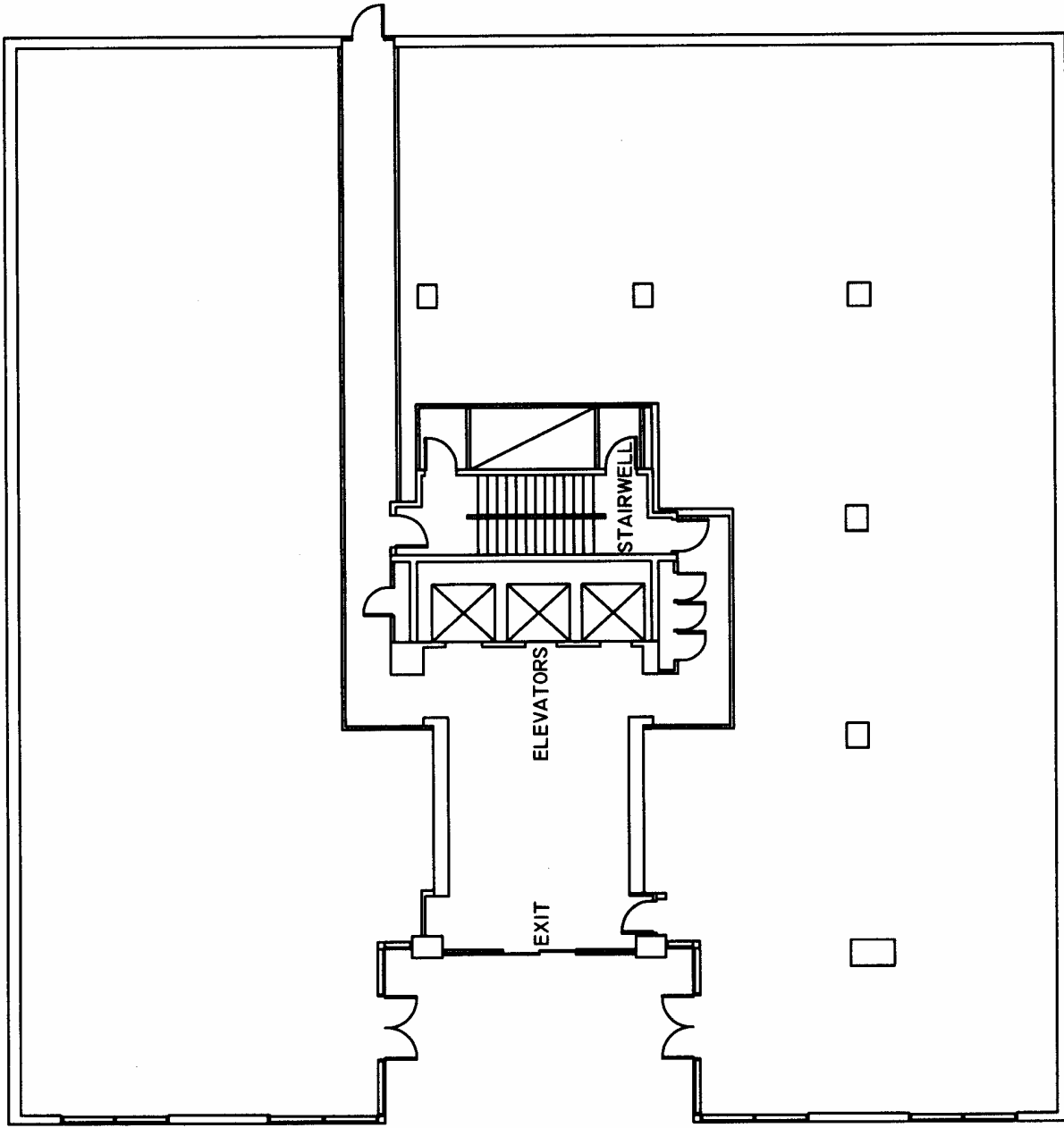
1. Open draperies and raise blinds to let in outside light.
2. Use a portable flashlight.
3. If you are instructed to evacuate, lock all areas.
4. Do not congregate in lobby or in the street.
5. Go to a designated area and remain with your group.
6. Return to your building when instructed by the proper 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 using the telephone inside each elevator cab.

## IN CASE OF MEDICAL EMERGENCIES

1. Call 911.
2. Notify management office at 410-785-7770.
3. Dispatch someone to meet ambulance at building entrance. If needed, have someone hold an 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

1. Open door to elevator telephone cabinet and pick up the telephone; it automatically rings out to a monitoring service who then notifies the management office service who then notifies maintenance.
  2. Give the person who answers the telephone the number on the cab panel.
- DO NOT PANIC-There will only be a short delay until the elevator controls are corrected. The elevator is secure ó it will NOT fall.

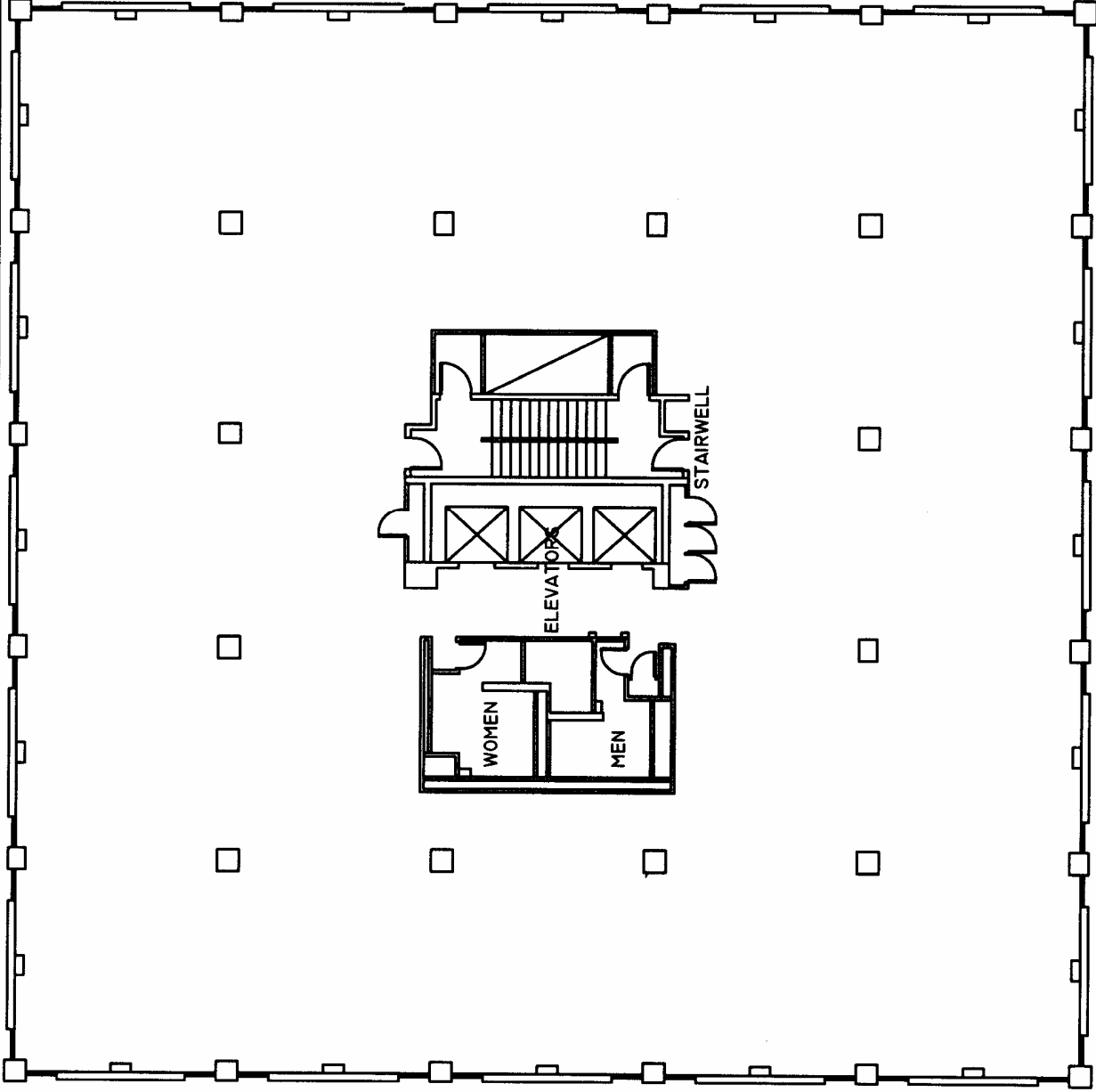


FIRST FLOOR ACCESS PLAN

EXECUTIVE PLAZA I  
11350 MCCORMICK ROAD  
HUNT VALLEY, MD



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

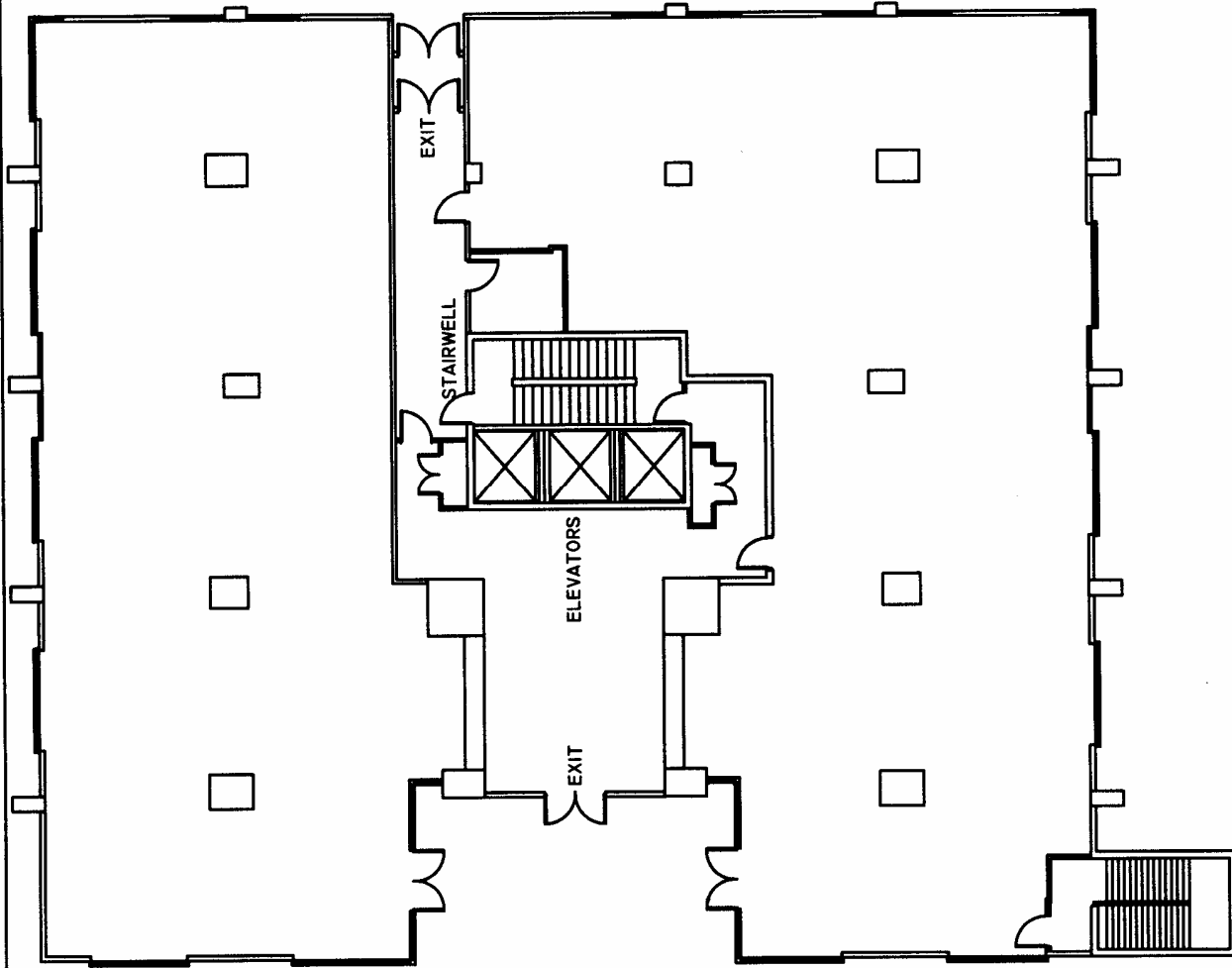


SECOND - TENTH FLOOR ACCESS PLAN

EXECUTIVE PLAZA I  
11350 MCCORMICK ROAD  
HUNT VALLEY, MD



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

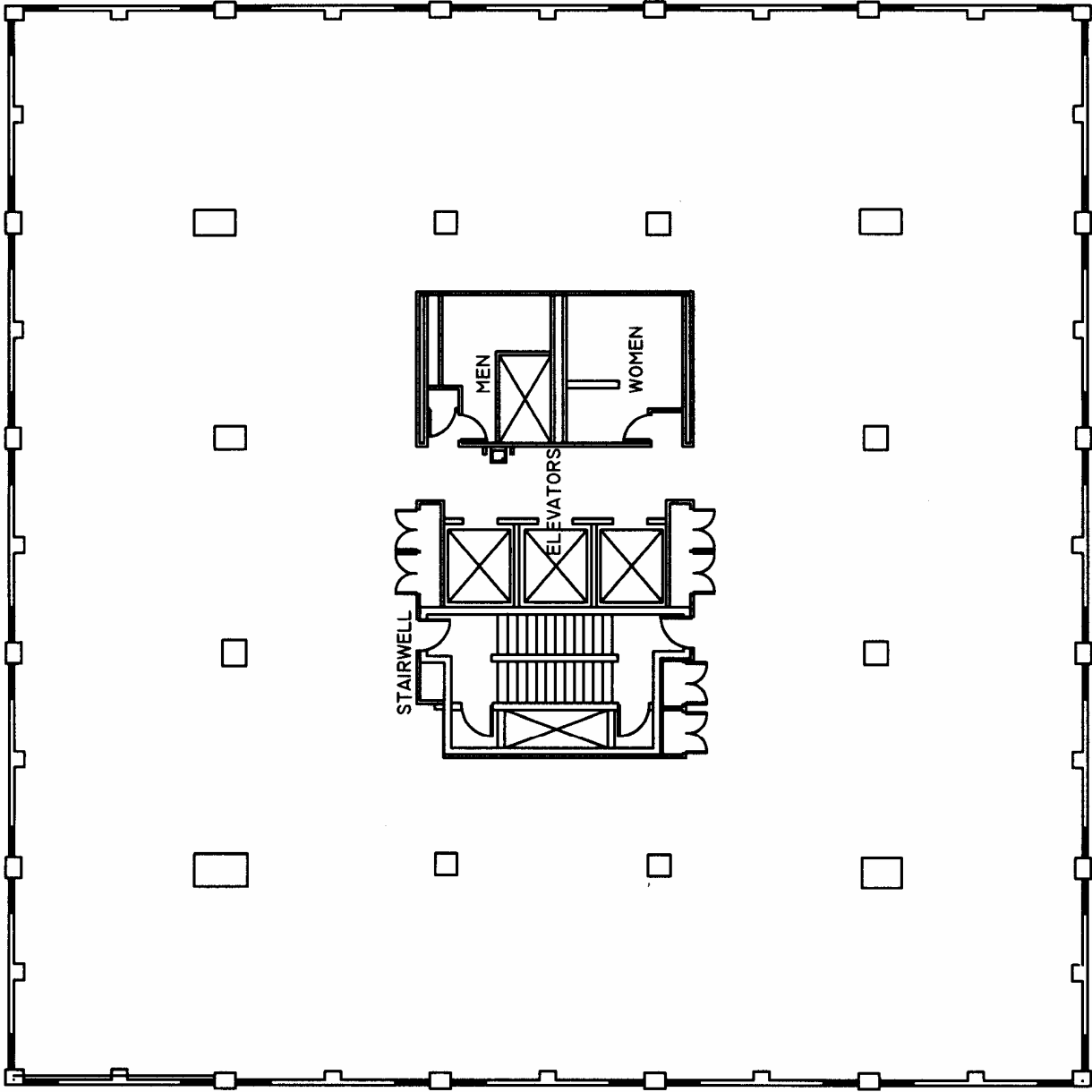


**FIRST FLOOR ACCESS PLAN**

**EXECUTIVE PLAZA II  
11350 MCCORMICK ROAD  
HUNT VALLEY, MD**



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

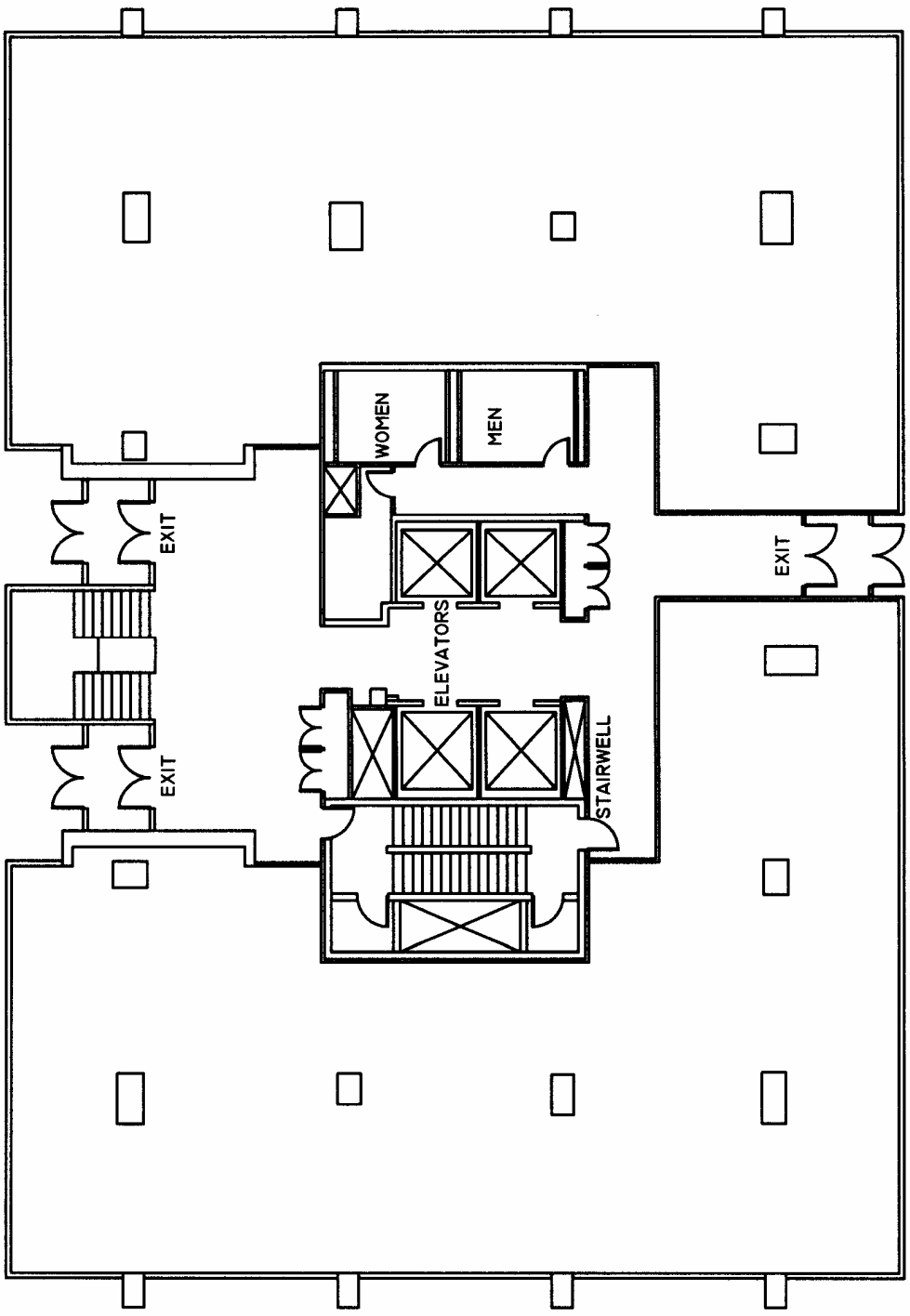


SECOND - TENTH FLOOR ACCESS PLAN

EXECUTIVE PLAZA II  
11350 MCCORMICK ROAD  
HUNT VALLEY, MD



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

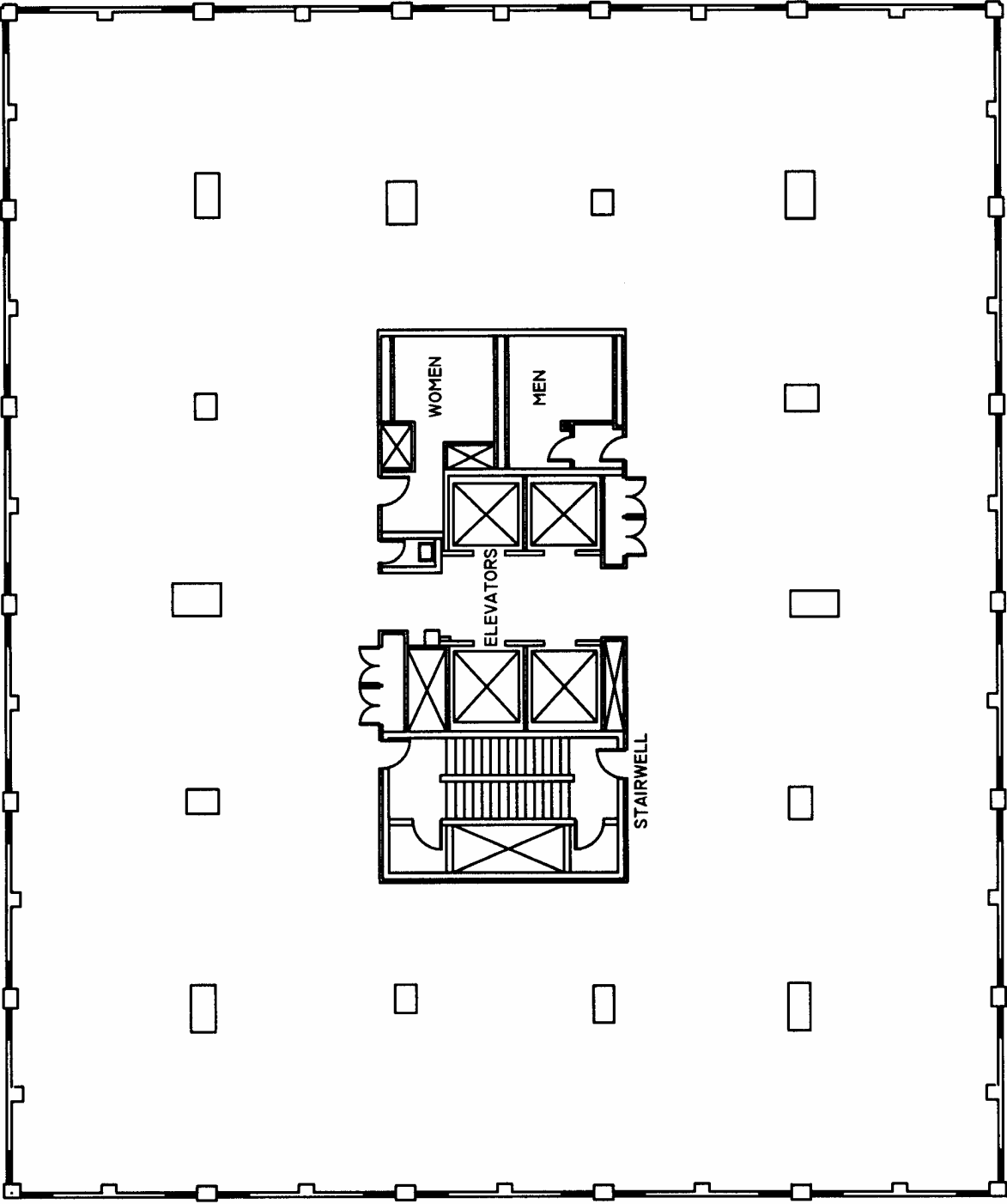


**FIRST FLOOR ACCESS PLAN**

**EXECUTIVE PLAZA III  
11350 MCCORMICK ROAD  
HUNT VALLEY, MD**



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

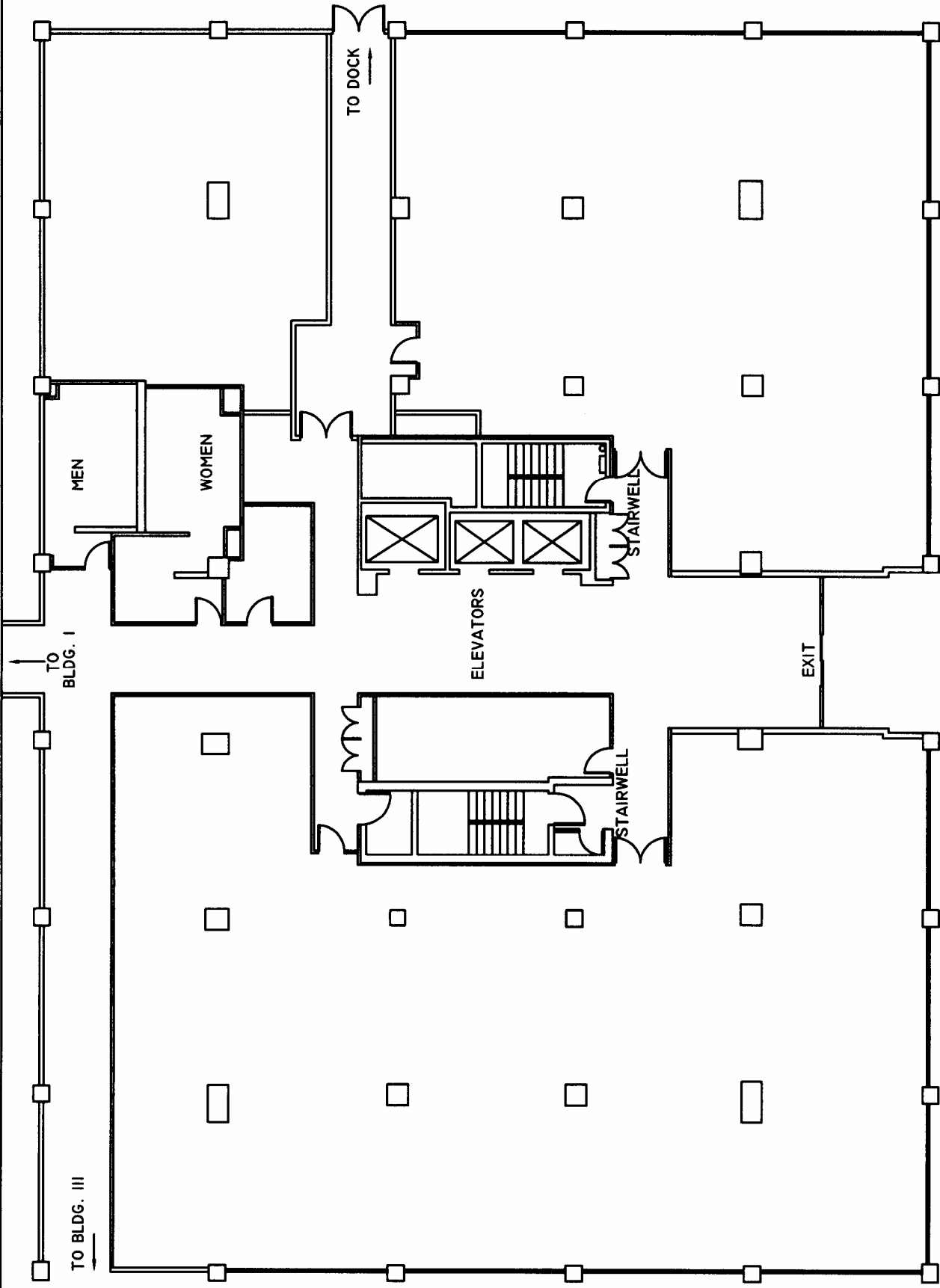


SECOND - THIRTEENTH FLOOR ACCESS PLAN

EXECUTIVE PLAZA III  
11350 MCCORMICK ROAD  
HUNT VALLEY, MD



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

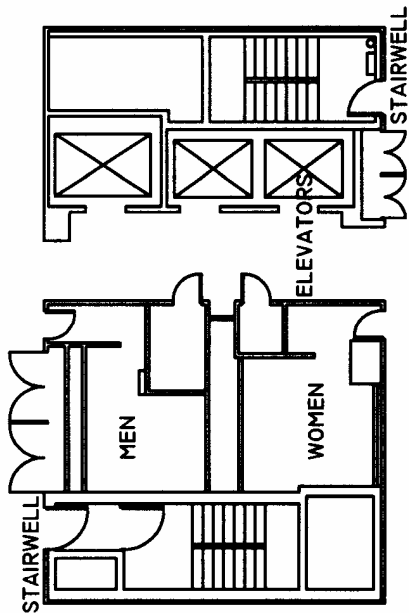


**FIRST FLOOR ACCESS PLAN**

EXECUTIVE PLAZA IV  
 11350 MCCORMICK ROAD  
 HUNT VALLEY, MD



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



**SECOND - SEVENTH FLOOR ACCESS PLAN**

EXECUTIVE PLAZA IV  
 11350 MCCORMICK ROAD  
 HUNT VALLEY, 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's receptionist at 410-785-7770. Please give your name, building number, company name, suite number, phone number, and the nature of your problem. The receptionist will send one of the maintenance personnel to assist you as soon as possible.

## JANITORIAL SERVICES

The janitorial services for the Executive Plaza are performed by contract services. Janitorial service will be provided five nights a week, Monday through Friday. 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 janitorial personnel by leaving a large note on such items marked TRASH. Please do not leave items that are not trash on top or near wastebaskets, as it may be mistaken as garbage. If you have special janitorial needs, such as carpet shampooing, contact Hill Management at 410-785-7770. At tenant's cost, special janitorial services can be arranged.

During work hours, there are two-day porters available for janitorial duties. If a small cleaning problem should arise, contact Hill Management at 410-785-7770, and a porter will be sent to your suite.

## 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. Use the freight elevator to take trash down to the dock area. Such trash can be discarded into the dumpster.

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

## EXTERMINATOR SERVICE

Exterminator service is provided once a week. If your office needs special attention, please contact Hill Management at 410-785-7770 with your problem, your name, company name and location. This information will be supplied to the exterminator on his scheduled day and the problem will be handled accordingly.

## THERMOSTATS

Tenants should not adjust thermostats. In order to properly provide comfortable temperatures and operation, thermostats are set in accordance with an energy management Teletrol system. If the temperature in your office is uncomfortable, please contact Hill Management 410-785-7770.

## HVAC HOURS

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

## PERIMETER HVAC UNITS

These units provide additional heating and cooling to your space. Units should not be obstructed or used as storage for personnel items such as pictures, books etc.

## 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 building management for the service. An officer of the company should sign this letter.

## MAIL

The United States Post Office has two facilities in the Executive Plaza located in the lower level of Executive Plaza II.

1. **Mail Room**-Between the hours of 9:30 & 10:30 a.m. (Monday through Friday) your mail may be picked up here. As an alternative, you can request that your mail be delivered directly to your suite between the hours of 10:00 a.m.& 2:00 p.m.
2. **Post Office**-Outgoing mail can be brought here between 8:30 a.m. and 4:00 p.m. (Monday through Friday). Any express, certified, registered mail or money orders must be received by 3:30 p.m. The phone number is 410-785-2462.

Incoming Mail should be addressed:

Company Name

Executive Plaza I, II, III or IV

11350 McCormick Road Hunt Valley, MD 21031

Other Mail Services:

1. **Airborne Express Drop Box**-Located in the lower level of Executive Plaza II. Pick-up hour is 6:30 p.m., Monday through Friday.
2. **Federal Express Drop Box**- Located in the vestibule entrance of Executive Plaza III. Pick up hours are 4:00 p.m. and 7:00 p.m.
3. **UPS**-Located in the lower level of Executive Plaza II. Pick-up hour is 7:00 p.m., Monday through Friday.

Large bundles of pre-sorted, pre-stamped mail can be left at the drop boxes and will be picked up weekdays by a Post Office representative at approximately 5:00 p.m. However, Hill Management cannot be responsible for damage or theft of this mail.

## ACCESS TO OFFICES

Security personnel will not admit anyone not having a key to your suite of offices.

The Security Guards have a list of emergency phone numbers of key personnel in your company who will be contacted in emergency situations.

Tenants must maintain a current contact list that is to be filed with Hill Management. Key management personnel must be listed, with telephone numbers where they may be reached by Security personnel in the event of an emergency.

## PAY PHONES

There are pay telephones located in the lower level of all buildings.

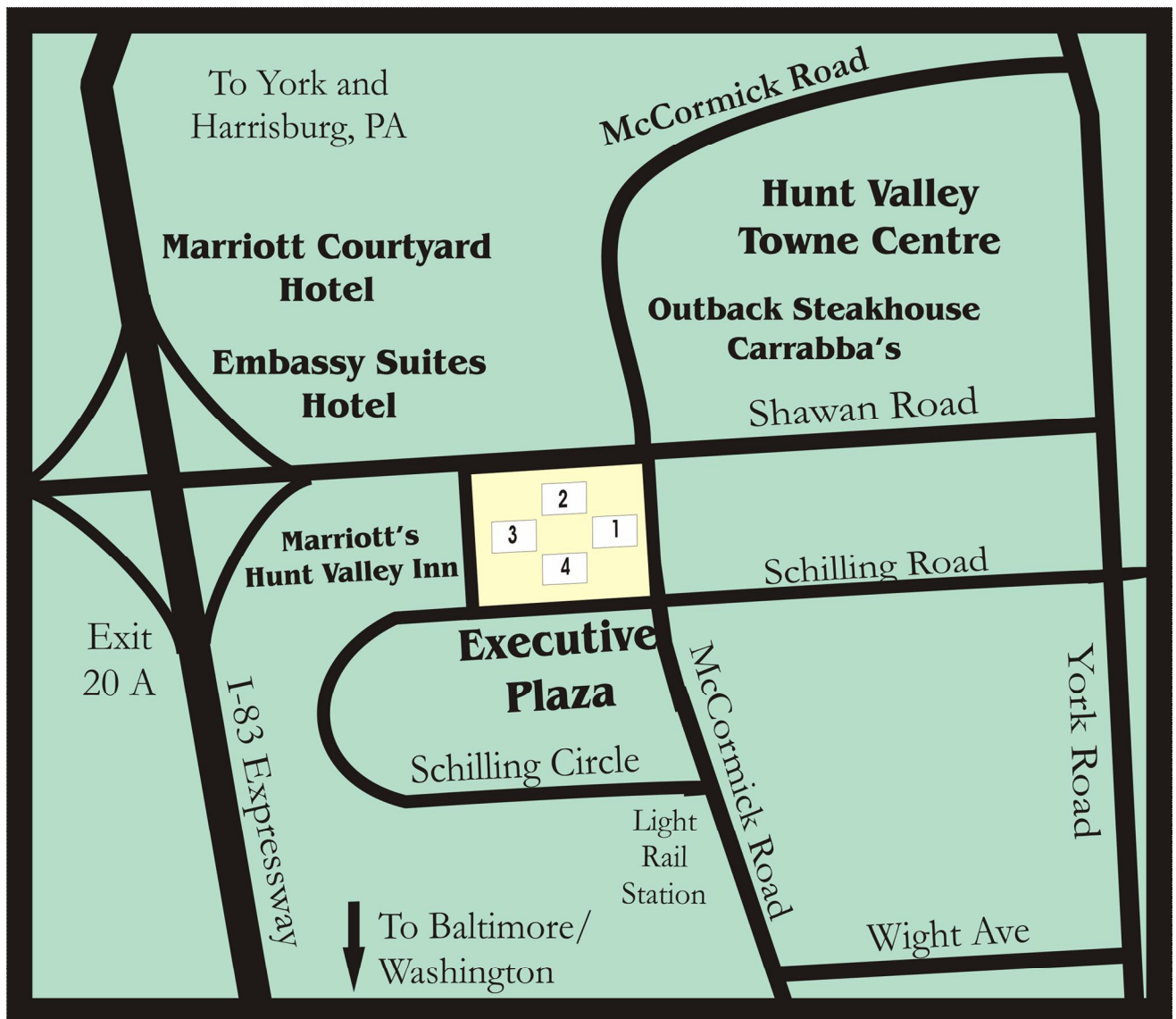
## CONFERENCE ROOMS

Hill Management Services, located in EP IV, Suite LL3, has made available the use of its conference rooms for a fee to companies that are tenants of the Executive Plaza.

The facilities will comfortably accommodate eight to twelve people. Arrangements for reserving the conference rooms should be made at least twenty-four hours in advance by either writing or phoning our office at 410-785-7770.

The Conference Center located in the Lower Level of Executive Plaza I is available for business meetings, receptions & holiday parties. The beautifully appointed center offers state of the art audio & video, a 106" diagonal screen, DVD, satellite, VCR, VGA computer input in a traditional setting. 32Ø conference table seats 40 people. Gas fireplace, wet bar and patio garden with tables, chairs and umbrellas are included. Video conferencing and catering available. Call 410-785-7770 for reservation & pricing.

## MAP OF LOCATION



## PARKING

1. **Above Ground** - There are approximately 2,000 above ground parking spaces surrounding the Executive Plaza available for tenant use. The landlord is not responsible for theft, loss or damage to vehicles or their contents.

### 2. **Garage**

a. There are parking spaces located in the underground garage. Spaces are allocated by separate lease. Depending upon availability, each tenant is granted a parking space(s) in accordance with the number of square feet they lease in the Executive Plaza

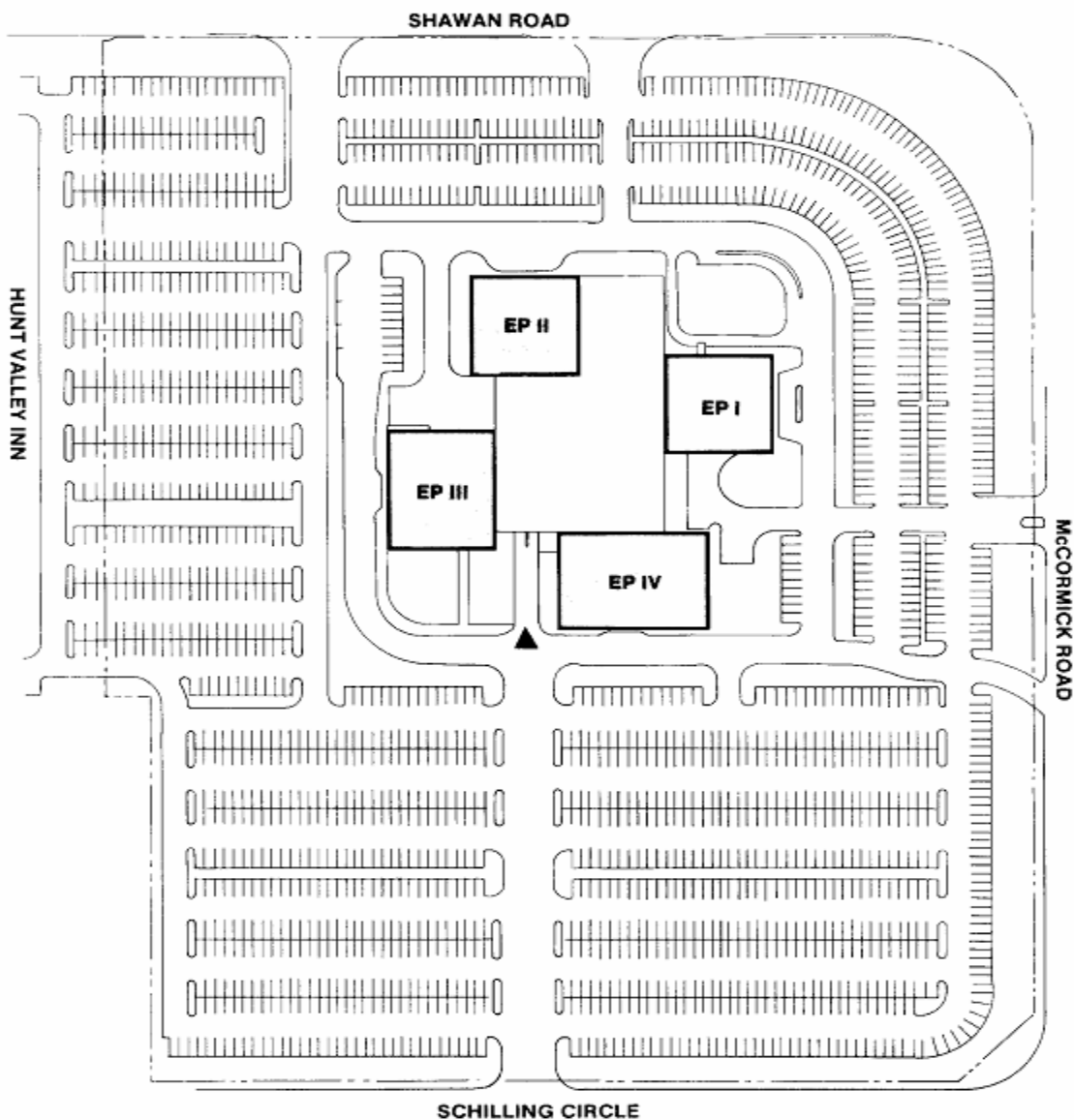
b. One access card will be issued with each parking lease

c. There is a \$100.00 charge for lost or additional parking passes

d. Close adherence must be made to parking spaces as assigned

e. Monthly billing for garage parking IS sent by invoice. Parking fees are due by the first of the month. Refer to parking lease for rental payment schedule.

f. The landlord is not responsible for theft, loss or damage to vehicles or their contents



## LOCAL SERVICES

### EXECUTIVE PLAZA

#### EP I

Executive Plaza Conference Center	410-785-7770
UBS PaineWebber	410-771-1110
Play Center	410-785-7077

#### EP II

Card Shop ó Hanlyø Hallmark	410-771-1913
Deli ó Java Bay Caf�	410-771-0538
Java Bay Caf� FAX line	410-771-1032
Dry Cleaners ó J&J Alterations	410-771-1414
Eastern Savings Bank	410-785-2200
Executive Style	410-785-0914
Hunt Valley Post Office	410-785-2462

#### EP III

Java Bay Grille/Dining Room	410-771-0511
Community College of Baltimore Cty.	410-771-6834
Legg Mason	410-771-3455
Vending Area - Superior Refreshments Services	410-558-2900

#### EP IV

Executive Plaza Fitness Center	410-771-1200
Hunt Valley Physical Therapy	410-527-1794
Cockeysville Post Office	410-771-0794

### MARRIOTT COURTYARD

Marriott Courtyard	410-584-7070
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### MARRIOTT'S HUNT VALLEY INN

Marriott	410-785-7000
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### HOLIDAY INN

	410-560-1000
Chiliø Restaurant	410-308-8740

### EMBASSY SUITES

410-584-1400

### HUNT VALLEY CENTRE

Hoyt Cinema	410-329-9800
Dickø Sporting Goods	410-584-9050
Sears	410-771-8395
Burlington Coat Factory	410-584-7406
DSW Shoe Warehouse	410-584-9790
Wal-Mart	410-785-4899
Carrabas Grill	410-785-9400
Outback Steak House	410-527-1540
M&T Bank	410-233-0010
MTA ó Light Rail Stop	

SILVER SPRING MINING CO.	410-527-0500
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