

**Columbia Square
Electronic Tenant® Portal**

Created on May 9, 2025

Amenities: Fitness Center

Location: Concourse Level

Personnel: Jason Diggs - JasonDiggs@1to1fitness.com

Hours of Operation:

- Staffed: Monday and Tuesday from 6:00 AM - 9:00 AM and 3:00 PM - 7:00 PM, Wednesday and Thursday from 6:00 AM - 1:00 PM and 3:00 PM - 7:00 PM, Friday from 6:00 AM - 1:00 PM
- Columbia Square office tenants can access the facility during staffed and non-staffed hours.

One-to-One Fitness is available to all Columbia Square office tenants free of charge. One-to-One offers personal training, physical therapy, and group exercise classes for a fee. Tenants can also utilize state-of-the-art equipment including Peloton and the virtual fitness platform, Fitness On Demand, for individual workouts. The fitness center is also equipped with men's and women's locker rooms, each including showers, daily lockers, hairdryers, and towels.

You can complete a waiver online by using the link below or fill out the [Fitness Waiver Form](#) and emailing it to Jason Diggs for access to the gym. Please be sure to include your Kastle access card number.

<https://1to1fitness.com/one-one-fitness-center-columbia-square/> (opens in a new window)

Amenities: Dry Cleaning Service

Dryy Drop – Dry Clean Lockers

We are pleased to provide building tenants with Dryy Drop Lockers that provide pickup/drop off dry cleaning and laundry service. These lockers are in the 1E hallway by the Subway Café entrance.

How it works:

Download the Dryy Drop app to get started. The App is available on the Apple App Store or Google Play Store. Pricing for all service is available on the Dryy App.

1. **Drop** – Place garments in locker and close the door.
2. **Lock** – Enter any 4-digit code and twist the knob.
3. **Order** – Enter the locker number into the Dryy Drop App and let them know of any special care instructions.
4. **Pickup** – Dryy will send you a locker number and access code when your garments are ready

Amenities: Shoeshine Services

Campbell's Complimentary Shoeshine Service

Campbell's Shoeshine offers complimentary shoeshine pick-up and delivery service every Wednesday to tenants. If you choose to sign up for this service, Iyan will stop by your office with the shoeshine cart to collect the shoes and take them to be shined, returning the shoes later in the day. You will be given a complimentary shoeshine bag to place your shoes in and an information card to fill out. If you choose not to sign up for the service, you can still drop off your shoes at the shoeshine stand located on the concourse level.

Location: Concourse Level opposite of the Fitness Center

Hours of Operation: Wednesday: 1:30 PM to 5:00 PM

Contact Information: (202) 462-575, IyanJCam@yahoo.com

Please schedule this service via email, phone, or by scanning the QR code below.

Aram the Cobbler Shoe Repairs

Campbell's Shoeshine also coordinates shoe repairs with Aram the Cobbler. Iyan will pick up the shoes that need to be repaired on Wednesdays during his hours of operation. You will fill out a card with your contact information and the type of repair that you require. Repairs typically take 2 weeks and once completed, Iyan will deliver the shoes to your suite on that Wednesday. Aram the Cobbler accepts cash, Visa, Mastercard, and American Express for payment.

Please click on the link below to view the shoe repair services offered with prices from Aram the Cobbler.

[Aram the Cobbler](#)

Amenities: Sweetgreen Outpost

Location: 1E Amenity Hallway

With easy digital ordering straight to our office, low fees, and quality ingredients, it'll be easier than ever to get back into a good, green routine.

Here's how to get your greens:

1. Find Sweetgreen. Download the SG app or visit order.sweetgreen.com
2. Select our Outpost. Select 'sg Outpost at 'Columbia Square' as your pickup location.
3. Order ahead. Place your order before 10:45 AM Monday to Friday - up to a day in advance.
4. Pick it up. Your order will be waiting for you in the shelving unit in the 1E amenity hallway between 12:00 PM and 12:15 PM.

Please click on the link below to order from the Sweetgreen Outpost.

[Sweetgreen Outpost Columbia Square](#)

Amenities: Amazon Hub Locker

Location: 1E Amenity Hallway

Here's how it works:

1. Place an eligible item in your Amazon shopping cart and select Proceed to Checkout.
2. When choosing a shipping address, select find a pickup location near you and search for **Amazon Hub Locker-Abbondanzio Columbia Square-555 13th Street NW Washington, DC 20004**
3. Once you receive confirmation your item has been delivered, go to the locker location in the 1E hallway. Using your smartphone with the Amazon app, tap the start pickup button in your delivery confirmation email. You'll be navigated to the Locker detail page in the Amazon app.
4. When the Locker detail page loads, wait a few seconds for the app to connect to the Locker automatically via Bluetooth.
5. Once connected, you'll be able to tap the Open Locker button in the app to open the locker and pick up your package.

Amenities: Elevate Vending Machine

Location: 1E Amenity Hallway

Our Elevate Vending Machine makes it quick and convenient for you to grab a nutritious breakfast, energizing snacks, or even a full lunch. Their offerings include local vendors such as Ruani Brownies, Snacklins, and Mighty Meals to global brands such as M&Ms, Celsius Energy Drinks, and Coke products. The vending machine supports a variety of payment methods including credit/debit cards, mobile wallets, and the 365Pay App.

Please click on the link below to learn more about Elevate Vending.

[Elevate Vending](#)

Amenities: Lobby Events & Receptions

The lobby of Columbia Square is available for tenants to reserve for tenant-sponsored events such as Holiday receptions, galas, or charitable events. If you would like to reserve the lobby, please contact the [Hines Property Management Office](#) in advance for coordination.

The lobby of Columbia Square is available for tenant-sponsored events only. The [Hines Property Management Office](#) must approve all events in advance. Such events are evaluated on a case-by-case basis and may be denied if they will significantly impact the daily operations of the tenants of Columbia Square, and/or the event that is not keeping with Columbia Square's image and character or place the building or tenants at risk. Political events are expressly prohibited.

Amenities: Columbia Square Retail

Insight Opticians

- **Location: F Street near the Metro escalators**

Insight Opticians is a locally owned boutique that offers an extensive selection of eyeglasses and sunglasses. Yoland James and Tony Byers can assist you in finding the perfect eyewear for you from their unique collection of frames.

Please click on the link below to visit the Insight Opticians Website.

[Insight Opticians](#)

Michael Thomas Clothiers

- **Location: Main Lobby near the East Tower**

Michael Thomas is a family-owned business that offers one-of-a-kind service and superior products in bespoke men's and women's custom clothing.

Please click on the link below to visit the Michael Thomas Clothiers Website.

[Michael Thomas Clothiers](#)

City Club of Washington

- **Location: Concourse Level**

City Club is a private dining facility, serving breakfast, lunch, and dinner in elegant surroundings. Membership information is available by calling (202) 347-0818. The City Club chefs will also cater meals or parties directly to your office suite.

Please click on the link below to visit the City Club of Washington Website.

[City Club of Washington](#)

McDonald's

- **Location: Corner of 13th and F Street**

McDonald's "Flagship" downtown restaurant is serving its traditional menu in elegant quarters.

Subway Café

- **Location: Corner of 12th and F Street, with access from both 12th Street and the building's lobby level at the East Tower**

Along with Subway's traditional sandwich and breakfast offerings, Subway Café is distinguished from a standard Subway restaurant by having a higher image design and expanded menu offerings.

Amenities: Bike Room

Location: P1 Level of the parking garage

Please fill out the bike registration form and submit it to the parking garage office located on the P1 garage level. Once this form is received, access will be programmed to the Kastle card/fob number that was provided on the form. E-scooters and e-bicycles are prohibited to be parked inside the building, including the garage bike room. A bike rack is available on 12th Street to lock up E-scooters and e-bikes on the exterior of the building.

Bicycles will not be allowed to be stored in any of the stairwells or in any other common areas within the building. Bicycles are not allowed in the lobby or in any of the passenger elevators.

Amenities: Car Wash

ECO Car Wash

Located on P2 of the Columbia Square parking garage, Eco Car Wash specializes in on-site ecological car washing and detailing. Their “clean” system consumes only 1/2 of a gallon of water and uses biodegradable products and represents a totally ecological alternative compared to traditional systems, which can consume hundreds of gallons of water per service and generate pollutant effluent water run-off. Please inform a parking attendant if you would like to have your car washed. Services every Wednesday and Friday from 8:00 AM - 2:00 PM. Book appointments can be booked in advance via their website.

Please click [here](#) to book an appointment with Eco Car Wash.

Amenities: Garage Amenity Bay

Location: P2 level of the parking garage

The parking garage amenity bay features a complimentary digital air machine that provides automatic air calibration in your tires with precision, speed, and consistency. In addition, a vacuum machine along with trash/recycling cans are available for a quick tidy-up of your vehicle.

Amenities: Harvest Table

We have partnered with Up Top Acres to create a flourishing rooftop garden that provides produce such as greens, zucchini, peppers, squash, eggplant, herbs, and so much more. Each week tenants can pick from a changing selection of produce at our Harvest Table located in the lobby. This is a free market for all tenants and everything provided is grown at Columbia Square!

The Harvest Table is open every Tuesday at 11:00 AM from June to October and the table remains open until all of the produce is taken. Please bring your reusable bag each week!

Please click on the link below to learn more about Up Top Acres and get updates on the Columbia Square Garden.

<https://www.uptopacres.com/our-work/columbiasquare> (opens in a new window)

Emergencies: Overview

All Emergencies

[Hines Property Management Office](#)

Building Security / After Hours Emergencies

Fire Department (Non-Emergency)

Police Department (Non-Emergency)

911

(202) 383-8888

(202) 383-8911

(202) 673-3320

311

WPS Disaster Management Solutions

WPS Disaster Management Solutions provides comprehensive emergency planning and response solutions for buildings and their occupants. With over 40 years of experience, WPS offers detailed trainings on fire safety, earthquake safety, tornado safety, bomb threats, active shooters, and more.

Please contact the Hines Property Management Office for the Emergency Action Procedures. These procedures have been tailored specifically to the needs of the building and the building's emergency personnel.

Tenant – Floor Warden(s)

Each tenant must appoint a floor warden or wardens, who are responsible for the supervision and evacuation of individuals from their office to the recommended assembly area. This individual will partake in the annual fire and life safety webinar training to ensure they are prepared during an emergency.

Please contact the [Hines Property Management Office](#) to appoint a floor warden for your office.

Emergencies: 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 [Management Office](#) at (202) 383-8888

Once the Management Office 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 Management Office, 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 the [Property Management Office](#).
- DO NOT HANDLE IT UNDER ANY CIRCUMSTANCES.
- DO NOT ATTEMPT TO DEACTIVATE IT YOURSELF.

Emergencies: 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.

If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

Emergencies: Elevator Malfunction

Should you get stuck in an elevator, please call for assistance using the telephone provided in each car. A Security Officer will immediately call for an elevator mechanic and respond for assistance. Any elevator problems should be reported to the [Property Management Office](#) immediately.

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.

STAIRWELLS

There are two stairwells servicing each tower of the Building for use in case of emergency only. FOR YOUR SAFETY, PLEASE FAMILIARIZE YOURSELF WITH THE LOCATION OF THESE STAIRWELLS. They are not to be used for inter-floor traffic.

Emergencies: Emergency Contacts

All Emergencies

[Property Management Office](#)

Building Security/After Hours Emergencies

Fire Department (non Emergency)

Police Department (non Emergency)

Hospitals

Children's National Medical Center

Georgetown University Hospital

Georgetown University Medical Center

George Washington University Hospital

George Washington University Medical Center

Howard University Hospital

Providence Hospital

Sibley Memorial Hospital

Walter Reed Army Medical Center

Veterans Affairs Medical Center

Washington Hospital Center

911

(202) 383-8888

(202) 383-8911

(202) 673-3320

311

(202) 476-2327

(202) 342-2400

(202) 687-0100

(202) 715-4000

(202) 994-3727

(202) 865-6100

(202) 269-7000

(202) 537-4000

(202) 782-3501

(202) 745-8000

(202) 877-3627

Important Notes

If you call 911 as a result of a medical emergency, please be sure also to notify the [Property Management Office](#) 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 the 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.

Emergencies: Evacuation

In the event that you are asked to evacuate the Building, follow the instructions of your designated Floor Warden team and if it is safe to do so, evacuate the building via the nearest safe stairwell or exit and convene at your office's pre-determined assembly area.

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

Please do not call the Management Office, unless you have something specific to report. Building Management is aware of the noise, as well as the source of the alarm. Please keep the telephone lines clear so that Management may attend to the situation as quickly and efficiently as possible.

Do not re-enter the Building until the Management Office, the Police, or the Fire Department have given clearance.

Emergencies: Fire and Life Safety

Fire Prevention

Do not accumulate quantities of discarded files or other paper trash in your office or storage area. Pay special attention to housekeeping in those departments that produce quantities of debris, such as duplication machines, mailing and receiving rooms.

Do not store large quantities of flammable solvents, duplicating fluids, or other combustible fluids.

Keep electrical appliances in good repair. Report unsafe conditions to the building office.

When furnishing an office, consider the fire potential of materials used in large amounts, like overstuffed chairs, settees, couches or anything that could become a combustible item. Such furnishings should be flame-proofed.

Where potential for fire is especially high, such as supply rooms, tenants may wish to consider installing additional fire extinguishers.

Fire Emergency

IF YOU DISCOVER A FIRE, *you should remain calm and:*

1. Pull the nearest fire alarm. Alarms are located in the corridors adjacent to the stairwells.
2. Call 911 from a safe location.
3. Evacuate or relocate and assist all others in the immediate area.
4. Close doors behind you to isolate fire.
5. Proceed to stairwells and listen for instructions. NEVER use the elevators.
6. Be cautious when opening doors so as not to spread the fire. Touch any door to see if it is hot before opening.
7. If smoke is present, stay low and crawl with your body against the floor. The clearest air is near the floor. If forced to make a dash through smoke or flame, hold your breath and cover your nose and mouth with an article of clothing.

Emergencies: 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 Building Management personnel, 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.

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.

Emergencies: Homeland Security

Hines recommends 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> (opens in a new window)

Federal Emergency Management Association

<http://fema.gov/> (opens in a new window)

American Red Cross

<http://www.redcross.org/> (opens in a new window)

Center for Diseases Control and Prevention Emergency Preparedness and Response

<https://www.cdc.gov/> (opens in a new window)

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

Emergencies: 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:
 - Your name
 - Your Building's name and address
 - Your specific floor number, and the exact location of the emergency
 - Any pertinent details of the accident or illness
3. Do not move the injured/ill person. Attempt to make them as comfortable as possible.
4. If feasible, send someone to meet the emergency unit upon its arrival in the lobby.
5. Call the [Property Management Office](#) at (202) 383-8888. Inform management that you have called 911 and briefly describe the nature of the emergency.
6. The emergency unit will be with you shortly and will administer all necessary medical assistance.
7. Determine, if possible:
 - Name, address and age of injured/ill person
 - The nature of the problem, as best you can surmise
 - All known allergies and current medications taken by the individual
 - A local doctor

Emergencies: Power Failure

All Hines Office 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:

- Activating emergency lights on each floor throughout the building, including all Exit signs.
- Activating all stairwell lighting.
- Activating the building's emergency Fire, Life and Safety Systems as well as the building's communication systems.
- Recalling all elevators to the ground floor lobby. (One elevator will remain operative for use by security to assist handicapped persons or to take service crews and equipment into the building, as needed.)
- It is seldom necessary to evacuate the building during a power failure. Unless you are directed to do so through the emergency communication system, please remain in your offices.

Please...DO NOT CALL the Management Office unless you need to notify us of the location of a disabled employee.

Emergencies: 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.

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 Company. 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.

Emergencies: Toxic Hazards

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed. Call 911. Provide the building's address, your floor and phone number, and also what type of spill has occurred. Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

Introduction: Welcome

The tenant information provided in this portal is meant to provide you with a better understanding of Columbia Square 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 [Hines Property Management Office](#) is available to help in any way possible. Your first call for any problem or question can always be directed to the [Hines Property Management Office](#), 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 [Hines Property Management Office](#) will promptly notify you of any such changes. Please feel free to contact the [Hines Property Management Office](#) with any questions you may have. We are here to serve you.

Welcome to Columbia Square, a premier Hines property.

Introduction: About Hines

Hines is a privately owned global real estate investment, development, and management firm, founded in 1957, with a presence in 383 cities in 30 countries and \$94.6 billion of assets under management and more than 101 million square feet of assets for which Hines provides third-party property-level services. Hines has 197 developments currently underway in the world, and historically, has developed, redeveloped or acquired 1,639 properties, totaling over 578 million square feet. The firm's current property and asset management portfolio includes 790 properties, representing over 268 million square feet. With extensive experience in investments across the risk spectrum and all property types, and a foundational commitment to ESG, Hines is one of the largest and most respected real estate organizations in the world.

Introduction: About Columbia Square

Property Details:

Completed in 1987, Columbia Square is a 13-story office building located in the Pennsylvania Avenue corridor just east of the White House in Washington, D.C. The 601,003 square-foot net rentable area building features a grand 13-story atrium accented by 30-foot-high columns that support cantilevered offices overlooking the open space. The project includes 45,935 square feet of retail space and three levels of underground parking. The building's facade is clad in rose and light gray granite with windows of dual pane gray glass.

Columbia Square features a private dining club, full-service fitness center, shoeshine stand, optician, and other retailers. Metrorail access is located immediately adjacent to the building through the Metro Center station 12th street exit.

Location:

Columbia Square is located in downtown Washington, D.C. on 13th Street Northwest at F Street, and is just 3 blocks east of the White House. Metrorail access is available directly adjacent to the building via the Metro Center Station at 12th and F streets.

Neighborhood: Directions

The Columbia Square parking garage is off of 12th Street which is one-way going North. The main entrance to the building is on 13th Street.

MARYLAND

From *MARYLAND* and *POINTS NORTHEAST* via I-95 South

Take I-95 South, at I-495 (Capital Beltway) interchange; stay on I-95 South towards Richmond and points east. Take exit 22 to the Baltimore-Washington Parkway towards Washington. Exit at Route 50 West towards Washington. Route 50 becomes New York Avenue at the Route 50/Capital Beltway interchange. Follow New York Avenue until you reach 7th Street N.W. at Mount Vernon Square. Turn left on to 7th Street. Go 6 blocks south and turn right on E Street. Go 5 blocks west and turn right on 12th Street. The parking garage is just off 12th Street, mid block.

From *MARYLAND* and *POINTS NORTHWEST* via I-270 South

From I-270 south, take the I-270 Spur south toward I-495 South/Northern Virginia (Capital Beltway). Immediately after crossing over the Potomac River, take exit 43-44 for the George Washington Memorial Parkway. Take the I-395 North exit towards Washington, D.C., staying in the right hand lanes once on I-395. Take the 12th Street NW exit, staying in the left hand lane of the exit to 12th Street. Once through the 12th Street tunnel, follow 12th Street north approximately 2 ½ blocks. After 12th Street crosses over E Street, the entrance to the Columbia Square parking garage is mid-block on the left of 12th Street.

From *ANNAPOLIS* via Route 50

Take Route 50 West towards Washington. At the Route 50/Capital Beltway interchange, Route 50 becomes New York Avenue. Follow New York Avenue until you reach 7th Street NW at Mount Vernon Square. Turn left on to 7th Street. Go 6 blocks south and turn right on E Street. Go 5 blocks west and turn right on 12th Street. The parking garage is just off 12th Street, mid-block.

From *UPPER MARLBORO* via the Suitland Parkway

Take the Suitland Parkway west to I-395 South. Continue on I-395 South to the Maine Avenue and Richmond/Downtown exit. Take the 12th Street/Downtown exit. Follow 12th Street North until just after crossing over E Street. The entrance to the Columbia Square parking garage is mid-block on the left off of 12th Street.

VIRGINIA

From *VIRGINIA* and *POINTS SOUTH* via I-95 North

Take I-95 North to I-395 North. Follow I-395 to the 12th Street NW exit. Stay in the left hand on exit ramp and follow to 12th Street. Once through the 12th Street tunnel, follow 12th Street north approximately 2½ blocks. After 12th Street crosses over E Street, the entrance to the Columbia Square parking garage is mid-block on the left of 12th Street.

From *VIRGINIA* (Arlington/Alexandria) via Route 1 and 14th Street Bridge

Take Route 1 North to 14th Street exit. Follow 14th Street to Pennsylvania Avenue, Turn right onto Pennsylvania Avenue, proceed two blocks to 12th Street, turning left on to 12th Street. The entrance to the Columbia Square parking garage is mid-block on the left of 12th Street.

From *VIRGINIA* (points West) via George Washington Memorial Parkway

From I-495 (Capital Beltway) take the exit for the George Washington Memorial Parkway. (Exit is just prior to the American Legion Bridge.) Exit from I-495 will place you on the Parkway going South. Take the I-395 North exit of the Parkway towards Washington, D.C., staying in the right hand lanes once on I-395. Take the 12th Street NW exit, staying in the left hand lane of the exit to 12th Street. Once through the 12th Street tunnel, follow 12th Street north approximately 2 ½ blocks. After 12th Street crosses over E Street, the entrance to the Columbia Square parking garage is mid-block on the left of 12th Street.

From *VIRGINIA* (Fairfax, Northern Virginia Suburbs) via I-66

I-66 East is restricted HOV-2 in the eastern direction in the morning from 6:30 to 9:30. Take I-66 east, after crossing the Roosevelt Bridge, follow signs to Constitution Avenue. Follow Constitution Avenue to 12th Street. Turn left onto 12th Street. Once 12th Street crosses E Street the entrance to the Columbia Square parking garage is mid block on the left of 12th Street.

From *VIRGINIA* and *RONALD REAGAN NATIONAL AIRPORT (DCA)*

Follow the signs in the airport to the George Washington Memorial Parkway. Take the GW Parkway North towards Washington. Exit the GW Parkway at the 14th Street Bridge (395 North). Follow I-395 to the 12th Street NW exit. Stay in the left lane on exit and follow to 12th Street. Once through the 12th Street tunnel, follow 12th Street north approximately 2 ½ blocks. After 12th Street crosses over E Street, the entrance to the Columbia Square parking garage is mid-block on the left of 12th Street.

There is also a [Metrorail \(opens in a new window\)](#) stop at National Airport that will take you to the Metro Center station. Both the Blue line and the Yellow line service the airport. The Blue line goes directly to Metro Center.

DISTRICT OF COLUMBIA

From *CONNECTICUT AVENUE*

From Connecticut Avenue continue south to H Street, NW. Turn left on to H Street continuing to 13th Street. Turn right onto 13th Street and proceed to E Street. Turn left on E Street, go one block and turn left onto 12th Street. The parking garage entrance to Columbia Square is mid block on the left of 12th Street.

From *GEORGETOWN*

Take M Street east which turns into Pennsylvania Avenue once you are out of Georgetown. Continue on Pennsylvania Avenue to 17th Street. Turn left onto 17th Street, then turn right onto H Street. Continue on H Street to 13th Street, turning right on to 13th Street and proceed to E Street, go one block and turn onto 12th Street. The parking garage entrance to Columbia Square is mid block on the left of 12th Street.

[Top of Page](#)

Neighborhood: Miscellaneous Links

[CDC \(Centers for Disease Control and Prevention\) \(opens in a new window\)](#)
[DCRA \(DC Dept of Consumer & Regulatory Affairs\) \(opens in a new window\)](#)
[Downtown Business Improvement District \(opens in a new window\)](#)
[Fairfax Co., VA - School Link \(opens in a new window\)](#)
[Fauquier Co., VA - School Link \(opens in a new window\)](#)
[FBI \(Federal Bureau of Investigation\) \(opens in a new window\)](#)
[FEMA \(Federal Emergency Management Agency\) \(opens in a new window\)](#)
[Frederick Co., MD - School link \(opens in a new window\)](#)
[Loudoun Co., VA -School Link \(opens in a new window\)](#)
[Metropolitan Police Department \(opens in a new window\)](#)
[Montgomery Co., MD - School Link \(opens in a new window\)](#)
[Prince William Co., VA - School Link \(opens in a new window\)](#)
[US Secret Service \(opens in a new window\)](#)
[Washington D.C. - School link \(opens in a new window\)](#)
[WTOP \(local news, weather and traffic\) \(opens in a new window\)](#)

Operations: Hines Property Management

Columbia Square, a project of Hines East LLC, is staffed with professionally trained property management personnel. We are here to handle the day-to-day operations and to answer any questions you may have about the building and its operation. Please feel free to call or stop by with any comments or concerns that you may have.

The following personnel are available to address your needs:

<i>General Property Manager</i>	Annabelle Cunningham	Annabelle.Cunningham@hines.com
<i>Management Assistant</i>	Shawnti Gales	Shawnti.Gales@hines.com
<i>Administrative Assistant</i>	Lucy Baggette	Lucy.Baggette@hines.com
<i>Senior Engineering Manager</i>	Josue Flores	Josue.Flores@hines.com
<i>Assistant Engineering Manager</i>	Edwin Ventura	Edwin.Ventura@hines.com
<i>Senior Engineer</i>	Daniel Lobos	EC-ColumbiaSquareEngineers@hines.com
<i>Operating Engineer</i>	David Pereira	EC-ColumbiaSquareEngineers@hines.com
<i>Maintenance Engineer</i>	Aaron Caldwell	EC-ColumbiaSquareEngineers@hines.com
<i>Apprentice Engineer</i>	Deni Mendoza	EC-ColumbiaSquareEngineers@hines.com

Phone: (202) 383-8888

Office Hours of Operation:

Monday – Friday: 8:00 AM to 5:00 PM

Hines Property Management Office Address:

555 13th Street, N.W.
Suite 420W
Washington, DC 20004-1109

Operations: Building Information

Lobby Security Desk

- Main Number: (202) – 383 - 8911

Building Entrance Door Hours

13th Street Entrance Hours

- Monday – Friday: 6:00 AM to 10:00 PM
- Saturday and Sunday: The doors are locked. An access card is needed to enter the building.

F Street Entrance Hours

- Monday-Friday: 6:00 AM to 6:00 PM
- Saturday and Sunday: The doors are locked. An access card is needed to enter the building.

12th Street Entrance Hours

- You can only access the building through this door during Subway's store hours. If access is needed outside of these hours, please use the 13th or F Street Entrances.

Loading Dock

- Monday – Friday: 6:00 AM to 7:00 PM
- **The loading dock is located on 12th Street between E and F Street. The messenger door is in the tunnel next to the loading dock. Please use the intercom to contact security for deliveries once the dock has been closed. You may schedule the loading dock to be opened after hours and on the weekends by contacting the Hines Property Management Office.**

Operations: Accounting

Personnel

- Assistant Controller - Julia Melgar
- Accounting Manager - Grace Shao

Please submit monthly lease payments and tenant billback charges to the following lock box address:

13th & F Associates, LP
555 College RD. E.
Princeton, NJ 08543

If you wish to use wire or ACH, the wire transfer and ACH instructions are as follows:

ACH ABA: 011900571
Bank of America – Dallas TX, 75202
Account # 385016013120

Wire Routing Number: 026009593
Bank of America – New York NY, 10001
Swift Code: BOFAUS3N

Please submit monthly parking payments to the following lock box address:

Park America, Inc.
PO Box 719186
Philadelphia, PA 19171-9186

Please click [here](#) to view the Columbia Square W-9 Form.

Operations: Building Lease Holidays

The Building Holidays observed each year are listed below in order to aid your planning operations during the year:

- New Year's Day
- Inauguration Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The Day after Thanksgiving
- Christmas Day

Housekeeping and maintenance services will not be provided on weekends and the holidays listed above unless requested and arranged with the [Hines Property Management Office](#) at least 24 hours in advance.

Operations: Tenant Requests

Work Orders & Building Engines Prism

We use Building Engines Prism for all work requests. If you need a large trash barrel, a light is out, an office is too hot / too cold, or any other issues you experience in your space, you will need to place the request via this system. This program allows you to enter service requests directly from your desktop, tablet, or mobile device.

Your selected employees will be receiving a “Welcome” email, as shown below, from Prism to activate your account. Click the “Accept” button and be brought to a page where you will be able to see your username and create your password. In the future, you can use these credentials to log in and submit requests via connect.buildingengines.com ([opens in a new window](#)).

You can find more information regarding Prism in the [Tenant User Guide](#) or the [Prism Tenant App Guide](#). Also, if you have any questions regarding Prism or would like to schedule a training, please contact the [Hines Property Management Office](#). You can also send an email to the Columbia Square Engineers in case you need someone to respond immediately or have any follow-up questions. For cleaning-related tickets please reach out to the [Hines Property Management Office](#). We prefer you use Prism for requests and send an email if you have any follow-up questions.

Operations: Mail & Deliveries

Our mailroom is in the east tower on the lobby level. All USPS mail will be delivered to an assigned mailbox in the mail room. You will be provided with a key to access the mailbox. You will also be assigned a cubby that accommodates larger packages. This mailbox will be labeled with your company name, and you will not need a key to access the packages.

All deliveries come through the loading dock located on 12th Street between E and F Street and are delivered via the freight elevators. If large deliveries require access to the west tower of the building, the vendor must use the east freight elevator from the loading dock to go to the P2 level of the parking garage. They can then cross over to the west freight elevator that they may use to access the tenant floor. Large deliveries cannot be taken through the building lobby to access the west tower.

For outgoing mail, there is a USPS drop box and a FedEx drop box located in the mailroom. The mail dropped in the USPS box is picked up by mail carriers daily at 3:00 PM. The mail in the FedEx drop box is picked up by mail carriers daily at 6:00 PM.

Operations: Telecommunications

We have provided a list of our telecommunications providers below. Please let us know if you need any assistance with this process.

- Pilot Fiber
- Verizon
- Comcast

Cable Providers

- DirectTV

Complete Building Distributed Antenna System (DAS)

A distributed antenna system splits the power among several antenna elements instead of just one, to increase the signal strength and quality within the building and the building. This provides stronger telecommunications coverage within the entire building.

Carriers that are included:

- Verizon
- AT&T

Montgomery Technologies

Montgomery Technologies offers buildings and tenants integrated technology solutions and support. Through the Service Center tenants can connect with providers that offer a variety of services including voice and data solutions, telecom business services, structured cabling, technology move coordination, and networking solutions. Montgomery Technologies is a supplemental resource and does not assist with desktop support or other IT issues.

Phone: (844) 824-0100

Email: service@montgomerytech.net

Operations: Parking Garage

Location

- 12th Street side of the building

Hours of Operation

- Monday – Friday: 5:00 AM to 11:00 PM
- Saturday: 10:00 AM to 8:00 PM
- Sunday: Closed

Personnel

- Garage Manager: Marco Roldan - MRoldan@parkamerica.net

Daily Parking Rates

Early Bird	\$14.00	In before 9:00 AM and out by 8:00 PM, Monday - Friday
0-1 Hours	\$15.00	Monday - Friday
Max Rate	\$22.00	Monday - Friday
Evening	\$11.00	In after 2:00 PM and out by 11:00 PM, Monday - Friday
Weekend	\$10.00	Flat

Accepted forms of payment include all major credit cards, debit cards, Apple Pay, Google Pay, and cash.

Monthly Parking Rates

Unreserved	\$300.00
Reserved	\$600.00
Stack Reserved	\$355.00
Evening	\$195.00
Weekend	\$70.00

Kastle Access Cards / Fobs

The same Kastle access card/fob that provides access to the building and its elevators will be used to gain entrance to the different parking levels of the garage. Only those individuals with Monthly Permits will be allowed garage access and only one Kastle access card/fob with garage access is allowed per Monthly Contract.

Please click [here](#) to view the Monthly Parking Contract Application.

Visitor Parking

- Parking for visitors of tenants at Columbia Square is located on the P1 level of the garage.

Height Restrictions

- Maximum clearance in the garage is 6'8".
Please be aware that due to the low-lying sprinkler lines, there are some areas of the garage outside of the drive lanes that are lower than 6'8". For this reason, drivers of tall vehicles should drive in the designated drive lanes only and not park in parking spaces that are designated for compact cars.

Handicapped Parking Spaces

- There are eight (8) parking spaces in the Columbia Square Parking Garage for vehicles displaying a disabled permit. Two (2) are located on P1 and six (6) are located on P2. All spaces are adjacent to the garage elevator lobbies and have designated access aisles for greater accessibility to vehicles.

Parking Garage Amenities

- **Bike Room**
 - Location: P1 Level of the parking garage

Please fill out the bike registration form and submit it to the parking garage office located on the P1 garage level. Once this form is received, access will be programmed to the Kastle card /fob number that was provided on the form. E-scooters and e-bicycles are prohibited to be parked inside the building, including the garage bike room. A bike rack is available on 12th Street to lock up E-scooters and e-bikes on the exterior of the building.

Bicycles will not be allowed to be stored in any of the stairwells or in any other common areas within the building. Bicycles are not allowed in the lobby or in any of the passenger elevators.

Please click [here](#) to view the Bike Access Form

- **Garage Amenity Bay**
 - Location: P2 level of the parking garage

The parking garage amenity bay features a complimentary digital air machine that provides automatic air calibration in your tires with precision, speed, and consistency. In addition, a vacuum machine along with trash/recycling cans are available for a quick tidy-up of your vehicle.

- **Eco Car Wash**
 - Location: P2 level of the parking garage

Eco Car Wash specializes in on-site ecological car washing and detailing. Their “clean” system consumes only ½ of a gallon of water, uses biodegradable products, and represents an ecological alternative compared to traditional systems, which can consume hundreds of gallons of water per service and generate pollutant effluent water run-off.

Please inform the parking attendant if you would like to have your car washed. Services are provided every Wednesday and Friday from 8:00 AM to 2:00 PM.

Pricing and appointments can be viewed in advance via their website.

Please click [here](#) to book an appointment with Eco Car Wash.

Electric Vehicle Charging Stations

- Four (4) electric vehicle (EV) charging stations are available for use on the P1 level of the parking garage. The charging stations are open to all drivers of plug-in vehicles from all major manufacturers. There is no fee to charge a vehicle.
 - How to Use the EV Charging Stations
 1. Find a charging station with a green light that indicates the station is available.
 2. Remove the charging station's connector by pressing the button at the top of the handle while pulling the connector from its holster.
 3. Plug the connector into your electric vehicle. The station will display a yellow light while checking access.
 4. The station will display a blue light that indicates your vehicle is charging.
 5. To stop, return the station's connector to its holster by pressing down on the button at the top of the handle while pulling the connector from your electric vehicle.
- Please see a parking attendant if you need assistance with the EV charging station.

Parking Rules and Regulations

Parking permits and Kastle access cards/fobs are issued and accepted by the holder subject to the following rules and regulations. Failure to abide by the rules and regulations of the garage could result in cancellation of the contract space.

- Employees of tenants of Columbia Square are authorized to park in the building parking area subject to the employer's allotment of parking permits and lease provisions.
- If an individual has more than one vehicle, only one vehicle will be parked on the premises at any one time.
- The parking permit (hang tag) and Kastle access card/fob are not transferable to others. Contract parkers must use an access card/fob to enter and exit parking gates.
- Do not loan your access card/fob to anyone or use it to allow others into the parking garage. Allowing others to use your access card/fob is considered to be tantamount to stealing parking and violators may be subject to revocation of parking privileges as well as payment of any amounts that would have been charged for parking.
- If an employee terminates their employment at Columbia Square, notification must be given immediately.
- Any contract parker who loses their access card will be charged the then current fee for replacement. Should a contract parker forget their access card, they will be directed to park on the P1 level and pull a daily ticket.
A web validation can be obtained at the [Hines Property Management Office](#) between 8:00 AM to 5:00 PM. If a contract parker is unable to get the daily ticket validated, he or she will be required to pay the full amount upon exiting the garage and will need to submit a receipt to the [Hines Property Management Office](#) for reimbursement. Reimbursement may take up to fifteen (15) business days.
- Monthly Permit Holders must display their permits by hanging them on the rear-view mirror facing out toward the windshield. These permits must be replaced each month by the current month's permit.
Any vehicle parking in a space without a monthly permit displayed may be charged the daily rate for that day. For everyone's safety, the speed limit is 5 M.P.H.
- Contract parking charges are billed monthly and are due on the date indicated on the invoice. Failure to pay on time may result in suspension of parking privileges.
- Contract parkers wishing to cancel or add service must communicate changes in writing to the parking manager.
- Overnight and weekend parking is discouraged and should only occur for business reasons. If you are leaving your vehicle overnight or over a weekend due to a business trip you must notify the Garage Manager. Storage of a vehicle in the garage is not allowed and the vehicle is subject to being towed at the owner's expense.
- The parking garage is intended for the convenience of the occupants in the building for daily and routine commuting purposes to the building. The garage may not be used to conduct repairs (including mobile windshield and glass replacement) or maintenance on a vehicle.
- Vehicles in violation of parking rules and regulations will be subject to towing at the vehicle owner's expense.

13th & F Associates Limited Partnership and Hines Interest Limited Partnership are not responsible for any loss of or damage to vehicles parked in the garage.

The [Hines Property Management Office](#) reserves the right to modify or change any of the above rules and regulations at any point in time.

[Top of Page](#)

Operations: Elevators

The Building is equipped with fifteen (15) elevators as follows:

Five (5) passenger elevators per office tower, serving the Lobby level and Floors 3 through 13. These elevators are 9'2" high by 7'1" wide by 7'1" deep and have a weight capacity of 3,500 pounds. The entrances to the cabs are 7'0" high by 4'2" wide.

One (1) freight elevator per office tower, serving all floors of the office tower, the retail level, the lobby level, the concourse level as well as all garage levels. These elevators are 7'6" - 9'4" high by 4'1" wide by 7'7" deep and have a weight capacity of 4,000 pounds. The entrances to the cabs are 6'10" high by 4'0" wide.

Three (3) elevators at the lobby level which provide passenger access to the Concourse level and all levels of the garage (P1, P2 and P3). These cabs have a weight capacity of 3,500 pounds.

Elevator Service

Columbia Square shall not be liable for any damages to the tenant, its agents, employees, guests, or invitees arising out of the stoppage of elevators resulting from necessary or desirable repairs or improvements to the elevators, or delays of any sort or duration. Any damage or injury caused to the elevator by the tenant, or its agents or employees, shall be repaired by Columbia Square's contractors and the cost of such repairs shall be billed to the tenant as additional rent under the Agreement.

For assistance in the event of elevator failure, please use the emergency call button provided.

Operations: Leasing

The leasing companies for Columbia Square are CBRE. Listed below is the contact information for the authorized representatives:

Leasing

Mark Klug
(202) 585-5551
mark.klug@cbre.com

Emily Eppolito
(202) 585-5695
emily.eppolito@cbre.com

Carroll Cavanagh
(202) 585-5586
carroll.cavanagh@cbre.com

Dimitri Hajimihalis
(202) 585-5611
dimitri.hajimihalis@cbre.com

Policies: Building Rules and Regulations

The [Hines Property Management Office](#) reserves the right, at any time, to rescind any one or more of these regulations, or to make such other and further reasonable rules and regulations as in the management's judgment may from time to time be necessary for the safety, care, and cleanliness of the building and leased premises, and for the preservation of order therein.

Please click [here](#) to view the Columbia Square Rules and Regulations.

Policies: 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 ([opens in a new window](#)).

[Bike Registration Form \(opens in a new window\)](#)
[Columbia Square Recycling Guide \(opens in a new window\)](#)
[E-Waste Guide \(opens in a new window\)](#)
[Electrical and Mechanical Room Access Form \(opens in a new window\)](#)
[Fitness Center Waiver \(opens in a new window\)](#)
[Hines Is Ready \(opens in a new window\)](#)
[Hot Work Submission Form \(opens in a new window\)](#)
[ID Badge Request Form \(opens in a new window\)](#)
[Property Removal Pass \(opens in a new window\)](#)
[HVAC Request Form \(opens in a new window\)](#)
[Monthly Parking Form \(opens in a new window\)](#)
[Columbia Square W-9 Form \(opens in a new window\)](#)
[Rules of Site - Moving Contractor \(opens in a new window\)](#)
[Rules of Site - Tenant Construction \(opens in a new window\)](#)
[Rules of Site - Tenant Lobby Event \(opens in a new window\)](#)
[Space Heater Notice \(opens in a new window\)](#)
[Construction Special Access Form \(opens in a new window\)](#)
[Non-Construction Special Access Form \(opens in a new window\)](#)
[Vendor Partner Notice \(opens in a new window\)](#)
[WPS Floor Warden Booklet \(opens in a new window\)](#)

Policies: Insurance Protection

COLUMBIA SQUARE INSURANCE REQUIREMENTS

Coverage

Group I

Defined by Hines as presenting greater liability risk due to the nature of their services and therefore typically have higher liability insurance requirements than other vendors (e.g. Elevator/Escalator, Janitorial, Metal Refinishing, Parking, Security, Window Washing (labor and maintenance) General Contractors – Large, higher risk jobs using subcontractors).

1. Commercial Automobile Liability \$1,000,000 Per occurrence
2. Worker's Compensation Statutory Limits
3. Employer's Liability \$500,000 Per occurrence
4. Commercial General Liability \$1,000,000 Per occurrence
5. Excess (Umbrella) Liability \$5,000,000 Per occurrence

Group II

All other Service Providers, Vendors, and General Contractors completing smaller projects – including but not limited to pest control, card access, trash hauling, generator maintenance, fire safety equipment maintenance.

1. Commercial Automobile Liability \$1,000,000 Per occurrence
2. Worker's Compensation Statutory Limits
3. Employer's Liability \$500,000 Per occurrence
4. Commercial General Liability \$1,000,000 Per occurrence

Evidence of the above coverage should be provided to Landlord and Owner Agent by means of a Certificate of Insurance with Landlord and Owner Agent as certificate holders. The Certificate of Insurance should include the following two statements:

Hines Interests Limited Partnership, 13th & F Associates Limited Partnership, Munich Reinsurance America, Inc., and _____ (Tenant) are additional insured on all policies referred to in Part A (other than Worker's Compensation), and that such policies (other than Worker's Compensation) will be primary insurance over any other available insurance to the additional insured for the negligence of the Separate Contractor.

The Certificate Holder is:

13th and F Associates, LP,
c/o Hines Interests, LP,
555 13th Street, N.W., Suite 420 West,
Washington, DC 20004.

Policies: Moving Procedures

All tenants moving in or out of the building and a representative of the moving company must contact the Hines Property Management Office at least one (1) week prior to the date of the move for coordination assistance. The tenant should make every effort to schedule moves for weekends.

We have provided a checklist with all the documents and forms that the Hines Property Management Office will need to be completed prior to the move. The forms are also linked below. Please do not hesitate to contact the [Hines Property Management Office](#) if you have any questions.

Moving Documents Checklist
Certificate of Insurance
Executed Moving Rules of Site
Completed Non-Construction Special Access Form

Please click [here](#) to view the Non-Construction Special Access Form.

All safes, furniture, fixtures, or other bulky articles shall be moved in or out of the building only in the manner directed and approved by the Hines Property Management Office. The Hines Property Management Office shall, in all cases, retain the right to prescribe the weight and proper positions of safes and other weighty articles before the same is admitted to the building but in no event shall the weight of live loads exceed 80 pounds per square foot. The tenant is cautioned in purchasing large furniture because the size is limited to that which can be placed in the building freight elevator and will pass through the doors of the leased premises. Large pieces should be transported in parts and set up in the offices.

The Hines Property Management Office reserves the right to refuse to allow to be placed in the building any furniture or fittings of any description which does not comply with the above conditions. All damage to the building, building lobby, or elevators shall be repaired by the tenant or its contractors, and the cost of such repairs shall be billed to the tenant as additional rent under the agreement.

Please click [here](#) to view the Moving Contractor Rules of Site.

Security: Overview

The current security program at Columbia Square is broken down into two main components: **Security Officers**, and **Building Access Control System**. These two components working in concert together, are the means by which the [Hines Property Management Office](#) provides access control to the base building. Security and access control within the individual tenant's leased areas is the responsibility of the tenant. The type and level of internal security a tenant has is an individual choice and is dependent on the tenant's needs as determined by the tenant.

Personnel

- Security Account Manager: Steve Hebron - Steve.Hebron@hines.com

Security Officers

The building is staffed with security 24/7, with at least two security officers on site at all times, including a lobby attendant for visitor processing. There is also an account manager on-site Monday through Friday from 8:00 AM - 5:00 PM.

The primary function of the contracted security officer service is to process approved visitors and monitor and respond to building alarms as appropriate. Typical responsibilities include monitoring and responding to base building alarms, conducting exterior and interior patrols, controlling the movement of material and personnel in the and other common areas of the building, and to act as a general deterrent for unwanted activities at the property.

Building Access Control Systems

- **Tenant / Employee Access**

Passenger elevators will be secured at all times and access to individual floors will be through the use of

Each entrance to the building is secured after hours by means of a Kastle reader. In addition to the pedestrian entrances and the parking garage, both the East and West tower passenger elevators are equipped with secured turnstiles in the main lobby. After-hours perimeter building access is through the use of the Kastle reader at both the 13th Street and F Street entrances.

- **Visitor Access**

A Visitor Processing System, "Kastle Front Office", connected to the base building monitoring company is an integral part of the access control system. Kastle Front Office permits the on-site security officers to process visitors at the main lobby desk by viewing information and customized instructions maintained in a central database. Tenants are able to pre-authorize designated visitors in order to facilitate the visitor's appointment with the tenant. This system also creates a log of visitors to the building that have been processed.

Upon entry to Columbia Square, visitors are required to check in with the lobby security desk where they will be asked to present photo identification. Once the visitor is confirmed, either through Kastle Front Office or a phone call to the tenant, they are provided access based on the tenant's preferences. The tenant can either provide security with a visitor Kastle access card/fob for the visitor to access the tenant floor, or the tenant can allow security to provide access. All visitor Kastle access cards/fobs should be returned to the tenant reception or the lobby security desk.

Visitors or individuals without a Kastle access card/fob who require access into the building after-hours will need to utilize the intercom located at both the 13th Street and F Street building entrances, which rings to the lobby security desk. Once inside the building, after-hours access to the tenant space will again require the use of the Kastle access card/fob. Visitors will be required to check in at the lobby security desk.

If a tenant employee uses their own access card/fob to let a visitor through the secured turnstiles, it is the responsibility of that tenant to also assist the visitor in exiting the building by physically escorting the visitor to the main lobby.

- **Access to Secured Building Areas**

Occasionally, it will be necessary for various people to gain access to secured areas of the building, i. e., telephone closets, air handling rooms, etc. Please notify the [Hines Property Management Office](#) via email or call (202-383-8888) in order to gain access to these areas. Please be aware that any work may require a security officer and should be scheduled in advance. A driver's license or company ID is required to gain access.

How to Report a Problem

If you have a security problem, see a suspicious person, see a suspicious event, or have a safety concern, call the [Hines Property Management Office](#) immediately (202-383-8888). The phone will be answered during normal business hours (8:00 AM to 5:00 PM) by the [Hines Property Management](#) staff and after hours by a security officer.

REMEMBER, IF YOU ARE IN DOUBT, CALL.

Suspicious Persons

If you see suspicious or offensive persons in the building, please call the [Hines Property Management Office](#) 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 [Hines Property Management Office](#) immediately.

Lost and Found

Please contact the [Hines Property Management Office](#) at (202) 383-8888 to claim items that have been lost or found in the building.

Columbia Square shall not be responsible for lost or stolen property, money, or jewelry from the leased premises or public areas regardless of whether such loss occurs when the area is locked against entry. Columbia Square only provides access control to the common areas of this building and does not assume any responsibility for the security of tenant spaces.

Solicitation

Canvassing, soliciting, and peddling in the building is strictly prohibited. If you become aware of any such person, please notify the [Hines Property Management Office](#) immediately.

Incidents

Please notify the [Hines Property Management Office](#) in case of an incident in the leased premises or the building such as a slip and fall, a medical emergency, etc.

Security: Deliveries & Loading Dock

The Loading Dock for Columbia Square is located on the south side of the building. Delivery and contractor access is through the alley located in the middle of 12th Street between E and F Streets.

Loading Dock Hours: Monday - Friday, 6:00 AM - 7:00 PM

The loading dock is manned during the hours above and secured at all times. The loading dock is available at other times through coordination with the [Hines Property Management Office](#). There is a 20-minute unloading period for vehicles using the loading dock. Parking is not permitted in the loading dock. Once a vehicle has been unloaded, the vehicle must exit the loading dock and park elsewhere.

All delivery personnel and contractors will sign in and out with the security officer. The officer on duty will then route all deliveries to their destination.

Access from the loadingdock to the west tower freight elevator is via level P2 of the parking garage.

Please remind all vendors that all deliveries are to be made via the loading dock and freight elevators.

Messengers

Messengers and delivery personnel must use the loading dock located off 12th Street.

The messenger entrance is secured at all times. Upon delivery confirmation by the tenant (pre-notification list or a phone call to the tenant) and photo ID verification, a Kastle access card is issued. ID is held and returned when the access card is returned.

After the loading dock is closed for the day, anyone needing access can use the intercom at the messenger dock off the loading dock tunnel.

[Top of Page](#)

Security: Key and Lock Policy

For additional security, the Columbia Square keying system is based on a restricted keyway. Additional keys can be obtained only from the [Hines Property Management Office](#) for a nominal fee. All such keys shall remain the property of Columbia Square.

Requests for additional locks and for lock changes are to be addressed to the [Hines Property Management Office](#). Upon termination of the lease agreement, the tenant shall surrender to the [Hines Property Management Office](#) all keys furnished to the tenant as well as the combination of all locks for safes, safe cabinets, and vault doors, if any are left in the leased premises.

NO ADDITIONAL LOCKS ARE TO BE INSTALLED WITHOUT THE PRIOR WRITTEN CONSENT OF THE PROPERTY MANAGER.

Security: Property Removal

For the safety and security of our tenants, any person leaving with any furniture, computers, equipment, etc. must have written permission in the form of a Property Removal Pass from the tenant, a copy of which shall be furnished to the security desk at the time such items are removed. Any person leaving with small items may be required to show proper identification and then complete a short security form for the item(s) to be removed from the building.

[Please click here for the Property Removal Pass.](#)

Services: Housekeeping Services

Personnel

- Housekeeping Account Manager: Pedro Villatoro - PVillatoro@ug2.com

General Cleaning

Standard janitorial services are provided five (5) days per week (Monday - Friday), except for certain building lease holidays. All special cleaning requests are subject to additional charges and should be made through the [Hines Property Management Office](#).

Boxes to be disposed of must be flattened and stacked within the leased premises and clearly marked "trash".

Disposal of any other bulk trash items, such as furniture or office equipment, which will not fit into the usual trash receptacles must be coordinated through the [Hines Property Management Office](#). The [Hines Property Management Office](#) must be contacted so that a work ticket can be produced. If trash is not labeled "trash" or is not placed in a wastebasket, housekeeping will not remove these items. However, important documents should not be left on or near wastebaskets. Additionally, if a desk is not cleared off, housekeeping will not move any items or documents on the desk.

Standard nightly janitorial services include the cleaning of counters and sinks within the kitchen but do not include the cleaning of kitchen equipment, for example, coffee pots, microwaves, or dishes. These services are available through the [Hines Property Management Office](#) for an additional charge. Tenants shall not employ any janitorial service or other person to clean the leased premises other than the regular janitorial service of the building without the expressed written permission of the [Hines Property Management Office](#). The nightly janitorial team begins cleaning tenant spaces at 6:00 PM.

Your lease will govern in detail what services are included in general cleaning. Below is a list that summarizes those services.

Daily:

- Empty trash cans and recyclable paper cans
- Dust all horizontal surfaces, desks, chairs, files, telephones, picture frames, etc.
- Damp wipe plastic or formica desktops that are accessible to the janitorial staff without having to move documents, fixtures, and/or other equipment
- Clean and sanitize drinking fountains, follow with stainless steel cleaner
- Spot-clean all building windows
- Dust mop and spot-clean all tiled areas
- Vacuum all carpeted areas
- Dust mop all wood floors
- Restrooms cleaned and disinfected

Performed as Necessary:

- Spot clean carpeted areas
- Shampoo public areas outside tenants' space
- Damp mop all tile floors
- Machine buff all tile floors
- Strip and recoat all tile floors
- Snow and ice treatment

Special Services

Additional cleaning services are available through the [Hines Property Management Office](#). Above-standard building services are available at an additional charge based on time and materials.

Daily Services Available at an Additional Cost:

- Bulk trash removal
- Bulk E-waste removal

- Recycling receptacle delivery and removal
- Tenant pantry/kitchen cleaning and disinfecting
- Detailed office cleaning at a specific time (dusting, vacuuming, spot carpet cleaning, etc.)
- Clorox Total 360 Electrostatic Sprayer which offers full surface coverage disinfecting and sanitizing by spraying Total 360 Disinfectant Cleaner over the entirety of the requested interior office space.

[Top of Page](#)

Services: Tenant Above Standard Equipment

If the tenant requires additional electrical service for computers or special machines, which is other than the building standard, this work must be reviewed and approved by the [Hines Property Management Office](#). Unless otherwise expressly provided in the lease agreement, all electricity in excess of the building standard will be separately metered and billed to the tenant as additional rent.

Services: HVAC

The standard building hours of operation for heating and air conditioning are as follows:

Monday - Friday: 8:00 AM - 8:00 PM

Saturday: 9:00 AM - 4:00 PM

Sunday: Programmed upon request

Building Lease Holidays: Programmed upon request

HVAC After Hours

Air conditioning and heating will be provided in season at temperatures and in amounts which comply with the provisions of the lease agreement on the days and times identified above. Such service will be furnished during non-building standard hours upon written request, at the tenant's cost and expense. All requests for additional services must be received no later than 12:00 PM (noon) on the day such service is required. For service on weekends, requests must be received by 12:00 PM (noon) the preceding Friday. Any requests received after 6:00 PM may be subject to engineering programming charges. Please contact the [Hines Property Management Office](#) for information on the current charge for overtime air conditioning.

Thermostat Settings & Mecho Shades

Tenants should not tamper with or attempt to adjust temperature control thermostats (or obstruct air flow from vents) in the leased premises. The Building Engineers of Columbia Square shall adjust thermostats as required to maintain the building's standard temperature. Management requests that all window Mecho shades remain down to help maintain comfortable room temperatures and conserve energy.

Services: Tenant Center

Tenant Center Registration Video

Tenant Center Access will allow you to:

- **Submit and track Work Orders and Certificates of Insurance.** Note: Access to complete these options is based on the property's app subscriptions and may not be available for all tenants.
- **Customize** notification options - receive information via email and/or text!
- **View and manage** your contact information.
- **Sign up for notifications** containing critical property information such as updated policies, security procedures, building closings, etc.!
- **Receive alerts** pertaining to the latest news about the surrounding area like weather and traffic conditions!
- **Stay current** and improve your involvement in crucial property initiatives like sustainability and preparedness campaigns!
- **Learn more** and take better advantage of the available amenities and affinity programs at your property!

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

Need Access?

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

Download the App!

[**Help Center**](#)

*Requires being logged into the Tenant Center.

Sustainability: Sustainability Programs

Hines is committed to managing and operating Columbia Square in a sustainable manner. Below is a list of just a few of the sustainable programs in place at Columbia Square.

- Columbia Square has earned the Environmental Protection Agency's ENERGY STAR® label since 2000 and we continue to re-certify our ENERGY STAR designation on an annual basis.
- USGBC LEED-EB® O&M: Gold. US Green Building Council's Leadership in Energy and Environment Design Existing Building, Operations and Maintenance gold certification.
- WELL Health-Safety Rating
- Base building water fixtures such as toilets and sink aerators have been changed to meet current water conservation requirements.
- Hines entered an agreement with Pepco for 100% wind energy.
- Air purification using MERV 15 plus filters.
- Smart building energy monitoring programs with Measurable and Cortex help monitor equipment and electricity to help maintain efficiency throughout the building.
- Chiller Variable Speed Drives reduce energy consumption by controlling the speed of the motor and adjusting the input frequency and voltage.
- Variable Frequency Drives (VFD) on all Air Handle Units vary the fan speed. By slowing down, the fan draws less power than a constant speed.
- Condenser/Chill Water Heat Exchanger are used during applicable weather conditions to cool the building. They use significantly less energy and produce little energy pollution compared to chillers.
- Cooling Tower Variable Frequently Drives (VFD) help adjust the speed of the electrical motor by varying the motor input frequency and voltage. Maintaining optimal water temperature.
- Advanced Building Management System with Eco Struxure also known as Building Automation System (BAS) monitors and regulates the building air, temperature, electrical and mechanical equipment.
- An active recycling program that includes mixed paper, co-mingled, cardboard, electronics, and batteries.
- Light bulb recycling of all base building light fixtures.
- Green Cleaning processes and products employed by our janitorial staff.
- Purchase of certified green products for office functions.
- Electrical Vehicle Car Charging Station.
- Ecological on-site car washing and detailing service that consumes only 1/4 gallon of water and uses biodegradable products.
- Green Tenant Construction guidelines.
- Tenant sustainability education programs.
- Facility Manager and Office Manager training meetings.
- Earth Day Fair.
- Hines GO (Green Office).
- Hines GO (Green Office) for Tenants.

The [Hines Property Management Office](#) is happy to talk to individual tenants wishing to learn about various programs they can pursue that support sustainable operations for both their own operations and the building.

Sustainability: LEED EB®

In 2013, Columbia Square was awarded the USGBC LEED-EB® O&M: Gold certification (US Green Building Council's Leadership in Energy and Environment Design Existing Building, Operations and Maintenance silver certification).

LEED is an internationally recognized green building certification system, providing third-party verification that a building or community was designed and built using strategies aimed at improving performance across all the metrics that matter most: energy savings, water efficiency, CO2 emissions reduction, improved indoor environmental quality, and stewardship of resources and sensitivity to their impacts.

Developed by the U.S. Green Building Council (USGBC), LEED provides building owners and operators with a concise framework for identifying and implementing practical and measurable green building design, construction, operations, and maintenance solutions.

Columbia Square was also honored in 2010 with the USGBC LEED-EB O&M District of Columbia Area Project of the Year for Existing Buildings.

Sustainability: ENERGY STAR®

Columbia Square is ENERGY STAR® rated and has been for over 20 years. This rating is a mark of superior energy performance and recognizes our building for ranking among the most efficient buildings in the nation.

ENERGY STAR® is a joint program of the U.S. Environmental Protection Agency and the U.S. Department of Energy helping us to save money and protect the environment through energy-efficient products and practices.

Sustainability: WELL Health-Safety Rating

The WELL Health-Safety Rating is an annual internationally recognized rating providing third-party verification that a building or organization has the correct measures in place to address the health, safety, and well-being of its tenants. Columbia Square has been participating in the WELL Health-Safety Rating program since 2021.

Created by the International WELL Building Institute in response to the COVID-19 pandemic, the WELL Health-Safety Rating provides building owners and operators with evidence-based strategies to protect the health of their tenants long term. These strategies include cleaning and sanitization procedures, emergency preparedness programs, health service resources, air and water quality management, and stakeholder engagement and communication.

Sustainability: Recycling

In accordance with D.C. law, Columbia Square recycles white paper, cardboard, glass, aluminum and newspaper.

Mixed Paper

Presently, the housekeeping staff picks up mixed paper recycling from each office, secretarial station, and copy room from the appropriate recycling containers on a nightly basis. Mixed paper includes white paper, colored paper, magazines, newspapers, envelopes (both with and without windows), post-its, etc. It is extremely important that only recyclable mixed paper be placed in the recycling containers. Any food trash found in the recycling containers will cause the entire container to be discarded by the housekeeping staff in the normal trash.

Cardboard

All discarded cardboard is taken from each tenant space on a nightly basis. Tenants need to break down (flatten) all boxes and clearly mark the cardboard as trash.

Batteries

Battery recycling is available at select locations throughout the building in tenant leased spaces. Batteries include standard household, and phone batteries (A, AA, AAA, C, D, 9 volt, etc). The building is unable to accept batteries such as car batteries and other special use batteries.

Comingled (Aluminum, Glass, & Plastic)

These materials are collected as needed but at least on a weekly basis from central collection locations within the leased premises. Acceptable plastic for recycling are plastic items carrying the numbers 1 through 9. Food should be rinsed out.

More substantial aluminum, glass, and cardboard receptacles are located in the loading dock for all Columbia Square tenants who may need to recycle a bulk load of material collected from their specific office space at any particular time. In the case of the loading dock containers, the Security Officer at the Loading Dock Office can help in pointing out the appropriate containers. We hope that the availability of these containers and the recycling service will act as the first step towards a heightened awareness of recycling at Columbia Square. If you would like advice on how to collect recyclable materials more efficiently within your firm's space, please contact the [Hines Property Management Office](#). Please click on the link below to view the Columbia Square Recycling Guide.

Please click [here](#) to view the Columbia Square Recycling Guide

E-Waste

Columbia Square has a permanent E-waste container located in the loading dock that tenants may use to responsibly dispose of electronic waste. Please refer to the Electronic Waste Guide to identify acceptable and unacceptable materials for the container.

Please click [here](#) to view the Columbia Square Electronic Waste Guide

Sustainability: Electric Vehicle Charging Stations

Four (4) electric vehicle (EV) charging stations are available for use on the P1 level of the parking garage. The charging stations are open to all drivers of plug-in vehicles from all major manufacturers. The EV chargers are available on a first come first serve basis. **There is no fee to charge a vehicle.**

How To Use the EV Charging Stations

1. Find a charging station with a green light that indicates the station is available.
2. Remove the charging station's connector by pressing the button at the top of the handle while pulling the connector from its holster.
3. Plug the connector into your electric vehicle. The station will display a yellow light while checking access.
4. The station will display a blue light that indicates your vehicle is charging.
5. To stop, return the station's connector to its holster by pressing down on the button at the top of the handle while pulling the connector from your electric vehicle.

Please see a parking attendant if you need assistance with the EV charging station.

[Top of Page](#)

Sustainability: Green Office Tenant Guide

The Green Office Tenant Guide is a voluntary initiative adapted for Hines tenant spaces, which measures and rewards the “greening” efforts in your lease space.

The program will help you identify and implement no-cost and low-cost alternatives to operating in a standard indoor office environment. Scored on a scale of 100, you can evaluate your space in seven categories. When a specific strategy or improvement has been implemented from those categories, "Leaf Credits" are earned, which are weighted differently according to their relative sustainable value. If your office achieves 70 Leaf Credits and submits the attached form, it is then designated as a Green Office.

We encourage you to establish a “green team” to conduct cost-benefit analyses for opportunities that require nominal cost to achieve a credit. Then a plan can be created for implementing those opportunities and measuring the results with an overriding goal of reducing our collective environmental footprint and energy consumption.

Hines rolled out a similar program internally in December of 2008 and has since designated over 130 Hines Green Offices in the United States and Europe.

[Please click here to view the Green Office Tenant Guide.](#)