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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 William Paca Business Center.

This Tenant Handbook provides the answers to many questions you may have concerning services, policies, and procedures at the William Paca Business Center. 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 William Paca Business Center 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 William Paca Business Center, and we look forward to a mutually beneficial business relationship.

Sincerely,

Hill Management Services, Inc.

MAINTENANCE REQUEST FORM

A sample of our online maintenance request form can be seen below. This form can be found on our website at www.hillmgt.com, and obtained by clicking on the link for William Paca Business Center. If you have internet access, please use this form for any exterior maintenance request, including roof leaks, considered non-emergency.

The screenshot shows a web browser window titled "Hill Management: Maintenance Request Form (Office/Warehouse Park) - Mozilla Firefox". The address bar shows the URL "http://www.hillmgt.com/maintwareform.html". The page has a dark blue header with navigation links: Home, Office Buildings, Office/Warehouse Parks, Retail Locations, Conference Centers, Mini Storage, Hotels, and Information. Below the header, there are sub-links for "Conference Center at Executive Plaza" and "Days Hotel & Conference Center". The main content area is titled "Maintenance Request Office/Warehouse Park". It includes a legend: "* = required entry". The form fields are: Property (dropdown menu with "William Paca Business Center" selected), Address/Suite (text input with "123 Anywhere Street" and a red asterisk), Name of Company (text input with "ABC Company" and a red asterisk), Requested By (text input with "John Smith" and a red asterisk), Email (text input with "someone@somewhere.com"), and Phone (text input with "410-555-1212" and a red asterisk). Below these is a "Service Requested:" section with a text area containing the instruction: "Type description of request in this area and complete by clicking 'Submit Request'". A "Submit Request" button is located below the text area. At the bottom of the page is the Hill Management logo and contact information: Hill Management Services, Inc., 9640 Deereco Road, Timonium, Maryland 21093, (410) 666-1000, and info@hillmgt.com. A footer at the very bottom contains navigation links: Home | Office Buildings | Office/Warehouse Parks | Retail.

Attached on the following page is a faxable maintenance request form. Please complete this form for any maintenance request considered non-emergency and FAX to (410) 628-2700.



Maintenance Request Form

Property: _____

Date Requested: _____

Time: _____

Address/Suite: _____

Name of Company: _____

Requested By: _____

Telephone Number: _____

Service Requested:

EMERGENCY

Fire Department

Emergency

911

Police

Emergency

911

Non-Emergency

410-638-4500

LEASING

Hill Management Services, Inc.

410-666-1000

9640 Deereco Road

Timonium, MD 21093

MAINTENANCE

During Normal Business Hours

410-561-1300

After-Hours

Emergency Maintenance

410-288-7630

MANAGEMENT OFFICE

Hill Management Services, Inc

410-561-1300

9640 Deereco Road

Timonium, MD 21093

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.

NON SMOKING POLICY

Smoking is prohibited per Maryland code.

PARKING

Parking spaces immediately in front of each tenant's suite should be allocated for tenant's customers and visitors, so please encourage employees to park in overflow areas.

TRAILERS AND RECREATIONAL VEHICLES

Trailers and recreational vehicles of any sort, unless approved by the Landlord, are not permitted to be parked, stored, or stationed at any time on the property.

TELEPHONE AND ELECTRICAL ROOM ACCESS

Access to the telephone and electrical rooms must be approved and scheduled with Hill Management. Please do not obstruct the entrance to these rooms with cars, pallets, dumpsters, or any other debris.

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: property name, 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

Call 911 and give the street address and suite number.

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 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

Contact BGE immediately at (410) 265-4100, then notify Hill Management at (410) 561-1300.

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.
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.

BUILDING SERVICES

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MAINTENANCE

Should exterior maintenance problems arise during the business hours of 8:00 a.m. to 5:00 p.m., call Hill Management at (410) 561-1300. After 5:00 p.m., please call the answering service at (410) 288-7630. When calling these numbers, please provide the following information: property name, suite number, tenant company name, name of person calling, phone number and nature of the problem.

TRASH REMOVAL

It is the responsibility of the tenant to obtain a refuse container for their individual use. Each tenant is to keep the exterior in a clean and sanitary condition. DO NOT place any debris outside the container at any time.

EXTERMINATOR SERVICE

It is the responsibility of the tenant to obtain the contract of a licensed pest control company for their suite.