

717 Texas Tenant Manual



**Prepared By
Hines Property Management**

September 2025

717 Texas Tenant Manual



TABLE OF CONTENTS

GENERAL INFORMATION

Introduction_____	5
Business Hours and Holidays_____	6
Directions to 717 Texas _____	7
Tenant Contacts_____	8-10
Rental Payments_____	11
Building Rules and Regulations_____	12-15
Cable and Conduit Installation Procedures_____	16
Smoking Ordinance_____	17
Building Engineering Services_____	18
Janitorial Services_____	19
Access to Service Areas_____	20
Loading Dock and Freight Elevators_____	21
After Hours Freight Elevator Reservations_____	22
Mail/Postal Service Information_____	23
Security and Access Control_____	24
Building Access Card Reader Locations_____	25
Keys and Security Access Cards_____	26
Security Access_____	27
Overtime Air Request_____	27

717 Texas Tenant Manual



LEASING

General Leasing Information _____ 28

PARKING

General Parking Information _____ 29

REMODELING AND CONSTRUCTION

General Remodeling/Construction Information _____ 30

EMERGENCY PROCEDURES

Emergency Telephone Numbers _____ 31

Emergency Procedures _____ 32-33

Suspected Bomb _____ 34

Bomb Threats _____ 35-36

Explosions: In and Around the Building _____ 37

Active Shooter _____ 38

Medical Emergency _____ 39

Natural Disaster _____ 40

Civil Disturbance _____ 41

Elevator Emergencies _____ 42

717 Texas Tenant Manual



Tenant Wardens_____	43-45
Tenant Warden Contact List_____	46
Evacuations_____	47-48
Fire: During Work Hours and After Hours_____	49-50

717 Texas Tenant Manual



Introduction

Welcome to 717 Texas! This manual is designed to acquaint tenants with the business environment at 717 Texas. Rising thirty-three stories into the Houston sky, and comprising approximately six hundred ninety thousand square feet of office space, 717 Texas is one the newest and finest multi-tenant office address in downtown Houston. The building is clad in fine granite, and its lower section includes a nine-level enclosed parking garage and ten thousand square feet of street-level retail. The tower rises a further twenty-four stories, with nine-and-one-half-foot floor-to-ceiling reflective glass providing extraordinary unobstructed views in several directions. A large granite-paved landscaped pedestrian plaza leads to the main entrance alcove opening into a spacious two-story lobby incorporating wood veneers, granite and natural stonework, accented with bronzed metals and glass. 717 Texas is linked to the extensive downtown tunnel system which forms an impressive network of subterranean, climate-controlled walkways that connects over 25 full city blocks. The building and Management Office addresses are listed below:

Building Address

717 Texas Ave.
Houston, Texas 77002

Building Management Address

Hines
717 Texas Ave. Suite 1200-A
Houston, Texas 77002

Building Website

<https://717texas.info/toc.cfm>

Building App

Download from Apple or Android the Here. by Hines app, or the QR code below. You will sign up utilizing your work email address.



717 Texas Tenant Manual



BUSINESS HOURS AND HOLIDAYS

Regular building business hours are 6:00 a.m. to 6:00 p.m., Monday through Friday. Property Management Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday.

The Building and Property Management Office are closed on the following holidays:

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

Please note that these holidays are subject to change. "Official" holidays are stated in Tenant lease documents.

717 Texas Tenant Manual



DIRECTIONS TO 717 TEXAS

From I-10 traveling east:

- Exit Smith Street from I-10 to Texas
- Left (E) on Texas
- The building is on Texas between Louisiana and Milam
- Access the visitor parking by taking a left (N) on Louisiana from Texas

From I-10 traveling west:

- Take the San Jacinto exit from I-10
- Left (S) on San Jacinto which will turn into Fannin, to Prairie
- Right (W) on Prairie to Smith
- Left (S) on Smith to Texas
- Left (E) on Texas
- The building is on Texas between Louisiana and Milam
- Access the visitor parking by taking a left (N) on Louisiana from Texas

From I-45 traveling north:

- Take the Memorial Drive / Houston Ave. Exit from I-45
- Follow the Memorial Drive signs to Rusk Dr.
- Right (E) on Rusk Dr.
- Left (N) on Louisiana to Texas
- Right (E) on Texas
- The building is on Texas between Louisiana and Milam
- Visitor parking is on Louisiana between Texas and Prairie

From I-45 traveling south:

- From I-45 take the Beaumont exit (I-10 East) and stay in the left lane
- Exit Milam
- Travel south on Milam to Prairie
- Right (W) on Prairie to Smith
- Left (S) on Smith to Texas
- Left (E) on Texas
- The building is on Texas between Louisiana and Milam
- Access the visitor parking by taking a left (N) on Louisiana from Texas

717 Texas Tenant Manual



TENANT CONTACTS

Property Management requires a list of tenant contacts for the following:

- Primary contact to notify in the event of an after-hours emergency.
- Daytime contact authorized to make standard maintenance requests, special service requests and overtime service request, which may involve charges and billing.

PLEASE NOTE: IT IS THE TENANT'S RESPONSIBILITY TO MAINTAIN AN UPDATED LISTING OF CONTACTS WHICH IS TO BE PROVIDED TO THE PROPERTY MANAGEMENT OFFICE.

Please use the following page to designate contacts and alternates. Send a copy to the Property Management Office and keep the original for your office records. Only one primary contact is necessary.

ONSOLVE EMERGENCY NOTIFICATION SYSTEM

The OnSolve mass notification system allows us to quickly communicate with Tenant Contacts in the event of an emergency or a critical situation. During an emergency, we will be able to create a message that will be delivered to your **primary** Tenant Contact's office, home, and/or cell phone within minutes. If your **primary** Tenant Contact is unavailable, the system will leave a voicemail message and then attempt to reach your **secondary** Tenant Contact at his/her office, home, and/or cell phone.

Please use the following form to designate which contacts should be notified by the mass notification system. Please note the order in which the phone numbers are to be called. We will also need to know the cell phone carrier of each cell phone so that messages are delivered according to each cell phone carrier's technology.

717 Texas Tenant Manual



RENTAL PAYMENTS

All rental payments should be sent to the following address:

MSSDF - 717 Texas Avenue TX Owner, LLC

Regular Mail USPS:

MSSDF 717 Texas Holdings REIT
PO Box 860941
Minneapolis, MN 55486-0941

Overnight FedEx/UPS:

MSSDF 717 Texas Holdings REIT
Lockbox 860941
1200 Energy Park Drive
St. Paul, MN 55108

To remit by wire:

US Bank NA
ABA: 123000848
Account Number: 153912291546
Account Name: MSSDF - 717 Texas Holdings REIT LLC

717 Texas Tenant Manual



Building Rules and Regulations

1. Sidewalks, doorways, vestibules, halls, stairways, freight elevator lobbies, and other similar areas shall not be used for the disposal of trash, be obstructed by tenants, or be used by tenants for any purpose other than entering or leaving the leased premises and for going from one part of the Building to another. If special trash hauling is required, please contact the Management Office.
2. No sweepings, rubbish, rags or other unsuitable materials shall be disposed into plumbing fixtures or appliances. Damage resulting to any fixtures from misuse by a tenant shall be the liability of said tenant.
3. Movement of furniture or office equipment in or out of the Building, or the dispatch or receipt of any bulky material, merchandise or materials which requires the use of the elevators or the stairways or movement through the Building entrances or lobby will be restricted to such hours as Landlord shall reasonably designate. All such movement will be under the supervision of Landlord and in the manner agreed to between the tenant and Landlord by prearrangement. Such prearrangement, initiated by the tenant, is subject to Landlord's control as to the time, method, routing of the movement and as to limitations for safety or other concerns which may prohibit any article, equipment or other item(s) from being brought into the Building. The tenant is to assume all risks for damage to articles moved or injury to persons engaged or not engaged in such movement and for any damage to Landlord's equipment or property or injury to Landlord's personnel as a result of any act in connection with fulfilling this service for the tenant. Landlord shall not be liable for any acts of any person(s) engaged in, or any damage or loss to any of said property of person(s), resulting from any act in connection with such service performed for the tenant unless the damage or injury is caused by the gross negligence or willful misconduct of Landlord.
4. All routine deliveries to a tenant's leased premises during 8:00 a.m. to 5:00 p.m. weekdays shall be made through the freight elevator(s). Passenger elevators are to be used only for the movement of people, unless an exception is approved by the Management Office.
5. To insure orderly operation of the Building, no ice, mineral or other water, towels, newspapers, packages, etc. will be delivered to tenants' leased premises except by persons appointed or approved by Landlord in writing and provided such persons provide Landlord with appropriate proof of insurance.
6. Corridor doors, when not in use, shall be kept closed.
7. Tenant space that is visible from public areas must be kept neat and clean and is subject to Landlord's approval.
8. Tenants shall not tamper with or attempt to adjust temperature control thermostats in the leased premises. Landlord shall adjust thermostats as required to maintain the Building

717 Texas Tenant Manual



standard temperature. Landlord requests that all window blinds remain down and tilted at a 45 degree angle toward the street to help maintain comfortable room temperatures and conserve energy.

9. All requests for overtime air conditioning or heating must be submitted via email to the Management Office by 4:30 p.m. on the day desired for weekday requests, by 4:00 p.m. Friday for weekend requests, and by 4:00 p.m. on the preceding business day for holiday requests.
10. The Building hours are from 6:00 a.m. until 6:00 p.m. Monday through Friday, excluding holidays. Access at all other times is provided by an access card system.
11. Tenants will comply with all security procedures during business hours and after hours and on weekends.
12. Landlord will provide, at the tenant's expense, all locks for doors entering or within the leased premises and no additional lock(s) will be placed on any door entering or within the leased premises without Landlord's written consent. All requests for duplicate keys will be made to the Management Office.
13. Tenants will cooperate with Landlord's employees in keeping leased areas neat and clean, unless the tenant is responsible for cleaning and maintenance personnel. Landlord will in no way be held responsible by any tenant, its agents, employees or invitees for any loss of property from the leased premises or public areas or for any damage to any property within the leased premises even if such loss or damage occurred when the leased premises were locked against entry.
14. Signs, advertisements, or notices visible in or from public corridors or from outside the Building shall be subject to Landlord's prior written approval.
15. Proposed plans for alterations within the Building must be approved in writing by Landlord. This provision will apply to all work performed in the Building including, but not limited to, installation of telephones, telegraph equipment, electrical devices and attachments, and all installations affecting or affixed to floors, walls, woodwork, trim, windows, ceilings, equipment or any other portion of the Building.
16. Landlord reserves the right to prescribe the weight and positioning of safes, files, filing systems and other heavy equipment and written approval must be obtained from the Management Office before work begins. All damage done to the Building by the taking in or putting out any property of a tenant, or done by a tenant's property while in the building, shall be repaired at the expense of such tenant.
17. Should a tenant require telegraphic, telephonic, annunciator or other communication service, Landlord will direct the electricians where and how wires are to be introduced and placed and none shall be introduced or placed except as Landlord shall direct. Electric current shall not be used for power or heating without Landlord's prior written permission. Extension cords may be used for temporary loads only, and shall not be installed for

717 Texas Tenant Manual



permanent use. Any surge protectors utilized by Tenant shall be used in accordance with manufacturer's specifications in order to prevent electrical "overload(s)".

18. Tenants are requested to lock all office doors leading to corridors and to turn out all lights at the close of their working day.
19. Tenants, their agents, employees and invitees shall observe no smoking, as per Houston City Ordinance, in all public areas including elevators, restrooms, etc. In addition, the building is a non- smoking building and smoking is not permitted in the tenant premises or any other area of the building.
20. No flammable or explosive fluids or materials shall be kept or used within the premises or the Building. No open flames or flammable substances or materials (such as candles, sterno heaters, space heaters, live Christmas trees, etc.) shall be permitted to be utilized by Tenant in the premises or in the Building. Tenants shall comply with all applicable building and fire codes relating to its use of the premises. Tenant shall not place, install or operate in the Building any engine or machinery, or conduct mechanical operations therein or place or use in or about the Leased Premises any explosives, gasoline, kerosene, oil, acids, caustics, or any other flammable, explosive, hazardous or odorous material without the prior written consent of Landlord. If consent is granted, Tenant will be required to furnish approved fire extinguishers and have them inspected and approved by the proper local authorities. on an annual basis. No portion of the Leased Premises shall at any time be used for sleeping or lodging quarters.
21. Tenants will not make or permit any improper noises within the Building or otherwise interfere with other tenants or persons having business within the Building.
22. No animals or bicycles shall be brought into or kept in, on or about the Building, except in designated areas
23. The carrying of firearms of any kind in any leased premises, the Building, the Building Garage, or any related amenity of the Project, including any sidewalks, drives or other common areas, is prohibited except in the case of unconcealed firearms carried by licensed security personnel hired or contracted for by tenants for security of their premises as permitted by such tenants' leases or otherwise consented to by Landlord in writing.
24. Landlord reserves the right to rescind any of the foregoing rules and regulations and to make such other and further rules and regulations as, in its reasonable judgment, shall, from time to time, be required 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 the tenants and their agents, employees and invitees. Such rules and regulations, when made and written notice thereof is given to a tenant, shall be binding upon it in like manner as if originally herein prescribed.
25. Canvassing, soliciting or peddling on or about any portion of the Building is prohibited and Tenant shall cooperate to prevent same.

717 Texas Tenant Manual



26. Tenant shall give immediate notice to the Property Manager in case of accidents in the Leased Premises or any portion of the Building or of defects therein or in any fixtures or equipment, or of any other type of emergency on or about the Building.
27. Tenant shall not use the Leased Premises or permit the Leased Premises to be used for photographic or multigraph reproductions except in connection with its own business and then only with the Landlord's prior written consent.
28. Landlord shall have the right to control and operate the public portions of the Building, the public facilities, and heating and air-conditioning as well as facilities furnished for the common use of the Tenants, in such manner as it deems best for the benefit of the tenants generally.
29. Trash removal from move ins and move outs or any other excessive trash are the Tenant's responsibility and all costs associated with such removal, if not removed by Tenant, shall be borne by the Tenant.

717 Texas Tenant Manual



CABLE AND CONDUIT INSTALLATION PROCEDURES

1. All floor-to-floor vertical cable/conduit installations must be approved in advance, in writing by Hines Property Management and work will be completed by Summit Riser Systems.
2. Hines Property Management will approve the installation location.
3. Only plenum rated cable/conduit shall be installed.
4. All cable/conduit runs will be vertical. No “zigzag” installations are allowed.
5. Upon installation, all cable/conduit will be labeled by tenant on each floor to clearly indicate the tenant name.
6. Tenant or tenants’ cable/conduit contractor is responsible for repairing or replacing, as necessary, fire stop in each penetration.
7. At such time that cable/conduit is no longer in use, but in any case, not later than the lease expiration, tenant is responsible for removing its cable/conduit.
8. Tenant is responsible for all costs associated with the cable/conduit installation, and removal. This may include labor to coordinate the installation, repair of damage to other cable/conduit or the surrounding area, removal and/or replacement of floor penetration sealant, etc.
9. The cable/conduit installed will be for the sole use of the tenant. Tenant shall not assign, sell, lease or in any other manner, share cable/conduit without Landlord’s prior written consent.

TENANT NAME: _____

CABLE/CONDUIT LOCATION: _____

FLOORS: _____

TYPE OF CABLE/CONDUIT: _____

I agree to install and remove this cable/conduit pursuant to the provisions and procedures as stated above:

Name & Firm Name (print)
Date

Signature

717 Texas Tenant Manual



SMOKING

The City of Houston Ordinance number 86-1311, amending chapters 12, 21, and 28 of the Code of Ordinances, Houston, Texas and the Fire Code of the City of Houston prohibits and makes unlawful the possession of burning tobacco products or smoking tobacco in public places. At 717 Texas, all public areas are considered “No Smoking” areas. This includes all restrooms, elevators, corridors, the post office, the tunnel and the lobby. Smoking is also prohibited within 25 feet of the building’s entrances.

717 Texas Tenant Manual



BUILDING ENGINEERING SERVICES

For assistance with any building service request, please contact the Property Management Office at 713-237-5750.

The following building standard services are provided for comfort and convenience for all 717 Texas tenants:

- Air Conditioning adjustments within building standard guidelines
- Replacement of building standard fluorescent light tubes within the tenant and public areas

The following above building standard services will be provided at an additional charge:

- Overtime air conditioning (Refer to Lease documents for details)
- Duplicate keys
- Additional graphics
- Removal of heavy trash, moving furniture, etc.
- Alterations or remodeling work
- Any light bulbs other than building standard
- Providing paper products for areas other than building standard restrooms

717 Texas Tenant Manual



JANITORIAL SERVICES

Guidelines for janitorial services at 717 Texas are as follows:

- Individual tenant suites are cleaned five (5) nights a week, Monday through Friday between the hours of 5:30 p.m. and 10:30 p.m.
- Day porters and maids provide cleaning services weekdays between the hours of 7:00 a.m. and 5:00 p.m.
- To ensure tenant satisfaction with cleaning, please contact the Property Management Office with any special requests or problems at 713.237.5750.
- Upon advance request, the following services can be provided at an additional cost: refrigerator cleaning, carpet cleaning and floor waxing.
- All cleaning personnel are required to wear an identification badge. If you observe any cleaning personnel without proper identification, please notify Property Management at 713.237.5750

717 Texas Tenant Manual



ACCESS TO SERVICE AREAS

Occasionally various contractors, installation companies or the Hines engineering staff will require access to restricted areas within the building. Keys for authorized entry to these areas may be acquired from the Hines Management Office, Suite 1200-A at 717 Texas during normal business hours, if the tenant provides building management with a written request prior to the date of authorization. Contractors must also provide proper identification and leave their valid driver's license with management, which will be returned, upon checkout.

717 Texas Tenant Manual



LOADING DOCK & FREIGHT ELEVATORS

Loading Dock

717 Texas has a 2-bay loading area to be used by trucks and vehicles making deliveries. The entrance to the loading dock is located on Prairie between Louisiana and Milam with a clearance height of 13' 4" which accommodates most delivery vehicles. For larger truck deliveries, please contact the loading dock security guard for parking assistance. **Hand deliveries are not accepted at the loading dock.** Hours of operation are 6:00 am-6:00 pm, Monday through Friday. There is a time limit of 30 minutes during normal hours of operation. Other hours of use must be scheduled through the Property Management Office at 713-237-5750.

Freight Elevators

717 Texas is equipped with one service elevator which serves Levels B - 1, and Levels 10 - 33. The service elevator is available on a first come, first serve basis during regular building hours.

Dimensions for the freight elevators are as follows (approximate measures):

Height:	12'
Width:	5'8"
Depth:	7'10"
Door Width:	4' x 8' 10.5"

Business hours are 6:00 a.m. – 6:00 p.m., Monday through Friday, excluding recognized building holidays. **For questions, please call the Hines Management Office at 713-237-5750.**

717 Texas Tenant Manual



AFTER HOURS FREIGHT ELEVATOR RESERVATIONS

- Reservations are required for usage of the freight elevators after normal business hours. Please contact the Property Management Office at 713-237-5750 at least 24 hours in advance and provide your request in writing.
- Freight elevators are available for reservations between the hours of 6:00pm and 6:00am on weekdays and are available to be reserved anytime on weekends.
- Tenants will be held fully responsible for any damages that may occur to the premise during moves.

If you have any questions regarding building regulations and guidelines, please contact the Property Management Office at 713-237-5750.

717 Texas Tenant Manual



MAIL/POSTAL SERVICE INFORMATION

717 Texas tenants are issued a designated mail box in the postal area in the tunnel, Level B-1. The number of the box is for designation purposes only and is not a “post office box” number to be used for mailing purposes. The mail area will also have a Federal Express drop box.

Your mail is appropriately addressed if the following building address is used:

Tenant Name
717 Texas Ave., Suite # _____
Houston, Texas 77002

Any questions or concerns should be directed to:

United States Postal Service
Manager – (Zip Code #77002)
Houston Station
1500 Hadley St
Houston, Texas 77002
1.800.275.8777

717 Texas Tenant Manual



SECURITY AND ACCESS CONTROL

Uniformed security officers are on duty in the building 24-hours each day. After normal business hours, a security card reader controls access to the building at designated entrances. Security officers are not allowed to open locked doors for any person after working hours unless authorization is obtained from the tenant contact and the Property Management Office.

The following are procedures in place:

- Continued floor checks; however, our security officers will not enter your office space.
- Added a card reader on the interior of the loading dock to monitor those exiting from this location after 11 p.m. on weeknights and 24/7 on weekends. No one can exit the building at the loading dock without swiping his or her access card. Anyone without an access card will need to use the intercom near the door to have security assist him or her in exiting the building.
- Security will question anyone leaving the building after hours with visible office equipment, large packages or valuables. If we have not been provided an approval in advance on tenant letterhead, the tenant contact will be contacted to approve removal of these items.
- Reiterated to the cleaning supervisor and staff should keep an eye out for suspicious individuals and report anything out of the ordinary.

Tenants are responsible for the security of their individual suite.

SECURITY OFFICER POSTS

- An officer is stationed at the lobby security desk and monitors life safety systems 24-hours each day.
- Officers are located at the loading dock to monitor all delivery traffic from 6:00 a.m. until 6 p.m., Monday through Friday.
- Officers patrol the common areas, parking garages and the plaza 24-hours each day.

717 Texas Tenant Manual



BUILDING ACCESS CARD READER LOCATIONS

- To gain access to 717 Texas after-hours, there is a card reader located on the wall next to the door at the Milam St. entrance. These doors are also to be used to exit the building after hours.

The following are procedures that are in place:

- **Tenant After-hours Access.** Tenants accessing the building after-hours can enter with a valid access card. If the tenant does not have their access card we will verify that the information on their driver's license matches the data in our access control system. If we do not find a match, we will call the tenant contact for approval before access is given.

If the tenant does not have an access card issued in their name, but has other proof of employment (i.e. business card), the tenant contact will be called for verification and approval.

- **Tenants Access into Office Space.** If an individual needs access into a tenant space, (a) we require prior written permission on the tenant's letterhead or (b) we will call the tenant contact to obtain approval.
- **Contractor Access.** All contractors and their employees working in the building must have security clearance on file with the dock officer. The foreman/supervisor on the project will be responsible for making sure that all his employees and subcontractors arrive and are checked in together. Advance receipt of a list of all the subcontractors working in your space will expedite this process.

Please make sure we have a phone number for your construction supervisor in the event we need to make contact with them or workers who arrive late may not be allowed entry into the building. If the supervisor does not have a cell phone, a list of expected workers left at the security console would suffice.

- **After-Hour Deliveries.** The lobby officer is not authorized to sign for packages or food deliveries and these deliveries will not be allowed past the security console. If you are expecting an after-hours delivery, please inform the lobby officer with the name and phone number of the individual that will be available to pick-up the delivery when it arrives. Due to liability issues, we cannot sign for packages at the security console.

717 Texas Tenant Manual



KEYS AND SECURITY ACCESS CARDS

Keys and access cards will be issued to tenants according to lease provisions. Additional keys and access cards may be purchased through the Property Management Office by submitting a request in writing during normal business hours, or via email at 717.TexasPM@hines.com

717 Texas Tenant Manual



SECURITY ACCESS

Tenants may submit security clearance requests for deliveries, vendors, caterers, etc. to the building and/or loading dock. These requests will be reviewed for approval by management. Please send all requests to 717.TexasPM@hines.com

OVERTIME AIR REQUEST

Overtime air requests may be submitted via email to 717.TexasPM@hines.com

717 Texas Tenant Manual



GENERAL LEASING INFORMATION

717 Texas leasing services are managed by Partners. Please feel free to contact their office at 713-237-5750 with questions concerning additional office space or storage requirements.

717 Texas Tenant Manual

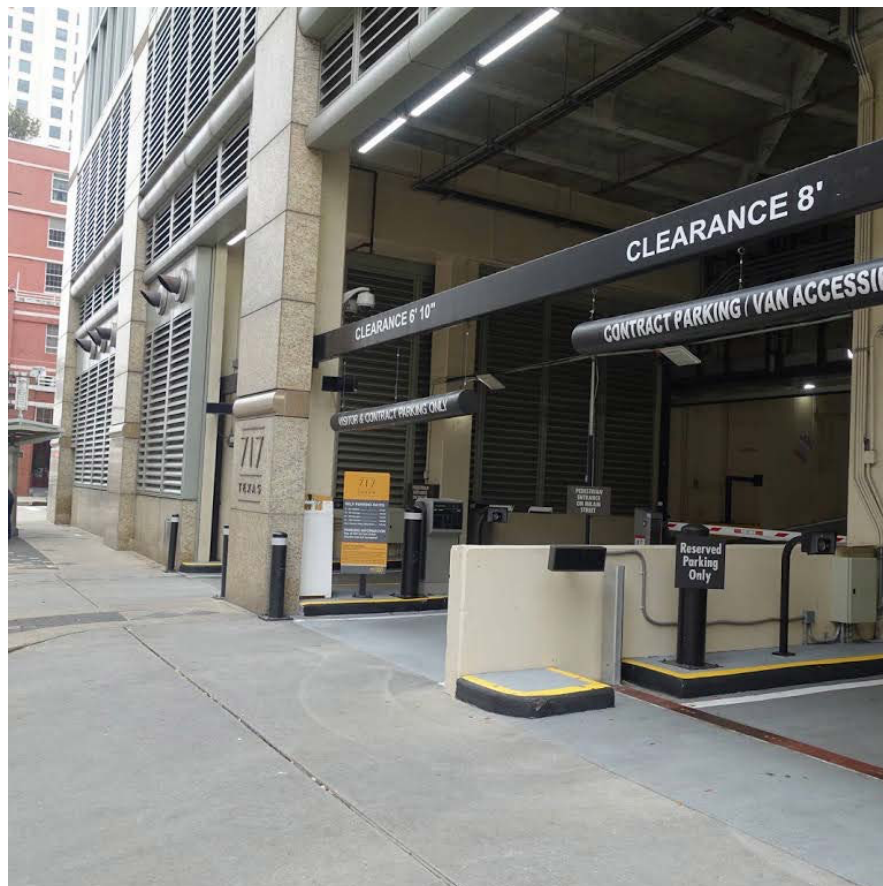


General Parking Information

717 Texas Garage

The garage entrance to 717 Texas for employees and visitors is located on Louisiana between Prairie and Texas. Please note reserved parkers should use the first entrance into the garage off Louisiana. Unreserved parkers and visitors should use the second entrance off Louisiana. See picture below for more details.

For parking information, contracts and rates, please contact Winpark at 717Texas@winpark.com.



717 Texas Tenant Manual



REMODELING & CONSTRUCTION

In accordance with lease provisions, tenants considering remodeling and/or construction of their existing lease space must obtain approval from Property Management before any work can commence. Contractors are required to abide by all of the Contractor Rules and Regulations. For construction questions, please contact the Property Management Office at 713-237-5750.

717 Texas Tenant Manual



EMERGENCY TELEPHONE NUMBERS

Property Management Office (Answered 24 Hours/7 Days)_____713-237-5750

Lobby Security Console (Located in the Main Lobby)_____713.237.5766

717 Texas Emergency Status Line_____713.866.8899

(This number is "listen only" and will give emergency status updates regarding building operations at 717 Texas)

Houston Fire Department_____911

Houston Police Department_____911

Ambulance_____911



EMERGENCY PROCEDURES

INTRODUCTION

In recent years, the term “life safety” has been accorded new emphasis as it affects all aspects of daily living. In order to keep pace with the hazards of the times and to offer a secure building environment certain protective measures must be implemented.

When confronted by an emergency, realize that “Emergency Procedures” are only an operational guide if effectively implemented by Property Management and the Tenant Wardens in combination with a vital personal ingredient: COMMON SENSE!

That successful execution of the emergency plan depends upon the degree of confidence, cooperation and coordination mutually achieved by the Tenant Wardens, their fellow employees and the Property Management.

In that regard, each Tenant Warden must manifest an unselfish responsibility toward the “Common Good,” i.e., the safety of all occupants of the building. This can be achieved if each tenant gives it support to the following:

- Assign responsible, and preferably senior/tenures personnel to function as Tenant Wardens, Assistants and Back-Ups;
- Insist that Tenant Wardens read and understand the emergency procedure and evacuation plan in its entirety;
- Assure that this plan, along with the Tenant Warden contact name, location and phone number is adequately disseminated to each employee in the office;
- Allow Tenant Wardens to participate in periodic training sessions which will equip them to perform specialized emergency assignments;
- Enthusiastically support the overall objectives of the building’s emergency plan.

Tenants are encouraged to include specific procedures in their individual operation emergency plans for their suite, for example: procedures to safeguard monies, negotiable instruments, original contracts, etc.



EMERGENCY PROCEDURES

PURPOSE

The emergency plan for 717 Texas was established to be an integral part of the office building's response to emergencies. The contents of this plan are designed as an "operation guide" for the behavior, safety and protection of tenants and visitors of the building.

SCOPE

The emergency plan establishes a sequential "plan of response" for initially recognizing, identifying and reporting the existence of specific emergency situations threatening the building and/or inhabitants. The plan also provides for the safety and protection of endangered personnel and/or building assets.

When implemented, and supplemented with appropriate instructions from the building's Property Manager (or his/her representative), this plan becomes an operational tool for effective and responsive action when occupants of the building are forced to cope with various emergency situations.



SUSPECTED BOMB THREATS/SAFETY PRECAUTIONS

The safety precautions listed below are designed to acquaint tenants with several factors to be considered in the search and discovery of suspected bombs. Do not dismiss any precautions as unimportant or take them for granted. Adequate knowledge of these precautionary provisions may save the lives of employees, visitors and customers.

- Do not use radio equipment to transmit messages.
- Do not turn light switches either off or on.
- Do not smoke or light any matches.
- Do not accept the contents of any container as bona fide just because it was delivered in a generally routine manner; nor should tenants accept container markings and/or appearance as sole evidence of contents.
- Do not touch or change the position of a suspected bomb.
- Do not shake, shock or jar a suspected bomb.
- Do not cover or carry a suspected bomb.
- Do not open or cut any strings or cords on any suspicious container or object.
- Do not unscrew, unlatch unhook or lift the cover off of a suspicious object.
- Do not submerge a suspected bomb in water.

717 Texas Tenant Manual



BOMB THREATS

At no time should a bomb threat be ignored or treated as a false alarm. Please follow the instructions below when a bomb threat call is received:

- Keep the caller on the line for as long as possible.
 - Tell the caller that the building is occupied and an explosion might cause the death of innocent people
 - Listen for background noises that might help in determining from where the call was made
- Obtain as much information as possible from the caller.
 - Location of the bomb
 - Time of detonation
 - Outside appearance of bomb and type of bomb
 - Reason for planting bomb
- At the conclusion of the call, immediately report the bomb threat to the Property Management Office and provide the following information:
 - Your name
 - Your location and phone number
 - Name of the “initial recipient”
 - Time the call was received
 - Name of anyone listening in to the threat
 - Name of any employee threatened by the caller
 - Normal work location of threatened employee
 - Time bomb was supposed to detonate
 - Exact location of where the bomb was placed

717 Texas Tenant Manual



- Outside appearance and description of the bomb
- Reason given for the bomb threat
- Notify your supervisor of the bomb threat call
- Have all written records or notes of the bomb threat call available for the proper authorities
- Quickly and thoroughly search your company area for “suspicious, unusual or foreign items: (suspected bombs) and report any finding. Do not under any circumstances touch, move, jar, disturb or cover any suspicious items that are found. Report all finding to the Property Management Office.
- If the Houston Police Department requests evacuation the Property Management Office will notify building tenants. Identify and give priority to the movement and evacuation of nervous, emotional, ill and/or mobility impaired personnel. Upon evacuation, establish and announce a rendezvous point for employees to regroup. If you decide that your employees and visitors are in imminent danger, exercise your independent judgment and move or evacuate your personnel as soon as possible.
- Please make only necessary phone calls as it is important to maintain open phone lines.
- Following the conclusion of the bomb threat emergency, and for future reference by the Property Manager and security director, write a brief report covering actions in response to the emergency including any special problems or incidents encountered and submit it in a timely manner to the Property Management Office. Retain copies of these reports for future organizational reference.

717 Texas Tenant Manual



EXPLOSIONS IN AND AROUND BUILDING

Upon receiving notification that an explosion has occurred, the tenant contact should obtain the following facts:

- Name of person calling
- Location of person calling
- Exact location of explosion
- Cause of explosion, if known
- Did explosion cause fire or other imminent danger, and if so, what and where? Immediately report the following information to the Property Management Office at 713.237.5750
 - Your name and location
 - Your company's name
 - Any reasons you have to believe explosion was caused by bomb
 - Extent of casualties and number and type of injuries.

Move or evacuate employees and visitors from tenant area if required. Following the conclusion of the situation, and for future reference by the Property Manager and security director, write a brief report covering actions in response to the emergency including any special problems or incidents encountered and submit it in a timely manner to the Property Management office. Retain copies of these reports for future organizational reference.



Active Shooter

Active Shooter Profile

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined space or other populated area. While active shooter events are highly variable, a few common characteristics have been identified. According to FBI statistics:

- Active shooter situations are unpredictable and evolve quickly. Most are over before police arrive.
- Workplace is the number one location for active shooter events
- In more than half the cases, the victims knew the gunman. Most active shooter events begin as grudge killings, then escalate.

General Response

- If you suspect a potential active shooter situation, you must quickly determine the most reasonable way to protect your own life. Do not wait for instructions or a police response.
- The current best practice is to Run, Hide, or Fight, in that order
 - **Run.** If there is an accessible escape path, evacuate the premises. Move far from the building. Do not stop for belongings. Always have an escape route and plan in mind even if you are just visiting.
 - **Hide.** If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Lock and/or use heavy items to barricade the door if possible. And, remember to remain quiet and silence your cell phone or pager. If there are others in the room with you, spread out.
 - **Fight.** As a last resort, and only when your life is in imminent danger, attempt to incapacitate the shooter by acting with physical aggression and throwing items at the gunman. Call 911 when it is safe to do so.
- If you are a manager or uniformed official, employees and customers are likely to follow your lead. So, it's essential that you remain calm and take immediate action. The key is to be aware of your environment and any possible dangers.
- **Call 911 WHEN IT IS SAFE TO DO SO!**

When Police Arrive

- Keep your hands visible at all times with fingers spread apart. Do not carry anything in your hands.
- Do not run or yell at officers and comply with demands

717 Texas Tenant Manual



MEDICAL EMERGENCIES

In the event of a medical emergency, first call 911 and request the appropriate response. Next, please contact the Property Management Office at 713.237.5750 immediately and report the following information:

- Your name, company's name and location;
- The nature of the medical emergency;
- Exact location and name of the person situation is in reference to;
- Verify that an ambulance has been requested and is on its way to the building;
- Property Management and Security will assist the 911 response.

717 Texas Tenant Manual



NATURAL DISASTERS

TORNADOES OR FUNNEL CLOUDS

In most cases advance warning of a tornado is unlikely. For this reason, if a tornado is sighted approaching the building, please notify the Property Management office and begin moving office staff to the interior corridors and elevator lobbies of the building. One of the greatest dangers will be that of flying glass and objects, so please attempt to select a location that has the maximum number of walls to the exterior of the building.

HURRICANES/TROPICAL STORMS

When a hurricane warning and evacuation order has been given by the National Weather Service and Civil Defense Authorities, the Property Management Office will notify all tenants of the closing of the building. Notification will be given by phone and by notices posted in public areas, lobbies, elevators and entry areas. All valuable documents, files and furnishings should be moved to inner offices to guard against the possibility of water damage from a broken window. Tenants not reached by phone will have evacuation notices placed on their entrance doors.

717 Texas Tenant Manual



CIVIL DISTURBANCES

Upon receiving notice that a civil disturbance threatens the building or your suite, contact the Property Management Office immediately at 713.237.5750 and give them the following information:

- The exact location of demonstrators or disturbance as notified;
- Approximate number of demonstrators;
- Demonstrator's current activity and current time;
- Your Name, company and phone number.

Notify employees and visitors using Tenant Wardens:

- Provide pertinent facts about disturbance;
- Lock all doors except main entrance door;
- Lock and have a monitor by all sensitive areas;
- Request that employees and visitors avoid contact with demonstrators;
- Request the employees and visitors remain inside until situation has been handled
- Avoid areas by windows.

Important:

- Be aware of any unattended or suspicious items that may be out of place, or that may have been carrier by or left behind by demonstrators;
- Do not touch, move, jar, disturb or cover any suspicious items, contact the Property Management Office immediately and follow instructions for handling a suspected bomb.

717 Texas Tenant Manual



ELEVATOR EMERGENCIES

In the event of a problem with the elevators, such as doors not opening or the cabs stopping between floors, depress the alarm button on the front panel. When depressed this button activates an alarm at the lobby security desk. The security officer on duty will respond via an intercom system in the elevator cab and will arrange for immediate assistance. Should the car stop between floors and the door opens, do not ever attempt to climb out or jump to the floor below, as help will be there in minutes to assist with the situation.

717 Texas Tenant Manual



TENANT WARDENS

QUALIFICATIONS, DUTIES AND RESPONSIBILITIES OF THE TENANT WARDENS AND THEIR BACK-UPS TO CONTROL AN EMERGENCY

Tenant Wardens, and their Back-Ups, are to be selected on the basis of two major criteria:

They must be intelligent, alert and resourceful individuals who are capable of performing in a leadership role during an emergency situation;

They must generally be working in their respective company areas within the building, rather than having primary duties and responsibilities elsewhere.

Tenant Wardens are the “connecting links” between the Property Management Office and their respective employees. As such, they have direct control and responsibility for all decisive matters relating to the safety of their employees during an emergency.

Tenant Wardens are responsible for selecting, identifying and training sufficient back-up personnel and emergency assistants to effectively perform their emergency duties and responsibilities. They are responsible for communicating appropriate pre-planned emergency procedures and/or data to all employees under their jurisdiction through personnel orientation and/or company bulletin boards.

Tenant Wardens and their Back-Ups must be knowledgeable about what is not commonplace, i.e., “unusual” or “foreign” to the normal environment of their respective company areas, so that in the event of a bomb threat, they will be qualified and instrumental in conducting a search, as well as assisting in the identification of any suspicious items.

TENANT SUPERVISOR’S EMERGENCY DUTIES AND RESPONSIBILITIES

While all tenant supervisory personnel and employees should have constructive knowledge of the operational aspects of the emergency procedures, they must recognize that it is essential for them to voluntarily subjugate themselves to emergency instructions given to them by the Tenant Wardens and/or their Back-Ups in order to ensure a safe and orderly response to any emergency situation.

717 Texas Tenant Manual



Each tenant supervisor has two principal emergency duties and responsibilities:

- They must be calm, responsive and able to help eliminate confusion, fear and/or panic among their subordinates;
- They must faithfully execute any emergency duties and responsibilities assigned them during the existence of an emergency situation.

TENANT EMPLOYEES EMERGENCY DUTIES AND RESPONSIBILITIES

All tenant employees must respond to official emergency instructions as if lives depend upon it... because lives do! The emergency plan and procedures were established to save lives and require strict compliance in order to be effective.

TESTING OF THE BUILDING'S EMERGENCY PLAN AND PROCEDURE

Various aspects of the emergency plan and procedures will be tested on a deliberate, systematic and periodic basis in accordance with instructions from the Property manager and the Houston Fire Department.

Such testing will familiarize key personnel with their emergency duties and responsibilities and will help evaluate the emergency plan and procedures by identifying deficiencies. This will allow for the opportunity to make adjustments and corrections to the plan prior to an actual emergency situation.

Fire evacuation drills are required by law and held to ensure your safety. Participation in fire drills is not voluntary... it is mandatory for everyone!

CONDUCT WITH NEWS MEDIA

For the protection and safety of all building occupants, tenant employees are requested to refer news media inquiries to their respective company's public relations representatives or to the Property Manager.

REPORTING CHANGES IN TENANT WARDENS AND BACK-UPS

Tenant Wardens are the appointed liaison between the Property Management Office and their respective organization. Communication of any emergency instructions and information must never be interrupted due to transfer or loss of this key individual.

717 Texas Tenant Manual



Any changes in the employment status and/or replacement of each Tenant Warden or their officially designated Back-Up must be reported immediately in writing to the Property Management Office in order to maintain reliable communication during emergency situations. You may report these changes to the Management Office by going to “Emergency Information” on our website. Special efforts must also be made to adequately inform company employees on who they should look to for leadership during an emergency situation, especially when there are staffing changes.

Please note that Tenant Wardens are required by law to attend a High Rise Evacuation Seminar hosted by the Houston Fire Department every five (5) years. We must have a copy of each Fire Warden’s High Rise certificate on file in the Management Office.

REQUIRED NUMBER OF FIRE WARDENS

There must be at least two (2) Fire Wardens per floor regardless of square feet occupied. The number of representatives required is determined by the amount of square footage in your leased space per floor, as follows:

0-7,500 square feet	(1) representative is required
7,501-15,000 square feet	(2) representatives are required
15,001-22,500 square feet	(3) representatives are required
22,501-30,000 square feet	(4) representatives are required

Each additional 7,500 square feet or portion thereof will require an additional representative.

717 Texas Tenant Manual



TENANT WARDEN CONTACT LIST

Please note that Tenant Wardens are required to take our site specific Fire Warden Training course online every five (5) years to remain in compliance. Once the course is completed, we will have access to the certificate via the website for our records.

REQUIRED NUMBER OF FIRE WARDENS

There must be at least two (2) Fire Wardens per floor regardless of square feet occupied. The number of representatives required is determined by the amount of square footage in your leased space per floor, as follows:

0-15,000 square feet	two (2) representatives are required
15,001-22,500 square feet	three (3) representatives are required
22,501-30,000 square feet	four (4) representatives are required

Each additional 7,500 square feet or portion thereof will require an additional representative.

TENANT WARDEN NO. 1

NAME: _____

COMPANY: _____

WORK PHONE NUMBER: _____ HOME PHONE NUMBER: _____

TENANT WARDEN NO. 2

NAME: _____

COMPANY: _____

WORK PHONE NUMBER: _____ HOME PHONE NUMBER: _____

PLEASE ATTACH EACH PERSON'S HIGH RISE CERTIFICATE TO THIS PAGE. A PERSON CANNOT BE A FIRE WARDEN WITHOUT FIRST ATTENDING THE HIGH RISE CERTIFICATION COURSE.

717 Texas Tenant Manual



FOR ADDITIONAL TENANT WARDENS IN YOUR SUITE, PLEASE COPY THIS PAGE AS MANY TIMES AS NEEDED.

EVACUATIONS (FIRE, BOMB THREATS, EXPLOSIONS)

EVACUATION PLAN

When the decision to evacuate has been made by the Houston Fire Department and/or the Hines Property Management Office, the Tenant Wardens will be instructed by the Fire Command Station to assist in the evacuation by maintaining an orderly and safe flow of personnel. Each Tenant Warden will check all areas of each suite to assure that all occupants have evacuated the floor and then will proceed to evacuate themselves.

EVACUATION PROCEDURE

When the order for evacuation has been given, the Tenant Warden, Back-Up and/or assistants must take the following steps:

- Follow the evacuation plan provided by the Houston Fire Department;
- Inform all personnel in respective areas as to when and where to evacuate;
- Be the last to leave, making sure all personnel have safely exited the area;
- Identify and give priority to the movement or evacuation of nervous, emotional, ill and/or mobility impaired personnel. A current list of these individuals should be maintained by the Tenant Warden and regularly updated for the Property Management office;
- Elevators will not be used for evacuation unless directed by the Houston Fire Department;
- Assign assistants to:
 - Assist any mobility impaired personnel;
 - Properly secure and safeguard special company records, original contracts and negotiable instruments and lock appropriate files, vaults, closets, desks

717 Texas Tenant Manual



- Unplug appropriate electrical equipment, machines, hot plates, coffee makers, etc.
- Check for employee and visitor stragglers, turn off light and close office doors. Do not lock the door if office is involved in fire emergencies.
- Establish and announce a “rendezvous point” where employees will meet for communication of emergency and/or re-entry information from the Property Management Office.
- Advise employees to bring with them their essential possessions as they will not be allowed to re-enter during the emergency.
- Assure employees and visitors that emergency plans have been established and tested and personnel have been trained to handle an emergency evacuation situation. Remind everyone to be quiet and remain calm during an evacuation so that emergency instructions can be heard and understood by all.
- When evacuation is complete, assemble and account for all personnel:
 - **Total number of employees moved and/or evacuated**
 - **Total number of visitors moved and/or evacuated**
 - **Total number of missing personnel**
 - **Names of missing personnel**

If the Tenant Warden determines that employees and visitors are in imminent danger and has been unable to get in touch with the Property Management Office in a reasonable length of time, the Tenant Warden may determine it prudent to exercise independent judgment and move and/or evacuate personnel without being given a specific route to follow. As soon as group reaches a point of safety, please call the Property Management Office at (713) 237.5750

For future reference by the Property Manager and security director, write a brief report covering actions in response to the emergency including any special problems or incidents encountered and submit it in a timely manner to the Property Management Office.



FIRE EVACUATION PLAN – FIRE DURING WORKING HOURS

IF YOU SEE FIRE, SMOKE OR SMELL SOMETHING BURNING

- Immediately call the Fire Department at 911 and/or activate the fire alarm pull station
- Call the Property Management Office at 713.237.5750
- Isolate the fire, if you can do so safely, by closing the door
- Contact the Fire Warden(s) on the floor with the fire and give the location and severity of the fire
- If directed to evacuate by the Fire Department or the Property Management Office, or if unsafe conditions warrant leaving the floor, evacuate **DOWN** to the next re-entry floor by using the fire exit stairs... never use the elevator!

IF YOU THINK YOU SMELL SMOKE

- Immediately call the Property Management Office at 713.237.5750
- Contact the Fire Warden(s) on the floor with the odor and give the location and characteristic of the odor.

IF YOU HEAR THE FIRE ALARM

- Call the Property Management Office at 713.237.5750
- Direct all occupants on the floor in alarm to the fire exit stairs and await further instructions.



FIRE EVACUATION PLAN – FIRE AFTER WORKING HOURS

IF YOU SEE FIRE, SMELL SMOKE OR HEAR A FIRE ALARM

- Immediately call the Fire Department at 911 and/or activate the fire alarm pull station
- Call the Property Management Office at 713.237.575
- Isolate the fire, if you can do so safely, by closing the door
- Call security at 713.237.5766
- If directed to evacuate by the Fire Department or the Property management Office, or if unsafe conditions warrant the leaving the floor, evacuate DOWN to the next re-entry floor by using the fire exit stairs... never use the elevator