

**House of Sweden
Electronic Tenant® Portal**

Created on September 9, 2022

Building Operations: Building Management

The staff of House of Sweden is dedicated to making your work environment as safe and pleasant as possible. For general building requests, please do not hesitate to contact security at:

Phone: (202) 536-1505

Fax: (202) 536-1501

To address more specific needs please contact the General Manager at:

Phone: (202) 536-1510

Address:

2900 K Street, N.W.

Washington DC 20007-5118

The following personnel are available to address your needs:

Title	Name	Phone Number	Email
General Manager	Cecilia Browning	(202) 536- 1510	cecilia.browning@houseofsweden.com

Building Operations: Holidays

The Building Holidays observed varies each year, but most year we are celebrating the holidays listed below in order to aid your planning operations during the year.

New Year's Day
Birthday of Martin Luther King Jr.
President's Day
Good Friday
Easter Monday
Memorial Day
Swedish National Day
Midsummer's Eve
Independence Day
Labor Day
Columbus Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve
Christmas Day
New Year's Eve

Certain services are not provided on weekends and the holidays listed above.

Building Security: Overview

At House of Sweden security is of utmost importance. Security personnel staff the building 24 hours per day and can be reached by visiting the concierge desk in the main lobby or by calling (202) 536-1505.

In addition to the security staff, the perimeter of the building is secured and monitored by Datawatch Systems. Only authorized visitor carrying the proper security fobs can access the non-public areas of the building. Datawatch also monitors the House's fire alarm system 24 hours per day so that all appropriate building personnel as well as the proper emergency services will be notified immediately in the event of an alarm.

Building Security: Building Access

1. All exterior doors of the building, including garage doors, shall be kept closed and locked at all times. Doors shall not be left propped open. The General Manager and Security shall have the authority to restrict and direct building entry and exit during special events at the Embassy of Sweden and/or the Event Center including the Roof Top Terrace.
2. Building access cards (grey FOB keys) will be provided to all Tenants by the General Manager. Access cards are for use only by Tenants. Every Tenant shall be responsible for the safekeeping and use of the building access cards assigned to them. A Tenant shall not give possession of any access card to any non-eligible person or entity.
3. Tenants shall promptly notify the General Manager when an access card is lost so that it can be deactivated from the computerized building access system to preclude its unauthorized use to gain entry to the building. Tenants will be charged for the replacement of lost access cards and keys at a charge that is set from time to time by the Landlord.
4. All Guests (including tradesmen, contractors, and food delivery services) shall be announced by telephone by Staff. If any Tenant does not answer the telephone, Guests shall not be admitted unless an "admit authorization slip" has been left at the front desk.
5. The Staff is authorized to accept packages and other small sized articles to be stored temporarily at the concierge desk for a Tenant and shall notify the Tenant that a package is being held and shall urgently be picked up by the Tenant during business hours. Such storage is entirely at the risk of the Tenant and the Landlord or Staff have no responsibility for loss or damage to a package.
6. Mailboxes for all Offices are located at the garage level of the main glass elevator. USPS delivers and collects mail at this location

Building Security: Deliveries

Large or bulky deliveries should be scheduled with security in advance and will be accepted at the loading dock. Smaller deliveries such as Fedex and UPS will be accepted at the security desk.

Building Security: General Office Security

Security Checklist

The following is a list of general Office security suggestions, which are offered to you as an aid in establishing your internal security procedures:

- Restrict Office keys to those who actually need them.
- Keep complete, up-to-date records of the distribution of all Office keys.
- Establish uniform procedures for collecting keys prior to the termination of employees.
- Establish a rule that keys must never be left unguarded on desks or cabinets.
- Require that filing cabinet keys be removed from locks and placed in a secure location after opening cabinets.
- Prevent unauthorized personnel from reporting a lost key and receiving a replacement.
- Ensure that a responsible person is in charge of issuing all keys.
- Store keys systematically in a secured wall cabinet of either your own design or one that conforms to a commercial key control system.
- Insist on identification from repairmen who come to work in your Office.
- Clear all desks of important papers.
- When working alone in the Office at night, lock the front door to prevent anyone else from entering.
- Keep the police, fire department, and building security telephone numbers posted.
- Double check to see that all doors are securely locked before you leave.

Suspicious Persons

If you see suspicious or offensive persons in the building, please contact the Security guard immediately. If possible, make note of appearance, clothing, etc. in order to assist building security in locating them.

Please be aware of strangers in your Tenant areas and halls. Quite often a question such as "May I help you locate someone?" will be enough to deter a potential thief. Suspicious encounters of this type should be reported to the Office of the Building immediately.

Building Security: Lost and Found

Please contact Security at (202) 536-1505 to claim items that have been lost or found in the buildings.

Building Security: Office Access

1. Each Office is recognized as the business premises of the Tenant and no one shall have access to any Office except as authorized by the Tenant, in cases of necessity or emergency, or as authorized in these Rules, or by law.
2. The locks on Office doors shall only be modified or re-keyed by a locksmith engaged by the Landlord. No Tenant shall cause an Office door lock to be modified or re-keyed on their own initiative.
3. Any Tenant who has added a lock to doors to space within an Office shall immediately furnish the Landlord with a copy of the key, identifying the door that it opens.
4. The Landlord shall retain one key to each Office door for use as an individual emergency key. Such keys shall be accessible only by persons authorized by the Landlord.
5. The Landlord may, from time to time, determine that Offices or Limited Common Elements must be accessed for repairs, inspection, or otherwise for the benefit of the Landlord. Except in cases involving imminent threat to life or property, the Landlord shall make a reasonable effort to give written notice to the Tenant of such Offices, stating the purpose, date, and approximate time for such access. If such date and time are inconvenient for Tenant, the Landlord shall make a reasonable effort to reschedule such access to a mutually agreeable date and time. In the event that Tenant and the Landlord are unable to determine a mutually agreeable date and time for such access, the Landlord shall notify the Tenant of the date and time the Office will be accessed.

Building Security: Solicitation

Solicitation is not permitted. If someone is soliciting in your Office, then please notify the Security Desk at (202) 536-1505 and we will send appropriate personnel to escort them off of the premises.

Building Services: Building Signage and Directory

Upon entering the building, please consult the Concierge for Directory Assistance.

Building Services: Cleaning

Cleaning service is provided five nights a week, Monday through Friday. Carpets will be vacuumed, unobstructed surfaces dusted, and trash will be emptied. If trash that is to be disposed of is not in wastebaskets, then please inform the cleaning personnel by leaving a large note on such items marked TRASH. Please DO NOT leave items that are not trash on top or near wastebaskets that might be misconstrued as garbage. If you have special cleaning needs, such as carpet shampooing, then contact the General Manager at (202) 536-1510. Special cleaning services can be arranged at tenant expense.

If a small cleaning problem should arise during working hours, please contact the General Manager.

If you have any questions or comments regarding the cleaning services, please notify the General Manager.

Building Services: Elevators

There are two elevators, the glass passenger elevator and the freight elevator. Please note that no carts, equipment etc are allowed in the glass elevator, unless previously arranged and approved by Management.

Building Services: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building 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.

[Action Plan For Fire Fighting](#) (Intended for Firemen, but available for your information)
[Evacuation Plan](#)

Building Services: HVAC

If the temperature in your Office needs adjustment, please contact the building management office. Your call will be referred immediately to engineering personnel.

Each Office has its own HVAC unit, and is controlled individually by its thermostat. The even center's standard hours of operation of the heating and air conditioning systems are Monday through Friday 5AM - 8PM, and during events. Special arrangements should be made for any HVAC needed outside of those hours.

Building Services: Mail Service

Each tenant is assigned a mailbox located in the vestibule of the glass passenger elevator in the parking garage.

Large or bulky deliveries should be scheduled with concierge in advance and will be accepted at the loading dock. Smaller deliveries such as Fedex and UPS will be accepted at the security desk.

Building Services: Maintenance Requests

For your convenience this Handbook includes an Electronic Tenant® Service Request System. The designated tenant representatives will use this system to submit routine maintenance requests directly to the engineering department; to track the status of previously submitted requests; to download important documents; and to communicate with the property management office.

1. Simply click on the link below,
2. Enter your username and password
3. Choose the action you would like to complete

[Click here to log into the Electronic Tenant Service Request System](#)

Once you have logged into the system, you will be presented with four options:

- Complete a Maintenance Request Form
- Update User Information
- View Electronic Maintenance Request Log
- Download Miscellaneous Administrative Forms

For detailed instructions for using the Electronic Tenant® Service Request System please see the following pages or contact the Building Office.

Completing a Service Request Form

After logging in, click on the "Electronic Maintenance Request Form" Link. Users will be taken to a service request form.

Step One- Confirm or complete all contact information.

Step Two- Choose the nature or type of request being submitted.

Step Three- If applicable, provide details of the contractor to be used.

Step Four - Review all information thoroughly. Click submit.

You will receive conformation via e-mail that your request was submitted to the management office.

Updating User Information

Personalized user information is used to auto-fill the Electronic Maintenance Request Form for quick and easy submission. In addition, accurate contact information will assist the management staff in expediting all maintenance requests. Each user should check regularly to ensure that accurate information is on file.

Electronic Maintenance Request Log

This feature allows users to track and monitor all service requests submitted through the Electronic Tenant® Service Request System. Service requests are sorted by month and will have the current month displayed upon entry.

Miscellaneous Forms

Here users can download and print various administrative forms, reports and documents. In order to access the forms and documents contained in this section, users must have Adobe Acrobat Reader 5.0 or higher installed on their computers. This software is free and can be obtained by [clicking here](#).

Questions regarding the Electronic Tenant Services Request System should be directed to the Management Office.

Building Services: Trash Removal

1. All non-recyclable trash (which does not include food waste disposed as directed in Section XI.2) must be wrapped in plastic bags that are securely closed and put into the trash room located on each floor or as directed by the Staff.
2. Recyclable items should be placed in designated containers in accordance with instructions provided by the Staff.
3. Oversize containers, boxes, and other materials shall be cut and folded and neatly placed in the trash room. Items too large for the trash rooms should be reported to the concierge for collection by the Staff.
4. All Offices may be subject to inspection for pests by the Staff and extermination services will be undertaken as required in accordance with a regular schedule. The cost of special extermination services will be charged to the Tenant requiring it.

Emergency Procedures: Bomb Threat

Telephone Threat

When a bomb threat is made over the telephone, obtain the following information from the caller:

- Exact location of the device.
- Time set for explosion;
- Description of the device;
- Reason the caller has placed the bomb;
- Exact words used by the caller.
- Keep this information as confidential as possible.
- Notify the Police Department. Call 911.
- Notify the Security Guard at (202) 297-8025, General Manager (703) 628-6517 or Property Engineer at (202) 391-4780.

Once the Police Department has been notified of a bomb threat, it is our policy to advise your firm's manager or senior officer. It is up to the manager or senior officer to decide whether it is appropriate to evacuate the office.

In the event that you are asked to evacuate the Building, please move away from the Building so as to allow unfettered access to emergency personnel. Do not re-enter the Building until the Police, or the Fire Department have given clearance.

Suspicious Packages or Mail Bombs

Letter bombs are usually sent through the mail addressed to a specific individual in the company, usually disguised to look like some sort of gift or a small package. Letter bombs have the power to kill or seriously maim anyone in close proximity. Letter bombs are usually contained within a large size manila envelope ¼" to ½" thick and are fairly rigid.

However, the technology used in letter bombs has become increasingly sophisticated, and can be difficult to detect visually. Letter bombs have been mailed from cities or small towns in the United States, as well as from foreign countries. Be especially wary of letters that are mailed to titles -- Chairman, President, Manager, Security Officer, etc. -- rather than directly to named individuals.

If you suspect a parcel contains a letter bomb:

- Clear everyone out of the immediate area; establish at least a 25 foot radius around the package.
- Notify the police at 911 and Building Management.
- DO NOT HANDLE IT UNDER ANY CIRCUMSTANCES.
- DO NOT ATTEMPT TO DEACTIVATE IT YOURSELF.

Emergency Procedures: Civil Disturbance

Should a riot or civil disturbance start outside the Building, the security guards will immediately lock all entrances to the building. The police will be notified. We will keep you informed.

Emergency Procedures: Elevator Malfunction

If you are in the elevator and it stops for no apparent reason, remember to remain calm. Pressing the emergency button within the cab will alert Building Management that the elevator is malfunctioning. The cab number will be identified, and so too, the specific floor on which it is stuck. The Guard will establish two-way communication with elevators occupants until help has arrived.

In the event of a power outage, elevators will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car itself will temporarily cease moving. Each elevator will automatically return to the lobby, their doors will open, and they will remain inoperable until the power has been restored.

IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.

Emergency Procedures: Emergency Contacts

All Emergencies	911
Property/Engineer	(202) 391-4780
Building Security/After Hours Emergencies	(202) 297-8025
General Manager	(703) 628-6517
Fire Department (non Emergency)	311
Police Department (non Emergency)	311
Hospital	(202) 444-2000

Important notes

If you call 911 as a result of a medical emergency, please be sure also to notify building management with your name, callback number, and location so that security may swiftly guide the paramedics to your exact location.

If the audible alarm within the building sounds, please do not call Management Office, unless you have something specific to report. Building Management is aware of the noise, as well as the source of the alarm, whether it's false or a legitimate emergency. Please keep the telephone lines clear so that Management may attend to the situation as quickly and efficiently as possible.

Emergency Procedures: Evacuation

[Click here to download the Evacuation Plan](#)

Emergency Procedures: Fire and Life Safety

[Click here to download an Action Plan For Fire Fighting](#) (This is intended for Fire Department's use, however please feel free to review the document for your own information.)

Emergency Procedures: Flooding

In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by Security or General Manager, regardless of the time of day.

The 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. In order to minimize risk of injury when flooding has occurred, or flood conditions are expected please stay away from the Rock Creek Walkway on the eastern side of the building. The Rock Creek is susceptible to flash flooding and water levels can quickly rise high enough to flood the path.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

Emergency Procedures: Homeland Security

We recommend that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

Department of Homeland Security

<http://www.dhs.gov/dhspublic>

Federal Emergency Management Association

<http://fema.gov/>

American Red Cross

<http://www.redcross.org/>

Center for Diseases Control and Prevention Emergency Preparedness and Response

<http://www.bt.cdc.gov/>

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

Emergency Procedures: Medical Emergency

In the event that an accident or illness befalls one of your employees, or a visitor to your Office area, please:

1. Call Emergency Services at 911.
 2. Provide the Emergency Dispatcher with the following information:
 1. Your name
 2. Your Building's name and address
 3. Your specific floor number, and the exact location of the emergency
 4. Any pertinent details of the accident or illness
-
- Do not move the injured/ill person. Attempt to make them as comfortable as possible.
 - If feasible, send someone to meet the emergency unit upon its arrival in the lobby.
 - Call Security at (202) 536-1505 and inform that you have called 911 and briefly describe the nature of the emergency.
 - The emergency unit will be with you shortly and will administer all necessary medical assistance.
 - Determine, if possible:
 1. Name, address and age of injured/ill person
 2. The nature of the problem, as best you can surmise
 3. All known allergies and current medications taken by the individual
 4. A local doctor

Emergency Procedures: 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 at <http://www.flu.gov/professional/checklists.html>.

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)

The CDC Web site is another primary source of information on pandemic influenza. They also have a hotline—1-800-CDC-INFO (1-800-232-4636)—that is available in English and Spanish, 24 hours a day, 7 days a week (TTY: 1-888-232-6348). Or, if you prefer, questions can be e-mailed to inquiry@cdc.gov.

Department of Homeland Security (DHS)

DHS is working on a "Business Planning Guide," which will be posted on the DHS home page and on Pandemicflu.gov as soon as it is completed. Also, for business-specific questions, the DHS has created an e-mailbox—DHSPandemic@dhs.gov.

BOMA Resources

BOMA/Greater Toronto Pandemic Flu Report

The report addresses the threat to commercial buildings from an avian flu pandemic.

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 Web sites
- Consider talking to your local health care providers and public health officials.

Emergency Procedures: Power Failure

All House of Sweden Buildings and Common areas are served by emergency generators. In the event of power failure, these generators will provide emergency power for certain basic building functions. Those functions include:

1. Activating emergency lights on each floor throughout the building, including all Exit signs.
2. Activating all stairwell lighting.
3. Activating the building's emergency Fire, Life and Safety Systems.
4. Elevators will revert to emergency power and will operate normally, but for emergency usage only.

Emergency Procedures: Severe Weather

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, 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 condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are present that can produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken to enhance safety.

During bouts of extreme weather please be sure to close and secure suite balcony doors to prevent additional wind and water damage inside the building.

Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Building Management, but rather by each Tenant. However, in the event these conditions do exist, the following guidelines should be adhered to:

- 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).
- Do not panic.
- 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.

Emergency Procedures: 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.

Introduction: Welcome

The tenant information provided in this Electronic Tenant® Handbook is meant to provide you with a better understanding of House of Sweden and to facilitate your company's operations. There is a great deal of information contained within this handbook; take the time to familiarize yourself with this handbook and it will become a valuable resource for you and your company. Please note that the General Manager is available to help in any way possible. Your first call for any problem or question can always be directed to the Security Desk, and we will assist you from there.

Every attempt has been made to provide current and accurate information in this handbook, but it is possible that some items will change over time. The General Manager will promptly notify you of any such changes. Please feel free to contact the General Manager with any questions you may have. We are here to serve you.

Welcome to House of Sweden a premier National Property Board Sweden property .

Introduction: About House of Sweden

House of Sweden

House of Sweden in Washington D.C. houses the Embassy of Sweden, the Embassy of Iceland, offices, as well as an Event Center that features conference and exhibition halls. Situated on the Potomac River, House of Sweden has become the perfect place to meet and work in the heart of Georgetown.

In 2006, House of Sweden - a stunning example of contemporary Scandinavian architecture designed by Gert Wingårdh and Tomas Hansen - was inaugurated as the new home of the Embassy of Sweden in Washington D.C. As a physical representation of Swedish values such as openness, transparency and democracy, House of Sweden is the flagship of Swedish public diplomacy in the United States. House of Sweden is owned and managed by the Kingdom of Sweden through the National Property Board Sweden (SFV).

Introduction: Operating Instructions

Navigation

You move through The Electronic Tenant® Handbook just as you would a traditional Internet site. It's as simple as pointing and clicking. The main page features a Table of Contents that provides links to each Chapter. Upon entering a Chapter, you will find links to the specific information provided in that chapter's Sub-Sections. You may return to the Table of Contents or Chapter Overview at any time by clicking the clearly labeled link on every page.

Special Features

This Electronic Tenant® Handbook has special features, such as a [Service Request System](#) and [Search engine](#). In order to take advantage of these useful features, you must have Adobe Acrobat Reader installed on your computer. This software is free and easy to use, and can be obtained by [clicking here](#).

Updates

The Electronic Tenant® Handbook is updated on a regular basis, so please be sure to periodically check for updates and new information.

If you are having trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the Management Office

Policies and Procedures: Alterations Within Offices

Tenants shall not make any alterations or additions to, or erect, or cause to be erected any structure in or upon their Offices or balconies unless the Landlord, in its discretion, provides Tenant with prior written consent. Any such consent by the Landlord will be subject to such terms and conditions as the Landlord may impose on a case by case basis.

Policies and Procedures: Definitions

The following terms have the stated meanings in these Rules:

1. "Office" means a rental unit.
2. "Landlord" means the National Property Board Sweden (Statens Fastighetsverk, Sweden).
3. "General Manager" means the person(s) to whom the Landlord has delegated its authority under these Rules.
4. "Common Areas" means the common elements of House of Sweden Premises, excluding any Limited Common Elements designated for the use of particular Residents.
5. "Premises" means the building known as House of Sweden (located on 2900 K Street N.W. Washington DC 20007), including all Common Areas, Limited Common Elements, and all land and other amenities available for the use of Tenants.
6. "Guest" means all persons other than Tenant and Staff entering the Premises with the permission of a Tenant or the Staff, contractors and their employees, and tradesmen (including laundry, food delivery, and catering personnel).
7. "Limited Common Elements" include balconies, reserved parking spaces in the garage, and other assigned spaces.
8. "Tenant" means Lessee and Lessee's immediate family, staff, and other regular occupants of an Office other than domestic servants.
9. "Rules" means these Rules and Regulations as they may be amended from time to time by the Landlord.
10. "Staff" means all employees or agents employed or under contact by the Landlord.
11. "Lessee" means the natural person, corporation or other legal entity having legal lease to an Office.

Policies and Procedures: Enforcement

1. The General Manager is responsible for the efficient management and operation of the Premises in accordance with these Rules. The General Manager or the Staff is required to notify a Tenant, occupant, or guest, of the violation of any Rule.
2. Upon the General Manager's receipt of a written complaint from any person alleging violation of any Rule or posted notice, or in the event the General Manager has reason to believe there has been a violation, the General Manager shall notify the person or persons alleged to have been in violation. Unless the issue shall be resolved after discussions between the relevant Tenant and the General Manager, the General Manager shall report the violation to the Landlord for resolution in accordance with a procedure established by the Landlord.

Policies and Procedures: General Rules and Regulations

RESPONSIBILITY

All Tenants are responsible for observing both the letter and the spirit of these Rules, and for ensuring that their Guests similarly observe the Rules, so that all Tenants may have the full enjoyment of their Offices and the Premises. The Landlord by resolution, in its discretion, for good cause, on its own initiative or at the behest of a Tenant, may waive or temporarily suspend the operation of any Rule.

USE OF OFFICES

1. Offices shall be used only as the Lease and these Rules constitute. In case of any inconsistency between the Lease and these Rules, the Lease shall prevail.
2. Nothing shall be stored in an Office that may create a fire or health hazard, violate any laws, cause damage of any kind to other Offices, or increase the insurance risk of the Premises. The Landlord shall not be liable for any loss or damage to property in an Office.
3. Tenants shall not permit any activity in their Offices which may cause a nuisance, unreasonable embarrassment, disturbance, or annoyance to other tenants; cause damage to the Common Areas or to other Offices; or do anything that will cause an increase in the insurance risk of the Landlord.
4. All draperies, blinds, or other window coverings which are visible from exterior of the building shall be approved in writing by the Landlord.

BALCONIES AND BUILDING EXTERIOR

1. Balconies shall be maintained in their original condition without any change in color or appearance visible from the street or higher units.
2. All balconies will be subject to an annual inspection, at the Landlord's expense, by an inspector chosen by the Landlord.
3. Balconies shall only have floor coverings that are approved in advance by the Landlord, that are installed at the expense and risk of the Tenant, and that do not impede the natural drainage of rain water along the outer perimeter of the balcony.
4. Balconies must be kept clean and orderly, without laundry, clothing, rugs or other items hung from the edge or railings (or otherwise on the outside of the building). No articles shall be thrown or dropped from balconies or windows.
5. Articles on balconies (including, but not limited to floor coverings, planters, containers, flower boxes and furniture) shall not exceed a live load of 55 pounds per square foot (PSF). Excluding plants and trees, articles on balconies shall not exceed the height of the balcony railings. All heavy loads shall be placed as close as possible to support columns or building walls. No dirt or stones shall be placed on balconies except in containers, and all containers must have a lining of waterproof material or other base container that prevents drainage of water onto balcony floors and subsequently onto balconies below.
6. Balconies and the exterior of the building, including windows, shall not be used for: bird feeding; barbecuing, or cooking; the placement of antennas; fans; air conditioning units; flags (other than the American and Swedish flags displayed on national holidays, unless written permission has been granted by the Landlord) or other decoration visible from the street; signs, notices or advertisements; or the storage of tools, sporting goods, cartons, bicycles, household appliances or similar goods.
7. Balconies shall not in any way be enclosed or covered by an awning, canopy or similar cover, or have a lighting fixture or other item installed on an exterior wall or underside of the superior slab without the prior written approval of the Landlord. Tenant shall not remove or obstruct the lightning appliance on the balcony rail.
8. All furnishings on balconies shall be sufficiently heavy to prevent them from blowing off the balcony or causing damage to the exterior of the building during high winds. Any fastening methods must have the prior approval in writing from the Landlord.

USE OF COMMON ELEMENTS

1. Sidewalks, entrances, corridors and stairwells shall not be obstructed or used for storage or any purpose other than ingress and egress. These areas shall not be used for playing or loitering. No fire fighting equipment or alarm shall be obstructed in any manner.
2. Eating or drinking is not permitted in the elevators, corridors, stairwells, garage, or lobbies. Smoking is not permitted anywhere in the building, including elevators, corridors, stairwells, garage, lobbies, the Event Center and Roof Top Terrace.
3. Residents and Guests shall be appropriately dressed (including footwear and suitable covering over work-out attire) while entering or leaving through the lobbies or using the passenger elevators.

4. Tenants and Guests in the Common Areas shall not cause a nuisance, unreasonable embarrassment, disturbance, or annoyance to other Tenants; cause damage to the Common Areas or to other Offices; or do anything that will cause an increase in the insurance risk of the Premises.
5. All solicitation is prohibited, including, but not limited to, solicitation for the sale or rental of goods, wares, services, real estate or any other matter.
6. Bicycles, tricycles, scooters, skate boards, skates, or similar recreational items shall not be used in the corridors, garage or lobbies, and are not allowed in the glass elevator. This prohibition does not apply to wheelchairs, baby carriages and strollers, and grocery carts. Except as provided in Section VIII for bicycles, no non-motorized vehicles are permitted to stand or be stored in any of the Common Areas.
7. Glass elevator shall not be used by any Tenant or Guest to transport construction materials, tools, furniture or any heavy or bulky materials. Such items shall be transported only in the freight elevator. No floor mats, other floor coverings, decorations, or other articles shall be placed in the hallway outside of any Office or attached to the door or door frame.

BICYCLES

1. Bicycles shall be stored only within Offices, or in designated bicycle racks or in storage areas at the Landlord's instruction and shall not be kept in any other Common Areas. Bicycles and other recreational articles improperly stored in Common Areas are subject to disposal by the Staff.
2. Bicycles shall be transported only in the freight elevator.
3. The Landlord is not responsible for loss or damage to bicycles stored anywhere on the Premises.

PETS

House of Sweden is a pet free building. Handicap-assisting animals with proper documentation are exempt from this restriction.

THE GARAGE AND PARKING

1. Vehicles belonging to a Tenant or a Guest shall not be parked in such a manner as to impede ready access to any entrance to or exit from the building, garage, or any parking space.
2. Parking of vehicles in the garage at the Premises will be subject the terms and conditions of a separate contract between the Landlord and Tenant.

STORAGE AREAS

1. There are no storage areas assigned for the Offices.
2. Property that is not stored inside the Office or that is left in Common Areas, including hallways, stairways and garage, will be removed and disposed of by the Staff.

Policies and Procedures: Insurance

Tenant shall purchase general liability insurance to protect against personal injury, including death, arising from an accident on the Premises or within the building or from an act of negligence on the part of Tenant, its officers, directors and employees. Tenant shall also purchase personal property insurance covering its furniture, furnishings, equipment and other personal property on the Premises. Upon request, Tenant shall furnish Landlord with certificates of insurance evidencing the general liability insurance and personal property insurance coverage required by the provisions of this Section. Tenant may purchase such insurance separately or by the inclusion of the Premises in a blanket policy held in the name of Tenant or its parent company.

Policies and Procedures: Moving Procedures

1. Tenants desiring to move in or out must schedule the move with the General Manager five or more business days in advance of the move. Moves will be scheduled on a first-come-first-serve basis only between 9:00 a.m. and 5:00 p.m. Only one move will be scheduled for any one day. Moves will normally be approved for business days only. Under exceptional circumstances, the General Manager may approve a move for a weekend day or public holiday at an extra charge for personnel-on-duty and other extra costs in association with the move.
2. Before any actual move in or out, inspection of the freight elevator, loading dock and the corridors through which the move is to be made will be done by the Staff, together with the moving company representative and the Tenant moving. At this point, proper operation of the freight elevator and use of the loading dock will be explained to the moving company representatives, or to whom Tenant has appointed responsible for the move. All moving companies and their personnel are subject to wearing identification badges and logging in and out when entering and exiting the building .
3. All moves must be made through the loading dock and the freight elevator. The freight elevator shall be padded by the Staff. No items of any kind may be carried through the lobby or in the glass elevator.
4. The moving company shall cover or pad the hallway carpet and corridor corners through which the move will be made.
5. When a move is complete, an inspection will be made by the General Manager, together with the moving company representative and the moving Tenant, to evaluate any damage caused by the move. Any damage must be paid for by Tenant, and the General Manager may first apply the deposit to amounts owed.
6. All packing materials, crates, boxes and other material to be discarded after a move shall be removed by the moving company. If a substantial amount of such material remains after the moving company has completed its work, the Tenant moving may be charged for the cost of removal.

Policies and Procedures: Smoking

House of Sweden maintains a no smoking policy throughout the building, including all common areas, the lobby, rest rooms, stairwells and elevators. Please do not smoke at building entrances.