



2110 MISSION STREET SE
Salem, Oregon 97302

FACILITY MANUAL

Oregon REALTORS® Plaza, LLC

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General

The Facility Manual is intended to assist tenants and their employees and does not change or replace the terms of leases or lease amendments. If there are any discrepancies between this document and a tenant's lease documents, including lease amendments and exhibits, the terms of the lease documents are controlling.

Owner Profile – Oregon REALTORS® Plaza, LLC, Landlord

Oregon REALTORS® Plaza, LLC is operated by the Oregon REALTORS®. Oregon REALTORS® was established in 1932 to organize the real estate profession in Oregon. Today, it is the REALTORS® business advocate, a force for education, and a legislative advocate for free enterprise and private property rights in Oregon.

Property Management – Onsite Facility Manager

The Facility Manager is an employee of Oregon REALTORS® and provides all property management services for the Building. Our primary goal is to provide effective levels of performance and to maintain a professional appearance.

The Facility Manager is in suite 230. Regular business hours are from 8:00 AM to 5:00 PM, Monday through Friday. The phone number is 503-362-3645 or 503-932-0972 after business hours. If it is a fire or medical emergency, please call 911 first. Maintenance requests must be written and emailed to plaza@oregonrealtors.org. To report an injury or security incident, please use the [online reporting portal](#) or request an Incident Report Form from the Facility Manager.

Plaza Facts

The Plaza is a commercial office low-rise built in 2006 and located at the corner of Mission Street and 22nd Street in Salem, Oregon. The three-story building has a parking garage and lobby on the first level, and commercial offices on the second and third levels, totaling six suites that range from 945sf to 7371sf. There is a board/training room available for rent on the second floor.

Building Services

Amenities

The Plaza is centrally located, just 1.5 miles from Interstate 5 (exit 253) and minutes from the Capitol and state buildings, and the downtown area. There are several shopping centers and malls within a short drive of the Plaza that provides a wide range of options and services.

Building Access

An electronic access system controls access to the building. Entry fobs are assigned to individuals. If a fob is lost or stolen, or a person does not turn it in upon leaving, it must be

reported to the Facility Manager via email right away for deactivation. All fobs must be accounted for and returned to the Facility Manager upon vacating.

Each suite has its entrance and is individually keyed. Suite security systems are individualized for each tenant. Tenant business hours are determined by each tenant. Please see Mechanical Room Access Instructions for information about access to these rooms.

Keys

You will be supplied with keys to your suite upon your move-in. Additional keys will be provided upon request for a nominal charge. If you find it necessary to rekey your suite, call the Facility Manager to arrange for service by a locksmith. The tenant is responsible for the cost of rekeying the suite unless the circumstances are due to a problem that arises from a need of the property or property owner.

Mail Services

U.S. Mail delivery and pick-up is made to a locked mailbox by the U. S. Post Office. Tenants are assigned a numbered mailbox upon leasing, issued a key, and are responsible for checking their mailboxes. Mailbox keys must be returned upon vacating. Upon departure, a request to forward your mail should be submitted to the U.S. Post Office. Please give your forwarding address to the Facility Manager. There are no UPS or FedEx drop-boxes on the premises.

Deliveries

Deliveries are made to each tenant's space; no special arrangements are necessary. Prerequisite is required for deliveries on your behalf to suite 230. Tenant deliveries to suite 230 are logged and must be signed for when picked up. Packages not picked up after 30 days may be discarded at the Landlord's discretion, after a reasonable attempt to notify the tenant has been made.

Engineering Services

Please email the Facility Manager at plaza@oregonrealtors.org to request service or to notify us of a problem. Some additional services are available for a nominal charge (e.g., extra trash removal, hanging shelves, moving electrical work, painting). The charge will vary depending on the nature and extent of the work involved and will be invoiced. Check your lease for inclusions and/or exclusions.

HVAC (Heating, Ventilation, Air Conditioning)

The HVAC system is serviced by outside contractors. Thermostats are set at a comfort level and at times need adjusting according to outside weather. Temporary changes are controlled by individual tenants and since the units cover a zoned area occupied by more than one person, we suggest that only one person in your office adjust the thermostat.

Trash Removal

Lessee may utilize available dumpsters for office trash can waste only. We ask that you break down boxes and clearly mark them as trash. Janitorial staff will remove them from your office during their regular service, which is twice per week. However, if you want to clear them out yourself, a key for the lock on the dumpster area gate is available for checkout at the Oregon

REALTORS® reception desk. Leaving the boxes intact or tossing them into the dumpsters often means no room for all the other trash. Consequently, this increases our operating expenses (i.e., extra labor and/or additional trash removal service), which may result in an increased cost to you. If you want to dispose of special items (filing cabinets, desks, large amounts of files), contact the Facility Manager to request extra service. Maintenance personnel will dispose of these items for you at a nominal charge. Tenants found abusing the service by putting household trash into the dumpster(s) will be assessed a fine of \$250.00 for each occurrence.

Lost & Found

Any lost items may be dropped off with the Facility Manager in suite 230. Items will be kept for 30 days and may be disposed of after that.

Maintenance Access Instructions

The Plaza has one mechanical room which houses electric meters, phone panels, and fire monitoring equipment. Due to the sensitive nature of this equipment, access to this room is restricted. When you require service and the technician needs to get into this room (i.e., check on phone line problems), the technician must adhere to the following instructions:

- Upon arrival on the property, all Service Technicians must report to the Facility Manager located in suite 230 to check in. Office hours are 8:00 am to 5:00 pm Monday through Friday. The office phone number is 503-362-3645. If the office is closed, or in case of an after-hours emergency, please call 503-932-0972.
- After checking in, a representative will escort the Service Technician to the mechanical room.
- Upon completion, the Service Technician must return to the Facility Manager to check out and return the temporary badge, at which time a representative will secure the appropriate mechanical rooms.

Most technicians are aware of this policy, but we suggest you remind the provider when you schedule the work. If possible, **please notify the Facility Manager in advance of any work.**

Moving Procedures

Before any move-in/move-out, the tenant shall notify the Facility Manager in writing on the company letterhead or by email of the date and time the move shall occur. Notice shall be sent to the Facility Manager.

Management takes no responsibility for receipt of or damage to tenant furniture, equipment, materials, etc. If needed or requested by the tenant, Plaza personnel will be in attendance during the move-in/move-out.

Parking

Handicap parking is provided as required by law. Parking spaces allocated to your suite within your lease terms are marked. Other parking is on a "first come basis." Parking is allowed in designated spaces **only**. All other areas must be kept clear to allow for emergency vehicle access.

Signage

Original suite entrance signage and directory listing in type (no logo) are provided by the Plaza. Adding your logo to the suite entrance sign may be provided at your expense. If your lease includes monument signage, the Facility Manager will make the order. If applicable, a digital copy of your company logo should be provided before moving in so there is sufficient time to order the sign. Tenants will be supplied with digital proof for signage approval before the final order. Any changes or additions to these signs may be requested by contacting the Facility Manager. All changes are at the tenants' expense.

Tenant Statements/Billing/Rent Collection

Tenant Statements are available upon request and are distributed on the 15th of the month for the following month's rent due (i.e., October's statement is dated 9/15). **Rent and all other charges are due by the 1st of the month, pursuant to standard lease terms.** Checks should be made payable to "Oregon REALTORS Plaza, LLC" and can be mailed or dropped off at the Facility Manager during business hours. Please call the Facility Manager if you have a question regarding your Tenant Statement.

Security/Life Safety

Tenants are responsible for security within their respective suites. All reports of theft, vandalism, or other security matters should be reported immediately to the Facility Manager. The Facility Manager must be provided with a key for any locks not on the building key system and, if applicable, alarm/access codes for electronic security systems. Security cameras are used for monitoring activity on the premises. If a need arises where you need to access recordings, a request should be emailed to the Facility Manager at plaza@oregonrealtors.org.

Fire Emergency Procedures

Alarm Signal Pull Stations

Pull stations are located at the exit door. All suites have smoke alarms and are tied to a central station that calls the fire department in the event of an alarm.

Fire Alarm

Upon hearing the fire alarm, all occupants must immediately exit the building to the parking lot in front of the building.

Each tenant must assign a fire captain and alternate who is in complete charge of evacuation by all occupants or the tenant's suite.

Fire captains should be the last person out of their assigned area, after ensuring all other occupants or the area has been evacuated.

Fire captains and alternates are encouraged to contact the Facility Manager for assistance in developing evacuation procedures.

Fire Escape Instructions

- If you discover a fire or smoke, sound the building alarm. Know the location of the alarm signal stations and know how they operate.
- When the fire alarm sounds, leave at once. Close the doors behind you and proceed directly out to the parking area. Personnel are to remain outside the building until permission to re-enter is given by the Fire Marshall.
- Feel the door that leads from your office to the corridor before opening it. If it is hot or smoke is seeping in, do not open it. If you become trapped in your office and cannot reach the closest exit, keep the door closed and seal off any cracks. Use a phone in the office to call the Fire Department by dialing 9-1-1 and giving the address of the building and the office number.
- If the door feels cool, open it cautiously. Be braced to slam it shut if the hall is full of smoke or if you feel heat pressure against the door. If the hall is clear, proceed with an escape plan.
- If caught in smoke or heat, stay low where the air is better. Take short breaths (through the nose) until you reach an area of refuge.
- **DISABLED PERSONS:** A responsible person or persons that work in the same area as the disabled person should be assigned to assist in the event of a fire. These people are taken to the nearest exit.

Responsibilities of the Tenant Fire Captain

- A Tenant Fire Captain should be appointed by the Tenant to ensure orderly evacuation of your suite checking all rooms, closets, and restrooms, and closing all doors.
- Determine that your area is completely evacuated.
- The Fire Captain should appoint monitors to assist them at exits to ensure that evacuations proceed in an orderly manner at a uniform speed to prevent panic.
- Most importantly it is the Fire Captain's responsibility to ensure that the fire department and Facility Manager are notified.

Bomb Scare Procedures

In the event a telephone call is received warning that a bomb has been placed somewhere within a building, the following action should be taken:

- If you receive a bomb threat, remain calm and keep the caller talking. Never hang up on the caller. Try to get as much information (who, what, where, why, and how) to pass on to the Police and Management.
- Notify the Police (911)

- The Facility Manager is to be guided by the Police as to the extent of the search to be made.
- All incoming visitors will be notified that the building is under bomb threat and is being searched, and it would not be advisable to enter the building until it is adequately safe.
- The Facility Manager will advise each Tenant of the situation. However, it is the Tenant's decision as to whether they will evacuate their employees.
- If determined by the Police Department that it is a real emergency, each Tenant will be immediately advised to evacuate the building.

Building Evacuation Procedures

Should it become necessary to evacuate the building for other than a fire alarm, the following procedure is to be followed:

- All personnel will be notified as to the proper time to evacuate their suites.
- Tenant supervisors will be responsible for directing the evacuation of their respective areas once notified to evacuate.
- Do not congregate near the exits. Move away from the exit so that others may vacate the building in a safe and orderly manner.

Civil Disturbance Procedures

In the event of a disturbance (such as a riot or fight) in or near your office, please follow these directions:

- Call the Facility Manager at 503-362-3645 (503-932-0972 after hours)
- Call the Police (911)
- Remain in your present location until further notice from the Facility Manager or the police.

Medical Emergency

If a medical emergency occurs within your Suite, immediately call 911 for emergency help. Please notify the Facility Manager that there is a medical emergency, and that help has been called.

If a medical emergency happens in an area other than a tenant space:

- Get help – call 911 yourself or signal someone nearby and ask them to call 911.
- Stay with the victim, and offer comfort and protection until the medical team arrives.
- Obtain answers to the questions of who, what, where, when, why, and how concerning the emergency.
- Notify the Facility Manager.

Rules and Regulations

Wherever in these Rules and Regulations the word "tenant" is used, it shall be taken to apply to and include a tenant and its agents, employees, invitees, licensees, subtenants, and contractors. The word "room" is to be taken to include the space covered by the tenant's lease. The word "Landlord" shall be taken to include the employees and agents of the Landlord.

Construction

The driveways, sidewalks, entrances, halls, passages, elevators, stairways, and other common areas shall not be obstructed by tenants or be used for any other purpose than for ingress and egress.

Washrooms

Toilet rooms, water closets, and other water apparatus shall not be used for any purposes other than those for which they are constructed.

General Prohibitions

To ensure proper use and care of the Plaza tenants shall not:

- a. Make any changes, structural or otherwise, to their room(s), without landlord approval. (Please see Contractor Guidelines)
- b. Place, erect, maintain, or display any sign, advertisement, notice, or other markings in the Building other than signs which are located within the tenant's premises and are not visible from the outside;
- c. Make improper noises or disturbances of any kind;
- d. Mark or defile water closets, toilet rooms, walls, windows, doors, or any other part of the Building;
- e. Place anything on the outside of the buildings, including roof setbacks, window ledges, and other projections;
- f. Use or place any curtains, blinds, drapes, or coverings over any windows or upon the window surfaces which are visible from the outside;
- g. Other than in connection with normal office decoration, fasten any article, drill holes, drive nails or screws into the walls, floors, woodwork, window mullions, or partitions; nor shall the same be painted, papered, or otherwise covered or in any way marked or broken;
- h. Interfere with the heating or cooling apparatus;
- i. Allow anyone but contracted janitorial service to clean rooms;
- j. Leave the tenant's premises without locking doors, stopping all office machines (other than those machines required to be operated at all times), and extinguishing all lights;
- k. Install any shades, blinds, or awnings;
- l. Install call boxes or any kind of wire in or on a building;

- m. Prepare or dispense any foods or beverages, whether by vending machines or otherwise, other than as may be permitted in a kitchenette/vending area located within the tenant's premises for use by the tenant's employees.
- n. Secure duplicate keys for rooms, except from the Landlord, or change the locks of any doors to or in the tenant's premises;
- o. Give its employees or other persons permission to go upon the roof of the Building.
- p. No smoking or vaping is allowed inside the building. Oregon smoking laws prohibit smoking and vaping in all indoor areas of workplaces. A designated smoking area is located on the east side of the parking lot.

Publicity

Tenant shall not use the name of the Building, Oregon REALTORS® Plaza, LLC, or the Oregon REALTORS® in any way in connection with its business except as the address. Landlord has the right to prohibit any advertising by tenants which, in the Landlord's opinion, tends to impair the reputation of the Building, Oregon REALTORS® Plaza, LLC, or the Oregon REALTORS® or their desirability as locations for offices.

Business Machines

Business machines and mechanical equipment which cause vibration, noise, cold, or heat that may be transmitted to the Building structure or any leased space outside the tenant's premises shall be placed and maintained by the tenant, at its sole cost and expense, in settings of cork, rubber or spring type vibration eliminators sufficient to absorb and prevent such vibration, noise, cold or heat.

Movement of Equipment

Landlord reserves the right to designate the time when and the method whereby freight, small or large office equipment, furniture, safes, and other like articles may be brought into, moved, or removed from the Building, and to designate the location for temporary disposition of such items. In no event should any of the foregoing items be taken from a tenant's space to remove them from the Building, other than in the ordinary course of the tenant's business.

Electrical Heating Devices

The compliant use of electric space heaters is permitted, as a temporary measure, if the following requirements are met:

- a. The Facility Manager has checked that using a heater will not cause problems and that the need can't be met by adjusting the building's HVAC system.
- b. The heater must take at most 1,500 watts to operate.
- c. The heater is kept away from any combustible material. (Refer to the manufacturer's instructions)
- d. The heater is always turned off when the area is not occupied. Only use heaters in rooms that will be continually occupied.
- e. Nothing is ever placed on top of or touching the heater.

- f. The heater is plugged directly into a wall outlet. Do not use extension cords or power strips because of the risk of overheating and possibly catching fire.
- g. Heaters must be in good repair. Heaters missing guards, control knobs, feet, etc., must be taken out of service immediately.
- h. The heater is in plain sight.

Public Entrance

Landlord reserves the right to exclude the general public from the Building upon such days and at such hours as in Landlord's judgment will be in the best interest of the Plaza and the Building and their tenants.

Rights Reserved to Landlord

The Landlord reserves and shall have the following additional rights:

- a. To change the name and/or street address of the Building or the Plaza;
- b. To install and maintain a sign or signs on the exterior of the Building or the premises;
- c. To approve all sources furnishing sign painting and lettering, ice, drinking water, towels and toilet supplies, and other like services used;
- d. To make, either voluntarily or under governmental requirement, repairs, alterations, or improvements in or to the Building, and during alterations, to close entrances, doors, windows, corridors, elevators, or other facilities, provided that such acts shall not unreasonably interfere with the tenant's use and occupancy of the tenant's premises;
- e. To constantly have pass keys to the tenant's premises;
- f. To grant to anyone the exclusive right to conduct any particular business or undertaking in the Building;
- g. To take any measures, including inspections, repairs, alterations, additions, and improvements to the tenant's premises, to the Building as may be necessary or desirable in the operation of the Building;
- h. To remove, or have law enforcement remove, from property anyone who is, or is perceived to be a threat, to others or the Building or premises;
- i. If a tenant vacates all or any portion of the tenant's premises before the expiration of the Lease Term to decorate, remodel, repair, alter or otherwise prepare for re-occupancy; and
- j. To enter upon the premises at any time to determine the tenant's compliance with their lease, to make necessary repairs to the Building or the premises, or to show the premises to any prospective tenant or purchaser. In exercising its rights, Landlord shall use its best efforts to notify the tenant 24 hours in advance and minimize any interruptions to or interference with the tenant's business.

Landlord may enter upon the tenant's premises and may exercise any or all of the foregoing rights hereby reserved without being deemed guilty of eviction or disturbance of the Tenant's use or possession and without being liable in any manner to the Tenant.

Regulation Change

Landlord shall have the right to make such other and further reasonable Rules and Regulations, as in the judgment of Landlord, may from time to time be needful for the appearance, care, and cleanliness of the Building, for the preservation of good order therein, and the health and safety of the tenants and their visitors. Landlord shall not be responsible to Tenant for any violation of Rules and Regulations by any other tenant.

Contractor Guidelines

All Contractors must be approved by the Facility Manager and have a current Certificate of Insurance on file. Such insurance shall be within the limits of no less than \$500,000 per person for bodily injury and personal injury: \$1,000,000 per occurrence for aggregate or property damage. Both Oregon REALTORS® Plaza, LLC, and Oregon REALTORS® are to be named as "additional insureds."

Each Contractor must sign a copy of the [Contractor Guidelines](#) and a [Hold Harmless Agreement](#) before beginning work. This can be done at the time of written approval by the Facility Manager. Planning and communication throughout the Facility Manager are essential.

1. Contractor shall not employ any person, material, or equipment which may cause strikes, work stoppage, or any disturbances by workmen employed by the Contractor or other contractors/subcontractors on or in connection with the work of the Project or location hereof.
2. Contractor shall provide a copy of a valid building permit for said construction to the Landlord.
3. Signed copies of the Hold Harmless Agreements supplied by the Facility Manager will be required for all Contractors on the Project.
4. The Tenant and/or his representative shall, before beginning work, accurately reflect the scope of the work to be done and shall include as appropriate, architectural, electrical, mechanical, and structural prints and specifications.
5. Electrical, mechanical, and structural prints, if not prepared by the building management shall be reviewed and approved by them.
6. Certificates of occupancy shall be provided to the Facility Manager upon completion of the work.
7. The Contractor shall confine all activities to the immediate areas within the suite he is working in except for a direct line of travel as required for access to and from the elevator or stairway.
8. Storage of materials in any space other than within the confines of the work area or suite will not be permitted without prior authorization from the Facility Manager.
9. The Contractor shall provide maximum protection to all Landlord building equipment and personnel. Building operations that continue to function during contracted labor

shall be maintained at all times. Extreme care shall be exercised to protect existing Landlord work and equipment and the Contractor shall be responsible for all damages.

10. Contractor shall keep established ingress and egress passages open at all times.
11. All building systems must remain in operation at all times, especially those required by the State of Oregon Building Codes Division.
12. In the event the Contractor interferes with the building's Fire/Life Safety System, the work must be coordinated with and approved by the Facility Manager.
13. The Facility Manager shall receive one complete set of construction drawings.
14. Air balance reports are to be turned in to the Facility Manager.
15. There shall be no hot taps in the water system without the prior approval of the Facility Manager.
16. Tapping into the water system for over-standard equipment shall require the installation of a BTU metering device.
17. There will be a charge for changing air filters on the HVAC System during the construction period.
18. Stairwell doors are not to be propped open nor should tape or any other material be placed in the hardware to allow access.
19. Sprinkler System - Before any work on the system, the Facility Manager must call the Fire Alarm Monitoring company, and the Contractor shall wait for verification from the Facility Manager. A timeframe for the completion of work must be relayed to the Fire Alarm Monitoring Company.
20. Electrical panels shall be re-installed at the end of each working day.
21. There shall be no painting, varnishing, or staining during building standard hours without approval from the Facility Manager.
22. Before any type of welding, woodcutting, painting, varnishing, or similar work, all smoke detectors must be protected, and the Facility Manager shall be notified.
23. There shall be no core drilling, carpet tacking, or similar work during regular business hours unless authorized by the Facility Manager.
24. All Contractors shall check in with the Facility Manager when starting work.
25. All Contractors shall check out with the Facility Manager when they are done for the day so the contraction area stairwells can be checked for Fire/Life Safety violations.
26. All paints, lacquers, varnishes, or flammable substances shall be stored in covered containers and covered with tarps when not in use.
27. Any welding, cutting with a torch, soldering or other use of any open flame shall require 24 hours advance notice to the Facility Manager and the posting of a fire watch during all such operations.