

The background image is a photograph of a large industrial warehouse. A prominent feature is a wide, black metal staircase with railings that leads from the ground floor to an upper level. The ceiling is high, with visible steel trusses and white insulation. Several bright industrial lights are hanging from the ceiling. The walls are made of light-colored corrugated metal. The overall atmosphere is clean and professional.

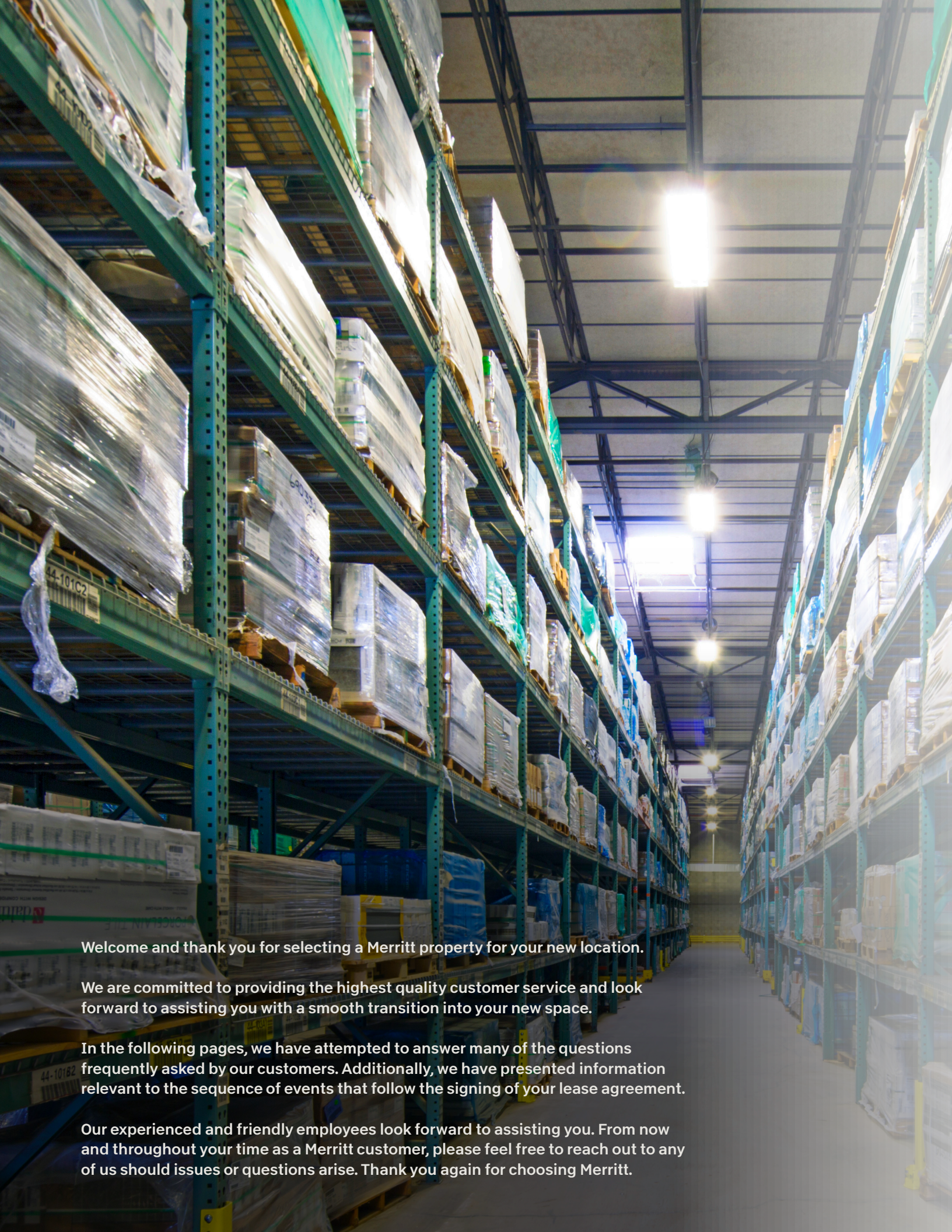
VIRGINIA

# CUSTOMER HANDBOOK



Customer Service  
Move-In Process  
Lease Administration  
Emergency Procedures





Welcome and thank you for selecting a Merritt property for your new location.

We are committed to providing the highest quality customer service and look forward to assisting you with a smooth transition into your new space.

In the following pages, we have attempted to answer many of the questions frequently asked by our customers. Additionally, we have presented information relevant to the sequence of events that follow the signing of your lease agreement.

Our experienced and friendly employees look forward to assisting you. From now and throughout your time as a Merritt customer, please feel free to reach out to any of us should issues or questions arise. Thank you again for choosing Merritt.





### **Corporate Office**

2066 Lord Baltimore Drive  
Baltimore, MD 21244  
Office 410.298.2600  
Fax 410.298.9644

### **Virginia Office**

20116 Ashbrook Place, Suite 160  
Ashburn, VA 20147  
Office 703.858.2725  
Fax 703.858.7239

**1**

## **CUSTOMER SERVICE**

Online Customer Service Request Portal  
The Merritt Difference

**3**

## **PRIOR TO MOVE-IN**

Space Planning & Interior Finishes  
Interior Construction  
Telephone, Security & Computer Lines  
Utilities  
Walk-Through Inspection

**5**

## **OCCUPANCY**

Scheduling Your Move  
Commencement Letter  
Maintenance/Service Calls  
Sprinkler Systems  
Notifications  
Smoking on the Premises  
Single-Stream Recycling Service  
Light Bulb Replacement  
Restrooms  
HVAC  
Pest Control  
Snow Removal  
Sanitation  
Parking  
Outside Storage

**9**

## **LEASING ADMINISTRATION**

Lease & Operating Expense Payment  
Certificate of Insurance

**10**

## **EMERGENCY EVACUATION**

Fire Prevention and Safety  
How to Evacuate  
Fire Personnel  
Preparing for the Unthinkable



# Customer Service

Our business philosophy – one that always puts the customer first – is the foundation on which Merritt was built. At Merritt, we consider your business our business. With us, you get more than a space for your company, you also get a team of experienced professionals dedicated to providing personalized and flexible service.

Unlike most developers today, we don't use third-party management firms. Instead, our dedicated Customer Service team manages all of our properties and is available 24 hours a day, 365 days a year. This way, we can guarantee that your business will always receive the highest level of service.

“Each and every person at Merritt with whom we have worked has performed their job in a professional and conscientious manner and has been a pleasure to work with. We could not be more pleased to be a tenant, and we look forward to our partnership for many years to come.”

**CHARLES L. BURMAN**

CEO

BAKERY EXPRESS







Because our employees are also owners of the company, everyone at Merritt is equally and uniquely committed to delivering exceptional service and building long-term customer relationships.

Understanding that maintenance issues can be disruptive, we've invested in training and technology that allow us to respond quickly and allow you to stay focused on your business. While many companies promise a response within 24-48 hours, our average response time is just 1.5 hours – including weekend and overnight calls. And, with a field team experienced in construction, roofing and HVAC, we are often able to resolve customer concerns directly.

### **Online Customer Service Request Portal**

To offer a convenient platform and efficient service, we have established an online Customer Service Request Portal which allows customers to request general, non-emergency, maintenance issues within your Merritt building. This also allows customers to check on the status of current requests and access their service log history. To access the portal, visit the Merritt Properties website and look for "Service Request Portal" under the Customer Resources tab. Should you have an emergency or an issue that requires immediate attention, please contact our Customer Service department directly.

## **The Merritt Difference**

- » Skilled team of office and field personnel
- » Customer Service team's average tenure with Merritt is over 11 years
- » Emergency 24-hour on call service computer tracking of all customer requests to ensure timely response and resolution
- » Non-emergency online Customer Service Request Portal
- » In-house HVAC team
- » Investment in continuing education programs for Customer Service employees, ensuring that we are able to assist customers in navigating complex issues

### **Contact our Customer Service Department**

**703.858.2725**

**[vaservice@merrittproperties.com](mailto:vaservice@merrittproperties.com)**





# Prior to Move-In

## What to Expect & Customer Responsibilities

Depending on the terms of your lease, your space will be turned over to you “as-is”, or we will be performing previously agreed upon interior construction alterations that are referred to in your lease. While interior construction is being completed, you will be given access to the space.

### Space Planning & Interior Finishes

Should work be required, the next step will be the selection of interior space finishes. You will be working with one of our in-house interior designers one-on-one to make your selections and assist with space planning. We maintain a full library of finish samples, and our staff will integrate your choices with your space plan for a coordinated design effort. Please contact your Merritt leasing representative to schedule an appointment.

### Interior Construction

Our Interior Construction department will be given a copy of your agreed upon space plan, along with any improvements that are to be completed as part of your lease. This space plan will be used to apply for the required building permits. Our interior construction team will meet with any necessary sub-contractors and develop a construction work schedule while waiting to secure a building permit(s).

As work commences on your space, you will be kept apprised of job status and informed of a targeted move-in date. During construction, please do not hesitate to contact your project manager.

*Please Note: Additions or changes to the improvements as delineated in the lease will be the responsibility of the customer and may result in additional charges.*





### Low Voltage (cabling + wiring)

All wiring associated with telephones, security systems and computer lines are the responsibility of the customer, and Merritt can provide you with a list of qualified vendors for these services.

In the event improvements are being done to the premises, it is important that your vendors work closely with our team and connection is made between the parties as soon as possible.

A member of our construction group will put your subcontractor in touch with an electrician, who will help coordinate the total effort.

*Please Note: Every low voltage electric device, such as phone and alarm systems, requires a permit. In the event your subcontractors do not obtain a low voltage permit, delays in occupancy may result.*

### Utilities (Gas, Electric & Water)

You will be responsible for the payment of your individually metered gas and electric bills.

Depending upon the terms of your lease, your water usage is either part of your operating expenses and is paid along with your rent each month, or you will receive a quarterly invoice reflecting your company's prorated portion of the building's overall water usage. If a customer has a high water usage, Merritt will request that the customer install a separate water meter for their space. Water bills reflect water usage and the assessment of sewerage charges by that particular taxing district.

### Walk-Through Inspection

Once the build out of your space is complete, we will tour the space and create a "punch-list", identifying any items that require attention or correction. You may be asked to sign this list, acknowledging your presence and our agreement to correct any identified items. Merritt will make every attempt to complete any work as soon as possible, typically within the first month of occupancy.





# Occupancy

## Partnering to Meet Your Needs.

Merritt will do everything possible to meet your targeted move-in date. Exceptions to our track record include back-orders and changes to the construction plan after a job has commenced.

“We were looking for a space to foster a creative and collaborative environment when we were introduced to Merritt Properties. From leasing to design to property maintenance, the folks at Merritt have listened and accommodated our requests.”

TRACI MIGLIORISI

PRESIENT & CEO

LOTAME







### Scheduling Your Move

Please coordinate your move-in schedule with our Customer Service department at **703.858.2725**. Move-in after normal business hours is preferred.

On or before your move-in date, Merritt will provide you with new door locks and keys and your company will have the only keys to your space and we do not provide or service deadbolts. It is our policy not to enter your space without personnel from your company being present.

### Commencement Letter

Merritt will send you a detailed commencement letter following occupancy to confirm base rent, applicable expenses and your actual commencement date.

### Maintenance/Service Calls

Merritt's Customer Service department is responsible for providing building maintenance and handling all service requests. In order to receive the most efficient service, please call **703.858.2725** and ask to speak with someone in the Customer Service department or visit the

Customer Service Portal (see page 2). Your call will be answered by a member of our team and dispatched immediately to the appropriate individual(s) who can address your concern.

### Sprinkler Systems

Sprinkler systems in Merritt properties are tested semi-annually. Tests are performed under a contractual agreement with Virginia Sprinkler Company. In addition, there is a five-year test during which Merritt's contractor will need access to each space within the building.

### Snow Removal

Snow removal is provided by Merritt and will be billed in accordance with your lease. Fenced in areas will not be serviced.

### Smoking on the Premises

Smoking is prohibited directly outside any building access door. For the comfort and safety of all building occupants and guests, please adhere to posted no-smoking signs and smoke in designated areas only.





## Notifications

Please contact your leasing agent with any changes to contact information so we can properly notify you via email or phone in case of emergency. This is of critical importance, as we do not have keys to your space and may need emergency access.

## Single-Stream Recycling Service

The single-stream recycling service allows you to add commingled recyclables to your cardboard and paper container. Once collected, the materials are taken to a recycling site where they are sorted and processed appropriately.

## Light Bulb Replacement

You are responsible for all light bulb and ballast repairs and replacements. This includes exit and emergency lights. You may call our Customer Service department or use a contractor of your choice.

## Restrooms

Janitorial service is the responsibility of the customer. Should you experience problems with your restroom facilities, any such repairs will be made at your expense. Please contact our Customer Service department or a plumber of your choice.



## HVAC

Per your lease agreement, repairs and maintenance of the building's standard HVAC equipment are your responsibility. In order to assist you with this requirement, Merritt's Customer Service group has a fully certified team of HVAC technicians, and a service plan providing below-market rates to cover all parts and labor. This service will be invoiced annually and guarantees your HVAC equipment for the term of your lease. Any specialized HVAC equipment should be maintained by an outside contractor of your choice. Merritt is happy to provide you with a list of recommended providers upon request.





### Parking

Ample parking is available at all of our developments. Although most parking is available on a non-exclusive basis, we ask all customers to be courteous and allow each customer to use the parking spaces found directly in front of their space. If you are having parking-related problems, please contact your leasing representative.

### Outside Storage

For safety reasons, storage of pallets or any other materials outside of your building is not permitted.

### Pest Control

It is your responsibility and expense to keep the premise free from all pests, vermin, rodents, insects and termites.

### Sanitation

You are responsible for contracting trash removal service. Please call Merritt if you need assistance or recommendations.





# Lease Administration

## Lease & Operating Expense Payment

Your monthly rent and operating expense check should be made payable to Merritt Properties, LLC or as shown on your lease agreement. Merritt does not invoice for rent. It will be your responsibility to mail your payment prior to its due date. Merritt also offers the opportunity of paying your rent electronically, having deducted directly from an account you specify on the date due.

Please call Sherry Dull or Meg Truchon at **410.298.2600** if you are interested in signing up for an automatic deduction program.

## Common Area Maintenance (CAM) & Operating Expenses

Any applicable CAM or Operating Expense charges will be billed according to the terms of your lease agreement.

## Certificate of Insurance

Should you have any questions about scheduling your insurance per Section 10 of your lease, please contact Vickie Davis at **410.298.2600** or via email at [vdavis@merrittproperties.com](mailto:vdavis@merrittproperties.com).

Once you have secured your certificate of insurance, please mail a copy to:

### Vickie Davis

Merritt Properties, LLC  
2066 Lord Baltimore Drive  
Baltimore, MD 21244



# Fire Safety & Evacuation

## Basic Guidelines

Fire prevention and safety is the responsibility of everyone. During an actual emergency, the audible alarm, strobe lights and any announcements are intended to provide as much warning as possible of a potentially dangerous situation.

If you spot fire, smoke or suspicious conditions:

- » Never open a door without first placing your palm against the door to feel for heat or warmth.
- » If an alarm is not sounding, pull a manual pull station down to activate the alarm system.
- » Do NOT attempt to fight a visible fire; only trained personnel should ever attempt to extinguish a fire.
- » Never hesitate to call the Fire Department (911) in an emergency to report your observations.

If an alarm sounds in your building:

- » Do not panic.
- » Proceed to the nearest exit orderly!
- » Be aware and alert.

## False Alarms

Whenever you hear an alarm bell or other signaling device or fire alarm, do not try to evaluate the situation. All alarms are to be considered a true emergency, and it is the responsibility of all customers to leave the premises.

False alarms are a crime and as much of a nuisance to fire personnel as it may be to us, but you cannot wait to verify the threat of fire; by then, it may be too late. Do not risk your life for the sake of a few minutes, evacuate!







Help prevent the nuisance of false alarms by understanding that false alarms could cost lives. Report any suspicions of false alarms and the possible culprit to the authorities.

### **Physically Disabled Individuals**

To assist emergency personnel, please provide a list of anyone who is physically limited in the ability to evacuate the building in an emergency, indicating on what floor s/he works. Email this list to [vaservice@merrittproperties.com](mailto:vaservice@merrittproperties.com).

### **Fire Drills**

All major Life Safety Codes require that periodic drills be exercised to ensure that all building occupants are familiar with evacuation procedures. Fire drills are critical safety exercises and should be treated as such. Each customer is responsible to ensure that all employees are cooperative and participate. During drills, all persons must evacuate the premises by means of a designated exit. If you refuse to participate voluntarily, the Fire Department may enforce your cooperation. Citations can be issued.

### **Fire Alarm System**

The building's fire alarm system can be activated by several methods:

1. Manual pulling of an alarm box
2. Automatic response by an ionization (smoke) detector
3. Manual activation by building personnel

### **What An Alarm Represents**

The sounding or activation of the building's fire alarm system indicates that conditions exist or may exist that could jeopardize your safety. Normally, if the fire alarm system senses a probable fire condition, the audible and visual alarms will activate on the floor where the condition is detected and on the floors above and below the source. Thus, fire alarm indicators may not activate in the entire building. If you can hear the alarms, you must evacuate. Common sense should be exercised and all customers are urged to evacuate even if the





alarm may not be sounding on your floor. This allows maximum access for fire fighters to investigate the alarm. Do not call the building office when an alarm sounds until you have safely evacuated the building.

There is no sensible way for anyone to inform you if the alarm represents a true fire or not. The minutes you waste making calls could cost you your life in a real emergency. Personnel involved in identifying the fire source and verifying evacuation do not have the time to answer the phones or questions as minutes are crucial. Building personnel must quickly prepare to aid and guide fire personnel upon their arrival.

### Location of Exits

There are multiple fire stairs in the building. In case of an alarm, use the exit nearest and most accessible to you when the alarm sounds. Proceed calmly and orderly down the stairs to the Lower Level and exit to the areas outside the building. Avoid blocking the exits and congesting the area. Never attempt to use elevators during a fire alarm.

### Means of Egress And Exits

Corridors leading from areas outside of occupied office spaces are fire corridors which provide a means of egress to an approved fire exit. These corridors have a fire rating and thus, all office entry doors must be closed at all times as these doors are an integral part of the fire protection. To ensure that employees can quickly and easily exit their suites, locks on all office doors must always be able to be opened from the inside of the suite without the need of a key code or special knowledge to open. It is unlawful to obstruct fire corridors or stairs in any manner.

### Responsibility

It is the responsibility of all customers to exercise reasonable care and caution during a fire emergency. Therefore, it is critical that your company helps employees understand the evacuation procedures and select one or two employees to "search" their area and ensure that all employees vacate the premises in an orderly manner. Then a follow-up search of each floor will be done to verify total evacuation, if possible. Please





instruct your employees not to stop these people for questions as they are severely pressed for time and are instructed that life safety is first, not curiosity! If you have information as to the source of a possible fire, inform the building personnel after you have evacuated safely.

### Fire Prevention Tips

No smoking is permitted in the building. Smoke only in designated areas and be sure all cigarettes are properly extinguished and disposed of in an approved container.

- » Never empty ash trays into waste cans.
- » Never overload electrical outlets or use extension cords or multiple-plug-in outlets.
- » Electric space heaters and plug-in cup warmers or hot plates are prohibited in the building.
- » Report any sparks or odors from any electrical outlets or equipment immediately.
- » Do not store quantities of flammable papers or liquids near electrical equipment or outlets.
- » Be aware of any and all flammable items in your office and know the volatility of liquids you may be using for copying or office use.
- » If you know the location of a fire, do not open the doors, as this may vent or fuel the fire.
- » Understand your fire extinguisher and its designed use and rating, or know where the nearest unit is located. Ask for an explanation by building personnel if you are in doubt.



# How to Evacuate

## If a Fire or Smoke is Spotted in Your Area

If a fire or smoke is spotted within your area, proceed to the main entry door of your suite (remember to feel the door first for any warmth), enter the fire corridor orderly and without panic and walk briskly (do not run) to the fire stairs closest and most accessible to you. Continue to exit promptly to the lowest level and exit outside and disperse. If no alarm sounds are heard, pull the nearest pull station box to activate the alarm system. The 'searchers' selected by each company will inform building or fire personnel in the lowest level what information is available and whether the suite is clear of people.

## If Only the Alarm is Heard But Cause is Unknown

This is the most common condition encountered. You must consider the alarm an indicator of a fire or hazardous condition and start to evacuate. Do not delay by making calls to the building personnel or awaiting confirmation of a fire – the alarm is all the confirmation you require. Do not second guess. The 'searchers' in each office suite will ensure an orderly evacuation and physically check the area to account for all employees. Don't forget to inform building or fire personnel that your suite is vacant and relate any pertinent information you may have.

## If Smoke Comes Under Your Door or the Entry Door is Hot

If you see smoke from under your door, place your palm gently on the door surface to check for warmth or heat. If the door is hot, do not open the door. In larger areas where there is more than one door, try another and repeat the check. If all suite entry doors appear to be hot and smoke filters under the door, block the door bottom with preferably wet cloth or heavy clothing to block smoke entry. **Call the fire department (911) and report your location and circumstances.**

**In Case Of Fire  
Elevators Are Out Of Service**



**Use Exit**







Guidance may be given to the caller by the fire department and the information will be communicated to the responding fire companies to affect any needed response. If conditions allow evacuation, follow the guidelines.

Remember – the fire personnel are your friends and possibly your lifesavers – treat them with respect and courtesy. Also, after an emergency is over, remember to thank or congratulate the firemen for their service.

### Evacuation Guidelines

1. Prepare to leave at once.
2. Take only what is necessary!
3. Feel the door for heat.
4. Proceed briskly, do not run to exits.
5. Do not crowd steps or landings, maintain a smooth orderly flow.
6. Exit to Lower Level to street.
7. Searchers report suite/area status to building personnel. Report any tips/information.
8. Do not congest exits or area immediately surrounding exits.
9. Do not burden emergency personnel with questions or impede their work.
10. Do not re-enter building until the fire department gives an 'all-clear' or gives further instructions.



# Fire Personnel

## Fire Warden

The building's Fire Warden will be the most skilled in fire safety of the current building staff and be appointed by Merritt. The Fire Warden shall be:

1. Familiar with all phases of building evacuation procedures.
2. Have additional training in fire safety.
3. Supervise and ensure the operation of all fire and life support systems.
4. Attempt to ensure that all customers are familiar and have available the evacuation guidelines.
5. Be aware of all physically disabled individuals and coordinate their prompt evacuation.

## Evacuation Chief

In most cases, the highest ranking employee available shall be the person in charge of ensuring an orderly evacuation and guide fire personnel to the areas.

## Fire Control Station

The fire control station shall be the area adjacent to the main fire control panel.

## Searchers

An optimum of two searchers should be selected by each company to inspect their particular areas to ensure that all employees evacuate the premises promptly and in an orderly manner. In the case that the selected searchers are not available, the company's highest representative should select alternates during the current alarm crisis.





# Preparing for the Unthinkable

Sadly, in today's society, businesses need to prepare employees for more than fire.

Businesses can do much to prepare for the impact of the many dangers they face in today's world including natural, human-caused or technology related hazards.

- » Natural hazards could be a flood, hurricane, tornado, earthquake or a widespread serious illness such as the H1N1 flu virus pandemic.
- » Human-caused hazards include accidents, acts of violence by people and acts of terrorism.
- » Examples of technology-related hazards are the failure or malfunction of systems, equipment or software.

The Department of Homeland Security (DHS) sponsors a resource called "Ready Business" to assist businesses in developing a preparedness program by providing tools to create a plan that addresses the impact of many hazards. The direction recommended is to adopt a standard for Disaster/Emergency Management and Business Continuity Programs called an "all hazards approach."

In addition, the DHS aims to enhance preparedness through a "whole community" approach by providing training, products, and resources to a broad range of stakeholders on issues such as active shooter awareness, incident response, and workplace violence. In many cases, there is no pattern or method to the selection of victims by an active shooter, and these situations are unpredictable and evolve quickly. DHS offers free courses, materials, and workshops to better





prepare you to deal with an active shooter situation and to raise awareness of behaviors that represent pre-incident indicators and characteristics of active shooters.

Links for more information:

[www.dhs.gov/how-do-i/prepare-my-business-emergency](http://www.dhs.gov/how-do-i/prepare-my-business-emergency)

[www.flash.org/readybusiness/](http://www.flash.org/readybusiness/)

[www.ready.gov/business](http://www.ready.gov/business)

[www.ready.gov/active-shooter](http://www.ready.gov/active-shooter)

**Once you are in a safe location, first call 911 then, if you are able to, call Merritt customer service 410.298.2600.**

At ready.gov, you'll find detailed information to help your company plan for and respond to a variety of crises, including:

- Active Shooter
- Bioterrorism
- Chemical Emergencies
- Cybersecurity
- Drought
- Earthquakes
- Emergency Alerts
- Explosions
- Extreme Heat
- Floods
- Hazardous Materials Incidents
- Hurricanes
- Landslides & Debris Flow
- Nuclear Explosion
- Nuclear Power Plants
- Pandemic
- Power Outages
- Severe Weather
- Snowstorms & Extreme Cold
- Thunderstorms & Lightning
- Tornadoes

# Notes:







## The Whole Family Under One Roof



In 1967, Leroy Merritt built his first company. Little did he know he was actually building a family - three distinct businesses focused on creating lifelong relationships. Today, Leroy's philosophy is still at the core of the Merritt Companies. We come to work every day intently focused on being the kind of people Leroy would be proud of – the kind of people that put you first.