



LONGFELLOW™

Tenant Handbook

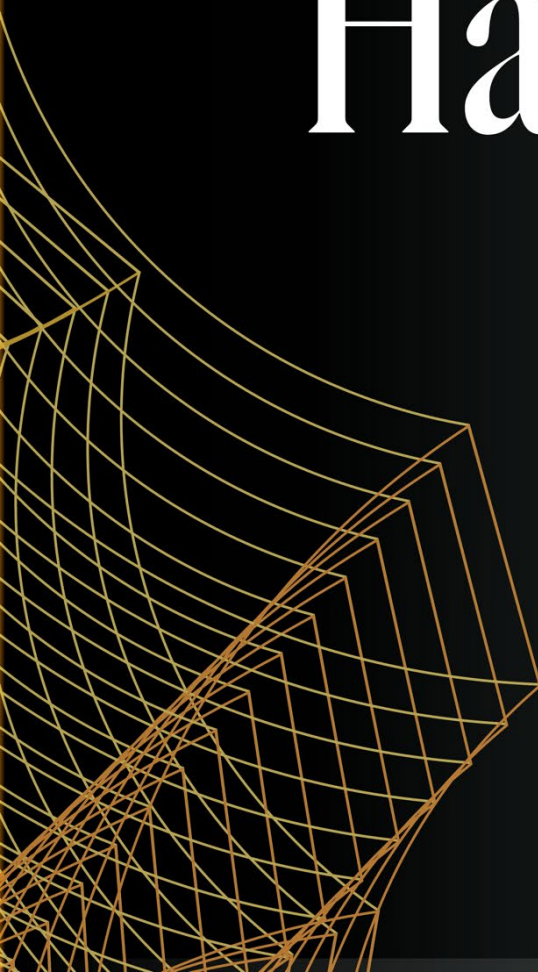


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The background is a vibrant, abstract composition of curved, overlapping bands and concentric circles in various colors including blue, orange, yellow, purple, and brown. The overall effect is dynamic and layered, with some areas appearing darker and others brighter, creating a sense of depth and movement.

Introduction

INTRODUCTION

Welcome

On behalf of Longfellow Real Estate Partners, LLC, and our entire building staff, we extend a warm welcome to Royal Center. We are delighted to have you as our tenant and will do everything possible to make your tenancy enjoyable and rewarding. This guide is intended to be a resource for the various services and amenities that are offered at Imperial Center, as well as the general operating procedures. Communication is the most crucial element in implementing the policies and procedures in this guide. To ensure effective communication, Longfellow Real Estate Partners, LLC requests that you designate a “tenant representative” to be the contact between your company and the management office staff. Your tenant representative will be responsible for making requests or reporting problems as well as conveying important information from our office to your employees. Please call us with specific questions regarding the information in this Handbook. We look forward to a long and enjoyable partnership with you.

About Longfellow Real Estate Partners LLC

Longfellow Real Estate Partners serves the unique demands of life science and innovation users and focuses on the most innovative cluster locations in the US. The firm acquires and develops facilities in strategic locations and builds long-term relationships with emerging life science companies, universities, medical centers and research institutes. Longfellow Real Estate Partners' experience is rooted in the development of many leading life science real estate projects. The Company's institutional capabilities and entrepreneurial vision enables Longfellow Real Estate Partners to deliver high quality laboratories and innovation space while satisfying each tenant's unique requirements.

About Elevate

When it comes to your business, we want you to make the big, impactful decisions... and leave the rest to us. Longfellow is committed to providing a meaningful tenant experience to our clients through Elevate, our proprietary tenant amenity and services program. Elevate by Longfellow delivers collaborative spaces with bold interiors to serve our clients the best amenities, lifestyle services and conveniences, and enriching events designed to spark camaraderie and enjoyment for your team.

It's our job to cultivate greatness and deliver our clients peace of mind.

About Royal Center

Royal Center is located inside of Imperial Center which spans 450 acres with retail, restaurants, hotels, office space, medical center, industrial and flex space. The park is situated between Raleigh and Durham, minutes from Research Triangle Park. RDU airport is about 6 minutes away, and the Durham Bulls Baseball Park is less than 15. Royal Center has a large outdoor courtyard area known as The Alley which consists of dining tables and lounge

furniture as well as EV charging stations free for tenant use. The Alley is located in between Royal buildings 1 and 2 and is available for tenants at all 3 buildings.

The background is a complex, abstract composition of geometric shapes and colors. It features a series of vertical stripes in shades of teal, light blue, and white. Overlaid on these are several large, overlapping arches and semi-circles in a gradient of colors from purple to yellow. A prominent feature is a large, stylized 'U' shape in the lower left, rendered in a dark brown color. The overall effect is a sense of depth and movement, with various elements appearing to be layered on top of each other.

Operations

OPERATIONS

Building Hours of Operations

Tenant / Building / Visitor Access Hours

Any tenant requiring services to be performed on weekends or holidays should notify Property Management in advance to make proper arrangements. Please provide the management office with a list of the names and phone numbers of at least three individuals who may be contacted in the event of an emergency. Costs for these services will be charged in accordance with the lease terms.

Building Management

The staff of Longfellow Property Management is dedicated to making your work environment as safe and pleasant as possible. Please do not hesitate to contact the management office at: 919-354-1332 during business hours of Monday – Friday 8:00am-5:00pm and press 9 to be connected to our after-hours emergency dispatch.

Address:

523 Davis Dr.

Suite 150

Morrisville, NC 27560

The Property Management Office is open from 8:00 AM to 5:00 PM Monday through Friday, except holidays.

Longfellow recognizes the following holidays:

New Year's Day	Martin Luther King Jr. Day	President's Day
Good Friday	Memorial Day	Juneteenth
Independence Day	Labor Day	Indigenous People's Day
Thanksgiving Day	Christmas Day	

The following personnel are available to address your needs:

Property Managers	Samantha Bolick sbolick@lfrep.com	Lisa Gruenfelder lgruenfelder@lfrep.com	Aloria Weatherly aweatherly@lfrep.com
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Mallory Barton
mbarton@lfrep.com

Leasing

The leasing company for Royal Center is Longfellow Real Estate Partners, LLC, located at 300 Morris St., Suite 280, Durham, NC 27701. The main phone number is 984-263-9739.

Leasing Contacts	Bennett Younts	Austin Bell
	704-574-2986	919-745-7376
	byounts@lfrep.com	abell@lfrep.com

Rental Remittance

Rent should be paid by the first day of each calendar month during the term of the lease.

Please make checks payable to:

Durham Royal, LLC
P.O. Box 746655
Atlanta, GA 30374-6655

Wiring Instructions:

Bank Name: Bank of America NA, Massachusetts

Routing Number ACH: 011000138
Routing Number Wires: 026009593

Account Name: Durham Royal, LLC

Account Number: 466001383632

A vibrant, child-like mural painted on a brick wall. The scene includes a grey house with a blue door and windows, a green lawn with pink and blue flowers, a blue sky with a yellow sun, and a rainbow. The colors are bright and saturated, typical of children's artwork.

Policies and Procedures

POLICIES AND PROCEDURES

Parking

The property has open parking lot parking for the tenants use. In no event will Longfellow Real Estate Partners, LLC be responsible for any type of damage to vehicles parked. Lost or stolen items alike will not be the responsibility of any entity or individual except tenant. Please lock all vehicle doors to ensure security of personal property.

US Mail Service

A cluster mailbox is located in the parking lot. Tenants must pick up mail from their designated mailboxes; keys are provided by Property Management. The US Postal Service does not deliver to individual suites in the building.

Alterations

Any remodeling or alterations you may want to make to your suite, such as removing or relocating walls, adding cabinets, or plumbing fixtures or electrical outlets might affect building systems and must be reviewed and approved in advance by the property management and engineering teams. All such work must be property permitted by the local jurisdiction and comply with building code requirements as well as our standards for construction. There are also qualifications that contractors must meet to work on the property and architectural plan must consider certain concerns of building ownership.

Before undertaking any alterations of any nature whatsoever to your suite, contact Property Management for comprehensive guidelines to construction and remodeling.

For any major construction, please contact Longfellow Real Estate Partners, LLC directly.

Telephone / Data

Contact your telephone service representative to coordinate installation of your phone and data lines as soon as possible after the lease is signed. Please speak to the Property Management Office about a list of approved telephone/data vendors. All phone and data installations are at the tenant's expense. Property Management prefers to have a license agreement in place for all new tele/data vendors that will be using the building risers.

Please Note: State Building Codes require the use of plenum rated cable for all phone and data line installations.



Services

SERVICES

Biochemical Waste Pick Up

All Vendors or Contractors will do a walkthrough with property management and a representative from the Tenant before pickups may commence. A representative from the lab space will be present and sign manifests, property management will not be responsible. Waste must exit the building using the loading dock area.

Janitorial Service

Exterior Porters on duty during normal business hours, primarily to ensure the premises and amenity areas are clean and free of trash.

Window Cleaning

Exterior window washing is done on a periodic basis. Tenants will be notified in advance of the cleaner's arrival.

Handicap Access

All entrances to the property are equipped with handicap access/ramps and handicap parking spaces are located in the parking lot.

Maintenance Requests

Longfellow Real Estate Partners uses Electronic Tenant® Service Request System. This system is used to submit routine maintenance requests directly to the engineering department; to track the status of previously submitted requests; to download important documents; and to communicate with Property Management. You will be emailed a login username and password from ETS after your lease is fully executed.

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

Locks and Keys, Rekeying

All locks on doors throughout the tenant suite must be the building standard type. Upon initial occupancy, we'll provide you with keys to all door locks in your suite: additional locks and keys may be ordered whenever needed through Property Management at your expense.

To have your suite entrance door rekeyed, please notify the management team via work order request. It's critical for emergency and fire/life safety purposes that master key access to all areas of the buildings is maintained.

Emergency Preparedness

The property is equipped with Fire/Life Safety alarm systems to alert occupants to life safety emergencies. Upon initial occupancy, Tenants are issued an Emergency Response Plan, customized to the properties, which describes the steps to take in various emergency situations.

The local jurisdiction requires annual evacuation drills for occupants of office buildings. All occupants are required by these regulations to participate in the drills and are subject to citation and fines for failure to do so.

General Rules and Regulations

Sidewalks, exterior doorways and loading docks may not be obstructed by furniture, trash or deliveries of any type. The Fire Department requires that these areas remain unobstructed at all times for emergency situations.

Excessive noise that interferes with other Tenant's conduct of business within the buildings is not permitted. This includes construction sounds, music, or other noise.

Canvassing, peddling, soliciting, and distribution of handbills of any kind are not permitted in the building. If you are disturbed by a solicitor, please contact property management immediately.

All contractors and technicians rendering installation for service work of any kind must be referred to property management before work begins. We will request adequate proof of insurance and copies of contractors' license and review with them our building policies and standards for performing work at the property. We require all service people to check in and out with the base building security team any time they're performing in the building. Building Management reserves the right to rescind or revise any of these policies and to formulate new policies as may be required for the safety, protection and maintenance of the building, the operation thereof, and the protection and comfort of Tenants, their employees, and visitors.

Your Lease Agreement contains a more complete list of Rules and Regulation applicable to use of the building facilities, common areas, and other general matters.

The background features a brick wall texture overlaid with a complex pattern of semi-transparent, overlapping geometric shapes in various colors including purple, pink, orange, blue, and green. The shapes are primarily circular and polygonal, creating a layered, abstract effect.

Security

SECURITY

Overview

You may choose to unlock or lock your suite entrances during normal business hours. Although we try to maintain a secure working environment, many people enter the building every day and we cannot guarantee complete safety. You can take several preventive measures to keep your area more secure. For example:

Lock all doors when leaving your suite unattended. Instruct employees to keep valuables and personal property in secured areas (locked desks, file cabinets or closets) when leaving their areas unattended. Always keep safes, vaults, strongboxes or similar devices locked, particularly when unattended. Do not divulge combinations of safes or vaults or leave combinations where they can be found or easily deciphered.

Record serial numbers of all valuable office equipment. If anything is stolen or missing, a record of serial numbers will aid in the recovery of the items. After normal business hours, please make sure that all entry doors to your suite are closed and locked.

Do not allow anyone to follow you into the building after normal business hours. If you encounter someone having problems gaining entrance into the building, do not let them in. Instead, contact Property Management. Property Management recommends that you keep all valuables and personal property locked up during non-business hours.

After-Hours Access

Tenants and Their Employees

Tenants are responsible for providing after-hours access to tenant spaces as needed. The Property Management staff is not allowed to unlock individual office suites without proper authorization from tenant representative.

After-Hours Security

Property Management provides nightly exterior roving security patrol 7:00 PM to 7:00 AM Monday through Sunday, including holidays to maintain the safety of the buildings after-hours.

General Security Recommendations

We ask that the following precautions be taken by all tenants:

It is recommended that all entrance doors to tenant spaces should be locked at all times.

Control the issuance of access cards and keys.

Always lock your door from the inside when working late at night or early in the morning.

Be aware of persons who enter the office under the pretext of repair/delivery personnel. Such personnel should be wearing a uniform with the company name prominently displayed.

Never prop open the building entrances/exits.

If you find any unauthorized packages in the hallways, please notify Property Management immediately.

After-Hours Emergencies

All completed forms titled “Tenant Contacts” are kept on file in the Property Management Office. In the event of an after-hours emergency affecting your space, a representative of your firm will be notified based on the information provided on the form. Any modifications to your list should be submitted to the Property Manager in writing to ensure the accuracy of the information. We will send a Tenant Contact Form for you to fill out with your designated tenant contact information.



ESG

ESG

Carpooling

Royal Center encourages carpooling as another great way to decrease automotive emissions and keep the air clean. Carpooling can also save money on your commute costs along with wear and tear on your vehicle. Please visit erideshare.com or godurhamtransit.org for carpooling information in the area.

Energy Conservation

Tenants can assist in our efforts to reduce building operating costs through energy conservation. Please make a special effort to educate your employees about the importance of using energy wisely.

Following are examples of how your employees can help in our efforts to reduce energy costs: Employees should be reminded to turn off all lights, computers, copiers, etc., when not in use or before leaving for the evening or weekend.

Green Tips

At Royal Center we are committed to protecting and preserving our environment. Along with the green initiatives we have taken in the Building, we have provided tips and websites that will aid in continuing the initiative in daily life here and at home.

Green Tips:

- Optimize the energy settings on computers and other electronic devices and make sure to shut them down at the end of the day.
- Unplug printers, scanners and copiers that are only used occasionally.
- Turn off all lights and any audio/visual equipment that is not being used.
- Keep things digital and minimize the use of materials whenever possible, do not use unnecessary amounts of paper.
- Implement the use of recycled materials such as recycled paper whenever possible.
- Bringing lunch and using reusable containers cannot only save unnecessary waste but costs too. If you order take-out join coworkers in large orders to minimize waste of small individual packaging.
- Bring in mugs/glasses/utensils to reduce the use of paper/plastic goods.

Visit these websites for more Green Information:

aboutmyplanet.com

earthshare.org/green-tips.html

thegreenguide.com

Recycling and Waste Removal

This property has a comingled Recycling Program. Materials accepted for recycling under this program are as follows:

- Brochures
- Business cards and index cards
- Cartons and trays
- Glass bottles and jars
- Juice boxes and milk cartons
- Office Paper (white/ colored)
- Magazines, newspapers, glossy inserts
- Junk Mail, Envelopes
- Aluminum Cans
- Glass Bottles and Jars
- Plastic bottles and containers

Materials NOT accepted for recycling under this program:

- Bubble wrap and peanut packaging
- Bread bags and pizza boxes
- Hard or paperback books
- Cellophane and shrink wrap
- Windows/ Light Bulbs
- Pyrex or Ceramics (dishes/plates/mugs)
- Foam packaging
- Aerosol cans (paint/hair spray/cleaner)
- Any recyclables containing food waste
- Wiring

Please note: no wet/hazardous waste allowed in recyclable containers at any time.

For more information on the Venture Center recycling program, please contact the Property Management Office.

Royal Center also has a Lab Recycling Program. Below is a list of Paper, Cans/Bottles, Lab Plastics, and Lab glass accepted for recycling under this program:

P=Paper

- Newspapers, Magazines, Non-confidential Office Paper, File Folders, Envelopes, Brochures, Ream Wrappers, Pamphlets, Manuals, NCR Paper, Catalogs, Small+ Quantities of Hard and Soft back books, Glossy Junk Mail, Phonebooks, Drink Cartons (not boxes)
- Paperboard/Chipboard

Materials NOT accepted under this program:

Plastic bags, binders or wrappings, rubber bands or metal objects, corrugated cardboard (shipping boxes)

C=Cans/Bottles

Aluminum Cans

Glass Bottles and Jars

Plastic bottles and containers

Materials NOT accepted under this program:

Plastic cups, plastic bags or film, PVC pipe/tubing, vinyl siding, Styrofoam, plastic medical waste, or plastics contaminated with petroleum products or hazardous waste, mirrors, window or auto glass, light bulbs, drinking glasses, vases, plates, or mugs.

Lp=Lab Plastics

#5 PP

Bottles, lids, and containers

No stoppers or cotton tips

#1 PETE

Bottles, Rigid (Blisterpak) Packaging

No drink bottles

#2 HDPE

Bottles, Buckets and Tubs

#6 PS

Rigid Crystal

No stoppers, filters, cotton tips or opaque containers

***Remove tops but place in containers with all items. Remove all easy to remove labels. Empty containers and if it contained an irritant, triple rinse and mark with "XXX".**

Lg=Lab Glass

Processing Procedure:

- All bottles must be empty
- All bottles must have a twist top.
- Remove all tops of all bottles and jars and place in a lab plastic recycling container or in the trash.
- If the bottle contained an irritant or other harmful substance that is NOT hazardous, it must be triple rinsed and marked with 3X or if the chemical is evaporative, it must be fully evacuated from the container and marked with "EV".

- Place Glass Bottles in Containers designated for Lab Glass Bottles only.
- Bottles may not be 'broken down' to collect more in the container.

Materials NOT accepted under this program:

Heat treated or borosilicate glass

For more information on the Royal Center recycling program, please contact the Property Management Office.