

**McPherson Building
Electronic Tenant® Portal**

Created on May 19, 2024

Amenities: Bike Room

For the tenants who commute to work via bicycle, we now have a secure Bike Room.

The McPherson Building has bike racks installed in the P1 garage level of the building next to the parking attendants' booth. They are open to all tenants. They are there to help prevent bike theft and allow a safe spot for all bikes.

Access is added to tenant's fobs. Please email [Property Management](#) and provide your fob number to have access added. Amenities include a bike compression air pump to fix flat tires and maintenance equipment to make any necessary repairs.

Amenities: Conference Center

The McPherson Building's 2nd floor conference center is a 2,112 square foot room that is intended for formal meetings and events. This thoughtfully designed workspace, helps foster connection and collaboration with its customizable layout options, which tenants can reserve via the [ETH](#). All vendors, including catering companies, are subject to meet our [Certificate of Insurance Requirements](#). When the room is not reserved, tenants are welcome to enjoy the space – the Bevi machine and curated moss wall are always conversation starters!

[Conference Center Rules and Regulations](#) should be reviewed and signed when submitting a reservation request.

[THIS SPACE CAN BE RESERVED BY CLICKING HERE](#)

Amenities: Electronic Vehicle Charging Stations

The McPherson Building has an electric car charging station located in the P1 garage level. It is free for tenants to use. In order to use the station, tenants will need to download the ChargePoint app and create an account.

Our charging station is private therefore is it not visible to all users. Connect to our station by entering the code MCPHER29 (which is case sensitive) in the app. Once this has been completed and management has accepted the user request, follow the below instructions:

Step 1: Tap In

Tap your phone (with the app signed in to your account) on the station to unlock the charging connector or tap the orange "Start Charge" button on the station info page in the app.

Step 2: Lift the Connector

Push the button on the connector to lift it out of the holster.

Step 3: Plug In (and Check In)

Plug the connector into your Electric Vehicle (EV) and hit the blue button for fast charging. Check your EV to make sure you're charging (there are often indicator lights on the vehicle's dashboard).

Step 4: Do Your Thing

Relax and go about your day. ChargePoint will send you an update when your car is done charging.

Step 5: Tap Out

When you get back to your EV, tap your phone or card (and push the blue button for fast charging) to end your session. The station will show you how much it cost (it will be free) and ChargePoint will send you a receipt.

Don't forget to unplug the connector and put it back in the holster. Tenants can then drive away happy in a fully charged EV.

If tenant users have any questions, please contact the driver support team which is available 24/7 at [888-758-4389](tel:888-758-4389).

Amenities: Fitness Center

For the enjoyment of your staff, we provide fitness center on the 2nd floor of the building for the exclusive use of our Tenants at 901 15th Street, NW. This facility provides exercise equipment, men's and women's showers and locker rooms, and complimentary towel service. For your comfort, heating, ventilation and cooling (HVAC) operating hours for the exercise facility will be 7:00 a.m. to 6:00 p.m., Monday through Friday.

Prior to facility use, we ask that you execute a fitness center waiver which must be signed by your company as well as individual waivers signed by each of your employees who intend to use the facility. [Click here](#) to download these forms or contact your [Property Manager](#). Once waivers are signed, and returned to the Property Manager, your Datwatch key fob will be authorized for access to the facility. Should you have any questions or concerns regarding the facility, you may contact your Property Management Team.

Amenities: Neighborhood Amenities

The McPherson Building, is located in the heart of Washington, DC's historic business district. Surrounded by museums, theatres, world-class hotels and restaurants, employees and guests will enjoy a myriad of entertainment and professional services.

Please review [The Neighborhood](#) chapter of this handbook. To view services within the immediate area of The McPherson Building, please use the supplied dropdown menu and choose zip code. It will automatically use the zip code of your building 20005.

The building has the following retail stores:

- [Starbucks](#)
- [Patrick Segui Hair Salon](#)

Amenities: Tenant Lounge

The McPherson Building's tenant lounge is an extension of the lobby that guests are free to use anytime of the day. This space is especially great for greeting new clients, touching base with team members, and taking a step back from the chaotic office environment. Whether it's used for a quick coffee or sparkling water break, a small meeting, or a simple change of scenery, the lounge area promotes a sense of community, which has been shown to promote greater productivity and positivity amongst employees.

Emergencies: Bomb Threat

Although most bomb threats are pranks, every bomb threat must be dealt with as if it were real.

- While on the phone, signal to an available person in your office to call 911 immediately and then the [Property Management Office](#) at [\(202\) 594-3903](tel:(202)594-3903) and relay the information. The receiver of the bomb threat should keep the caller on the phone as long as possible and be completing the [Bomb Threat Checklist](#) included herein.
- In all cases, we will commence building evacuation. Everyone will be expected and required to evacuate the building. It is the policy of Cushman & Wakefield to require that the building be completely inspected by a bomb crew consisting of police personnel, and, if necessary, trained dogs. It is imperative that all occupants evacuate in order that the dogs can be set free to go through the building.
- **IMPORTANT** - Until the building has been completely inspected by a bomb crew, **NO ONE** will be allowed to re-enter the building. Anyone refusing to leave or attempting to re-enter the building shall do so at his/her risk.
- [Click here](#) to download a Bomb Threat Checklist

Mail Bombs

- The likelihood of receiving a bomb in the mail is remote. However, a small number of explosive devices have been mailed over the years resulting in death, injury and destruction of property.

If you are suspicious of a mailing and are unable to verify the contents with the addressee or sender:

- Do not open the article.
- Isolate the mailing and evacuate the immediate area.
- Do not put in water or in a confined space such as a desk drawer or filing cabinet.
- If possible, open windows in the immediate area to assist in venting potential explosive gases.
- Contact the police or call 911 for immediate professional assistance.
- Contact Property Management Team [\(202\) 594-3903](tel:(202)594-3903).

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Emergencies: Civil Disturbance

Should a riot or civil disturbance start outside the building, building personnel will immediately lock all entrances to the building. The police will be notified. We will keep you informed to the best of our ability.

If a disturbance should occur in the main Lobby, all elevators will be turned off at the first floor, you will be notified by the Property Management Team and the police will be summoned.

Emergencies: Earthquake Procedures

Summary:

- Don't Panic. Duck, Cover and Hold. Do not run. Do not exit the building.
- When the shaking stops - assess whether it would be safer to evacuate the building or shelter-in-place.
- The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related injuries result from collapsing walls, flying glass, and falling objects.

What to do during an earthquake:

- *If indoors...*
 - DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building. Advise others to do the same.
 - Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture. If you are in a common corridor or elevator Lobby in which furniture is minimal, lie face down alongside an interior partition.
 - Stay inside until the shaking stops and it is determined to be safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
 - Do not be distressed if the electricity goes out or the sprinkler systems or fire alarms turn on. They will likely be activated by a large tremor.
 - DO NOT use the elevators until the building staff has confirmed their safety. The power may fail during or after the earthquake, trapping you in the elevator cab.
- *If outdoors...*
 - Stay there if it is safe to do so.
 - If necessary, move away from buildings, streetlights, and utility wires.
 - Once in the open, stay there until the shaking stops.
- *If in a moving vehicle...*
 - Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires (assume they are hot/live and stay in your car).
 - Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.
 - Assess the situation before exiting the vehicle.
 - If possible, provide assistance to other motorists.

What to do after an earthquake:

- Be prepared for potential additional tremors and aftershocks. Aftershocks are common after an earthquake. After the first motion is felt, there may be a temporary decrease in motion followed by another shock. Aftershocks can occur several minutes hours or days after an initial shock.
- *If indoors and you decide to shelter-in-place -*
 - Evacuation after an earthquake should never be automatic. There may be more danger outside the building than there is inside. Sheltering in Place during and immediately following the earthquake is most likely the best option.
 - Do not light matches, use any open flames, or turn on electrical switches or appliances - there may be gas leaks in the building after an earthquake, and doing so could create an ignition source resulting in an explosion.
 - Never touch power lines or anything resembling electrical wiring, or any objects that may be in contact with electrical wires.
 - Only use the telephone to call Emergency Services for help. Tying up telephone lines may delay emergency response personnel.
 - Watch out for fires and fire hazards. If it is safe to do so, put out any fires discovered using the nearest fire extinguisher. If any fires cannot be extinguished, pull a fire alarm, contact [Property Management](#) and/or call 911.
- *...and you decide to evacuate -*
 - Evacuation after an earthquake should never be automatic. There may be more danger outside the building than there is inside. Sheltering in Place during and immediately following the earthquake is most likely the best option.

- If you decide to evacuate the building, take care to avoid hazards inside and outside the building such as broken glass, gas leakage, chemical spillage, unsafe structures, falling debris, trip hazards, downed power lines, etc.
- Report to your company's designated Evacuation Assembly location if it is free of the aforementioned hazards.
- Make sure coworkers are safe and accounted for.
- Assist people to safety.
- Administer first aid as needed.

Cushman & Wakefield will seek to determine if the building must be evacuated, considering the following:

1. Information and instructions provided by the local authorities.
 2. Outside conditions.
 3. Conditions of the building.
 4. Availability of a safe evacuation path.
 5. Availability of safe assembly areas out of doors.
 6. Likelihood of further damage or threats due to the condition of building utilities (i.e. gas leaks, etc.)
- *If in an elevator... and there **is** power -*
 - Assess the situation to determine if you should evacuate or shelter-in-place. Notify an employee or colleague of your whereabouts, and use the elevator call button/phone.
 - *If in an elevator...and there is **no** power -*
 - Remain in the elevator. Do not attempt to open the doors.
 - Utilize the stop alarm button, and press the emergency elevator phone/button, and let the contact know who to call and inform of your whereabouts.
 - *If trapped under debris...*
 - Do not move about or kick up dust.
 - Cover your mouth with a handkerchief or clothing.
 - Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

Cushman & Wakefield Management Responsibilities:

- Cushman Wakefield will gather information from authorities on an ongoing basis and follow their instructions.
- If it is safe to do so, Cushman & Wakefield will conduct a thorough inspection of the building after an earthquake for the following conditions:
 - Structural damage to the building and damages to major pieces of equipment.
 - Leaking or damaged water, gas, and electrical lines.
 - Downed power lines.
 - Electrical wiring which is shorting out.
- Report any utility damage to the utility companies and follow their instructions.
- Prepare for remedial measures by contacting the necessary contractors as soon as possible.
- Communicate with Tenants using one or more of the following methods:
 - Email.
 - Personal visit.
 - Website.
 - Twitter.
 - Mass Notification System.
 - Public Announcement System.

Additional Resources:

- [FEMA](#)
- [Ready America](#) (Partner of FEMA)
- [DC specific emergency procedures and contacts](#)
- [Sign-up](#) for DC text or email alerts
- [Sign-up](#) for terrorism advisory alerts
- [View](#) the specific evacuation route for home or office address
- [Develop](#) an emergency plan for you, your family, and your work place.

Emergencies: Emergency Contacts

DIAL 911 IN EMERGENCY FOR FIRE, POLICE, MEDICAL, AMBULANCE

Listed below are important phone numbers to use in an emergency:

Property Management Office	(202) 594-3903
901 15th Street Lobby Front Desk	(202) 289-0749
Fire Department (non-emergency)	(202) 673-3216
Police Department (non-emergency)	311
George Washington University Hospital	(202) 715-4000

In the event of an emergency, call 911 and then alert the [Management Office](#) at [\(202\) 594-3903](#). The building is equipped with an AED device, located in the on-site management office in Suite 150 on the Lobby Level and in the fitness center next to the men's locker room entrance. Building personnel will hold an elevator ready and expedite the response of the EMS team to your floor.

Emergencies: Fire & Life Safety

FIRE ANNUNCIATION SYSTEM & EMERGENCY EVACUATION for the commercial office building located at 901 15th Street, required by Article F-105.3, D.C. Fire Prevention Code (D.C. Supplement):

- Be familiar with exits and fire apparatuses in your building. and know where the stairwells, there are two (2) stairwells that go to each floor in the building.
- If you encounter a fire or other potential emergency, pull the fire pull station nearest to the potential emergency. This alerts Datawatch Systems and will set off fire bells that can be heard through the building, alerting other occupants to evacuate. Please note that the pull station does not notify the fire department. The alarm system is monitored by Datawatch Systems and they in turn call the Fire Department.
- Please advise all your personnel that once one of these devices goes off, the bells will ring and evacuation should commence. It is not necessary to pull additional pull stations unless a fire is evident in that location. Indications of multiple floor pull stations activated on the annunciator panel will only confuse and slow down the fire department unless it is a multiple floor problem.
- Always use stairs in an emergency. Walk down them one time before an emergency occurs so you know where you will exit on the first floor. Remember: in the event of an emergency do NOT use the elevators - use the stairs.
- Upon exiting onto the first floor, please move out of the building and at least 500 feet from the building so others can safely evacuate, and the fire department can work quickly - and to avoid injury from window breakage.
- Before an emergency occurs, assign two individuals from your staff to monitor an evacuation. These individuals should be responsible for ensuring everyone evacuates by identifying any handicapped individuals and for securing your premises. Cushman & Wakefield personnel will assist in directing and giving specific instruction to your employees in the event of an actual emergency. The directions given by the fire department and management personnel should be followed at all times:
 - Should the exit route from your space become blocked by smoke, stay calm.
 - Go to the nearest available office and close the door.
 - Call the fire department and give them your floor and approximate location - tell them you are trapped.
 - If there is a window in the office, go to it and signal so fire personnel can see you.
 - The fire department will quickly locate you and assist you in evacuating.
- The building is fully equipped with a sprinkler system. You may have fire extinguishers within your space. Know what you have and how to use it.
 - **Remember:** Never use a water type extinguisher on electrical fires.

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Emergencies: Flood

In the event of a water line break or other flooding that may cause damage to Tenant property or affect the normal operation of the building, designated Tenant contacts will be contacted by Property Management personnel, even after business hours.

Our first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding. Once the flooding has been contained, clean-up operations will begin immediately. Cushman & Wakefield will not close the building unless authorities have designated it unsafe or uninhabitable. Our aim is to have our tenants back in business as soon as possible. Tenants who have sustained water damage need to contact their insurance company to report it. Cushman & Wakefield staff will be happy to explain the circumstances to your carrier.

If a fire, flood or other emergency situation may cause the closing of the building, call [\(202\) 594-3903](tel:2025943903) or email: mcpherson.service@cushwake.com for updates. We will not close the building unless it presents a health or safety danger.

Emergencies: Homeland Security

Cushman & Wakefield recommends that each Tenant have an emergency action / evacuation plan in place to help their employees prepare for and react quickly to a regional emergency.

Click on the links below to access a variety of resources to aid in preparing for a regional emergency:

- [Department of Homeland Security](#)
- [District of Columbia Emergency Information Center](#)
- [American Red Cross](#)
- [Federal Emergency Management Agency](#)
- [CDC - Center for Diseases Control and Prevention Emergency Preparedness and Response](#)

Local media outlets will provide important information during an emergency situation:

- [WTOP Radio](#) - 1500 AM, 820 AM and 107.7 FM
- [The Washington Post](#)
- [WJLA Channel 7](#)
- [WUSATV Channel 9](#)
- [NBC4 Channel 4](#)

Emergencies: Medical Emergency

1. Do not move an ill or injured person. If necessary, administer first aid.
2. Dial 911. Tell them you are calling from 901 15th Street, NW and provide your floor and suite number and a concise, accurate description of the emergency.
3. Call the [Property Management](#) team at [\(202\) 594-3903](tel:(202)594-3903) to coordinate. The building is equipped with an AED device located in the fitness center and in the on-site management office located in Suite 150 on the Lobby Level. The engineer's and security will also hold an elevator ready to expedite the response of the paramedics team to your floor.
4. Post one person from your office in the elevator Lobby on your floor to lead the medical team to the person in distress.

Emergencies: Pandemic Preparedness

What You Need to Know

- An influenza (flu) pandemic is a worldwide outbreak of flu disease that occurs when a new type of influenza virus appears that people have not been exposed to before (or have not been exposed to in a long time). The pandemic virus can cause serious illness because people do not have immunity to the new virus. Pandemics are different from seasonal outbreaks of influenza that we see every year. Seasonal influenza is caused by influenza virus types to which people have already been exposed. Its impact on society is less severe than a pandemic, and influenza vaccines (flu shots and nasal-spray vaccine) are available to help prevent widespread illness from seasonal flu.
- Influenza pandemics are different from many of the other major public health and health care threats facing our country and the world. A pandemic will last much longer than most flu outbreaks and may include "waves" of influenza activity that last 6-8 weeks separated by months. The number of health care workers and first responders able to work may be reduced. Public health officials will not know how severe a pandemic will be until it begins.

Importance and Benefits of Being Prepared

- The effects of a pandemic can be lessened if you prepare ahead of time. Preparing for a disaster will help bring peace of mind and confidence to deal with a pandemic.
- When a pandemic starts, everyone around the world could be at risk. The United States has been working closely with other countries and the World Health Organization (WHO) to strengthen systems to detect outbreaks of influenza that might cause a pandemic.
- A pandemic would touch every aspect of society, so every part of society must begin to prepare. All have roles in the event of a pandemic. Federal, state, tribal, and local governments are developing, improving, and testing their plans for an influenza pandemic. Businesses, schools, universities, and other faith-based and community organizations are also preparing plans.
- As you begin your individual or family planning, you may want to review your state's planning efforts and those of your local public health and emergency preparedness officials. State plans and other planning information can be found [here](#).
- The Department of Health and Human Services (HHS) and other federal agencies are providing funding, advice, and other support to your state. The federal government will provide up-to-date information and guidance to the public if an influenza pandemic unfolds.

Pandemic Flu Resources

There are many publicly available resources in place to help communities, companies, and individuals plan for a possible pandemic flu outbreak. **A few of the most useful sites are linked below:**

- Pandemicflu.gov - This is the official U.S. Government site for information on pandemic and avian influenza. The material on this site is organized by topic for easy reference.
- [Centers for Disease Control and Prevention \(CDC\)](http://CentersforDiseaseControlandPrevention(CDC)) - The CDC website is another primary source of information on pandemic influenza. They also have a hotline - 1-800-CDC-INFO ([1 \(800\) 232-4636](tel:18002324636)) available in English and Spanish, 24 hours a day, 7 days a week (TTY: [1 \(888\) 232-6348](tel:18882326348)). Or, if you prefer, questions can be e-mailed to inquiry@cdc.gov.
- [Department of Homeland Security](http://DepartmentofHomelandSecurity) - DHS has developed a national strategy and has a critical infrastructure guide.

The resources above will provide a lot of information, but we also encourage you to:

- Listen to local and national radio.
- Watch news reports on television.
- Read your newspaper and other sources of printed and web-based information.
- Look for information on your local and state government websites.
- Consider talking to your local health care providers and public health officials.

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Emergencies: Power Failure

Loss of Power:

- Loss of electrical power in a building is inconvenient but there is no need to panic. All Cushman & Wakefield buildings are equipped with emergency lighting systems that illuminate stairway lights, exit lights and designated lights in elevator lobbies and your suite.
- If an electric outage occurs in your building, an automatic transfer will activate a generator and supply power for all emergency lighting.
- If necessary, please use stairs to exit.
- The Property Management Team will spring to action to find the cause of the power outage. If it is a not an issue with building equipment, PEPCO will be called.

Emergencies: Severe Weather

When severe weather conditions are imminent, the National Weather Service issues either a *Watch* or a *Warning*. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane, a winter storm, or other extreme weather.

1. A *Watch* becomes effective when atmospheric conditions are right to produce the particular weather phenomenon.
2. A *Warning* means that the weather condition has been spotted and prompt action must be taken for safety.

Except in very rare circumstances, the decision to close offices in the building based on severe weather will not be made by Cushman & Wakefield, but rather by each Tenant

However, in the event these conditions do exist, the following guidelines should be kept in mind:

- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.

Emergencies: Toxic Hazards

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed. Call 911. Provide the building's address, your floor and phone number, and also what type of spill has occurred. Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials. Please immediately call the [Property Management](#) office at [\(202\) 594-3903](tel:(202)594-3903) to report any toxic spills or exposures.

Introduction: Welcome

Welcome to The McPherson Building.

The Tenant information provided in this portal is meant to give you a better understanding of 901 15th Street and facilitate your company's operations. Please take time to familiarize yourself with this portal, it will become a valuable resource. Please note that the Property Management Office is available to help in any way; your first call for any problem or question can always be to the [Property Management Office](#) at [\(202\) 594-3903](tel:(202)594-3903) and we will assist you from there.

Your Cushman & Wakefield team of professionals makes sure your needs are met every day:

<i>Property Manager</i>	Sara Allen Sara.Allen@cushwake.com (202) 594-3900
<i>Assistant Property Manager</i>	Michael Cherry Michael.Cherry@cushwake.com (202) 594-3901
<i>Property Administrator</i>	Machelle Nowlin Machelle.Nowlin@cushwake.com (202) 594-9303
<i>Chief Operating Engineer</i>	Jim Quinn Jim.Quinn@cushwake.com (202) 594-3899
<i>Senior Maintenance Technician</i>	Nate Aviles Nate.Aviles@cushwake.com
<i>Accountant</i>	Shannon Terry Patterson Shannon.terrypatterson@cushwake.com (314) 530-6771

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Introduction: Tenant Center

Tenant Center Registration Video

Tenant Center Access will allow you to:

- **Customize** notification options - receive information via email and/or text!
- **View and manage** your contact information.
- **Sign-up for notifications** containing critical property information such as updated policies, security procedures, building closings, etc.!
- **Receive alerts** pertaining to the latest news about the surrounding area like weather and traffic conditions!
- **Stay current** and improve your involvement in crucial property initiatives like sustainability and preparedness campaigns!
- **Learn more** and take better advantage of the available amenities and affinity programs at your property!

[SIGN UP](#) [SIGN IN](#)

Need Access?

1. Click on the "[Request Account](#)" link on the login page of the Tenant Center.
2. Enter your contact information and click "Submit". Your account request will then be sent to Management for review.
3. Once your request is approved, you will receive your login credentials via email. You can then login to the Tenant Center, update your password, and review and update your contact information and notification preferences.

Download the App!

[Help Center](#)

*Requires being logged into the Tenant Center.

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Neighborhood: Transit Options

Please [click here](#) to view real-time transit information via TransitScreen.

Operations: Accounting

The accounting department is an integral part of the Management Team, collecting rental income and paying service bills in a timely manner, reporting to our investors, and much more. **Throughout your tenancy, you will interact with this department. To assist in your company's planning, we ask that you remember the following:**

Rent Payment Procedures:

- Inquiries regarding your account may be made to **Shannon Terry Patterson**, *Accountant*, at Shannon.terrypatterson@cushwake.com.
- *All payments should be made payable and sent to the following address:*

Lockbox:
PO Box 953557
St. Louis, MO 63195
Remittance ID: 1011780

Overnight Lockbox:
1005 Convention Plaza
Lockbox 953557
St. Louis, MO 63101
Remittance ID: 1011780

- All checks should be made out to **The Northwestern Mutual Life Insurance Company**. Please include **remittance ID: 1011780** on all checks. Checks will not be able to be cashed if the remittance ID is not included on the check.
- If you would prefer to electronically process this payment, please contact **Shannon Terry Patterson**, at Shannon.terrypatterson@cushwake.com whom will be happy to assist you in providing specific instructions.

Estimated Operating Expenses & Real Estate Taxes:

- Each November, after completing our operating plan for the upcoming year, our Accounting Department will forward information to your organization regarding your annual rent to become effective on January 1st of the upcoming year. As we prepare the annual operating plan, we consider the Washington Metropolitan market place and the building's position within it, the general building conditions, as well as the overall satisfaction of our Tenants. We make every effort to keep expenses as low as possible while maintaining quality building services.
- Depending upon the terms of your Lease, your rent will be based upon our estimate of your pro rata share of the increases in real estate taxes, operating expenses and/or a predetermined percentage increase amount. For additional information regarding these calculations, please contact **Sara Allen** at: Sara.Allen@cushwake.com.

Annual Reconciliations:

- Each March, our Accounting Department forwards information, also known as a settlement, regarding expenses from the previous calendar year and its impact on your rental amount. We put forth every effort to maintain expenses within the year's budget to avoid any further charges to you. Fortunately, in some cases with these efforts, expenses may be less than expected and you may receive a refund.
- This settlement will be based upon your pro rata share of the actual increases in real estate taxes and operating expenses for the prior year.
- It is our objective to minimize annual reconciliations. Our professional staff is very conscientious in trying to provide estimates close to actual expenses. However, our estimates sometimes are too low and may result in an invoice for additional rent. Again, we understand that your organization may be sensitive to unanticipated expenses so we encourage you to contact **Sara Allen**, at Sara.Allen@cushwake.com if you desire a "best guess" estimate of this settlement for your annual budget preparations.

Other Charges:

- From time to time you may receive invoices for additional services such as afterhours heating and air conditioning. Assistance in processing these invoices for payment within thirty days is greatly appreciated.
- If you have any questions regarding an invoice or believe there is an error on an invoice, please contact [Property Management](#).

As you know, there are specifics that are outlined in your lease regarding the financial aspects of your tenancy. We invite you to review these and call any member of our [Property Management](#) Team if you have any questions. They will be happy to assist you.

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Operations: Building Management

Your priorities are our priority, your Cushman & Wakefield team of professionals makes sure your needs are met, every day:

<i>Property Manager</i>	Sara Allen Sara.Allen@cushwake.com (202) 594-3900
<i>Assistant Property Manager</i>	Michael Cherry Michael.Cherry@cushwake.com (202) 594-3901
<i>Property Administrator</i>	Machelle Nowlin Machelle.Nowlin@cushwake.com
<i>Chief Operating Engineer</i>	Jim Quinn Jim.Quinn@cushwake.com (202) 594-3899
<i>Senior Maintenance Technician</i>	Nate Aviles Nate.Aviles@cushwake.com
<i>Accountant</i>	Shannon Terry Patterson Shannon.terrypatterson@cushwake.com (314) 530-6771

24/7 Response:

- Communicating with our Tenants is what's most important to us. Someone in the Property Management Department is always available to receive your requests and inquiries. Whether a light bulb needs replacement on Monday morning or an emergency situation arises Sunday afternoon, someone is going to take care of your needs quickly, professionally, and courteously - this is our guarantee.
- Our property managers are on call 24-hours a day, seven days a week. Monday through Friday, you can contact someone in Property Management between the hours of 8:00 a.m. and 5:00 p.m., by calling [\(202\) 594-3903](tel:(202)594-3903).
- If you need assistance after-hours, please call the building's security company, Kastle Systems at [\(703\) 528-8800](tel:(703)528-8800) and request they contact a property manager at home. You will be assisted ASAP.
- Should you need to place a service request and would like to track its progress to your satisfaction, the most expedient way is to send an e-mail to mcperson.service@cushwake.com. We kindly request that you CC both the guard and concierge on all emails sent to our service address. The address for the security guard on duty is 901security@admiralsecurity.com and our concierge's email address is 90115@capitolconcierge.com.

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Operations: Energy Usage

Operations: Hours & Holidays

Building Hours:

- Our property managers are on call 24-hours a day, seven days a week. Monday through Friday, you can contact someone in Property Management between the hours of 8:00 a.m. and 5:00 p.m., by calling [\(202\) 594-3903](tel:2025943903).
- The main entrance doors, located on 15th Street, are locked at 7:00 p.m., Monday through Friday, and twenty-four hours on weekends and holidays. Your employees may gain access to the building during security hours by using their Datawatch key fobs. The Lobby doors are unlocked at 7:00 a.m., Monday through Friday.
- [Click here](#) for more details.

Holidays:

- Your building will be closed on the legal holidays listed below. The security access system will be activated, regular heating, ventilating and air conditioning will not be on, and cleaning services will not be performed. In the event you will need some of these services, please email: mcperson.service@cushwake.com or enter a work order into Building Engines.
- Cushman & Wakefield will send you notification prior to the holiday reminding you the building will be closed, or of any changes to our normal holiday observance.

Your building will be closed on the legal holidays listed below:

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

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Operations: Leasing

The leasing company for 901 15th Street, NW is [Cushman & Wakefield](#).

For information about space availability, please contact:

Leasing Agent **Eli Barnes** [\(202\) 644-8550](tel:(202)644-8550) Eli.Barnes@avisonyoung.com
Leasing Agent **Jonathan Wellborn** [\(202\) 644-8552](tel:(202)644-8552) Jonathan.Wellborn@avisonyoung.com
Leasing Agent **Lauryn Harris** [\(703\) 338-2948](tel:(703)338-2948) Lauryn.Harris@avisonyoung.com

Operations: Sustainability

The McPherson building was awarded [LEED®](#) Platinum Certification in 2013, making it only the 8th building in Washington, DC to achieve this accolade. LEED is the nation's most recognized program for the design and operation of high performing buildings. LEED was established by the U.S. Green Building Council and is verified by the Green Building Certification Institute.

How did the McPherson Team achieve the highest level of certification?

- With your help! Over 75% of tenants in the building travel to work using alternative transportation.
- The building was also able to divert over 60% of the waste stream to recycling!
- Throughout the process the building maintained an Energy Star Score of 92.
- The engineering team worked vigorously to ensure optimal indoor environmental quality.
- The building's energy consumption was offset with Renewable Energy Credits generated by wind power.

Policies: Contractor Services

After the initial construction of your space has been completed, you may find that you need additional items or specific requirements have changed. As you discover changes, please notify us.

All construction, electrical work and so forth, must be approved by Property Management prior to any work starting in the building.

In all instances we require that your contractor execute a Lien Waiver and provide copies of licenses and insurance to Cushman & Wakefield. [Click here](#) for a Waiver of Lien. Depending on the scope of the work, we may require drawings for our files that show the changes made.

Contracting on Your Own

Many Tenants prefer to contract on their own for alterations. To coordinate well with building systems and the needs of other Tenants, please remember to:

- Forward your plans to the [Property Manager](#) well in advance of scheduling the work. We will review them, suggest any needed changes, and advise you of the Landlord's approval;
- Once approval has been obtained, be sure that your architect or general contractor obtains all required permits, and forward copies to the Property Manager.
- Provide Property Management with the name of the contractor and sub-contractors you plan to use. While it is rare, Cushman & Wakefield reserves the right to reject a specific contractor and request that you use someone else;
- Provide a general schedule for your construction, as well as names and telephone numbers for the contractor and all sub-contractors.
- Provide copies of contractor licenses and a certificate of insurance for each contractor working in the building;
- Remind your contractors of the need to comply with building procedures for noise, deliveries, and debris removal;
- If your alterations require work to be done to building electric or HVAC systems, remind your contractor to consult early and often with the building engineering staff - they can help you achieve a successful project.
- When paying your contractor, be sure to obtain a Lien Waiver from your contractor and any sub-contractors, and forward them to the Landlord.
- When the project is complete, provide us with an air balance report (if applicable) and as-built drawings.

If you have questions about any aspect of the construction, please contact your [Property Manager](#). We are happy to assist you.

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Policies: Green Purchasing Policy

Policies: IAQ Policy

Policies: Insurance Protection

[Click here to view the Tenant Certificate of Insurance Requirements](#)

[Click here to view the Vendor Certificate of Insurance Requirements](#)

Policies: Moving Procedures

All moves need to be scheduled after 6:00 p.m. on weekdays or anytime on Saturday or Sunday. Please call or email the building's Property Management team (McPherson.Service@cushwake.com) at least seventy-two hours in advance to coordinate any after-hours move. Your mover, or delivery company, will be required to produce a Certificate of Insurance in advance of the move.

Moving of safes, loaded files or other heavy objects must be coordinated in advance with the building's [Property Manager](#), to schedule elevator usage as well as the loading dock.

A building engineer must be present for after-hours moves. Tenants will be billed back for overtime engineering accordingly.

Policies: Smoking

The Smoking in Public Places law prohibits smoking within 25 feet of entrances, exits, windows that open, and ventilation intakes that serve enclosed areas where smoking is prohibited.

Smoking of e-cigarettes is also prohibited in the building since they contain volatile organic substances and contribute to indoor air pollution.

Security: Access Control System

Your building is equipped with an access control system monitored by [Kastle Systems](#). Kastle readers throughout the building common areas are compatible with a variety of key fob devices or the Kastle Presence mobile app. The main entrance doors, located on 15th Street, are locked at 7:00 p.m., Monday through Friday, and twenty-four hours (24) on weekends and holidays. Your employees may gain access to the building during security hours by using their key fobs or through the Kastle Presence mobile app. The Lobby doors are unlocked at 7:00 a.m., Monday through Friday.

Key Fobs and Mobile Phone Access:

- Key fobs are issued to you prior to your move-in. It is very important that you keep track of these key fobs that are authorized for new employees and revoke any that are lost or stolen.
- Authorization and/or revocation of key fobs is performed Kastle Systems. This can be accomplished by calling Kastle at [\(855\) 527-8531](tel:855-527-8531) or by logging in to the myKastle [portal](#).
- Tenants may also gain access to areas with Kastle readers by using the Kastle Presence mobile app for their phone. Simply download the app and register using the work email address associated with your key fob.
- You may request a listing of key fobs for your firm at any time. [Property Management](#) can also print off a list of all current and active fobs.
- If you have any questions or need assistance please allow your Cushman & Wakefield Property Management Team to assist you in receiving prompt and courteous service from Kastle Systems at all times.

Individual Suite Alarms:

- Tenants may choose to install a security system of their own. If this is the case, a consultant with Kastle and a member of the Property Management Team will work with you to design a system that fits the needs of your suite.

Daytime Security:

- Security of your suite is important to us and we ask for your cooperation in maintaining its integrity.
- Be mindful of the differences between the hours of your reception area coverage and the securing and un-securing of the building front doors.
- If your reception area is not going to be occupied during times the front door security is off, we recommend you keep your suite doors locked.
- Secondary doors to your space should be kept locked at all times.
- Question anyone in your suite whom you do not know.
- Thieves often pose as repair people or job seekers. Cushman & Wakefield personnel will be uniformed.
- Remind your staff to secure purses, wallets and laptop computers.

Additional Security:

- Datawatch Systems and Kastle Systems have additional suite security systems available including suite entry card readers, rear door alarms, electric locks, prop sensors, and motion detectors for a nominal cost if your firm requires additional security.
- Please contact your [Property Management](#) Team who will be happy to discuss the security options available to you.

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Security: Lobby Desk

Front Desk (Security & Concierge):

- Phone: [\(202\) 289-0749](tel:2022890749)
- [Click here](#) for a full list of concierge services.

Security: Messengers & Deliveries

Routine Deliveries:

- Routine deliveries may occur between 7:00 a.m. and 7:00 p.m. on weekdays.
- A routine delivery is one made by a clearly marked delivery truck that requires 15 - 30 minutes of time on the dock. Routine deliveries are allowed on a first-come first-served basis. Examples of routine deliveries include delivery of office supplies, caterers, bottled water, or kitchen supplies. This also will include [US Postal Service](#) deliveries and pickups, services from [FedEx](#), [UPS](#), [DHL](#), and other major delivery services that require the use of a hand cart or hand truck.
- Routine delivery personnel must use the Freight Elevator, only.

Scheduled Deliveries:

- Scheduled Deliveries require more than 30 minutes. Scheduled deliveries should be cleared by contacting the building's [Property Management](#) team 48-hours in advance.

Moves or Lengthy Deliveries:

- Moves or lengthy deliveries (requiring more than two hours) need to be scheduled after 6:00 p.m. on weekdays, or on Saturday or Sunday. Please call the buildings [Property Management](#) team at least seventy-two hours in advance to coordinate your after-hours delivery. Your mover or delivery company will be required to produce a Certificate of Insurance.
- Moving of safes, loaded files or other heavy objects must be coordinated with the buildings [Property Management](#) team in advance, to coordinate elevator usage, as well as the Loading Dock.

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Security: Solicitors

Soliciting is not permitted at 901 15th Street.

- If a solicitor or other unknown person appears at your door, call the [Management Office](#).
- We will ask the security guard on duty to escort the individual from the building.

Services: Building Signage & Directory

In order to maintain consistency of appearance, Property Management needs to review and approve any signs that you wish to place in the building. Please forward requests and proofs to your [Property Manager](#), prior to installation. We will be happy to assist you with any questions you may have.

Tenant names are placed in the Lobby directory. Upon your initial occupancy your firm will be added to the electronic directory board. Should you need to make later changes to the building directory, we will be happy to do so. We can also add your employees to the electronic directory board. Please contact your Property Management Team for more information.

Finally, our electronic directory board is also a resource for weather, news, transportation via TransitScreen, and area attractions/amenities.

Services: Cleaning, Trash & Recycling

Cleaning service in your building is provided by Total Quality:

- These services are provided Monday through Friday (except legal [holidays](#)) in the evenings.
- The cleaners generally arrive between 5:30 p.m. and 6:00 p.m. and complete their duties between 10:00 p.m. and 11:00 p.m.
- All the employees of the cleaning contractor are uniformed and carry photo identification badges.
- The cleaners have been instructed to always clean behind locked doors for your suite security and their personal safety. If you witness an open, propped or unlocked door by a cleaner, please contact [Property Management](#) immediately.

To ensure a clean and comfortable workplace, the cleaning staff provides the following services:

- **Vacuuming**
 - Vacuuming in the common areas occurs nightly. Behind desks, corners and office space is done once a week.
- **Dusting**
 - All unobstructed surfaces are dusted on a regular basis.
 - The cleaning staff is instructed not to move or pick up objects on desks, bookcases, credenzas, etc., so only horizontal surfaces clear of objects will be dusted.
 - The cleaners are also instructed not to use any polishing agents on furniture. If furniture needs to be polished, arrangements can be made with your cleaner.
- **Trash Removal**
 - All wastebaskets are emptied nightly. Wastebasket liners are replaced as needed.
 - It is not recommended that cups or cans containing liquid be placed in waste cans as this can result in spills on the carpet when the trash is being removed.
 - Empty boxes should be marked "TRASH" or "BASURA" and left within the office.
 - No trash is to be placed in elevator lobbies or hallways. Only trash that is considered "crushable" can be removed.
 - Large items such as furniture or discarded equipment require special handling. If items of this size need to be removed, please call the management office and we will be happy to make arrangements for a special pick-up.
- **Recycling**
 - As part of the daily housekeeping, recycling of newspapers, cardboard, glass, aluminum and mixed paper is provided.
 - We will provide you with the appropriate recycling containers.
 - Each workstation should have a deskside container.
 - Copy rooms and kitchens should have large recycling container.
 - Tenants who need additional recycling containers should call the [Management Office](#).

Cushman & Wakefield encourages the adoption of the following measures:

- Doing away with or reducing the use of disposable cups and plates.
- Making double-sided copying a regular practice.
- Switching from paper message pads to e-mail.
- Using routing slips instead of making multiple copies of documents for distribution.
- Reusing stationery products such as file folders and paper clips.
- Donating unwanted books, office equipment and furniture to charities.
- Buying products made from recycled materials.
- E-recycling - includes computers, TVs and other electronic devices.
- The building also offers battery recycling and periodic recycling of electronics. We will gladly accept both your office batteries and electronics as well as those you may bring from home.

Battery Recycling:

All batteries are accepted, except for acid batteries which are not allowed. You will be provided a separate container within your suite to store used batteries. When the container is nearing capacity, please submit a service e-mail to mcperson.service@cushwake.com to have the building staff empty your container. The recycling contractor will dispose of the batteries from the building's central storage area on an as needed basis.

Electronics Recycling

- The building provides pick up and recycling of electronics at least once a year.
- You will be notified in advance of the scheduled date and time as well as what is acceptable to be recycled. At the appropriate time you will be asked to notify the Management Team via an e-mail to mcpherson.service@cushwake.com to pick up e-recycle items from your office suite.

Non-Carpeted Floors

- All non-carpeted floors are dry mopped or swept nightly, damp mopped as needed, and periodically stripped and waxed.
- When the cleaning supervisor is scheduling floor waxing in your suite, you will be given advanced notification to clear any boxes, furniture etc. out of the area.

Special Areas

- There are certain tasks not covered in the cleaning contract for which your company is responsible. One task is carpet shampooing. We recommend a regular contract for carpeting to properly maintain it. Your property manager can recommend several carpet care companies if you would like assistance.
- Other areas requiring special attention are kitchens, private bathrooms or showers, and interior glass partitioning.
- Arrangements can be made through your [Property Manager](#) if you require special cleaning in these areas.

Window Washing:

- The perimeter windows in the building are washed inside and outside twice a year.
- You will receive advance notification of the dates the window washers arrive.

Restrooms

- Restrooms are scrubbed and disinfected nightly.
- They are restocked each night.

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Services: Elevators

Independent Use Procedures: Because we are committed to providing excellent customer service, we have established certain procedures for "private use," or taking an elevator out of service for independent use. When you are expecting a large delivery, please schedule the delivery with your Property Manager. Please note, however, that we do not permit independent elevator usage during the following rush hours:

Monday through Friday

8:00 a.m. to 9:30 a.m.

11:30 a.m. to 1:30 p.m.

4:30 p.m. to 6:00 p.m.

IMPORTANT - Please do not allow your delivery people to wedge anything in the elevator doors or prop the doors - this will burn out the door motor and temporarily reduce the number of elevators servicing the building.

Elevator Malfunction: Each elevator is equipped with a telephone, which rings directly into Kastle's Monitoring Center. In the event an elevator malfunctions while you are in the cab, pick up the phone IMMEDIATELY. Give them the building location and the cab number you are in (this information is displayed on a sign on the elevator panel). Kastle will contact the Property Management Team and we will dispatch an engineer and elevator technician immediately. Our engineer will stay in contact with you until the elevator technician arrives to assist you in evacuating the cab.

While being trapped in an elevator may be an inconvenience, you are in no danger as long as you remain in the cab. Never try to pry the elevator doors open to get out. It is extremely dangerous since the cab may not be properly aligned with the floor. Wait for a qualified elevator technician or fireman to assist you.

In an emergency fire situation, elevators should never be used. If you are traveling in an elevator when an alarm sounds, the elevators will automatically go to the first floor and open their doors. This will occur one cab at a time. Please be patient.

Services: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various Property Management service requests. Hard copies of all forms are available from the Property Management Office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at www.adobe.com.

- [Bomb Threat Checklist](#)
- [Building Rules and Regulations](#)
- [Conference Center Rules and Regulations](#)
- [Fitness Center Waiver](#)
- [Fitness Center Rules and Regulations](#)
- [Lien Waiver](#)
- [Riser Maintenance Manual](#)
- [Tenant Certificate of Insurance Requirements](#)
- [Tenant Contact Form](#)
- [Vendor Certificate of Insurance Requirements](#)
- [Welcome Package](#)

Services: HVAC

The heating, ventilating and air conditioning system (HVAC) in your building is designed to control individual floors independent of the rest of the building.

The HVAC system is automatically controlled by a computerized energy management system, which is interfaced with a central computer that is monitored and controlled by Cushman & Wakefield engineers. Besides monitoring normal hours of operation, certain integral functions such as condenser water temperature, condenser water flow, night set-back thermostats and cooling tower temperatures are monitored by our company during the day and Datawatch Systems during off hours.

These safeguards have been incorporated into our management practice to ensure a comfortable workplace expected by our Tenants in a superior office building.

The HVAC system is serviced regularly for preventive maintenance. To minimize distraction to our Tenants, we schedule filter changing and maintenance at night and on weekends. But from time to time an emergency situation may require maintenance or repairs during normal working hours. We try to keep this work to a minimum and, in most instances, advise our Tenants prior to commencing service. We appreciate your cooperation in the event we are unable to notify you.

Normal heating, ventilating, and air conditioning (HVAC) system hours are dependent on your lease specifications.

Off Hour, Weekend and Holiday Heating and Cooling Requests

When you require heating or cooling prior to and or after your specified lease time, Overtime HVAC must be authorized by the office manager. To request overtime HVAC please communicate directly to the Property Management Team by emailing mcperson.service@cushwake.com with your service request. By 3:00 p. m. the day prior. On weekends please use the same procedure. However, please have your request submitted by 3:00 p.m. on the Friday before the weekend.

Services: Indoor Air Quality

Smoking

As required by law, smoking is prohibited in the building. This includes elevator lobbies, stairwells and all rest rooms. We ask that all our Tenants be considerate of their neighbors by abiding by this law. Smoking within 25 feet of the building entrance is also prohibited and against the law.

Other Air Quality Issues

We contract with a professional firm to provide annual air quality inspections. Comprehensive analyses are made of representative samples of the indoor air in the building - with an assessment of the ventilation rates, filtration status and hygiene standards of the complete air distribution systems.

We have adopted this proactive monitoring program to ensure that the air quality throughout the building is maintained at the highest levels in the interest of your well-being, safety and comfort. If you have any air quality concerns, please email: mcperson.service@cushwake.com.

Services: Lost & Found

Please return any found items to the main Lobby front desk for safekeeping. In the event you have lost an item, please contact your [Property Management](#) team to inquire.

Services: Mail Service

Mail boxes are located in the rear hallway on the main level, behind the elevators.

There is also a [FedEx](#) and [UPS](#) box in the rear hallway that is picked up at 7:00 p.m. each evening during the week.

Services: Parking

Parking facilities at 901 15th Street, NW are leased and operated by [Impark](#). Parking contracts and validations stickers for your company's guests may be arranged directly between your office and Impark. The customer service department can be reached at [\(877\) 909-6199](tel:877-909-6199). If Cushman & Wakefield can be of assistance with any parking questions or concerns, please do not hesitate to contact your [Property Management](#) Team.

Daily Parking:

- A daily parker is entitled to park in the Garage during normal working hours, provided space is available. Valet parking may be required.

Monthly Parking (Non-Reserved):

- A monthly contract entitles you to park in the Garage, on a daily basis, 24-hours a day. The Garage can be reached by I, K, and 14th Street.

Monthly Parking (Reserved):

- A monthly reserved contract entitles you to park in an assigned space every day, 24-hours a day. A sign will be installed either in your company name or an individual's name designating a space is reserved for you.
- Because the Garage is in use twenty-four hours a day, seven days a week for authorized monthly parkers, please remind your personnel and visitors not to block the garage entrance. Any vehicle blocking the garage entrance will be ticketed and towed at the vehicle owner's expense.
- Please report any problems you experience with the garage personnel to your [Property Management](#) team so we may assist you in receiving prompt and courteous service from the garage at all times.

Parking Garage Hours:

Monday through Friday	7:00 a.m. to 7:00 p.m.
Saturday	Closed (you may gain access if you are a monthly parker, with a fob).
Sunday	Closed (you may gain access if you are a monthly parker, with a fob).

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Services: Riser Maintenance

Due to ongoing changes in the telecommunications, internet, and wireless industries, we have taken action to ensure the security and reliability of our Riser, the building's communications infrastructure.

We have selected [IMG Technologies](#) as our riser manager to accomplish the following:

- Identify all cabling in the telecommunications riser system.
- Catalog all available riser pairs in an online database.
- Control all access to the riser management system.
- Eliminate unauthorized access to the base building NETPOP (Network Point of Presence) room.
- Provide a single point of contact for the delivery of service and troubleshooting.
 - IMG will help ensure that all tenants have reliable communications and reduce the risks of service interruptions caused by unauthorized access to the riser. With limited space available in the riser, IMG will also help optimize capacity, so your business can keep up with changing technologies.
 - IMG will now handle all installations of new telephone, internet, data and cloud service in our building. As such, Tenants are required to notify IMG of any service orders placed within the past 30 days.

How to Contact IMG to order new services or notify IMG of an existing service order:

IMG Technology Support Center

9:00 a.m. to 8:00 p.m. EST, Monday through Friday

Live Support: [\(888\) 464-5520](tel:(888)464-5520)

Email: imgservice@img-connect.com

IMG Connect is also available to tenants at no cost. IMG can help tenants with connectivity, simplifying orders for voice, data, internet and cloud services:

IMG Connect

Online: [IMG Connect](#)

Call: [\(888\) 464-5520](tel:(888)464-5520)

We appreciate your cooperation. We believe that IMG can help you save time and simplify management of your business communications, so you can focus on your business. The [Riser Maintenance Manual](#) gives you more information about available services and procedures for placing orders with IMG.

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Services: Service Requests

Service requests may be made by sending an e-mail to mcperson.service@cushwake.com. Your e-mail is distributed to the entire building team. Or, you may call our office during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, at [\(202\) 594-3903](tel:(202)594-3903) to speak to a member of your [Property Management Team](#).

Finally, service requests can be submitted directly into [Building Engines](#), our work order software.

Services: Tenant-Owned Mechanical Equipment

All mechanical equipment requires preventive maintenance and will, occasionally, require miscellaneous repair:

- Our Engineers will maintain the base building mechanical equipment, described in the [HVAC](#) section of this portal, but some of our Tenants will have special / additional mechanical equipment, which is not routinely maintained by our Engineers.
- Special mechanical equipment is usually located in critical areas, such as computer rooms or telephone Equipment Rooms and Conference Rooms. It is important that this equipment is in proper working order at all times. Since this equipment is not base building, tenants are responsible for maintenance and repairs.
- A contract for regular maintenance should be in place. If you need assistance identifying a contractor, please contact the [Building Engineer](#).

Sustainability: Alternative Transportation

Transportation programs that encourage carpooling, use of public transit, bicycling, walking, and reduction of unnecessary travel can lower employee costs and reduce air pollution.

Some strategies for alternative transportation and sustainable commuting include:

- Establish an alternative transportation commuting program
- Provide transit fare reimbursement for employee commutes
- Use teleconferences and videoconferences to reduce travel and enable telework

Sustainability: Corporate Responsibility

Cushman & Wakefield is dedicated to providing healthy, safe, productive, and resource-efficient places to live, work, shop, and stay. Cushman & Wakefield expects employees, affiliates, vendors, and suppliers to work to reduce environmental impacts in order to provide long-term value to tenants and investors. Our corporate responsibility policies and programs are an integral part of the day-to-day operations at McPherson Building.

Your participation will assist Cushman & Wakefield in:

1. Creating a healthier working environment for all occupants of the McPherson Building
2. Making a positive impact on the community within and surrounding the McPherson Building

For more information about Cushman & Wakefield's corporate responsibility programs, please visit the Corporate Responsibility section of the Cushman & Wakefield website.

Sustainability: Energy & Water Conservation

As an occupant, you have the greatest potential to save energy and water and reduce your building's operating costs. Following a few simple conservation measures and educating your fellow employees about the importance of using energy and water wisely can go a long way.

Here are some things you and your fellow employees can do right now to reduce resource use:

- Turn off equipment, computers, printers, TVs, power strips, and lights when leaving office
- Install occupancy sensors to automatically turn off lights when spaces are unoccupied
- Install smart power strips to eliminate vampire loads
- Install ENERGY STAR equipment

Sustainability: Energy Usage

Sustainability: Green Cleaning

Cushman & Wakefield has a comprehensive Green Cleaning program that aims to reduce the environmental impact of cleaning activities and preserve clean and healthy indoor air in every Cushman & Wakefield building. It addresses everything from cleaning supplies and equipment purchasing to chemical safety.

For more information, please [click here](#).

Sustainability: Indoor Air Quality

Cushman & Wakefield has a comprehensive Indoor Air Quality (IAQ) Inspection Program which aims to maintain clean and healthy indoor air in every Cushman & Wakefield building. It requires periodic IAQ audits, including inspection of equipment, measurement of air and drinking water contaminants, and assessment of occupant comfort.

If you have an indoor air quality complaint, please contact your [Office Manager](#) (tenant representative). The Office Manager should submit an online work order and an on-site staff member will be dispatched to follow up on the matter. Property Management will ensure that appropriate action is taken to mitigate the issue. Resolution is reported to the Office Manager.

For more information, please [click here](#).

Sustainability: Pest Management

For pest management information, please [click here](#).

Sustainability: Recycling Programs

Cushman & Wakefield's Solid Waste Management Policy aims to reduce the amount of waste and toxins hauled to and disposed of in landfills. It addresses material reuse, recycling, and composting as well as waste measurement and proper disposal of toxic waste. View it here (Form Pending).

Cushman & Wakefield's recycling program has a goal of recycling over 75% of total waste generated at McPherson Building, and occupant participation is key to this effort. Please contact the Property Management Office to obtain recycling containers for your space.

Here are some easy-to-initiate strategies that can help reduce landfill disposal of waste:

- Donate office furniture and equipment
- Refill toner and printer cartridges rather than replacing entire cartridges every time ink/toner runs out
- Ensure that each desk, printer, and kitchen has both recycling and trash receptacles
- Cancel unwanted subscriptions and register for e-newsletters
- Replace paper towel use by utilizing or installing hand dryers

Electronic Waste

All Cushman & Wakefield properties are encouraged to hold annual e-waste events, typically during Earth Day week in April. Please contact your Property Management Office for information about the next scheduled e-waste event or to request a special pickup.

Additional Resources

[Electronics Disposal Ban](#)

[District Recycling Fact Sheet](#)

[Recycling Requirements & Notifications – Property Managers](#)

Sustainability: Tobacco Policy

No-Smoking Policy

This policy aims to maintain clean and healthy indoor air in every Cushman & Wakefield building, preventing or minimizing exposure of building occupants, systems, and indoor surfaces to environmental tobacco smoke (ETS). It prohibits smoking within 25 feet of building entries, outdoor air intakes, and operable windows and addresses signage and designated smoking areas.

For more information, please [click here](#).