



Tenant Handbook



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

January 2018

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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 that are 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. It is recommended that each tenant 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 is a “living document” that will be updated and improved as tenants, buildings, policies and laws change, as needed. Your suggestions are always welcome. It is the responsibility of each tenant to ensure adherence to these requirements and guidelines. If you have concerns or questions, 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) 407-1900
Visitor Services	(360) 902-8881

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 inform them of 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 that you or your Tenant Representative 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>.

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. Lost or stolen security badges must be reported immediately to the Tenant Representative.

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.

Entry and access requests that require after hours response should 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.
- 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.

Services and Amenities

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 complete a Work Order. Alterations may be limited by the building's utility systems, structural capability, or by guidelines set for historic facilities.

Upon vacating the premises, the requesting agency is responsible for all costs associated with returning the premises to its prior condition. Any alterations must comply with the [Design Guidelines & Construction Standards](#).

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.

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

Garbage/Recycle

For tenants participating in the DES compost and recycle program, DES will provide the necessary bulk composting and recycling containers and collection as part of normal custodial services.

DES does not provide desk-side trash or recycle bins. These are to be supplied by the tenant organization. Contact the DES Custodial Program at 360-902-0961 for questions about composting and recycling programs in your building.

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.

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. 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.

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 360-586-1998 to report incidents.

Public Transportation

Intercity Transit provides regular and frequent bus service to 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 provided on both 11th Avenue and Capitol Way within one block of the building.

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.

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 or tape are not permitted on glass or doors. Nothing is to be hung from doors, ceilings, light fixtures, or affixed to 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

Tenants are responsible for disposal of their unwanted items. 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 via State Surplus. Tenants may be charged for leaving unwanted items in the building.

Many organizations have temporary storage space available. Contact your Tenant Representative for questions regarding available storage space.

Wildlife

Don't feed raccoons, squirrels, pigeons and crows on state grounds. Feeding wildlife attracts interior and exterior rodent infestations and endangers the animals.

Workspace Environment

After Hours Operation

Lighting and heating are held 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. It's a good idea to 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.

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 are to be positioned 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, roof tops, 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.

Basic Conservation Principles:

- Use all practicable and cost-effective means available to conserve energy in our buildings.
- Apply free and low cost conservation measures before investing in capital improvements.
- 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.

Tenant organizations shall cooperate in energy conservation by adhering to the following:

- 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

Contact the Tenant Representative if you need use of an extension cord. 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.

Hanging Objects or Decorations

Any item must not be attached to, limit the visibility or use of, restrict access to, or otherwise interfere with a fire alarm, fire suppression equipment, thermostat, or HVAC units. Decorations cannot be affixed to windows (such as banners, streamers, etc.).

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 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, glass, walls or doors.
- Decorations must be placed in such a way as to avoid tripping hazard.
- Decorations must not be placed on electrical devices, near heat sources, or thermostats.
- All electrically energized decorations 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 [Thermal Environment Conditions](#) of comfort 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 work day. 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 table tops. 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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