



## Tenant Handbook



For Buildings in Thurston County under  
the stewardship of the  
Department of Enterprise Services

## **Revision History**

Created December 2012

Revised February 2013

Revised January 2014

Revised May 2015

Revised January 2018

Revised July 2019

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## Introduction

### Working Together for a Healthy, Safe and Productive State Workplace

This Handbook describes guidelines, policies and statutes that govern State-owned buildings in Thurston County managed by the Department of Enterprise Services (DES). This document has been collaboratively developed by DES Asset Management, DES Buildings & Grounds (B&G) and the Campus Facility Advisory Board (CFAB), which represents the interests of tenant organizations (Tenant).

DES works closely with Tenant Representatives to ensure that tenants comply with all health and safety requirements, building codes, statewide agency building standards, and other applicable laws, rules and guidelines. This includes reasonable accommodations for disabled, ill or injured employees and visitors. Each tenant should identify a Tenant Representative as a single point of contact to manage your office needs and communications.

The DES Work Management Center is the central hub for Asset Management, Buildings & Grounds, Custodial, Security and Maintenance operations. DES provides 24/7 emergency response via the Work Management Center.

This Tenant Handbook also represents best management practices for building stewardship. It has been developed over time to address both legal and operational strategies using a coordinated and comprehensive methodology. This is a “living document” and will be updated and improved as tenants, buildings, policies and laws change and evolve. Your suggestions are always welcome. It is the responsibility of each tenant to ensure adherence to these requirements and guidelines. If you have concerns, questions or suggestions, contact your Tenant Representative who will work with your Property Manager.

## Contacts

### DES Services

**Work Management Center (available 24/7): (360) 725-0000**  
 Service Maintenance Operations, Custodial Service, Security, Automation, after-hours emergencies.

Parking Office	(360) 725-0030
State Surplus & Disposal	(360) 407-1917
Visitor Services Events and Activities	(360) 902-8881
Visitor Services Tours	(360) 902-8880

### Building Representatives

<https://des.wa.gov/sites/default/files/public/documents/Facilities/AssetMgrAssign.xlsx>

**State Patrol Command Center:** (360) 586-1998  
 REPORT ALL FIRE, SECURITY CONCERNS, ACCIDENTS AND INJURIES.

### **For Emergencies, dial 911.**

After dialing 911, contact the DES Work Management Center at 360-725-0000 to report the emergency.

### Reporting a Fire

**Always report a fire immediately by dialing 911. Report all fires, no matter how small.** Follow by contacting the Work Management Center at 360-725-0000. By law, we are required to report all fires in facilities of commercial occupancy.

### Reporting Suspicious Activity or Persons

The Washington State Patrol asks that you report a suspicious person or activity by dialing 911. Be prepared to provide location and a description of the person or activity.

Follow up by contacting the DES Work Management Center at 360-725-0000 to let DES know that a report has been called in.

### Reporting an Accident or Injury

Always follow your organization's policy for reporting an accident or injury. If the incident occurs in your DES-managed building, campus grounds or parks, please make sure to contact your Tenant Representative and report the incident to the DES Work Management Center at 360-725-0000. This is especially important if there were facility or grounds conditions that caused or contributed to the accident or injury.

If your agency provides an Automated External Defibrillator (AED) for staff or public use, you must comply with [RCW 70.54.310](#). An AED medical authorization form must be submitted to Thurston County Medic One and the AED must be maintained.

### Submitting a Work Order

All facility related requests not having to do with IT should be completed by the agency's Tenant Representative. Work Order (Facility Service) requests are submitted electronically at <http://des.wa.gov/services/facilities-leasing/facility-services/project-management-alterations-additions>. Please use this system for routine as well as uncommon situations. Agencies are billed as needed for work outside the standard scope of service in their Agreement. An example of out of scope could be something like key retrieval from plumbing fixtures or elevator shafts.

Information needed for the Work Order includes:

- Work Type: Base or Reimbursable
- Building, Floor, and Room #
- Not to Exceed Amount
- Description of Work
- Customer Fund Code

## Building Operations

Tenant Representatives are responsible for keeping their staff informed and compliant with building procedures.

## Safety and Security

### Building Access and Security

During the standard operating hours of 7:00 am to 5:00 pm, please contact your Tenant Representative. Your Tenant Representative will work with your DES Representative to coordinate access and security requests outside of your work spaces.

After hours entry into the building requires a valid security badge or facility key. Employees should use their own security badge or key to enter secured doors. Employees should not allow others to follow them into secured areas without confirmation of authorized access.

Each organization is responsible for approving employee security badges. Please report lost or stolen security badges to the Tenant Representative immediately.

DES Card Key is responsible for producing, activating, and deactivating all security badges. For Security Badge needs, have your Tenant Representative call the Work Management Center at 360-725-0000 between the hours of 7:00 a.m. and 5:00 p.m. or send an email to [bgmail@des.wa.gov](mailto:bgmail@des.wa.gov).

Entry and access requests that require after hours response must be coordinated through your agency Tenant Representative or organization card key control person.

During times of heightened security due to protests, demonstrations, or unforeseen disruptive events, building security may be restricted temporarily. These protocols are meant to help protect the building tenants and property:

- Only authorized personnel are allowed to enter secured areas.
- Tenants accessing secured doors must use their security badge for entry.
- Tenants should be familiar with Safe rooms and Areas of Rescue Assistance
- The Washington State Patrol, in consultation with DES, may restrict access to one or more campus facilities. DES will use the [Capitol Campus Alert System](#) to alert tenants.
- Tenants should be aware of their surroundings and report anything, or anyone, that may seem out of the ordinary. Call 911 to report suspicious activity, followed by a call to the DES Work Management Center at 360-725-0000.

### Elevators, Stairwells, and Corridors

Corridors and hallways are part of an emergency exit system of the building and shall not be blocked or used for storage. In addition:

- Passenger elevators are solely for the purpose of transporting agency employees and guests. Freight elevators are used for freight delivery and maintenance.
- Elevators should not be used when a fire alarm is activated.
- All stairwells are to be kept free of any excess items and not used for storage.

- Damage to elevators, corridors, and hallways caused by a tenant or vendors may be charged to the tenant for repairs.

### Fire Safety

Tenants shall conduct at least two fire evacuation drills and update their evacuation plans annually. Tenant agencies will delegate safety committee members to manage building-wide safety issues and facilitate drills or emergency procedures. Information about evacuation routes and other emergency procedures should be posted in common areas as well as distributed to staff.

## Services and Amenities

### Base services for all Facilities

All services provided to campus facilities (such as custodial and maintenance) are identified in each lease agreement, including Inter Agency Agreements (IAA) or Capitol Campus Occupancy Agreements (CCOA) and may vary with location. Please refer to your agreement for details or contact your Property Manager.

### Alterations

Alterations or proposed modifications to DES facilities are subject to prior approval by DES. To begin the process for requesting facility alterations or modifications, Tenant Representatives will need to contact your property manager or complete a Work Request. Alterations may be limited by the building's utility and safety systems, structural capability, or by guidelines set for historic facilities. Any alterations must comply with the [Design Guidelines & Construction Standards](#).

Upon vacating the premises, the requesting agency is responsible for all costs associated with returning the premises to its prior condition.

### Bicycle Storage

Bicycles may be stored either in a bicycle storage facility or outdoor bike racks, and are not permitted in the stairwells, public hallways, or public and/or shared spaces.

### Events (Potlucks, Barbeques, Parties, Fundraiser)

DES can support your office events and shared meals in a number of ways. Please plan your events in advance. DES Visitor Services' objective is to balance the conduct of government business, public access and expression, and the stewardship of the historic capitol buildings and grounds.

Please keep in mind:

- Organizers of events that will produce more garbage than normal should contact the DES Work Management Center at 360-725-0000 in advance to notify custodial staff.
- Organizers of outdoor events or in public areas inside need to contact DES Visitor Services and the Work Management Center in advance to ensure that a safe location is selected and to avoid scheduling conflicts. Events and activities can be scheduled through an online permit application. For more information, please contact Events Coordinator at (360) 902-8881 or [campusevents@des.wa.gov](mailto:campusevents@des.wa.gov).

- As a courtesy, organizers should also give at least four (4) days advance notice to food service vendors and/or cafeterias as well as other tenants in the building whose business may be impacted by an event.

Please contact DES Visitor Services if you are interested in holding an event or display in a public space within your building. "Public area" means those areas of the capitol buildings and grounds that are generally open to the public, such as a building's primary public entrance lobby; rotundas and adjoining public mezzanines; and exterior plazas and lawns. Public areas do not include offices, meeting rooms, and other work areas that are ordinarily reserved for or primarily devoted to conducting the business and operations of state government; the Governor's Mansion; and any area which is identified by a sign pursuant to WAC [200-200-450](#) indicating that the area is not open to the public.

### Garbage and Recycling

Washington State has goals for waste reduction and disposal alternatives such as recycling and composting ([RCW 70.95](#)). DES provides the necessary bulk garbage, composting and recycling containers along with collection as part of normal custodial services. For details regarding service options, contact the DES Custodial Program at 360-902-0961.

Please note: DES does not provide desk-side trash or recycle bins or containers for sharps. These are supplied by the tenant organization. Signage regarding proper use of recycling, composting and disposal is available.

Perishable food items must not be left in workstations, drawers, or common areas other than designated coffee bars and break rooms. Each designated coffee bar or break room has "wet" garbage that is removed each evening by the custodians. Depositing coffee grounds, food, plant soil, sweepings, excessive paper, or other substances in sinks, toilets, water fountains, or other plumbing fixtures is strictly prohibited.

Diapers are not allowed in the garbage, recycling or composting containers. The *Infants in the Workplace* policies adopted by some agencies do not extend to disposal. Both cloth and disposable diapers need to be bagged separately and taken home daily.

Batteries cannot be put in the garbage, recycling or composting containers because DES cannot legally collect them. Battery recycling is the responsibility of the tenant. Thurston County's [website](#) has up-to-date information about local options for proper management.

Sharps are not allowed in the garbage, recycling or composting containers. Contact the B&G Work Management Center at 360-725-0000 to request removal of syringes or other hazards including human waste if inappropriately discarded or disposed.

### Lost and Found

Items found in public spaces should be turned in to the DES Visitor Services in the Legislative Building. Items will be held for 30 days. Unclaimed items will be donated to charity.



## Moving

Contact your Tenant Representative to communicate and coordinate moving needs for furnishings or staff prior to initiating any move. When planning a move, consider ways to prevent inconvenience to other building tenants and prevent damage to building finishes, doors, and elevators. Building damage caused by a move will be repaired at the expense of the responsible tenant.

Tenant moves must be coordinated with your Property Manager, particularly when utilizing public elevators and use freight elevators when possible. DES will install protective matting for elevator interior finishes. Changes to electrical, fiber and phone lines must be coordinated with DES. If moves involve trucks that could impact parking, please contact the DES Work Management Center.

## Parking

The DES Parking Office manages parking for state employees, visitors, contractors and agency-owned vehicles for DES facilities. DES works in coordination with the Washington State Patrol to monitor and enforce parking rules on the Capitol Campus.

Registration for parking is available on-line and can be accessed on the DES web site at <http://des.wa.gov/services/Travel/Parking/Pages/default.aspx>. Any questions regarding campus parking should be directed to the DES Parking Office at 360-725-0030.

The Washington State Patrol is responsible for the investigation of damages, accidents and crimes committed in the state parking facilities. State employees and visitors should contact the Washington State Patrol at 360-596-4555 to report incidents.

## Public Transportation

Intercity Transit provides regular and frequent bus service in Thurston County. This includes the free Dash shuttle, which serves the Capitol Campus, downtown Olympia, and the Farmers Market. The Dash operates 7 a.m. to 6 p.m. Monday through Friday, every 10-15 minutes. Bus stops are located on both 11<sup>th</sup> Avenue and Capitol Way within one block of most campus buildings.

Intercity Transit buses are equipped with bicycle racks to accommodate riders. Buses are also lift-equipped to accommodate passengers with mobility needs. For more information about Intercity Transit service, call (360) 786-1881 or check their website at [www.intercitytransit.com](http://www.intercitytransit.com).

## Signs and Notices

Each Tenant is responsible for the bulletin boards (safety boards, notice boards, etc.) for their assigned tenant areas. A work request should be submitted to mount boards on the wall safely and properly. No boards will be mounted on concrete walls, historic or decorative walls, or columns.

Nails, screws or other attachments to the walls must be installed by DES B&G staff. Push pins, staples, tape or hangers are not permitted on doors. Nothing can be hung from ceilings, light fixtures, or affixed to glass or exterior windows.

Signs on walls are allowed to be hung with blue painters tape.

## Spills and Damage

Spills should be reported to the Work Management Center at 360-725-0000. Report damage to building surfaces at the earliest opportunity to prevent a hazardous situation or permanent damage from developing. Follow up by contacting your Tenant Representative to let them know a call has been placed.

## Storage and surplus

Building loading docks, hallways and walkways may not be used to store surplus furniture, records and archive boxes, equipment or other items. If you have unwanted items, please contact DES Surplus Program at 360-407-1917 for information on how to dispose of unwanted items and to schedule a pick up. State agencies and local government can also contact DES Surplus with property requests. See the [website](#) or call for more information.

Many organizations have temporary storage space available. Contact your Tenant Representative for questions regarding available storage space. Tenants are responsible for disposal of their unwanted items and may be charged for leaving unwanted items in the building.

## Wildlife

Do not feed raccoons, squirrels, pigeons, crows or other animals on state grounds. Feeding wildlife attracts interior and exterior rodent infestations and endangers the animals.

## Workspace Environment

### After Hours Operation

Lighting and heating are maintained at minimal levels during times when buildings are not occupied. Due to the wide variety of building ages and construction, lighting controls in each building are different. Please check with your agency's Tenant Representative if you plan to work during off-hours.

In some state buildings, automatic lighting control overrides are located in the elevator lobbies, near the elevator call buttons. Override controls will turn on the lights and heating, ventilating and cooling (HVAC) systems for that part of the building and that floor temporarily and then automatically shut off again.

Some buildings may not have override controls for lighting and are managed through the DES Metasys® building management system. The Work Management Center can provide information on your building's settings.

### Animals in State Buildings

In accordance with [WAC 200-220-250](#), Service Animals are allowed in state buildings. No other animals are allowed in state facilities. K-9 units are considered service animals. Notify your Tenant Representative if a service animal will be in a facility on a regular basis. "Service animal" is defined in [RCW 49.60.040 \(24\)](#).

### Appliances

The following safety requirements apply to the use of appliances in all DES buildings:

- All convenience appliances must have a UL certification. Convenience appliances are defined as

foot warmers, fans, crock pots, etc.

- The use of small appliances such as under-counter refrigerators, coffee makers, microwaves, coffee cup warmers and electrical cooking devices are restricted to the designated break area or coffee bar.
- Large appliances such as refrigerators, dishwashers, microwaves, or other appliances are restricted to designated break areas and equipped with properly grounded circuits. Appliances purchased after January 2012 must be Energy Star Rated.
- Ovens and ranges are prohibited except in commercial kitchen areas with full code compliance.
- Areas designated for food preparation are equipped with a fire extinguisher in close proximity.
- Coffeepots must be located away from any flammable materials and are to have a functioning timer with automatic shut-off.
- Tenant Representatives are responsible for proper installation of large and small kitchen appliances. If the existing outlets are not sufficient for the appliances submit a work order to arrange for the installation of additional outlets (circuits) as needed or permitted.
- Tenants must not leave appliances unattended when in use. This includes, but is not limited to, toasters, microwaves, and toaster ovens.
- Open flames, deep fryers and cooking devices such as barbecue grills are prohibited in State buildings including balconies, rooftops, porticos, and parking facilities.

## Energy Conservation Efforts

Maintaining building comfort while meeting energy and environmental conservation standards requires coordination and commitment between DES and building occupants. DES follows the International [Energy Conservation Code](#) and the Washington State amendments.

### Basic Conservation Principles:

- Use all practicable and cost-effective means available to conserve energy in our buildings.
- Identify and apply as practical, free and low cost conservation measures. Prior to investing in capital improvements, work with DES Energy program to identify potential conservation strategies.
- Seek to be familiar with the energy conservation laws, rules and other related policies, and act in a way that is consistent with these laws, rules and policies.
- Encourage and assist employees to help conserve energy and prevent waste.
- Free consultation and assessment is available through the [Energy program](#) in E&AS. Call (360) 407-7911 for more information.

Tenant organizations shall cooperate in energy conservation by implementing the following basic strategies:

- Turn off all task lights and power down monitors when leaving.
- Turn off computers and monitors when not used for extended lengths of time.
- Turn off lighting in unoccupied office areas.

### Extension Cord Use

To maintain a safe workplace, extension cords must be grounded and not be more than six feet in length. Extension cords must not be stretched across an opening or taped down to the floor; they must be plugged directly into a wall receptacle and not be daisy-chained with another extension cord or plug strip. Please contact the Tenant Representative if the existing outlets are inadequate or ongoing extension cords are necessary.

### Hanging Objects or Decorations

No items may be attached to, limit the visibility or use of, restrict access to, or otherwise interfere with a fire alarm, fire suppression equipment, thermostats or HVAC units. Decorations (such as banners, streamers, etc.) cannot be affixed to windows or block views of exit signs.

Access to exit doors and exit paths or corridors, pull stations or fire extinguishers shall not be obstructed by decorative materials or other items. All decorations shall be treated with a flame retardant. Candles or other sources of open flame are not allowed.

Holiday and other decorations are allowed on a limited basis:

- Living holiday trees are only allowed with Fire Department approved retardant applied.
- Only UL listed LED lights shall be allowed and used in accordance with their operating instructions.
- Decorations are not allowed to be taped or glued to doors, walls or other areas that may be damaged by tape or glue.
- Decorations must not be affixed to ceilings, light fixtures or glass.
- Decorations must not create a tripping hazard.
- Decorations must not be placed on electrical devices, near heat sources, or thermostats.
- All electrically energized decorations must be turned off when left unattended.

### Heating and Cooling

DES and its tenant agencies utilize the American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE) recommended standards [Thermal Environment Conditions](#) for temperature settings for indoor temperatures of occupied buildings.

- The winter temperature standard is 68.5-75 degrees Fahrenheit.
- The summer temperature standard is 75-80.5 degrees Fahrenheit where mechanical cooling systems are used.

Buildings managed by DES are set to start and shut down during business hours for heating and cooling as well as energy conservation. In the case of temperature fluctuations outside this range, please contact your Tenant Representative.

It is the tenant's responsibility to close the windows by the end of the workday. If windows do not operate properly, please contact the Work Management Center. Opening windows has an impact on HVAC operations and can create a security breach.

### Individual Heaters and Fans

The following safety requirements apply to heating and cooling devices or appliances used by individuals in DES buildings. All devices must be approved for use by your organization's designated Tenant Representative.

- Devices must have an Underwriters Laboratories (UL) certification.
- Heaters must be electric radiant panel type with a rating of 200 watts or less.
- Heaters must have an occupancy sensor, so the device will shut off automatically when the occupant leaves their work station for longer than 15 minutes.
- Devices must be plugged directly into an outlet or surge protector.
- Fans must be nine (9) inches or less in diameter.
- Employee-owned heating devices are prohibited.

### Plants and Cut Flowers

Live plants are often a pleasing addition to the workplace, however, unhealthy plants can cause problems with insect infestation, mold, or chemical treatments. Do not use any chemical treatments on office plants, and promptly remove any plants or cut flowers that show evidence of pest infestation or decay.

Water and moisture associated with live plants and cut flowers can cause damage to furnishings and tabletops. Do not place live plants or cut flowers on historic wood surfaces or furnishings. Please be sure to use a saucer, protective mat, and/or place on an impermeable surface.

### Smoking/Vaping

In accordance with RCW 70.160.075, Smoking/Vaping is prohibited within 25 feet of building entrances, exits, operable windows and vents. This includes parking structures.

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