# Electronic Tenant Manual

Department of Central Services
Office of Facilities Management

*Mission Statement:*

*To provide a safe, comfortable workspace for our tenants and guests through quality facilities and responsive service*

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# Introduction

## Welcome

The Department of Central Services (DCS) welcomes you to the State Office Building Complex. We hope that you enjoy your tenancy, and we look forward to serving your agency requirements.

We have created this tenant manual to assist with familiarizing your agency with the necessary procedures for your tenancy. The manual includes rules and guidelines for day-to-day operations and activities within DCS-managed buildings regarding signage, security, emergency procedures, deliveries, janitorial service, maintenance, reserving a conference room, parking, energy conservation, and building services. Additionally, important contact information is included for your convenience. We hope this information will be useful to your agency and ask that all staff become acquainted with these guidelines so we may better serve you.

If you have any questions, please contact the Office of Facilities Management (OFM) by visiting our office located in the Will Rogers Building at 2401 North Lincoln Boulevard, Oklahoma City or on the web at www.ok.gov/DCS.

### Tenant Resources:

Link to DCS Mailing Addresses & Office Hours

Link to OFM Organization & Contacts

Link to DCS-Managed Buildings

### Link to Capitol Complex Map Listed Below:

http://www.ok.gov/DCS/images/map.jpg

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# DCS Mailing Addresses & Office Hours

## State of Oklahoma, Department of Central Services (DCS)

**DCS Mailing Address for U.S. Postal Delivery:**

P.O. Box 53218
Oklahoma City, OK 73152-3218

**DCS Mailing Address for Personal or Common Carrier Delivery:**

2401 N. Lincoln, Ste. 206
Oklahoma City, OK 73105

Local: (405) 521-2121
Fax: (405) 521-6403

## Office of Facilities Management (OFM)

**OFM Mailing Address for U.S. Postal Delivery:**

PO Box 53187
Oklahoma City, OK 73152

**OFM Mailing Address for Personal or Common Carrier Delivery:**

2401 N Lincoln, Ste. 112
Oklahoma City, OK 73105

Office Hours: Monday-Friday 8am-5pm, excluding State holidays.

Complete List of State Holidays available at the following address:
http://ok.gov/opm/HR_and_Employee_Services/Holidays.html

DCS Detailed Contact List available at the following address:
http://www.ok.gov/DCS/Administrative_Units/Public_Relations/DCS_Detailed_Contact_List/index.html

Link to the Emergency Procedures & Contacts Section of this document

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# OFM Organization & Contacts

**Mike Enneking**, Director; Phone Number: **(405) 522-1320**

DCS OFM manages, maintains, and assigns space in the state-owned facilities and grounds within the Capitol Complex and the Kerr and Edmondson buildings in Tulsa.

## Facilities Services

The Facilities Services Division (FS) professionally maintains, renovates, and improves buildings and grounds. FS provides quality support services that provide a safe, comfortable and attractive environment for tenants and visitors while preserving and protecting state property under its management. FS directs management, operations and maintenance of 2.3 million square feet of space in 18 major State buildings valued at $676 million. Primary buildings include the State Capitol, Governor's Mansion and the office buildings in the Capitol Complex and Tulsa. FS maintains approximately 150 landscaped acres within the State Capitol Park, Mansion grounds, and Tulsa Office complex.

**Mark Sauchuk**, Division Administrator; Phone Number: **(405) 522-0084**

**Charlie Effinger**, Administrator of Construction Projects; Phone Number: **(405) 522-6546**

**Harold Munson**, Administrator of Maintenance Program; Phone Number: **(405) 522-6742**

**Ron Dennis**, Manager of Central Maintenance; Phone Number: **(405) 522-0517**

**Richard Franks**, Manager Capitol Complex; Phone Number: **(405) 521-2294**

**Troy Wilson**, Manager Capitol Complex; Phone Number: **(405) 521-2605**

**Doug Kellogg**, Capitol Superintendent; Phone Number: **(405) 521-2101**

**Joe Looney**, Manager Tulsa Complex; Phone Number: **(918) 581-2391**

**Craig Cherry**, Administrator Systems Operations; Phone Number: **(405) 522-8920**

## Energy Management

The Energy Management (EM) division of OFM provides energy accounting services, manages building energy profiles through the EPA's Energy Star program, and maintains the OFM Sustainability Plan. EM collaborates with the Facilities Services (FS) division during the planning and management of construction projects and to establish efficiency standards for equipment, processes, and buildings. Each quarter, EM publishes the *State of Efficiency* newsletter, a hub of educational resources for tenants and DCS employees alike, to inform of new policies and to promote current projects and accomplishments.

Richard Kitchen, Program Manager; Phone Number: (405) 522-5813

## State Leasing

The Department of Central Services is statutorily charged with the responsibility for assigning all space in state-owned and non state-owned facilities, authorizing the amount of space to be acquired by agencies, and executing all leasing contracts on behalf of the agencies. The Director of the Department of Central Services has delegated these responsibilities to its State Leasing Office.

Uniform leasing and space standards were established in 1989 in accordance with statutory requirements. The primary objectives of the leasing program are to ensure that the amount of real estate held by state agencies is consistent with their present and future needs, and that agencies obtain the best possible rental rates. These objectives are accomplished by the State Leasing Office through detailed space evaluations, evaluating requests for proposals, space planning to meet the user agency's needs, approving space modifications, preparing lease documents, and negotiating rental rates, terms and conditions of leases on behalf of state agencies.

Melissa Milburn, State Leasing Administrator; Phone Number: (405) 521-3819.

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# DCS-Managed Buildings

## Oklahoma City

Agriculture Building & Lab

Allen Wright Memorial Library

Attorney General Building

Construction & Properties Building

Denver Davison Courts Building

Department of Transportation Building

Facilities Services Annex

Governor's Mansion

Jim Thorpe Building

Judicial Building

M.C. Connors Building

Oliver Hodge Building

Sequoyah Building

State Banking Department Building

State Capitol

Warehouse

Will Rogers Building

## Tulsa

Howard Edmondson

Robert S. Kerr

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# Agriculture Building & Lab

2800 North Lincoln Boulevard
Oklahoma City, OK 73105

Built: 1984

Lab Built: 2009

Size: 140,404 sq. ft. over tThree (3) floors & basement level

Tenants: Department of Agriculture, Conservation Commission, Agriculture Mediation Program, Board of Regents for Oklahoma Agriculture and Mechanical Colleges, & United States Department of Agriculture

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# Allen Wright Memorial Library

200 Northeast 18th Street
Oklahoma City,OK 73105

Built: 1973

Size: 79,878 sq. ft. over three (3) floors & partial basement level

Tenant: Department of Libraries

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# Attorney General Building

313 Northeast 23rd Street
Oklahoma City, OK 73105

Built: 1918

Major Addition: 2007

Size: 76,153 sq. ft over three floors & underground parking level

Tenant: Office of the Attorney General

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# Construction & Properties Building

50 Northeast 23rd Street
Oklahoma City, OK 73105

Built: 1965

Major Renovation: 2009; LEED Gold Certification

Size: 11,427 sq. ft

Tenant: Department of Human Services, Information Services Division

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# Denver Davison Courts Building

1915 North Stiles
Oklahoma City, OK 73105

Built: 1983

Size: 88,714 sq. ft over three (3) floors and a basement level

Tenants: Workers Compensation Court & Court of Civil Appeals

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# Department of Transportation

200 Northeast 21st Street
Oklahoma City, OK 73105

Built: 1974

Size: 218,446 sq. ft over three (3) floors and a basement level

Tenant: Department of Transportation

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# Facilities Services Annex

2222 North Walnut Avenue
Oklahoma City, OK 73105

Size: 6,865 sq. ft

Tenant: DCS Central Maintenance Headquarters

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# Governor’s Mansion

820 Northeast 23rd Street
Oklahoma City, OK 73105

Built: 1928

Size: 13,366 sq. ft over four (4) floors and a basement

Tenant: Governor & First Family

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# Jim Thorpe Building

2101 North Lincoln Boulevard
Oklahoma City, OK 73105

Built: 1938

Size: 162,074 sq. ft over eight (8) floors

Tenants: Office of Personnel Management, Oklahoma Arts Council, Corporation Commission, Human Rights Commission & Liquified Petroleum Gas Board

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# Judicial Building

2100 North Lincoln Boulevard
Oklahoma City, OK 73105

Built: Early 1900s

Major Renovation: 2011

Size: 145,500 sq. ft

Tenants: Oklahoma Supreme Court, Administrative Offices of the Court, Court of Criminal Appeals, and Clerk of the Appellate Courts

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# M.C. Connors Building

2501 North Lincoln Boulevard
Oklahoma City, OK 73105

Built: 1973

Size: 161,884 sq. ft over five (5) floors, a basement and sub-basement level

Tenant: Tax Commission

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# Oliver Hodge Building

2500 North Lincoln Boulevard
Oklahoma City, OK 73105

Built: 1973

Size: 101,865 sq. ft over five (5) floors and a basement level

Tenants: Department of Education & Oklahoma Teachers Retirement System

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# Sequoyah Building

2400 North Lincoln Boulevard
Oklahoma City, OK 73105

Built: 1961

Size: 176,120 sq. ft over five (5) floors and a basement level

Tenant: Department of Human Services

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# State Banking Department Building

2900 North Lincoln Boulevard
Oklahoma City, OK 73105

Built: 2009

Size: 7,969 sq. ft

Tenant: State Banking Department

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# State Capitol

2300 North Lincoln Boulevard
Oklahoma City, OK 73105

Built: 1917

Size: 452,508 sq. ft

Tenants: Members of the Executive, Legislative, and Judicial branches of state government

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# Warehouse

2222 North Walnut Avenue
Oklahoma City, OK 73105

Size: 79,996 sq. ft

Tenant: DCS Fleet Management & State Storage

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# Will Rogers Building

2401 North Lincoln Boulevard
Oklahoma City, OK 73105

Built: 1961

Size: 167,330 sq. ft over five (5) floors and a basement level

Tenants: Department of Central Services, Oklahoma Employment Security Commission, Secretary of State, Oklahoma Department of Emergency Management & Oklahoma State Election Board

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# Kerr-Edmondson Buildings

440 South Houston
Tulsa, OK 74127

Built: 1975

Size: 236,585 sq. ft over 4 floors (J. Howard Edmondson) and 8 floors (Robert S. Kerr)

Tenants: Department of Agriculture, ABLE Commission, Oklahoma State Auditor & Inspector, Corporation Commission, Department of Corrections, Court of Civil Appeals, Office of the Governor, Human Rights Commission, Department of Labor, Tax Commission, Water Resources Board, Workers' Compensation Court, Office of State Finance, Department of Rehabilitation Services, Office of Juvenile Affairs & Department of Human Services

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# POLICIES & PROCEDURES

Tenants are expected to adhere to the policies and procedures outlined in this section.

Building Access Policy

Building Hours of Operation & Holidays

Construction Policy for Renovations/Tenant Improvements

Electrical Services & Usage Policy

Elevator Use Policy

Emergency Procedures & Contacts

Food & Beverage Policy

Major Deliveries & Moving

Parking Policy

Personal Property Policy

Prohibited & Restricted Items

Reserving Conference Space

Security in DCS-Managed Buildings

Signage Policy

Smoking Policy

Space Heater Policy

Special Occasion Decorations

Use of Common Areas

Window Covering Policy

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# Building Access Policy

## Building Access Hours

All designated public entry doors are open during normal business hours 8:00 a.m. - 5:00 p.m., Monday – Friday, excluding holidays. Access to DCS-managed facilities after normal business hours requires either a security access card or key. Tenant personnel and others with key or electronic access to entrances shall not allow unauthorized access by allowing others to follow through entrances. Unauthorized entry to subvert a screening post or access to a restricted area could result in criminal prosecution.

## Denied Access

OFM reserves the right to deny entrance to anyone, at any facility or may remove any persons from any facility, in any case where the conduct of such person involves a hazard to any tenant of the building, or to the general public, or in the event of a fire or other emergency or similar disturbance involving risk to the building, tenants or the general public.

Solicitation is prohibited on DCS-managed property.

## After Hours Building Operation

In the event the Tenant requires use of the building/premises and/or facilities outside of normal business hours, OFM reserves the right to recover from the occupant any increased costs for the operation of the building and its systems caused by the extended operating hours.

## Key Control

Each agency moving into an area or facility for the first time shall be furnished one set of door access keys. All keys and locks shall remain the property of OFM.

Each agency is financially responsible for the purchase of additional keys and locks and for the re-keying of locks. Upon termination of Tenant occupancy, the Tenant shall return all building keys to OFM.

Agency employees shall comply with all requirements necessary for the security of the premises and building both during and after normal business hours and on weekends.

No locks shall be rekeyed or changed, and no additional locks shall be placed upon any doors without the written consent of OFM. Upon termination of tenancy, all keys shall be immediately surrendered to OFM. Tenant shall simultaneously provide OFM or its agents or employees with the combination of any combination lock or keys of all locks on the premises.

## Access Cards

Tenant photo identification access cards are used in many DCS-managed buildings to maintain a high level of safety and security for Tenants and guests. If access system is in use in a building, the cards should be displayed by staff, contractors and visitors at all times. In most buildings, access cards are required for after-hours access.

Contact your agency's Security Coordinator to obtain a Department of Public Safety (DPS) or OFM issued photo identification building access card.

## Capitol Complex

To obtain a photo ID building access card issued by DPS, the agency Security Coordinator must be contacted and an authorized access form must be completed and mailed, faxed to or hand carried to DPS, Monday - Thursday, 8:00 a.m. - 5:00 p.m. and Friday, 8:00 a.m. - 3:00 p.m.

All lost or stolen building access cards are the responsibility of each agency and shall be reported immediately to DPS, or building security and the OFM building manager.

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# Building Hours of Operation & Holidays

## Hours of Operation

State office buildings are generally accessible to the public during normal business hours of 8:00 a.m. – 5:00 p.m. Monday through Friday, excluding state holidays, and 7:00 a.m. - 5:30 p.m. Monday through Friday, excluding state holidays, for state employees. For information on after-hours building access, see the section of this manual on Building Access.

Link to the list of state holidays:
http://www.ok.gov/opm/HR_and_Employee_Services/Holidays.html

## Building Use

The Tenant shall use the space for its' intended purpose. The Tenant shall use reasonable diligence to maintain the initial condition of the space. Damage by normal wear and tear is an exception.

Link to the Guidelines for Use of Common Areas

## Building Maintenance

For the purpose of maintaining the premises, OFM reserves the right, at reasonable times, to enter and inspect the premises and to make necessary repairs. For security and emergency purposes, OFM shall retain access to all areas of the premises. If OFM authorizes any special locking mechanisms to be installed by the Tenant, the Tenant shall provide OFM with a key and/or the combination to the mechanism.

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# Construction Policy for Renovations & Tenant Improvements

## Renovation Guidelines

Any alterations or renovations to the space, including installation and placement of modular furniture, must be authorized by OFM. All costs shall be borne by the Tenant unless otherwise agreed upon, in writing, by OFM. The Tenant shall obtain written authorization from OFM if any outside contractor or state agency construction unit will be used for any alterations, renovations, or repairs. All alterations, renovations and repairs shall be made during normal business hours unless otherwise authorized by OFM.

The Tenant shall be responsible for the cost of any special alterations or renovations and personal property, including but not limited to equipment, fixtures, or other special requirements (e.g. air conditioning, security system, computer flooring, etc.). The Tenant shall be responsible for the upkeep and maintenance of all fixtures, equipment or special systems belonging to the Tenant located upon or serving the premises, which are for the exclusive use of the Tenant and are not required for the normal operation of the building systems.

The Tenant shall hold DCS harmless for any damage to Tenant's personal property, fixtures, or equipment which are on the premises for the sole benefit of the Tenant and from damage which may be caused to the building and personal property of other occupants of the building, caused as a result of Tenant's equipment failure or malfunction, or improper maintenance practices. All requests for architectural modifications must be forwarded to OFM for approval.

Upon approval of modifications to space, OFM may provide services to modify existing facilities and features to better suit the agency needs. Costs for projects, including planning, will be charged to the requesting agency.

Services which may require reimbursement by Tenant to OFM include, but are not limited to:

- Changing of existing fixtures,
- Relocation of electrical supply,
- Installation of shelving,
- Hanging boards,
- Locksmith work,
- Painting,
- Maintaining specialized equipment and/or computer rooms,
- HVAC modifications,
- Signage changes to building directories.

## Carpentry, Hardware, & Flooring

OFM may approve alterations and other construction modifications to DCS-managed facilities and perform the changes utilizing OFM personnel or by utilizing OFM contracted companies.

- These requests should be submitted by the Tenant Representative by entering a Tenant Work Order Request.
- The cost of these services may be billed to the Tenants.
- All non-chargeable requests are subject to OFM available funds.

## Available services include:

- Installing floor covering or tile,
- Repairing or replacing floor covering or tile,
- Carpet repair, replacement or installation.

## Carpentry:

It is recommended that you contact OFM before hanging pictures and bulletin boards, assembling and installing shelving units or cabinets, and area modifications.

## Hardware:

Available services, at the Tenant's expense, include moving or installing doors, replacing, installing or removing locks and installing card reader systems. OFM is currently phasing out the installation and support to repair the Cipher combination locks.

When a new or replacement Cipher lock is requested, OFM will evaluate each request with an emphasis on adding electronic access card readers if feasible. In certain cases, the Cipher lock may be acceptable.

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# Electrical Services & Usage Policy

## Electrical Services

If the Tenant desires telegraphic, telephonic or other electric or data connections, OFM or its agents or employees will direct the electricians as to where and how the wires may be introduced, and without such directions, no boring or cutting for wires will be permitted.

Report all power failures to OFM by submitting a Tenant Work Order Request as soon as possible.

If access to Tenant Work Order Request is interrupted, please call 405-522-1212 and leave a message. OFM will inform Tenants if an extended power failure is anticipated.

OFM is responsible for the lighting levels, elements, fixtures, and light bulb replacements throughout the premises and/or building.

- Some light fixtures have been intentionally de-lamped for energy efficiency.
- Requests for ceiling lamp replacements shall be submitted via Tenant Work Order Request.
- Replacement of bulbs in a Tenant's lighting fixtures (desk, table lamps, task lighting, modular furniture etc.) is the responsibility of the Tenant.
- OFM may authorize installation of alternative lighting for medical reasons when written documentation of medical requirements are provided.
- Requests for additional lighting in areas not in the original design of the facility will be reviewed by OFM. If approved, the installation will be charged to the requesting Tenant.
- Ballasts within a light fixture may overheat and/or burn out. Ballast failure is generally accompanied by an identifiable odor.
- If possible, turn off lights in the affected area whenever a ballast fails.
- Immediately report the location to OFM by submitting a Tenant Work Order Request.
- Any electrical or cable installation is considered a building modification and must be requested by submitting a Tenant Work Order Request.

## Electrical Usage

No major energy consuming equipment may be installed in space occupied by the Tenant without prior written consent from OFM. OFM reserves the right to recover from Tenant any increase in energy costs to OFM as a result of the installation of such equipment.

The definition of “major energy consuming equipment” shall be any device requiring twenty (20) amps or more.

- The Tenant shall not install any equipment of any kind or nature whatsoever that may necessitate any changes, replacements or additions to, or in the use of, the water system, heating system, plumbing system, air condition system, or electrical system of the premises or the building without prior written consent of OFM.
- OFM wishes to provide a hazard-free working environment for all state employees. OFM is soliciting Tenant support in the immediate removal of all unauthorized and potentially hazardous appliances within the office work space.
- OFM may notify the State Fire Marshal or Tenant management of egregious or repeat violations.
- Tenant-owned business machines and mechanical equipment which cause noise or vibration that may be transmitted to the structure of the building or to any space therein, must be installed and maintained by Tenant.
- This must be completed at Tenant's expense utilizing vibration eliminators or other devices sufficient to eradicate such noise and vibration.
- Loss of power due to overloaded circuits frequently occurs in areas within the DCS-managed facilities.
- Continually overloading circuits can lead to fires and/or smoke damage.
- Most of these circuits become overloaded due to the use of unauthorized electrical devices in private offices and cubicles.
- Circuits operated under these conditions will not be reset until the overload cause has been corrected.
- If additional circuits are required, submit a Tenant Work Order Request to request a circuit to be added at agency expense.

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# Elevator Use Policy

## Policy for Proper Use of Elevators

Please report all malfunctions to OFM by submitting a Tenant Work Order Request.

- All elevator telephone lines in the Capitol Complex are monitored by Department of Public Safety (DPS) twenty-four (24) hours a day.
- These telephones will automatically ring the Department of Public Safety Communications Center when the receiver is lifted.
- DPS or OFM will immediately contact the Elevator Maintenance Contractor when notified of any emergency or other elevator malfunction.
- The OFM building manager or the building technicians or other personnel may assist the Elevator Maintenance Contractor, DPS or the local fire department, if needed.
- OFM personnel will not attempt to extract entrapped persons unless it is imperative to do so for life safety reasons.
- The Oklahoma City or Tulsa Fire Department will be called to assist with extraction of trapped persons if the elevator contractors are unable to respond in a timely manner.
- Storing items in passenger or freight elevators is prohibited.
- Elevators should not be used when a fire alarm is activated. Some stairwells will pressurize on activation of the fire alarm system which will help keep smoke and hot fire gasses out.
- Signage is prohibited in any elevator car.
- Passenger elevators are solely for the purpose of transporting agency employees and guests.
- Dollies, carts or other items for transporting freight may not be used in passenger elevators
- All freight elevators are for the use of freight delivery and maintenance and are not to be utilized as an employee passenger elevator.

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# Emergency Procedures & Contacts

## General Guidelines

State buildings were designed to minimize the potential for accidents and to reduce damage in the event that one does occur. Safety systems are present in all state buildings.

It is critical that each employee learns how to respond in the event of an emergency within any of the DCS-managed facilities. Tenant participation in the education of personnel on how to respond in emergency situations is an important part of an organized response to emergencies. The training for emergencies is the responsibility of the Tenant.

## Point of Contact

Each agency is required to provide OFM with designated Emergency Contacts both for business hours and after-hours. Each agency should also have designated Fire Wardens for their occupied areas. If these emergency contacts change, please notify your agency Risk Management/Safety Officer and OFM as soon as possible. The Tenant shall provide OFM with 24-hour emergency contact information, including a primary and secondary contact name and phone number.

## Primary Responsibilities for compliance with Fire and Life Safety Codes:

Tenants are responsible for their personnel and clients visiting their respective office areas. Agency personnel should be familiar with the building Emergency Evacuation Plan for the building they occupy. Emergency Coordinators/Agency Heads are responsible for ensuring that their agency employees adhere to the building Emergency Evacuation plan.

Within their assigned space, the Tenant has the primary responsibility for the safety of their building occupants and compliance with Fire and Life Safety Codes. Information in this section is supplied as general information to help meet this responsibility. OFM does not assume any liability in connection with all or part of the information that may be used or adopted by the occupying agency.

Accountability and reporting of personnel are the responsibility of the Tenant. Tenant personnel in DCS-managed facilities have no authority to terminate an evacuation or deactivate an alarm in progress.

## Bomb Threats

If you receive a bomb threat by telephone:

- Attract the attention of a co-worker discreetly and quietly while listening to the caller;
- Instruct the co-worker to note your specific telephone number and call 911 and explain the situation;

- Get as much information as possible from the caller about the bomb's location, type of bomb and time of detonation;
- Ask about the bomb's appearance and who is placing it;
- Ask the caller's name and address;
- Ask the caller to repeat parts of the message;

Make notes of any observations that might help police;

- Is the caller male or female?
- Adult or juvenile?
- Is the voice educated, coarse, accented or disguised?
- Does the caller seem angry, rational or deliberate?
- Make note of any background noises;
- Call the Department of Public Safety (DPS) at (405) 521-2613 or 911 and describe in detail the information you received on the phone. DPS will assist with evacuation, if appropriate.

The decision to inform other building occupants or order evacuation will be made by DPS. Be prepared to assist authorities with pertinent information. Do not touch or disturb any suspicious object.

## Letter Bombs

Letter bombs are designed to travel safely, and to explode when opened or triggered by other mechanical or electrical means. One common type of letter bomb consists of two (2) to five (5) ounces of plastic explosives with a pencil shaped metal fuse pressed to its center. Explosives usually measure approximately 5-3/4" x 4-3/16."

Warning signs of a letter bomb:

- SIZE: Is the letter unusually thick?
- WEIGHT: Is it heavy? An effective letter bomb will weigh more than two ounces. Few first class letters weigh as much.
- BALANCE: Is it heavy on one end?
- FEEL: Is there springiness in the sides of the letter? Does it flex, indicating it is filled with ordinary folded papers or is it stiff?
- APPEARANCE: Are there grease marks or stains on the envelope or wrapping? Is the envelope sealed more than usual or taped shut? Does it bear an unusual style of writing?
- ODOR: Is there a smell of almonds or marzipan?

CAUTION: If you consider a parcel or letter suspect, DO NOT OPEN IT! Isolate the mail piece and evacuate the immediate area. Immediately inform Department of Public Safety at (405) 521-2613

## Medical Emergencies

If you discover a medical emergency:

- Do not move the person. Administer first aid only if you are qualified to do so.
- Call the Emergency Medical Service at 911 if medical assistance is needed.
- Within the Capitol Complex, call the Department of Public Safety at (405) 521-2316.
- Post one person at the building entrance to guide emergency personnel to the floor / area where the person in distress is located.
- If there is an agency Emergency Response Team within the facility, these staff members should be informed of the location and nature of the medical emergency.
- It is good practice for all Tenant personnel to know the location and how to operate the Automated External Defibrillators (AED), if these machines are located within the facility.
- The purchase and maintenance of AED equipment and training of personnel is the responsibility of the Tenant.
- Notify OFM after medical assistance has been notified or requested.

## Reporting an Emergency

Within the Oklahoma City Capitol Complex (local area code 405):

- Department of Public Safety - 521-2316
- Oklahoma City Fire Department - 911
- Oklahoma City Police Department - 911
- Oklahoma City Police Department (non-emergency) - 480-5000
- Office of Facilities Management - 522-5257
- Building Security - Numbers vary at each facility

Within the Tulsa Office Complex (local area code 918):

- Department of Public Safety - 581-2000
- Tulsa Fire Department - 911
- Tulsa Police Department - 911
- Tulsa Police Department (non-emergency) 596-2222
- Office of Facilities Management - (405) 522-5257

Be prepared to offer the following information:

- Nature of emergency;
- Location;
- Your name;
- Telephone number from which you are calling.

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# Food & Beverage Policy

## Purpose

The purpose of this policy is to provide guidelines and information for the use and service of food or beverages in state buildings managed by OFM. Any use of food or beverages in state buildings is subject to the conditions of this policy.

Food and beverages are prohibited in certain conference rooms, reception areas, auditoriums, and court rooms.

In areas where food and beverages are permitted the following restrictions apply:

- The number of attendees shall not exceed the maximum room occupancy as defined in the National Fire Protection Association (NFPA) 101: Life Safety Code. Configuration of the room is determined by the amount of space required per person.
- If more than 49 people are in a room it should be defined as assembly occupancy and maximum number of people is posted by the City or State Fire Marshal.
- http://www.firemar.state.ok.us/images/Oklahoma%20%20Office%20of%20Administrative%20Rules.pdf
- Rooms are used "as is." OFM is not responsible for the supply of additional furniture or the reconfiguration of existing furniture.
- The Tenant or reserving agency is responsible for any equipment and supplies, including extension cords, electronic equipment, etc., that are not part of the existing furnishings and equipment.
- The Tenant or reserving agency may request additional trash cans, if reasonably available, by submitting a Tenant Work Order Request.
- Affixing materials to walls or appurtenances is prohibited except as authorized by OFM.
- Decorations may not consist of tinsel, glitter, confetti, birdseed, rice, hay, straw, or soap bubbles.
- The Tenant or reserving agency shall not use recycling containers for disposal of any items other than those specified for that container.
- Clean up spills immediately upon occurrence.

## Food & Beverage Policy, continued:

Waste accumulation of any kind, in any area or manner so as to create a potential hazard to health, safety or property is prohibited.

The Tenant or reserving agency shall confine events to the public areas specified in the reservation.

Immediately following the conclusion of an event, the Tenant or reserving state agency shall:

- Remove all materials used in conjunction with or created by the event;
- Clean tables, catering area, other spaces utilized for the event;
- Clean walls if food or drinks are spilled or splattered on them;
- Clean and dry sinks and counter tops;
- Clean our refrigerator;
- Sweep and mop catering area and catering hallway floors;
- Spot sweep and mop guest seating area and other areas if needed;
- Empty trash cans, remove trash to dumpster and reline cans with OFM provided liners ; and,
- Return the room, tables and chairs to the identical configuration existing prior to the event.

No intoxicating beverage or low-point beer shall be dispensed or consumed on state property.

Use of cooking or heating elements of any kind is confined to break rooms and kitchens.

No frying or sautéing is permitted.

Open flames, including candles, and combustible materials are prohibited.

All deliveries/items brought into event space must adhere to the Department of Public Safety security policy for that building.

Smoking is prohibited.

Any use of food or beverages in state buildings is subject to the conditions of this Policy. Non-compliance by the Tenant, reserving state agency, or event attendees and reimbursement for any damages resulting from non-compliance are the responsibility of the Tenant or reserving agency. OFM will invoice the Tenant or reserving agency for damage occurring to a room, furniture, fixtures or equipment or if areas were not cleaned in compliance with this policy.

Any catering company used for an event is subject to the conditions of this Policy and shall provide the following information to the reserving agency:

- Oklahoma State Department of Health Certificate;
- Certificate of Insurance for General Liability ($1,000,000 per occurrence);
- A printed list stating the (1) legal name, principal location and telephone number of the catering company; (2) complete name of each catering company employee working the event; and, (3) legal name, principal location and telephone number of any other companies scheduled by the catering company to make deliveries for the event.

Caterers and their employees must adhere to the Department of Public Safety security policy for the building in which the event occurs.

All parcels entering and leaving the facility are subject to inspection by security.

The Tenant or reserving agencies will coordinate with Department of Public Safety security and OFM for proper security and loading permissions.

Caterers are responsible for providing their own electrical equipment and accessories.

Standard janitorial services are provided to conference rooms, break rooms & other areas (see Janitorial Services & Task Lists).Tenant or reserving agency may contract directly with DCS janitorial contractor for additional services during and/or after meetings or events.

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# Major Deliveries & Moving

## Telephone and Data Service

Coordination of the installation/relocation of Tenant telephone and/or data systems and all personal property is the sole responsibility of the Tenant, and cost of installation is not included in construction costs or lease.

## Major Deliveries and Moving

State Agencies can request assistance in coordinating moves by notifying OFM no less than two (2) days prior to moving bulky materials, office furniture or equipment into, within or out of the building. Failure to request OFM assistance prior to major delivery or move or follow the guidelines set by OFM will result in Tenant bearing sole liability for any or all damages.

During the moving process, the Tenant must adhere to the following guidelines:

- Any movement of bulky items through the building entrances and lobby is restricted to hours designated by OFM. All trucks must be parked in the designated loading zone or in spaces designated by OFM.
- All deliveries must be made using the building freight elevators only.
- All moving shall be under supervision of the specific Tenant Representative.
- Tenant must provide OFM with the moving company's contact information.
- Tenant assumes all risk for damage to articles moved and injury to persons or property associated with a move.
- Prior to and after the move, an inspection of elevators, loading dock and other applicable building spaces will be made by OFM to determine if any damage was caused by the moving contractor or the moving agency. The Tenant Representative shall be present during these inspections.
- Provide Certificate of Insurance (not required if using internal personnel).
- Use cardboard/floor boards to cover flooring, halls, and walls to prevent abrasions and buckling when moving heavy items.
- Use corner wraps, if needed.
- Use elevator pads to protect elevator walls, as applicable.
- Once the move has been completed, contractor shall remove all debris, (cardboard boxes, pallets, etc.) from the premises.
- Dumpsters may not be used for disposal of debris left after a move. Moving companies may request approval from OFM to use DCS recycling bins for appropriate materials by submitting a Tenant Work Order Request.

- The custodial cleaning staff is not responsible for removing large amounts of trash in Tenant suite before, during or after a move.
- Passenger elevators are solely for the purpose of transporting agency employees and guests. Only items that can be carried by hand may be transported on passenger elevators. Two or four-wheeled dollies, carts or any other type of conveyance may not be pushed, pulled or taken into passenger elevators at any time with the exception of baby strollers and wheelchairs.
- Protection of the building carpets, walls and elevators is required and must be provided by the moving contractor or approved vendor.
- All deliveries to Tenant suites must be accepted by an individual from the agency.

At no time is a Tenant allowed to authorize a contractor to leave parcels outside the door of Tenant space.

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# Parking Policy

The Department of Public Safety (DPS) regulates all parking in DCS-managed facilities within the Capitol Complex area from 6:00 a.m. - 6:00 p.m., Monday - Friday. Contact your agency's Parking Coordinator for policies and procedures.

- All employees must register their cars with their agency Parking Coordinator and parking permit shall be displayed as determined necessary by DPS.
- Parking at DCS-managed buildings is either determined by the number of parking spaces and the amount of square feet leased within the building, or parking is on a first come first served. Accessible parking spaces and visitor parking will be designated according to statutory requirements. If parking is assigned, OFM will assign the number of parking spaces to each Tenant, and the Tenant will assign their employees accordingly.
- OFM reserves the right to restrict the assignment of parking. Parking designated for handicap and visitors will be based on current statutory requirements and the needs of the public as determined necessary by OFM.
- DCS is not responsible for any damage to vehicles while parked at a DCS-managed facility or parking lot.
- If you have concerns for your personal safety, DPS will accompany you to your vehicle if your office is within the Capitol Complex area. For this service, please call DPS at (405) 521-2316.
- OFM may contract with an outside party to regulate parking in all Capitol Complex DCS-managed facilities (parking garages and parking lots) from 6:00 p.m. - 6:00 a.m., Monday - Friday, and at anytime on Saturday and Sunday.
- State employees may park at no charge in designated areas during events, but MUST show their valid State of Oklahoma or other approved state employee photo ID cards.

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# Personal Property Policy

## Definition of Personal Property:

Property other than real property (real estate) consisting of things moveable or temporary such as artwork household items, clothing, furniture, plants, cubicles, computers, etc.

- The Tenant is responsible at all times for personal property, including but not limited to equipment, fixtures, modular furniture systems, or other special requirements (e.g. air conditioning, security systems, computer floors, computer systems, etc.) placed in or on the premises by the Tenant or its employees, patrons, invitees, and licensees, or any other person under the invitation of the occupant.
- All personal property on the premises shall be and remain at the Tenant's sole risk. DCS is not liable for any damage to or loss of such personal property from any negligence on or behalf of the occupant.
- DCS reserves the right to recover costs incurred to restore the premises to its original state when fixtures, equipment, alterations or renovations are made by the Tenant or to meet the needs of the Tenant.
- For more information on personal property, see section on Prohibited and Restricted Items.

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# Prohibited & Restricted Items

## Prohibited Items

The following items are prohibited on DCS-managed property:

- Kerosene, camphene, propane, burning fluid or other combustible materials
- Hazardous products, wastes and materials
- Intoxicating beverages or controlled, non-prescribed substances
- Open flame items such as candles and incense
- Items that pose a public health hazard
- Pesticides & Insecticides
- Potentially hazardous appliances
- Air purifiers
- Aquariums
- Coffee cup warmers
- Desk or floor fans
- Immersible water heaters
- Indoor grills
- Steam irons
- Objectionable odors, as determined by OFM
- Air wicks, potpourri baskets, and other smell sources that create discomfort for some people

## Restricted Items

The following items are restricted on DCS-managed property:

- Incandescent light bulbs, except in refrigerators;
- Dogs or other pets or animals;
- Exceptions are Guide Dogs and personal assistance or service dogs;
- Unkempt offices or cubicle space;
- Bicycles are not permitted in the stairwells or office space of DCS-managed facilities and must be stored outside utilizing the bike racks provided;
- Unauthorized items hanging down from the ceiling;
- Excessive furniture and collectables;

- Use of any musical instruments or devices which might cause a disturbance;

## Plants:

- Plants that are not properly maintained can create problems, such as nesting areas for small insects, production of sap or odor as a result of normal respiration and/or the accumulation of dust;
- Baskets, paper plates and other containers that hold moisture around the bottom or base of plants have a tendency to cause mold, mildew and a musty odor;
- Plants can be problematic for people who have allergies and intolerance to chemicals;
- Fertilizers can damage flooring;
- Over-watering plants may leave small amounts of water in saucers underneath plants offering a water source for insects and creating additional sources of mold and mildew; and
- Plants found to have caused problems must be removed from premises.

Food should not be prepared unattended and should only be made in a break room space. Items restricted to use in break rooms:

- Coffee pots;
- Industrial coffee makers with water reservoir must have timer to shut off during nights/weekends;
- Crock pots;
- Hot plates;
- Microwave ovens;
- Refrigerators;
- Toaster ovens;
- Toasters;
- Water coolers/dispensers with heating or cooling elements.

Specific prohibitions and restrictions apply to events in the State Capitol and Concourse Theater. See the section on Reserving Conference Space.

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# Reserving Conference Space

## General Guidelines:

- Conference rooms in DCS-managed facilities are for official State Agency use, as defined in DCS Rules.
- See 580:10-9-22
- Private use is prohibited.
- Meetings with food and/or beverages within conference rooms must adhere to the Food & Beverage Policy.
- After-hours usage of the conference rooms and common areas requires prior approval from OFM.
- No posters or flyers may be affixed to conference room walls.
- Within the meeting or event, facility evacuation and other facility access information should be provided to all present.
- The number of attendees shall not exceed the maximum room occupancy as defined in National Fire Protection Association (NFPA) 101: Life Safety Code. Configuration of the room is determined by the amount of space required per person.
- If more than 49 people are in a room it should be defined as assembly occupancy and maximum number of people is posted by the City or State Fire Marshal.
- http://www.firemar.state.ok.us/images/Oklahoma%20-%20Office%20of%20Administrative%20Rules.pdf
- The user may reconfigure the furniture within the conference room if design will allow; the user must return the room to its original configuration.
- Should the conference room be locked, please contact the appropriate OFM building manager or submit a Tenant Work Order Request.

## Reservations

- DCS maintains a web-based scheduling system which schedules meetings for the Concourse Theater and Capitol Conference Center.
- Forms are available at: http://www.ok.gov/DCS/Capitol_Reservation.html
- Reservations are scheduled on a first-come, first-served basis.

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# Security in DCS-Managed Buildings

## Life Safety Guidelines

- No person entering or while on property shall carry or possess firearms or other dangerous or deadly weapons, unless authorized to do so by state or federal laws.
- Security must be contracted with Department of Public Safety (DPS).
- Cooperation and support from Tenants is necessary to ensure that the life safety guidelines outlined below are met.

## Security Compliance

- The Tenant shall be responsible for compliance with any DPS, Office of Homeland Security (OHS) and DCS security rules and procedures.
- The point of access into the building and premises by the Tenant's employees, patrons, invitees, and licensees, or any other person entering the premises under the invitation of the Tenant, shall be determined by OFM.

## Security Services

- Any security services required by the Tenant shall be paid for by the Tenant, unless otherwise agreed upon in writing between OFM and the Tenant.
- The Tenant shall be responsible for payment for any security services and/or equipment provided by the DPS and/or OHS, or which may be required for the exclusive use or benefit of the Tenant.
- Payment for said services and/or equipment shall be made directly to DPS or OHS upon receipt of the invoice.
- Said equipment shall be maintained by the DPS and or the Office of Homeland Security and shall remain the property of DCS.

# Personal Safety

- If you have concerns for your personal safety, DPS will accompany you to your vehicle if your office is within the Capitol Complex area.
- For this service, please call DPS at (405) 521-2316.

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# Signage Policy

## Signage in/around DCS-Managed Buildings

- Only building signage approved by OFM shall be posted on walls and/or windows.
- Signs on doors and windows which have been approved by OFM shall be painted, at the sole expense of the Tenant, by a sign painter designated by OFM.
- OFM reserves the right to remove all unapproved signs and showcases without notice to Tenant, and at the expense of the Tenant.
- No notices, bulletins, circulars or other type information may be placed on any common area wall or door (common area is described herein as hall, lobby, elevator, restroom, break room or conference room).
- This restriction includes all adjoining doors and door frames.
- Notices may be placed in a break room and cannot be affixed directly to the wall with tape, pins or by any other method.
- A bulletin board or display case may be installed with prior approval of OFM at approved locations for agency, building or event notices.
- An OFM maintained building directory may be displayed in the main lobby or floor.
- For changes to the directory listings and approval of signage, a Tenant Representative should submit a Tenant Work Order Request.
- All signage must be American Disabilities Act (ADA) compliant and meet all Oklahoma Accessibility Standards (OAS) requirements.

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# Smoking Policy

## Smoking Policy in/around DCS-Managed Buildings:

- The Tenant personnel and guests shall not use lighted tobacco products on the premises or in the building, other than in areas designated for smoking and other tobacco usage.
- State Smoking Law in Public Buildings is located on the web at:
- http://www.oscn.net/applications/oscn/DeliverDocument.asp?CiteID=437983
- Smoking within twenty-five (25) feet of the entrance is strictly prohibited.
- The chief administrator of the Tenant is responsible for ensuring all employees adhere to this policy.
- The Department of Public Safety is the enforcement authority.
- If a covered smoking area is requested by a Tenant, that agency will be responsible for the cost of the shelter and the project must be requested through OFM.
- The shelter construction, design, and location must be pre-approved by OFM.

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# Space Heater Policy

## Space Heaters Use:

- Every Tenant employee is required to keep the workplace free of electrical hazards which are likely to cause life and safety dangers.
- Tenant personnel should make every effort in the fall/winter seasons to have appropriate attire (sweater, jacket, blanket, etc.) available in case they are particularly cold during the workday.
- The use of portable heating devices, particularly space heaters, have contributed to electrical overloading which can cause electrical failures, fires, damage to property and/or death.

Exceptions:

- Persons with special environmental needs may apply for an exception by completing a Tenant Work Order Request using the general maintenance category and specifying "Request for Space Heater" as the problem description.
- Exceptions will be reviewed by OFM on a case-by-case basis and use of portable space heaters will be permitted only when approved by OFM.

All approved space heaters shall meet the following minimum requirements:

- Only radiant heat panels of 150w maximum will be approved.
- Unit must be U.L.-listed.
- Unit must be in excellent working condition.
- The unit must be inspected by OFM.
- The unit must be turned off when the area is unoccupied for more that 30 minutes and at the end of each day.
- The unit may require dedicated electrical wiring.
- The occupying agency or division will be responsible for all costs incurred to run the circuit.
- In some circumstances, the person in need of the special environment may have to be relocated.

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# Special Occasion Decorations

Many state employees enjoy decorating work areas for various occasions. Decorating is permitted but the following guidelines must be observed in state facilities.

- Decorations must not be attached to, limit the visibility or use of, restrict access to or otherwise interfere with the operating ability of fire alarm or fire suppression equipment.
- Items such as posters, signs, flyers, etc. must not be adhered to the walls and doors of shared or common areas in DCS-managed facilities. Employees may post such items in their own offices and cubicles.
- The placement or attachment of decorations to any hallway or stairwell door (including glass windows) is prohibited.
- The obstruction or concealment of fire extinguishers, emergency exit signs or emergency exits is prohibited.
- The placement of decorations on electrical devices or near heat sources is prohibited.
- "Fire Resistant" artificial trees are permitted, although size may be restrictive.
- Live trees are prohibited.
- Artificial snow sprays are prohibited.
- Agencies shall not cook with, place or use any explosives, flammable liquids, flammable solids, combustible liquids or other hazardous materials in office areas. Examples include gasoline, kerosene, oil or acids.
- Fire extinguishers shall not be moved, altered or blocked.
- Lighting and other electrical devices should be kept to a minimum.
- Check each set of lights, new or old, for broken or cracked sockets, frayed or bare wires, or loose connections and discard damaged sets.
- Unplug devices/and or lights before leaving area unattended and at night.
- Never use more than the manufacturer's recommended number of strings of lights in series.
- Electrical lights or other electrical devices may not be used on metal trees.
- All electrical lighting, wiring and devices must be UL-listed.
- Surge-protection power strips must be utilized.
- Hooking surge protectors or extension cords together (daisy chaining) is prohibited.
- Extension cords or other electrical cords should not obstruct walkways or present a tripping hazard.

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# Use of Common Areas

## General Guidelines:

- The sidewalks, entries, passages, courtyards, corridors, stairways and elevators in and around the premises or building, shall not be obstructed by the Tenant.
- Any obstructions should be reported immediately to OFM through the Tenant Work Order Request.

## Stairwells:

Keeping stairwells free from clutter and debris is imperative for safe egress during a fire or other emergency. Under emergency circumstances such as a fire, stairwells are the only means of exit from a multi-story building.

- All stairwells must be kept free of any excess items and shall not be used for storage.
- At no time should any doors of the building, including stairwell doors, be propped open.
- Report any obstructions to OFM through the Tenant Work Order Request immediately.

## Corridors and Hallways:

- Corridors and hallways are part of the emergency exit system of the building and shall not be used for storage at any time.
- OFM will post a building evacuation map on each building floor elevator lobby and at each stairwell exit door.
- Exit doors and access to exit doors, elevators, stairwells, corridors or other public spaces shall be kept clear at all times.
- Corridor doors shall be kept closed when not in use.
- Repairs due to any damage caused by a Tenant to the elevator lobby, corridors and hallways may be charged to the Tenant.

## Reservation Requests

An agency requesting use of common areas such as the lobby of a facility must adhere to the following guidelines:

- A Tenant Work Order Request must be submitted to OFM prior to event.

Requests must include:

- Purpose of the event;
- Date(s) needed;
- Anticipated number of attendees.

- If food or beverage items are included, Requesting Agency must adhere to the Food & Beverage Policy.
- Proper ingress or egress to the facility must be maintained at all times. No setup may impede or block access to the elevators at any time (See Elevator Use Policy).
- Affixing flyers, posters or signs to the walls is prohibited. Stands, easels, tables or designated bulletin boards may be utilized.
- Setups are the responsibility of the requesting agency.
- The Reserving Agency is responsible for any cleanup of the area during and after use.
- This includes the removal of collected trash items.
- If the request is for use of exterior grounds or patios, use DCS-Form-FS-001.
- Available at: http://www.ok.gov/DCS/Capitol_Reservation.html.

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# Policy for Covering Windows in DCS-Managed Buildings:

If the Tenant desires window coverings, shades or awnings (other than those included on the premises or the building), the fixtures must be of such shape, color, materials and make as authorized by OFM and at the expense of the Tenant.

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# BUILDING OPERATION & MAINTENANCE SERVICES

This section will provide information about general services provided by DCS.

Central Maintenance Program

Energy Management & Conservation

Fire Control Systems

Grounds Maintenance

Heating, Ventilation, & Air Conditioning (HVAC) Systems

Indoor Air Quality (IAQ) Program & Services

Janitorial Services & Task Lists

Pest Control Program & Services

Plumbing Services

Recycling Services

Tenant Work Order Requests

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# Central Maintenance Program

## Description:

The OFM Central Maintenance Program is a maintenance management system that allows OFM to capture and maintain accurate information regarding the condition, disposition and maintenance of infrastructure assets.

The program allows for the overall management of our physical assets, increases productivity, reduces operating expenses and streamlines facilities management operations.

For more information about Tenant Work Order Requests, please visit the corresponding section on page 86 of this manual.

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# Energy Management & Conservation

Utility costs to maintain state-owned facilities represent one of the largest expenditures of general revenue funding. To assist in reducing these costs, Tenants are mandated to meet certain energy reduction criteria.

## Agencies shall cooperate in energy conservation by adhering to the following:

- Removing all unauthorized appliances from the work space.
- See section on Prohibited & Restricted Items.
- Turning off all task lights and powering down computers and monitors when leaving for overnight and weekends.
- Using 'Stand-by' mode when computers/monitors are left unused during meetings or daily breaks.
- Adjusting the properties of your computer monitor to power save after fifteen (15) minutes of no activity.
- Adjusting blinds to allow for solar heating in winter and to assist with cooling in the summer.
- Scheduling of operations to ensure building systems will not be operated outside of normal working hours, as much as possible.
- Lighting in office areas may not be left on for the survival of house plants.
- See section on Prohibited & Restricted Items.

## Remember that a collective effort to wisely manage energy use will ensure cost savings to the State of Oklahoma.

To view the most recent changes in energy consumption visit the following web address:

http://www.ok.gov/DCS/Office_of_Facilities_Management/Energy_Management/Energy_Usage/index.html

## OFM Sustainability Plan

- OFM is committed to sustainable practices and the stewardship of resources to make state government and its public sector partners an example of sustainable stewardship for the citizens of the state.
- OFM will pursue sustainability through its unique role of assisting customers in procurement of goods and services, remodeling and renovations, and operation of state facilities.

The OFM Sustainability Plan can be viewed on the web at the following address:

http://www.ok.gov/DCS/Office_of_Facilities_Management/Sustainability_Program/Publications/index.html

## State of Efficiency

OFM publishes a quarterly electronic newsletter featuring current policies and programs, energy efficiency projects, Energy Star ratings of DCS-managed buildings, exceptional conservation efforts by state agencies and information individuals can utilize daily both at home and at work.

To subscribe to The State of Efficiency and view past publications, visit the following web address:

http://www.ok.gov/DCS/Office_of_Facilities_Management/Sustainability_Program/Publications/index.html

## Energy Champions

- You can make a difference by taking the lead for conservation in your area and educate others about the need to turn off lights, computers, copiers and other equipment when not in use.
- Please contact the Energy Division Program Manager (405- 522-5813) for ideas or suggestions for saving energy.

The Energy Champion web page is available at the following web address:

http://www.ok.gov/DCS/Office_of_Facilities_Management/Sustainability_Program/Energy_Champions/index.html

For more information on Energy Management in DCS-Managed Buildings contact the Energy Management Office at (405) 522-5813.

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# Fire Control Systems

## Fire Control System Components:

- In most facilities, automatic systems include overhead sprinklers, smoke and heat detectors, stairwell pressurization, manual pull stations and smoke removal/relief fans.
- When any of these systems are activated, an alarm will sound and a signal will be transmitted to OFM and the Department of Public Safety.
- Mechanical systems will shut down in many of the buildings when an alarm activates.
- Stairwells and other egress routes are constructed with fire resistant walls and will provide safe evacuation.
- Due to the age and construction dates of many of the DCS-managed buildings, all do not contain the same fire alarm or fire suppression systems.
- Information on each of the systems is available to the Emergency Coordinator of each Tenant.
- Tenant has responsibility over the agency personnel evacuating the building.

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# Grounds Maintenance

## Program Description:

OFM strives to provide aesthetically pleasing surroundings for state buildings that adhere to environmentally-friendly precautions and champion water conservation efforts.

- Native and adapted plant species are incorporated where possible.
- Used plant pots and cuttings of mature landscape plants are traded for seasonal color plants to enhance the grounds.
- Plants are relocated to new areas when they are endangered by construction.
- Tenant personnel and guests should properly dispose of cigarette butts in the appropriate receptacles and not place them in planters, flowerbeds, lawns or surface parking lots.
- Tenant personnel and guests are prohibited from picking or damaging landscape plants and/or flowers.
- Issues with grounds maintenance should be reported by initiating a Tenant Work Order Request.

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# Heating, Ventilation, & Air Conditioning (HVAC) Systems

## Operation of HVAC Systems:

OFM shall maintain the buildings existing heating, ventilating, and air conditioning (HVAC) system for the buildings. HVAC for general office areas are provided during normal business hours. For HVAC services outside of normal business hours, please submit a Tenant Work Order Request twenty-four hours in advance.

- Buildings with manual thermostats will be set at a minimum 74°F for the summer months and a maximum of 72°F for the winter months during occupied hours.
- Exceptions include special needs areas such as server rooms and laboratory operations.
- Should a Tenant have an area believed to deserve an exception, please submit a request for exception via Tenant Work Order Request.
- Thermostats that are capable of being controlled by the building automation system are similarly set but are adjusted at night to 85°F in the summer and 60°F in the winter.
- Thermostats may have a temperature deviation of two (2) degrees.
- This program takes into consideration rooms and/or parts of specific buildings, such as data centers, that may be exceptions to these requirements.
- If the space temperature in your area is not properly regulated, submit the Tenant Work Order Request through the DCS website.

The installation of any equipment which may affect the operation of the building must be approved by OFM and planned and coordinated with the OFM building manager.

- The Tenant shall at no time obstruct access to any HVAC system.
- Any such unauthorized obstruction shall be removed at the expense of the Tenant.
- To ensure building HVAC capabilities meet design specifications, any request for new equipment or modifications to any system must be submitted to OFM for review and approval by submitting a Tenant Work Order Request.
- OFM shall provide as much notice as possible for any routine shutdowns of a facility HVAC system, but an emergency situation may cause little or no notice prior to shutdown.

For more information on our emphasis on energy management and conservation, please see Energy Management & Conservation section on page 67 of this manual.

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# Indoor Air Quality Program & Services

## Policy Statement:

The Department of Central Services (DCS), Office of Facilities Management (OFM) is committed to providing a work environment that is free of recognized hazards and to investigate complaints that may be related to poor indoor air quality. Indoor air quality (IAQ) is the product of multiple influences, which can originate from within the building or from the outdoor environment.

## Prevention of IAQ Problems:

OFM pursues the highest level of air quality through the professional maintenance of its heating, ventilation and air conditioning (HVAC) systems. Many IAQ issues can be avoided with timely maintenance and repair of building HVAC systems and rapid response to water intrusion into a building.

- Water damaged areas must be dried in 24 hours to prevent the initiation of fungal growth.
- Building occupants should notify OFM as soon as possible of plumbing, roof and foundation leaks or HVAC malfunctions via a Tenant Work Order Request.
- See the Environmental Protection Agency (EPA) An Office Building Occupant's Guide to Indoor Air Quality at the address below to see what you can do to improve the air in your office.
- http://epa.gov/iaq/pubs/occupgd.html

## IAQ Monitoring:

OFM is committed to continuous monitoring and improvement of IAQ. Periodic testing is performed at strategic air quality testing sites located throughout each building. OFM has equipment capable of testing levels of:

- Temperature;
- Relative humidity (%RH);
- Dew point;
- Carbon dioxide (CO2);
- Carbon monoxide (CO);
- Volatile organic compounds (VOCs) and particulate matter.

Sampling methodologies and acceptable limits have been established for many contaminants. However, occupants may continue to experience discomfort at contaminant levels below standards for occupational exposure because individual sensitivities vary. Although specific regulations have not been developed for IAQ in the workplace, OFM considers guidelines and recommendations from the U.S. Environmental Protection Agency (EPA), the Occupational Safety and Health Administration (OSHA), the American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE), and other cognizant authorities.

## OFM IAQ Investigation:

Building occupants who experience irritations believed to be related to indoor air quality should complete a Tenant Work Order Request which will be forwarded to the IAQ Manager for review. The IAQ Manager will review the request and call the Tenant Representative to schedule an interview to discuss the complaint and determine what further action is needed.

Evaluation of building related complaints requires the cooperative effort of the person who submitted the Tenant Work Order Request, the Tenant Representative, OFM and DCS. Upon receipt of the complaint, OFM will interview the person to determine if his or her concerns are potentially related to an IAQ issue in the building. When such potential exists, OFM will conduct an IAQ investigation with appropriate staff and equipment to follow the procedures. The investigation may lead to plans for remediation.

## Initial On-Site IAQ Investigation:

When notified and if warranted, the IAQ Manager, along with any other necessary OFM personnel, will conduct an initial on-site investigation. The following conditions will typically be evaluated:

- Percentage of outside air being supplied to building
- Location of outside air intake(s)
- Immediate outside environment
- Ventilation rate
- Operation and maintenance of HVAC system
- Temperature, %RH, Dew Point
- CO, CO2, and VOC levels
- Particulate matter levels
- Signs of water intrusion including plumbing, roof, and foundation leaks
- Perceived odors

OFM will also evaluate the work area and building for probable sources of contaminants, such as chemical use and storage; general housekeeping, and recent renovations and/or new furnishings.

## Investigation Report & Remedial Measures

When indicated, OFM will recommend remedial measures. If the results of OFM's investigation include indicators that would make it necessary to involve outside experts for additional testing or remediation, OFM will contract for the work to be done. If a Tenant desires additional testing after OFM has determined it unnecessary to consult with outside experts, the Tenant is responsible for contracting for the expert services and associated costs.

Any findings and recommendations will be reviewed by DCS, Tenant Representative, and/or OFM as needed and presented to the appropriate management or personnel in the building.

## Implementation of Occupant Responsible Measures:

The Tenant should complete recommended remedial action within a reasonable time. Recommendations may include general housekeeping, removal of plants, the purchase of a non-fabric chair, relocation of printers or paper storage etc.

## Implementation of Other Remedial Measures:

If the remedial measures require building maintenance or repair, OFM will work with the Tenant to implement the measures.

## OFM Review & Follow-Up:

The Tenant Representative and/or OFM technician will notify the IAQ Manager when remedial actions have been completed. OFM will inspect the work area to ensure recommendations have been implemented and to evaluate their effectiveness. OFM will follow-up in two weeks and again in thirty (30) days to evaluate ongoing effectiveness.

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# Janitorial Services & Task Lists

Janitorial services are performed daily and/or nightly depending upon the building, Monday - Friday, except State holidays, by janitorial staff or contracted janitorial staff.

- Tenants should report any areas that may need attention by submitting a Tenant Work Order Request.
- Special requests and additional cleaning services may be provided at the expense of the requesting agency.

## Procedures:

Janitorial service personnel are instructed to generally leave rooms in the same condition they were found when cleaning is completed, including but not limited to turning off all non-emergency lights, closing blinds as an energy saving method and re-locking any doors.

- Tenants must identify secured areas that should not be entered by janitorial personnel, such as computer rooms, human resources offices, legal offices, etc.
- These areas shall be cleaned in accordance with direction of the Tenant.
- Desktops, credenzas, curio cabinet tops, etc., are not cleaned on a regular basis by the janitorial staff.
- The Tenant shall request service of these areas and clear work areas prior to the cleaning services being performed.
- The Tenant is responsible for removing and returning all items.
- Requests for custodial services shall be entered by the Tenant Representative by submitting a Tenant Work Order Request.
- The janitorial staff is not responsible for the removal or disposal of inoperable or unwanted equipment including, but not limited to, computer monitors, hardware, broken or unwanted items or furniture, etc.
- Tenant personnel and guests may not use trash cans to dispose of liquids such as drinks or other fluid items, recyclable items, sharp objects or other types of hazardous items such as syringes, broken glass, razor blades, and rough or heavy metals.
- See Prohibited & Restricted Items.
- Janitorial Task Sheets for each DCS-managed building are available on the web at:
- http://www.ok.gov/DCS/Office_of_Facilities_Management/Facilities_Services/FS_FAQ/index.html

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# Pest Control Program & Services

OFM maintains a Pest Control program for DCS-managed facilities. A certified applicator dispenses pesticides/insecticides, as needed, throughout the facilities with special emphasis on the least toxic methods. The Program involves the applicator providing effective services with the minimum amount of customer disturbance possible.

Services include:

- Responses to Tenant requests;
- Perimeter as needed;
- Monthly building interior treatment;
- Removal of live and dead animals;
- Trapping of live animals.

In the interest of Tenant personnel safety, it is prohibited to feed the animals or leave food and/or water for raccoons, opossums, birds, cats, dogs, squirrels, insects, or any other animals within the building or on the state grounds.

Requests for pest control services should be entered by the Tenant Representative by submitting a Tenant Work Order Request.

No household pesticide products are to be used within the building or grounds by OFM or Tenant personnel at any time.

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# Plumbing Services

Report all plumbing problems to OFM by submitting a Tenant Work Order Request.

Please indicate whether water is running or overflowing when reporting plumbing problems.

The toilets, faucets, and other water fixtures shall not be used for any purpose other than those for which they were constructed.

- Food items must be disposed of in the provided receptacles.
- OFM will not repair or replace any garbage disposals located in break room sinks.
- It is strictly prohibited to deposit coffee grounds, food, rice, plant soil, sweepings, rubbish, rags, acids, excessive paper or other substances in sinks, toilets, water fountains or other plumbing fixtures.

Any damage to plumbing and the facility caused by misuse or abuse of plumbing and/or fixtures shall be the responsibility of the Tenant.

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# Recycling Services

DCS-managed buildings are serviced by the DCS Recycling Program.

- DCS-Recycling Contact:
- (405) 521-3315
- Updated information about the program can be found at the following web address:

http://www.ok.gov/DCS/Office_of_Facilities_Management/Sustainability_Program/Recycling_Program/index.html

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# Tenant Work Order Requests

## Program Description:

The Tenant Work Order Request Program was established to expedite customer service by establishing a single point of communication between OFM and Tenants and to capture and maintain accurate information regarding the condition, disposition and maintenance of infrastructure assets.

The program services the agencies housed in DCS-Managed Buildings and is intended to allow Tenants smooth, timely communication to OFM through Tenant Representatives.

## Tenant Representatives:

All agencies housed in DCS-Managed Buildings are required to establish an OFM Tenant Representative.

The Tenant Representative shall serve as a key communicator of issues between the Tenant personnel and the central maintenance shop for maintenance issues that may arise.

The Agency Representative shall initiate the work order process using the Tenant Work Order Request link below:

http://204.61.8.14/cr/customerrequest/JSFWelcome.jsf

## Requesting a Tenant Work Order

Maintenance work requests must be submitted by your Tenant Representative through the Tenant Work Order Request Program on the DCS website.

Link to the DCS website: http://www.ok.gov/DCS/

Please visit the Central Maintenance section of this manual for more information about the DCS Central Maintenance Program.

For emergency services contact 405-522-1212.

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