



Homeword
Sustainable Communities for All

Solstice Building

1535 Liberty Lane



Photo: copyright 2012 Chris Chapman

Commercial Tenant Handbook

1. Welcome

Welcome to Solstice!

Homeword is committed to providing safe, healthy affordable housing using sustainable methods and promoting strong communities through housing counseling and education for those most in need. In addition, Homeword takes pride in our ability to provide sustainable, first class office space and manage its physical and financial aspects efficiently and effectively. Our goal is to provide our tenants and their visitors with a safe, well-maintained, unique environment in which to locate their business. We welcome your comments and suggestions and sincerely hope your tenancy here will be productive and successful.

Solstice is a mixed-use building with both residential and commercial tenants. The ground floor has about 12,300 SF of leasable commercial area, with a commercial core area housing mechanical rooms, -restrooms with employee showers, an employee break room and a conference center. The upper two floors have residential rental apartments. The basement includes parking for residential and commercial tenants, as well as mechanical rooms for building systems. Solstice and Equinox, the multi-family rental apartment building to the east, were made possible through a public private partnership of multiple funding sources. Please contact Homeword staff if you are interested in learning more about how this project came together, or visit our website at www.homeword.org.

The purpose of this guide is to provide commercial tenants with a reference for various Solstice Commercial procedures (including Common Area Procedures), requirements, resources and regulations. Please note that some of the information may change from time to time. Should any changes with the regulations, services, or procedures occur, our staff will inform you.

Our office hours are from 8:00 A.M to 5:00 P.M., Monday through Friday.

Reviewed & updated August 2016

2. Contact Information

For general questions about the building or your lease please call 406-532-4663 or email info@homeword.org.

Conference Center scheduling:

<http://www.homeword.org/our-services/conference-rooms/> (preferred method)

or contact: Homeword's Administrative Specialist 406-532-4663

Tenant Service Requests (see Section 20):

Please submit an electronic work order via the work order link on our commercial webpage or contact Homeword's Administrative Specialist at 406-532-4663.

<http://www.homeword.org/our-properties/commercial/>

Emergency Maintenance Problems (potential for extension damage, health & safety hazards, etc.(see Section 20):

Tamarack Property Management Co. 406-860-5558

3. Moving Regulations

Regulations and Guidelines

Please observe the following guidelines regarding moving furniture, equipment and supplies in and out of the building.

- Unless otherwise permitted, the west commercial entrance is the only entrance that may be used by movers or tenants moving furniture and equipment in and out of the building.
- The tenant must make arrangements with Landlord prior to the scheduled move or for deliveries and removal of large quantities of furniture, equipment or supplies.
- Tenants are responsible for any damage incurred to the property or common areas during the move. Please do not slide heavy objects across carpeting and take extra care in and out of doorways.
- It is recommended that the mover provide and install protective coverings on all walls, door facings, elevator cabs and other areas along the route to be followed during the move. Any damage to the building or fixtures caused by the move will be repaired and costs billed directly to the tenant.
- Any and all trash or refuse generated as a result of the move shall be hauled-off the property by the moving company during the same day that the move takes place. Failure to do so will result in the tenant being charged directly for debris removal.

4. Building Access and Keying

Access

The entrances to the commercial space must be accessible to all users. They may not be blocked or obstructed in any way at any time. Any promotional materials, such as tent boards, must be approved by landlord and should not obstruct the entrance or path of travel.

There are 3 entrances to the commercial space:

Entry	Location	Hours & Access
West Entry	Public entrance on the west side of the building at the ground floor	Open 8-5 M-F After hours & holiday access via key fob
East Entry	Tenant only entrance near the break room at the ground floor	Open 8-5 M-F After hours & holiday access via key fob
Garage Entry	Tenant only entrance in the basement.	Secured 24/7 Access via key fob

Building Holidays for Solstice Commercial Space

During holidays all commercial entries are locked and no building management is available. In general, these holidays are as follows. (Some adjustment may be made for holidays that fall on weekends. Any changes will be communicated to tenants.)

January 1	New Year's Day
3 rd Monday January	Martin Luther King's Birthday
3 rd Monday February	Presidents' Day
Last Monday May	Memorial Day
July 4 th or Monday or Friday if on a weekend	Independence Day
1 st Monday September	Labor Day
2 nd Monday October	Native Peoples' Day
4 th Thursday November	Thanksgiving Day
Friday following Thanksgiving	Day after Thanksgiving
December 25 or Monday/Friday if on a weekend	Christmas Day

Keys and Fobs

Entry Fob:

Commercial tenants are provided with one electronic entry key fob per staff person. To maintain security, it is recommended that tenant provide names of employees so that fobs may be correctly assigned in the system. The entry fob works by swiping it near the reader next to

the door. This will unlock the door for a few seconds allowing you to open the door and enter. Additional key fobs for new staff are available upon request. Lost key fobs or fobs not returned by an employee upon termination should be reported immediately so the device can be deactivated. This helps us maintain building security. The charge for lost key fobs is \$50.

Toggle Fob:

Each tenant is provided with one toggle fob. This fob can be used to unlock the public entry outside of normal open building hours. For example, if you are hosting an evening or weekend workshop you can unlock the entrance for your customers or clients. To use, swipe the fob near the reader outside the door. This will unlock the doors and leave them unlocked. To lock the doors, repeat the same step. Swipe the fob near the reader and this will lock the doors.

Suite Key:

Tenant office suites will be keyed to the master and tenant will be provided 2 suite keys. Tenant is authorized to make duplicates. Tenant will be charged for replacement keys. Only a designated representative of the Tenant will be authorized to request additional keys.

Suite lock changes are to be addressed with the landlord. **NO ADDITIONAL LOCKS ARE TO BE INSTALLED WITHOUT THE PRIOR WRITTEN CONSENT OF THE LANDLORD.** Tenant requested lock changes will be charged to the tenant.

Lock Out Policy

Should you be locked out of your suite landlord will not be able to assist you. Do not call the maintenance emergency number. You must contact your office manager or an authorized representative of your company to gain access. We suggest that each tenant develop an office lock-out procedure with their staff.

5. Security

Tenants are responsible for ensuring the building is secure. The west and east commercial entrance is open Monday through Friday from 8:00 am to 5:00 pm (excluding Holidays). None of the commercial entry doors should ever be left propped open. Those entering or exiting the building during off hours must ensure that the doors close and latch.

Here is a sample Office Closing Procedure for individual tenant suites. Feel free to adapt this for your own office.

Closing Procedure (at 5 pm)

1. Lock front office door.
2. Lock private suite patio (if applicable). These doors cannot be locked/unlocked from the outside (no key way) and are locked/unlocked from the inside by using the surface bolts on the inactive leaf, and then lifting the handle (almost 90 degrees) on the active leaf to engage the locking system, and finally turning the thumb turn to lock the handle.
 1. Check & lock rear office door (if applicable).
 2. Close and lock all windows.
 3. Draw all window & door shades for energy management.
 4. Be sure that the building entrance/exit door is completely closed behind you.

General Office Suite Security Recommendations

The security of your office is your responsibility. The following are some general office security suggestions, which are offered to you as an aid in establishing your internal security procedures. Be aware of all repair and delivery personnel who enter your office. Institute a check-in policy for all delivery and repair people. Never leave the reception area unattended. Do not allow visitors to pass beyond the reception area without an escort. Valuables, wallets, etc. should not be left in plain view. Place in a locked drawer or cabinet if possible. It is the tenant's responsibility to ensure that office doors and windows are closed and locked at the end of business. If employees are working outside of normal business hours keep office doors locked. Ensure that building entry doors close and latch behind you outside of building hours. It is in your best interest to control the number of keys issued. Only people needing after hour access should be issued a key.

- Restrict office keys to those who actually need them.
- Keep complete, up-to-date records of the distribution of all office keys.
- Have adequate procedures for collecting keys prior to termination of employees.
- Keys should not be left unguarded on desks or cabinets.
- Designate a staff person to manage your office keys.
- Store keys systematically in a secured location.
- Keep a record showing issuance and return of every key, including name of person, date, and time.

6. Safety and Evacuation Plan

An alert and educated tenant is the most valuable resource for fire protection. Fire hazards arise from unsafe conditions and practices. Every tenant has a responsibility and vested interest in making a concerted effort to correct and improve their living conditions and practices. Fire hazards include, but are not limited to:

SMOKING: This activity is not permitted anywhere inside the building, and is permitted only 25 feet from the building. Dispose of all cigarette materials in fire resistant ashtrays and receptacles.

STAIRWAYS: Never block stairway entrances, even temporarily. No obstructions should be left on steps or landings. Fire doors should always remain closed or attached to the magnetic hold opens provided for that purpose.

CORRIDORS: Corridors, hallways, and aisles must be kept clear of all obstructions (e.g., furniture, boxes, etc.) which might present a fire hazard and impede escape routes.

STORAGE AREAS: Areas used for storage should be kept clean and orderly. Accumulation of trash, rags, or debris of any type is a hazard and an unsafe condition. Do not store anything including boxes, equipment, or furniture, within 18 inches of sprinkler heads.

EQUIPMENT:

- Electrical cords should be placed away from hallways or other circulation routes.
- Never use electrical cords that are frayed or have exposed wiring.
- Do not overload electrical outlets by using multiple extension cords, etc.
- Perform regular maintenance on all equipment. Promptly remove/repair defective equipment.
- Understand and use all pertinent safety precautions when using electrical appliances and equipment.

FIRE LANES: Do not park in the area in front of the building or in the driveway leading down to the parking area. This would block access for fire trucks responding to an alarm and could prevent emergency personnel from assisting you or your staff. These areas must be kept clear of all obstructions (e.g., pallets, trash, debris, etc.) that may present a fire hazard or impede access.

Alarms

The Solstice Building is equipped with a fire sprinkler system and automated alarm devices. While extremely efficient, these systems do not ensure all emergency/fire situations will be suppressed. To ensure the safety of tenants and their guests, everyone should try to evacuate the building or proceed to an Area of Refuge during an alarm situation, unless directed to do otherwise by emergency personnel.

Failure to see fire or smell smoke does not mean a threat to your safety is not present. Alarm situations could be the result of:

- Fire
- Gas leaks
- Natural Disasters
- Hazardous Materials Incidents
- Threats of Violence
- Etc.

In the event of a fire, tenants should practice the procedures associated with the acronym “**RACE**”.

R **Remain calm**, do not panic. Rescue persons in immediate danger.

A **Alarm...** Activate the nearest **MANUAL PULL STATION** *and* notify the fire department by dialing 911 (“I want to report a fire at 1535 Liberty Lane...”); Inform other occupants.

- C** **Contain** fire at point of origin by closing all doors and windows.
- E** **Evacuate** the facility using established procedures. **Extinguish** fire by using a portable fire extinguisher. **(Unless you have been properly trained, never attempt to use a fire extinguisher)** Report fire/pull alarm first; extinguish after. Never attempt to extinguish a fire unless you can do so safely.

Evacuation Guidelines

1. Evacuate the building via the shortest and safest route or to the area of refuge if one cannot evacuate due to disability. Walk; do not run. Do not use elevators.
2. Close all doors as you leave.
3. Before exiting through any closed door, check for heat and the presence of fire behind the door by feeling the door with the back of your hand. If the door feels very warm or hot to the touch, advise everyone to proceed to another exit.
4. In the event you are unable to exit the building or move to an area of refuge:
 - a. Remain calm; do not panic
 - b. Remain low; crawl if necessary
 - c. Place a cloth, wet if possible, over your mouth to serve as a filter
 - d. Signal for help from a window. Use a towel, clothing, sign etc.
 - e. Stuff cracks around the doors to keep out smoke.
 - f. If there is a phone in the room, call **9-1-1** and tell them exactly where you are.
 - g. Stop, Drop and Roll if your clothing catches fire.
5. Upon exiting the building, remain at least 20 feet away from the building walls and overhangs. Do not block any driveways, as Fire Department personnel will need access to these areas.
6. If you are waiting in an area of refuge instead of exiting the building, contact emergency personnel through the intercom in the area of refuge and tell them where you are waiting. Do not wait in the area of refuge if you are able to exit the building using the stairs, unless you are waiting with someone who is not able to use the stairs.
7. The cessation of an alarm/departure of the fire department is not an "all clear" to re-enter the building as corrective measures may still be in progress. Stay clear of the building until the emergency personnel have advised you to re-enter the building/area.
8. Assist visitors during alarm/emergency situations. Visitors may not be aware of exits/alternative exits and the procedures that should be taken during alarm situations. Tenants should calmly inform visitors of the proper actions to be taken and assist them with the evacuation.

Summary

In the event of an emergency situation;

1. Remain calm. Rescue persons in immediate danger.
2. Alarm: Activate manual pull station **and** call 911 ("I want to report a fire at ...")
3. Contain the fire at point of origin. Close all doors and windows.
4. Evacuate the building using your organizations established guidelines.

7. Building Sustainability Features

Homeward has a fundamental commitment to developing energy and resource efficient buildings. At Solstice, these commitments mean green building and energy conservation. Designed sensitively and with added community processes such as the Eco-Design Charrette, Solstice provides a place to model quality, high density, “gray field” re-development, in an expanding urban area of Missoula that will revitalize and re-create a corridor for future community use. These types of developments are a common sense approach to development, built responsibly, close to services, jobs and amenities.

This eco-friendly development is built on a former “grey field” site. The previous development (a bowling alley) had paved approximately 90% of the parcel with asphalt paving, nearly all of which was reclaimed for recycling during the deconstruction process. Located near the intersection of Russell St and Broadway Ave, bordering the Westside Neighborhood of the City of Missoula, the area has been referred to as “Gateway to Downtown.” The Equinox and Solstice properties are considered a model development for this area, partially responding to the City of Missoula’s Urban Renewal District plan that defined the area as “blighted”. The completion of these developments is a significant step towards the revitalization and redevelopment of this neighborhood into a vibrant mixture of residential buildings, commercial businesses, and public services.

Some of the sustainable features of Solstice are listed below. Many of these features are the same as those discussed in the next section 14: LEED requirements.

- Re-development of an urban grey field
- Native and adapted plants in landscaped areas
- Drought tolerant landscaping
- Photovoltaic Panels
- Gray water collection system – reclaimed water from lavatory sinks, showers, tubs, and clothes washers will provide water for underground drip irrigation in landscaped open space between buildings
- Efficient landscape irrigation including rain sensors and irrigation controls
- Energy efficient windows with Low-E coating, exceeding code requirements
- Super-efficient insulation with recycled content mineral fiber and spray foam insulation to reduce air infiltration and heat loss
- Energy Star appliances exceeds the IECC 2003 Standard by 30%
- Water conserving plumbing fixtures, including dual flush toilets
- Light pollution reduction standards for exterior lighting
- Construction waste management; including cardboard, wood, metals
- Recycled content materials; steel, and other metals, gypsum board, carpet, resilient flooring, concrete, countertops, and insulation
- Healthy interior air quality with low/no VOC paints, primers, adhesives, and sealants

- 40% fly-ash concrete in building foundations, flatwork, and site paving; 100% fly-ash concrete in portions of building footings
- Wood products are either sustainably harvested Good Wood, certified FSC, salvaged/reclaimed wood, or engineered framing materials
- Kitchen cabinets are a medium density fiberboard (MDF) panel manufactured from 100% recycled wood waste made without formaldehyde-containing additives
- Countertop finishes contain recycled banana peel fibers with formaldehyde free resins
- Healthy Floors; linoleum and recycled content carpet
- Light-colored, reflective roofing reduces heat island effect and energy costs for building cooling systems
- Super high-efficiency heating and cooling systems
- Individual metering for dwelling units encourages energy conservation among residents
- On-site recycling facilities
- Location along mass transit route which is now Fare Free
- De-construction of existing building – nearly 40 tons of demolition material diverted from landfills through recycling and re-use
- Compact fluorescent lighting throughout, motion sensors for common area lighting to reduce energy use
- Covered bicycle parking

Graywater system & guidelines:

Gray water is the output from bathtubs, showers, sinks, floor drains, and washing machines, which although soiled, is not as contaminated like toilet water, and therefore may be used for irrigation of plants with little or no treatment, provided some simple safeguards are met. Reusing gray water for irrigation serves two purposes: it reduces the amount of freshwater needed, and reduces the amount of waste water entering sewer or septic systems.

Since the building has a gray water system, it is important that care be taken to avoid the release of inappropriate substances into the gray water system. Heavily soiled clothes, diapers, etc. should not be washed in anything that drains to the gray water system. Chemicals such as bleach, paints, or other hazardous substances should not be disposed of into the gray water system, nor should any substance that may cause blockage, or detrimentally affect the plants.

8. LEED Information

Solstice has been nationally recognized for its innovation in incorporating affordable housing with green development. Earning the Innovation Award, Solstice has been recognized as being the first to combine Low-Income Housing Tax Credits (LIHTC) with New Markets Tax Credits (NMTC), the first mixed-use development in the state to receive a gray water permit, and Montana’s first commercial and affordable housing “mixed-use” development registered for LEED Gold certification.

Leadership in Energy and Environmental Design (LEED) certification recognizes developments that promote a whole building approach to sustainability through their performance in five key areas of human and environmental health: sustainable site development, water savings, energy efficiency, materials selection and indoor environmental quality. In order to obtain LEED certification, a project must implement certain design, materials, and construction practices that earn a project credits towards certification. Over 40 such credits were obtained for this project, thus, earning LEED Gold certification. These credits came from nearly every aspect of the development; below are some of the “green” building elements and sustainable design practices implemented:

Sustainable Sites

- Grayfield re-development and in-fill site selection
- Site location close to services and mass transit
- Covered and secure bicycle parking
- Fuel-efficient only parking spaces

Water Efficiency

- Gray water system
- Water efficient landscaping
- Water flow saving devices

Energy & Atmosphere

- Photovoltaic panels
- High-efficiency cooling systems
- Motion sensor light switches
- Energy star appliances
- Programmable thermostats
- Hot water pipe insulation
- Building Commissioning

Materials & Resources

- Inclusion of Montana based products
- Engineered lumber
- Fly-ash concrete greater than 30%
- Recycled insulation & sheetrock
- Recycled material carpet/flooring
- On-site recycling of construction materials

Indoor Environmental Quality

- Low/no VOC paint and adhesives
- Formaldehyde free counter tops and cabinets
- Whole unit circulating fans
- Dimmable lights in common areas
- Task lighting

Innovation & Design Practices

- Removal of riprap and riverbank restoration
- Green Cleaning Plan
- Light colored roofing
- Extended overhangs above larger window/door openings

If you have further questions regarding the green elements of the property, please contact Homeword at 532-4663.

9. Janitorial and Green Cleaning Plan

Janitorial Duties:

Tenants are responsible for cleaning and maintaining their leased office spaces. Tenants are also responsible for ensuring compliance with the Green Cleaning Plan provided as Exhibit A whether they hire a vendor or do the cleaning themselves.

Regular janitorial services for common areas, such as the kitchen, bathrooms, and hallways are provided by the landlord. However, please see break room and conference center rules for tenant responsibilities in those spaces.

Green Cleaning Plan:

Green cleaning isn't just about protecting the environment; it's also about protecting the health of building occupants and cleaning staff while enhancing overall productivity. Help us by being stewards of the Solstice Building. As part of being a tenant in a LEED building, tenants are responsible for complying with the Solstice Green Cleaning Plan. The Green Cleaning Plan is provided to every tenant upon leasing; please contact Homeward at 532-4663 if another copy of this plan is needed.

See Exhibit A for a copy of the Green Cleaning Plan.

10. Recycling Program

We are pleased to offer a Recycling Program. Recycling is a relatively simple way of reducing the amount of material that goes into the landfill and reduces the use of raw materials.

The first step is reducing waste. Some easy ways to do this:

Go paperless as much as possible; if you must print choose double-sided; review, edit, and share documents electronically; purchase products with less packaging, encourage re-usable dishware instead of disposables.

The second step is collecting recyclables. Recycling bins are located in the garbage enclosure in the northwest corner of the parking lot. We encourage tenants to provide their staff with recycling bins at their desks. Tenants can then empty these in the exterior bins provided or contract with a janitorial service to empty them. Additional recycling bins for break-room uses and guests are provided in the break room and conference room; these bins are not for general office recycling but for activities/events taking place in those spaces.

Ask the landlord for current recycling guidelines as these periodically change.

Hazardous Waste Recycling

The building does not offer haz waste recycling however, the Missoula County Environmental Health Unit sponsors a [hazardous waste collection day](#). This event provides the community an opportunity to recycle hazardous waste products at no or minimal cost. Please visit their website to find out more information on how to safely dispose of hazardous waste such as, batteries, computers, monitors, and lightbulbs year round

11. Conference Center

Room Features and Amenities

The Conference Center is approximately 817 sq. ft. in floor area, not including storage closets and cabinets. The space can be broken down into two or three separate meeting spaces by using room dividers. Conference Room 1 is approximately 336 sq. ft., Conference Room 2 is 204 sq. ft., Conference Room 3 is 204 sq. ft., and Conference Room 2 & 3 combined is 408 sq. ft. The minimum amount of conference room space should be reserved for meetings and events in order to make the unneeded space available for other meetings. If the AV equipment is needed, the entire conference room space should be reserved.

The Conference Center is equipped with:

- Ceiling-mounted LCD projector with automatic screen
- Four built-in speakers throughout the room
- Wireless internet access
- 18 five foot tables (seat two people each)
- 50 chairs
- White board
- Counter with sink and filtered water
- Commercial coffee maker with two air pots, Hunter Bay coffee, tea, and condiments
- French doors opening to patio
- Plates, silverware, cups and glasses (stored in break room)

Scheduling Conference Center

The Conference Center is available for commercial tenants to use for typical business meetings or activities. The conference room schedule is managed by Homeword.

You may view room availability on our website.

All room reservation requests should be submitted through Homeword's website at <http://www.homeword.org/our-services/conference-rooms/>. For questions contact Homeword's Administrative Specialist info@homeword.org or call 532-4663 x10. Commercial tenants and outside groups will receive an email notification to confirm the reservation.

- A master calendar for the conference rooms will be established at the beginning of every year.
- All other meetings/events are scheduled as they are known on a first-come first-serve basis.
- In the event of a conflict (i.e. overlap of times, mistake in room configuration, incompatible programming, etc.), Homeword will contact the meeting point person.
- For commercial tenants, if the event/meeting does not require the entire space, the request should indicate how much space and what amenities are needed.
- If the conference room is empty and the electronic calendar shows no one has reserved the room, the room is available for ad hoc or last minute meetings.

- Commercial tenants should schedule last minute use of the room with the Administrative Specialist to ensure the users are not interrupted by others who check the electronic calendar and are unaware of the last minute meeting.
- Events shown on the electronic calendar will take precedence over impromptu meetings.
- Since the conference room is shared by all commercial tenants, the expectation is that tenants are reasonable with the number of meetings/events and duration when reserving the space.

Cancellation Policy

- All cancellations should be made within 48 hours of the scheduled time.
- Cancellations should be made by emailing Homeword info@homeword.org or call 532-4663 x10.

Rules and Regulations

Approved uses for the Conference Room include meetings, conferences, programs, workshops, conferences and business social events. The Conference Room is primarily for the use of commercial tenants vs. outside parties.

- Tenants reserving the room assume full responsibility for any damage to the facility or equipment which may occur as a result of the group's activity.
- Adult supervision is required at all events. Children under the age of 18 must be supervised by an adult at all times.
- All food particles and spills must be cleaned up; trash must be disposed of or recycled if applicable. Users should notify Homeword if the receptacles are full, or empty the receptacles in the trash enclosure on the west side of the parking lot.
- A commercial tenant staff person must be present during all commercial tenant meetings/events held in the Conference Room(s), including during and after business hours.
- All conference rooms must be vacated by 10:00 PM.
- Smoking is prohibited throughout the building, including but not limited to the conference rooms, restrooms, break room, basement parking garage, and/or corridors. Smoking is not allowed within 25 feet of the building as detailed above. Please do not smoke on neighboring private property.
- All temporary signs, posters, decorations and tape must be used with care and removed after use. The use of tacks, staples and nails is not allowed in the walls or room dividers.
- No permanent signage, posters or pictures should be put on walls or doors in common areas, including in the conference center.
- No loud noises or functions may take place in the conference rooms that may disturb other commercial and/or residential tenants.
- Users are responsible for setting up tables and chairs and for returning these items to the original configuration
- All windows must be shut and secured and all doors must be locked prior to leaving.

- Visitor parking is marked and is available on the west side of the building and on Liberty Lane.
- Users are responsible for making their own coffee and cleaning up after use, including emptying the coffee ground into the trash receptacle and rinsing out the coffee pots.
- Failure to abide by these rules may be justification for denial of future use of the Conference Room.
- Please report any issues with the room to Homeward 532-4663.

Conference Center Technology

The Conference Center is equipped with a ceiling-mount LCD projector, four built-in speakers, automatic projection screen, and wireless internet access. All equipment is available for use by commercial tenants while using the conference room. When a group needs to use the A/V equipment, the entire room should be reserved.

- Equipment and room training will be provided by Homeward staff to all commercial tenants, who will be responsible for having one technology staff person to provide their organization with tech assistance on an ongoing basis.
- All equipment should be returned to the tech cabinet following the meeting/event.
- Instructions on how to use the equipment are posted in the tech cabinet.

DISCLAIMER: Please be aware that conference room technology is not supported by Homeward. It is to your advantage and is your responsibility to have a back-up plan in the event the audio/visual systems, wireless internet, etc. are not working. We strive to maintain all technological components in good working order, but cannot guarantee compatibility or operation.

12. Staff Break Room & Commercial Patio

The break room and patio are shared space that is available for commercial tenant employees as indicated in the commercial leases, and is not open to the general public. It is equipped with microwaves, tables, chairs, dishwasher, dishes, utensils, sink with water filtration, stove, and oven. Commercial tenants are assigned a shared refrigerator and cabinet area for their employees. All kitchenware should be returned to the break room after use and either washed or put into the dishwasher. The use of paper plates, cups and utensils is discouraged and should only be used when using the kitchenware is not feasible, such as for large conferences/trainings.

The break room is used by potentially over fifty people; therefore, it is extremely important that each person **clean up after themselves** in order to keep it sanitary, clean and orderly. Janitorial services are scheduled twice a week to wipe down surfaces and clean the floors. They **DO NOT DO YOUR DISHES**.

The dishwasher should be started when it is full and emptied by the first staff person to find that it is has completed the run cycle. Dishwasher soap is located under the sink. **Dirty dishes are not to be left in the sink or on the counter**. If the dishwasher is running, then hand wash, dry, and put away your dishes. All clean dishes should be put in the appropriate cabinets.

Waste and recycling bins are provided in the break room for all break room users. Commercial tenants are expected to follow the posted recycling guidelines and reduce, re-use, recycle whenever possible. Waste and recycling bins will be emptied weekly or more often as needed by the janitorial service.

Patio:

The patio is furnished with tables and chairs. Feel free to reconfigure while using but return to original layout when done. Close patio umbrellas when done using so the wind does not damage them. Please clean up any spills.

(See next page for posted rules)

Break Room Rules

We have janitorial service 2x's per week that wipes down surfaces, cleans the sink, washes the floor, and takes out the trash & recycling. **THEY DO NOT DO YOUR DISHES AND BUILDING MANAGEMENT DOES NOT DO YOUR DISHES.** Please respect your office neighbors and do your own dishes and clean up after yourself.

1. Only store food in your assigned refrigerator or cabinet.
2. Please put your name on and track the dates/edibility of your food items.
3. If you spill something in the refrigerator, please clean it up thoroughly.
4. Please rinse dirty dishes and place in dishwasher.
 - If the dishwasher is dirty and full – Please run it.
 - If the dishwasher is clean and full – Please empty it.(Dishwasher detergent is located under the left hand sink.)
5. Rinse out sinks and empty food traps after rinsing/washing your dishes. **SINK IS NOT EQUIPPED WITH A GARBAGE DISPOSAL!**
6. Pots and Pans are non-stick. Use plastic utensils in them when cooking. **NO METAL.** They are not expensive and we want to protect the surfaces.
7. Please put dishes, pots and pans back where you found it.
8. Please don't take the Salt & Pepper shakers out of the breakroom. It makes everyone else's lunch sad when it goes missing. ☹️
9. Please return any plates, glasses or silverware you use back to the Break Room. No **HOARDING** of utensils (especially forks and spoons) allowed in individual office spaces. Feel free to bring a set from home to keep at your desk.
10. If you use the stove, be sure to turn it off and wipe up spills, crumbs etc. from top and in burner pans. Do not leave stove unattended while on.
11. Toaster oven: clean out crumbs, spills etc. from bottom of unit and clean toaster oven pan/sheet. Line bottom with foil to make cleaning easier.
12. After preparing food and eating, wipe up spills/crumbs from counter and table.
13. If you use pans or bowls and wash by hand, please remove from drainer, dry and put away.
14. Don't leave dishes in the sink. If dishwasher is running, please hand wash, dry, and put away.
15. If you open a window while you are in there, close it when you leave.
16. Do not remove tables & chairs from the break room.

13. Restrooms & Shower Areas

There are three common restrooms available to commercial tenants and their clients/guests. The women's and men's restrooms are equipped with a shower for use by commercial tenant **employees only**, and are not available for use by the general public, guests, or customer/clients. It is important that staff keep restrooms and showers clean and not leave personal hygiene or other items in the restrooms and shower areas. Building management is not responsible for loss of items. Problems with the restrooms or shower areas should be reported immediately. Any problems related to water (clogged toilets, drainage problems, leaking fixtures, etc.,) may cause extensive hidden damage to the building and should be treated as an emergency.

14. Tenant Service Requests

In order to facilitate communications, we ask that you appoint a tenant service representative, as well as an alternative representative. We request that you limit the number of people placing requests or service calls to these representatives. Tenant requests should be placed by the tenant service representative or alternative representative.

For routine, non-emergency maintenance requests please use our on-line request form located on our website. This ensures the request goes to the right person and allows us to determine the best way to address your request. **Do not make requests with the maintenance or janitorial staff directly.** We suggest you bookmark this work order request address:

<http://www.homewood.org/our-properties/commercial/>

Click on the “work order form” button and complete the requested info. You will receive a message confirming receipt of your request. We try to resolve requests within 5 business days.

If you have an after-hours MAINTENANCE EMERGENCY, please contact the **Maintenance Emergency # at (406) 860-5558**. An emergency is defined as a situation that will cause extensive damage if unaddressed, creates a hazard, compromises security, or is a health/safety threat. Some examples of emergencies are overflowing toilets, broken windows, etc. Call 911 to report a crime, fire, or if there is a threat to life.

15. General Building Rules and Regulations

The following are general building rules and regulations:

- Smoking is prohibited throughout the building, including but not limited to the training rooms, restrooms, break room, basement parking garage (even if you are in your vehicle), and/or corridors. Smoking is not allowed within 25 feet of the building and is not allowed where “No Smoking” signs are posted. Please inform staff, clients, and guests of this rule. This rule helps support healthy indoor air quality for the building. If you smoke, please use an ashtray and throw away the butts. Do not drop cigarette butts on the ground and do not rub them out on the building.
- Tenant shall not install curtains, blinds, shades or screens, etc. on the windows or doors without written approval from the landlord.
- The sidewalks, halls, passages, exits, entrances, elevators and stairways shall not be obstructed or used by tenant for any purpose other than for ingress to and egress from its premises.
- Tenants shall not alter any lock or install any new or additional locks or any bolts on any interior or exterior door of the premises without the prior written consent of Homeword.
- The toilets, urinals, showers, sinks in the restroom or break room and other apparatus shall not be used for any purpose other than that for which they were constructed and no unsuitable material shall be placed therein. The expense of any breakage, stoppage or damage resulting from the violation of this rule shall be charged to the tenant if their employee or invitee have caused it.
- Tenants shall not overload the floor of the premises or in any way deface the premises or any part thereof. Landlord shall have the right to prescribe the weight, size and position of all safes and other heavy equipment brought into the building. Landlord will not be responsible for loss of or damage to any such safe or property from any cause, and all damage done to the building by moving or maintaining any such safe or other property shall be repaired at the expense of tenant.
- The commercial premises may not be used for lodging.
- Tenants shall not use or keep in the premises or the building any kerosene, gasoline, or inflammable or combustible fluid or material, or use any method of heating or air conditioning other than that supplied by landlord.
- Tenant shall not do or permit anything to be done in or about the Building or bring or keep anything therein, that will in any way increase the rate of fire or other insurance on the building or on property kept therein or otherwise increase the possibility of fire or other casualty.
- Each Tenant shall cooperate with Landlord’s employees in keeping their leased premises neat and clean.
- Tenants will not locate furnishings or cabinets adjacent to Mechanical or electrical access panels or over air conditioning outlets so as to prevent operating personnel from servicing such units as routine or emergency access may require. Cost of moving such furnishings for Landlord’s access will be on Tenants account.

- Tenant may not permit any drilling, cutting, or other penetration through the exterior wall of the building. This includes but is not limited to cable, internet, phone, satellite wiring.
- In case of invasion, mob, riot, public excitement, or other commotion, Landlord reserves the right to prevent access to the Building during the continuance of the same by closing the doors or otherwise, for the safety of the tenants and protection of property in the building.
- Landlord reserves the right to exclude or expel from the building any person who is causing a disturbance.
- Tenant must notify landlord in advance if tenant is planning any function such as a party, reception, or fundraiser.
- Tenants will use all utilities and appliances, including elevators, in a reasonable way, with an emphasis on energy conservation.
- Tenants must provide their own internet service. The wireless service in the conference room is for use only while conducting a meeting or event in that space. Please do not use the wireless connection for business or personal use in your office.

16. Tenant Services Representative

All commercial tenants are required to designate a tenant services representative as well as one or more alternate representatives. Tenant Services Representatives are responsible for reporting maintenance and building issues to the Landlord. They will also serve as the point of contact for communications from Homeword and disseminate building information to their organization's staff. Tenant Services Representatives may represent their organization in commercial tenant meetings. Commercial tenants must complete a commercial tenant contact form for landlord to keep on file.

This information will be kept on record by Homeword. It is the responsibility of the tenant to notify Homeword of any changes to the information.

17. Parking & Transportation Options

Parking Garage:

Creating underground parking allows us to provide more open space on the property and means less surface run-off of rainwater. Specifics on the location and number of designated parking spaces for your office are addressed in your lease documents.

Not all tenants have parking spaces in the garage. Free parking is available on Liberty Lane and other nearby streets. Please do not park on neighboring properties. Landlord reserves the right to assign and re-assign specific parking spaces. For example if your office was assigned space number 50, we may need to reassign you to space 40 for various building management needs. Vehicles parked in the reserve spaces must be in good working order. No inoperable vehicles are permitted. Spaces cannot be used for any purpose other than vehicle parking (you cannot use the space for storage). Tenants cannot sublease or allow anyone other than employees to park in assigned spaces. The parking garage is reserved and customers/clients are not permitted entry. You will be provided with a parking permit that must be displayed on the vehicle when it is parked in the garage.

Scooter & Motorcycle Parking:

Spaces are located in the parking garage on the south side of the garage near the entrance. These spaces are free and are available on a first come, first served basis.

Customer/Visitor Parking:

Customer parking is located outside of the west entry. These are labeled as “commercial visitor parking”. This parking is reserved for customers, clients, or vendors visiting the businesses located on the 1st floor of this building. It is provided as a convenience to them and to make it easier to patronize your business. **Tenant employees are not allowed to park in these spaces.**

Parking violators may be towed at the vehicle owner’s expense. All parking is at your own risk and it is the tenant’s responsibility to carry the proper insurance coverage against theft or damage

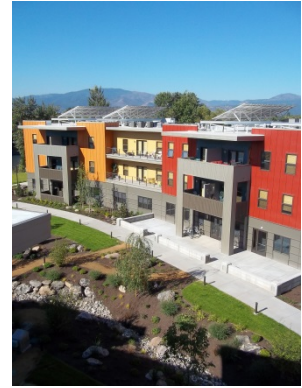
Please be aware that Residential tenants have assigned surface parking on the west and north side of the building. Please respect these reserved spaces and avoid the potential hassle of towing.

Bicycles:

Commercial tenant bicycle parking is available on the east side of the building on the commercial tenant patio. Commercial customer bicycle parking is available next to the west entry.

Solstice Building Multi-Modal Transportation Information

- The Solstice building was designed with sustainable transportation in mind. The Solstice building offers many transportation based amenities. With bus stops nearby, proximity to the bike-pedestrian trail system, plenty of bike parking including covered bike parking and designated parking for fuel efficient vehicles and scooters; it is easy to choose sustainable transportation methods.
 - Bus Routes: Route 14, 11 and 2 are in immediate proximity to Solstice. On January 1, 2015 Route 2 became a *Bolt!* Route meaning it increased service by running every 15 minutes and will expand hours until 10 pm. Additionally, Mountain Line bus service became Zero Fare starting January 1st so it's free and convenient!
 - Future improvements: As part of the Russell Street and bridge re-build project (estimated to start in 2017), a new bus stop is being planned for Liberty Lane, near Solstice.
 - Trail system: Homeward expanded the pedestrian trail as part of the Solstice site development on the north side of the river which connects to the trail on the east side of Russell and the entire trail system in Missoula.
- We're happy to share our incentive programs that assist our staff in making sustainable transportation choices and have helped Homeward earn the title of "best small business of the year" from the Missoula Job Service Employers' Council.
 - Homeward implements a sustainable commuting incentive for our employees utilizing Missoula in Motion's *Way to Go* program. Employees record their daily commutes using Missoula in Motion and Homeward utilizes this information for a weekly drawing. Each day that an employee sustainably commutes, they are automatically entered into the drawing. This is in addition to any incentives offered by Missoula in Motion.
 - Homeward offers a Health and Wellness Incentive to our staff. Employees that report one hour of exercise per week are entered into a monthly drawing for a gift certificate. Homeward funds both programs through our employee parking fees. Since we have more employees than spaces, we charge interested employees \$5.00 every 2 weeks out of their paycheck for use of a reserved space. It is optional and employees that drive always have the option of parking for free on the street.
 - Homeward has an office bike available for our employees to use for running errands, going to lunch or attending off-site meetings instead of using their personal vehicle. This is especially valuable to those that carpool.
 - When planning events or offsite meetings, employees often coordinate rides to reduce the amount of vehicles being driven both for traveling to the event and for commuting to work. Flexible scheduling is allowed to encourage commuting options. For example, allowing extra time to bike across town or coordinate with bus schedules.



- Studies have found that employees and companies benefit from promoting sustainable transportation and working in a LEED certified building. Some benefits include: improved health of building occupants, improved company brand equity and goodwill, reduced environmental impact, and improved occupant comfort and productivity. In addition, employees find their transportation costs reduced.
- For information and support in developing your own employee commuting program contact Missoula in Motion. They offer employee transportation evaluations, commute planning, incentives, and more. <http://www.missoulainmotion.com/On%20The%20Job>

18. Energy Management & Conservation

- We recommend setting your thermostat to the recommended Energy Star settings to conserve energy and reduce operating costs. See Exhibit D for thermostat instructions. You can schedule an appointment with our staff and they can help you program your thermostats based on hours and days your office is occupied.
- Please close window shades upon leaving your office for the day. We also recommend controlling direct sun through windows, depending on the season and weather. During cooling season, block direct heat gain from the sun shining through glass. During heating season, with the sun low in the South, unobstructed southern windows can contribute solar heat gained during the day.
- Offices are equipped with lighting motion sensors and will turn off if motion is not detected for a period of time. Some offices are equipped with daylight sensors or a switch to allow for a reduced amount of lighting depending on the amount of natural daylight available. This allows for further conservation of electricity.
- Turn off lights and other equipment when not in use.
- Unplug battery, phone, or other chargers when the batteries are fully charged or the chargers are not in use.
- Provide employees with a refillable water bottle they fill using the break room filtered water dispenser versus providing a water cooler in your office.
- We recommend buying ENERGY STAR qualified products for your small business. The ENERGY STAR mark indicates the most efficient computers, printers, copiers, and other appliances and equipment.

19. Integration of Rules, Regulations, Procedures

Integration:

These Rules and Regulations are in addition to, and shall not be construed to in any way modify or amend, in whole or in part, the term, covenants, agreements, and conditions of the Lease.

Additional Regulations:

Landlord reserves the right to make such other and reasonable Rules and Regulations as, in its judgment, and from time to time be needed for safety and security, for care and cleanliness of the Building and for the preservation of good order therein. Tenant agrees to abide by all such Rules and Regulations herein above stated and any additional Rules and Regulations, which are adopted.

Observance of Rules:

Tenant shall be responsible for the observance of all of the foregoing Rules by Tenant's employees, agents, clients, customers, invitees, and guests.

Exhibit A

Confluence CI
1535 Liberty Lane
Missoula, MT 59808

LEED 2009 ID&C



Green Cleaning Plan: Policies & Practices

April 2011

Confluence CI Green Cleaning Plan: Policies & Practices

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Introduction

The *Confluence CI Green Cleaning Plan: Policies & Practices* primary goal is to reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological, and particulate contaminants, which adversely affect air quality, human health, building finishes, building systems, and the environment by implementing and managing green cleaning operations. This plan includes the overall policy as well as specific requirements for products, practices, training, and logs to be used in the Confluence CI green cleaning program.

Studies estimate transitioning to green cleaning processes, in addition to improved ventilation and cleaning procedures could create an annual productivity gain of \$30 billion to \$150 billion nationwide due to improved indoor environmental quality. EPA studies report that common cleaning chemicals regularly cause complaints of central nervous system disorders, dizziness, irritation to the mouth, throat, eyes, skin, lungs and GI tract, kidney damage, respiratory failure, and ataxia, among other symptoms and illnesses. Many of the harmful chemicals found in cleaning products are unnecessary additives. Fortunately, alternatives are now readily available and can result in greater productivity, decreased liability, and decreased building-related illness.

Scope

This plan applies to all activities generally required to clean the Confluence CI tenant area. Intended to assist the building owners and facility managers in achieving a hygienic and safe indoor environment, this plan applies to the following facility operations processes:

- Purchase of cleaning products, equipment, and janitorial paper products.
- Handling and storage of cleaning products, equipment, and janitorial paper products.
- Maintaining of documentation and logs for cleaning products and tools, janitorial paper products, powered cleaning equipment, hard floor maintenance and carpet maintenance.
- Cleaning standard operating procedures (SOPs) guiding the implementation and management of the *Green Cleaning Plan*.
- Training and communications with personnel, service providers, vendors, and occupants.

The *Confluence CI Green Cleaning Plan's* requirements are mandatory for any in-house or contracted cleaning service provider as well as for the procurement of cleaning products, equipment, and janitorial paper products. Lease tenants will be contractually required to comply with the *Confluence CI Green Cleaning Plan's* requirements under the terms of their lease agreement.

Goals

The goals of this *Green Cleaning Plan* include:

- Reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological, and particulate contaminants, which adversely affect air quality, human health, building finishes, building systems, and the environment by implementing and managing green cleaning operations.

- Purchase and document use of products and equipment that meet the sustainability criteria outlined in this plan, including items used by in-house personnel or contracted service providers.
- Purchase and maintain janitorial equipment that reduces building contaminants, minimizes environmental impact, and work injuries.
- Assemble documentation for building finishes, products and equipment, material safety data sheets (MSDSs) and technical bulletins, chemical handling and storage procedures, dilution controls, maintenance plans, and cleaning SOPs and schedules.
- Implement an ongoing training program.
- Engage cleaning service providers and vendors that can provide cleaning services in accordance with this plan.

Implementation

A focus on efficient use of chemicals and supplies, meeting hygiene goals, and protecting building occupants, systems and finishes will guide the effective implementation of this plan. Procedures and techniques are as essential as product and equipment selections to successful implementation; product and process both contribute to achievement of the goals outlined by this plan.

Entryway Systems

A significant percentage of dust and dirt enters the building when tracked in at entryways. Therefore, the *Confluence CI Green Cleaning Plan* requires entryway mat systems to be installed and maintained at all high-volume exterior entryways to catch and hold dirt particles, reducing this source of contaminants. Confluence CI has installed entryway systems at all entrances. The entryway system installed is:

- Permanent Entryway System: Mannington Infinity RE Modular Carpet Tile

Cleaning Product and Equipment Specifications

Environmental preferable purchasing includes human health and environmental impact with traditional concerns of cost and performance. In selecting environmentally preferable cleaning products the overall impact of cleaning materials and maintenance methods, including manufacturing processes, installation, operation, long-term maintenance, and disposal should be considered. The *Confluence CI Green Cleaning Plan* requires communication of the Product and Equipment Specifications to vendors and service suppliers when soliciting, renewing, or requesting contracts.

The following product requirements are mandatory for all cleaning products used. Any undiluted product must be certified by the appropriate standard referenced below, or pre-approved and fully documented as certified by a third party approved by Confluence CI or qualified consultant.

General Specifications and Preferences

- Fragrance and dye free product selections are specified whenever possible.
- Products manufactured by companies that have a company-wide environmental or sustainability policy are preferred.

- Primary packaging that is recyclable and non-chlorinated is preferred. Manufacturers should encourage return and refilling of their packages. Secondary packaging made with post-consumer recycled material is preferred.
- ANSI formatted Material Safety Data Sheets are preferred to support consistency and improved access to information.
- Each product must be diluted with tap water below 50 degrees and must clean common soils and surfaces in its category effectively.
- Products must be labeled for proper use including recommendations for protective equipment and include appropriate safety training.

Products must meet at least one of the following criteria:

1. **Cleaning Wipes, Tools, and Mop Systems**
 - Reusable, color-coded microfiber equipment with recycled content is the preferred system. Adherence to procedures for proper care and laundering is required.
2. **General Cleaning Products**
 - Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaners
 - Green Seal GS-08, for household cleaners
 - Environmental Choice CCD-110, for cleaning and degreasing compounds
 - Environmental Choice CCD-146, for hard surface cleaners
 - Environmental Choice CCD-148, for carpet and upholstery care
3. **Disinfectants, Metal Polish, Floor Finishes, Strippers, or Other Products**
 - Green Seal GS-40, for industrial and institutional floor care products
 - Environmental Choice CCD-112, for cleaning and odor control
 - Environmental Choice CCD-113, for drain or grease trap additives
 - Environmental Choice CCD-115, for odor control additives
 - Environmental Choice CCD-147, for hard floor care
4. **Disposable janitorial paper products and trash bags** must meet the minimum requirements of one or more of the following programs for the applicable product category:
 - US EPA Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners

Item	Post consumer Fiber (%)	Recovered Fiber (%)
Bathroom tissue	20-60	20-100
Paper towels	40-60	40-100
Paper napkins	30-60	30-100
Facial tissue	10-15	10-100
General purpose industrial wipes	40	40-100
Note: Content levels should be read as x% recovered fiber, including y% post consumer fiber, not x% recovered fiber plus y% post consumer fiber.		

- Green Seal GS-09, for paper towels and napkins
- Green Seal GS-01, for tissue paper
- Environmental Choice CCD-082, for toilet tissue
- Environmental Choice CCD-086, for hand towels

- Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers
 - Preference for limiting paper dispensers and two-roll product dispensers
5. **Hand soaps** must meet one or more of the following standards:
- No antimicrobial agents except where required by health codes and other regulations
 - No fragrances or dyes
 - Green Seal GS-41, for industrial and institutional hand cleaners
 - Environmental Choice CCD-104, for hand cleaners and hand soaps
 - Preference for hands-free dispensers
6. **Powered Cleaning Equipment**
- Vacuum cleaners, preferably backpack type, certified by the Carpet and Rug Institute “Green Label” Testing Program, and operate with a sound level of less than 70dBA; Searchable online at <http://www.carpet-rug.org/commercial-customers/green-building-and-the-environment/green-label-plus/>
 - Preference for equipment cleaned with water only, ergonomically designed to minimize vibration, noise, and user fatigue, and designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.
 - Carpet extraction equipment used for restorative deep cleaning is certified by the Carpet and Rug Institute’s “Seal of Approval” Testing Program for deep-cleaning extractors.
 - Powered floor maintenance equipment, including electric and battery-powered floor buffers and burnishers is equipped with vacuums, guards and/or other devices for capturing fine particulates.
 - Floor buffing pads that eliminate chemical stripping agents.
 - Powered floor maintenance equipment which operates with a sound level of less than 70dBA.
 - Propane-powered floor equipment has high-efficiency, low-emissions engines with catalytic converters and mufflers that meet the California Air Resources Board (CARB) or EPA standards for the specific engine size.
 - Propane-powered floor equipment which operates with a sound level of less than 70dBA
 - Automated scrubbing machines equipped with variable-speed feed pumps and on-board chemical metering to optimize the use of cleaning fluids.
 - Battery-powered equipment equipped with environmentally preferable gel batteries.

Guidelines for Safe Handling and Storage of Products

The average janitor uses about 23 gallons of chemicals per year. With one of the highest rates of job-related injuries, an estimated 6 out of every 100 janitors are injured by the products they use. The following guidelines are designed to reduce hazards, improve safety, and encourage efficiency:

- Education on procedures to minimize exposures and impacts of chemical handling, managing hazardous spills, mishandling, and other incidents must be provided.
- Instructions for use, manufacturer’s material safety data sheets (MSDSs) and technical bulletins must be readily available and/or posted. A Safety Manual must be on hand and include contact information for hazardous events and step-by-step instructions for proper use of each product available.

- Technical bulletins must provide full disclosure of ingredients including disclosure of all ingredients, both hazardous and nonhazardous, that make up 1% or more of the undiluted product and concentration ranges for each of the disclosed ingredients.
- Chemical handling and storage must always be conducted in a manner that limits opportunities for accidental spills, leaks, and other mishaps including securely closing containers when not in use, ventilation of cleaning storage rooms, and preference for dispensing equipment which minimizes worker exposure.
- Protocols for height of storage, separating volatile chemicals, identification of chemicals that require the use of gloves, and other handling guidelines must be followed.
- Appropriate dilution controls must be adhered to.
- Products should be used until containers are completely empty. Any excess product must be disposed of according to the manufacturer's instructions. Recyclable packaging must be recycled and, at a minimum, include paper, cardboard, plastics, metal, and glass.

Standard Operating Procedures (SOPs)

SOPs address the consistent implementation and management of the *Confluence CI Green Cleaning Plan*. A focus on efficient use of chemicals and supplies, meeting hygiene goals, and protecting cleaning personnel, building occupants, systems and finishes from contaminants will guide the effective implementation of the *Green Cleaning Plan*. Because the cost of cleaning is 80-90% labor, at the core of operational effectiveness is the number of labor hours required to perform the tasks. The development of clear specifications for processes, such as cleaning restrooms, removing trash and recyclables, floor and carpet maintenance, office cleaning, and the frequency of the tasks is central to creating effective SOPs.

Any in-house personnel or outsourced service provider or vendor will adhere to the *Confluence CI Green Cleaning Plan* to design their operation or for selection of janitorial products and equipment. An initial evaluation will be required to identify needs and verify compliance with the *Plan*.

The Confluence CI green cleaning SOPs must address the following:

1. General Cleaning Systems

- Consideration of facility usage patterns.
- Specify more frequent and intensive cleaning zones.
- Consideration of portion-controlled dilution devices.
- Specify microfiber tool and wipe system use and care.
- Guidelines for safe handling, storage, and disposal of chemicals.
- Schedules and procedures for general cleaning, entryway systems, hard floor cleaning and maintenance, carpet maintenance, washroom cleaning, and any special surface types.

2. Procedure Modifications

- Promptly address the needs of disproportionately affected and/or vulnerable building occupants. This may include but is not limited to occupants with pre-existing health conditions such as asthma and allergies, children, pregnant women, the elderly and infirm, people sensitive to chemical exposures or odors, individuals with reduced immunity such as people recovering from cancer, and other occupants, visitors, or employees that may have a higher sensitivity or special needs.
- Methods may include adjustments to cleaning procedures, product choices, frequencies, timing, increased ventilation, or similar adaptations.

- Adaptations must be documented in writing and logged in the Safety Manual.
3. **Safety Manual**
- A current copy of the *Confluence CI Green Cleaning Plan*.
 - Manufacturer's material safety data sheets (MSDSs) and technical bulletins.
 - Emergency contact information.
 - Chemical handling and storage procedures.
 - Dilution controls and use of dispensing equipment.
 - Step-by-step instructions for proper use of each product available.
 - Documentation of procedure modifications implemented.
4. **Cleaning Product Log**
- Date of purchase.
 - Item purchased.
 - Product category
 - Cleaning tools and wipes
 - General cleaning products
 - Bathroom cleaning products
 - Hard floor products
 - Carpet care products
 - Janitorial paper products and trash bags
 - Janitorial equipment
 - Product green certification number of other confirmation of compliance with Confluence CI standards.
 - Cost of item.
 - Quantity purchased.
 - Product documentation, technical bulletins, and MSDS to be included in Safety Manual.
5. **Powered Equipment Log**
- Date of purchase/equipment age.
 - Equipment type.
 - Brand, make, model.
 - Cost per item.
 - Product green certification number of other confirmation of compliance with Confluence CI standards.
 - Recommended interval of routine or periodic maintenance tasks.
 - Product literature and manufacturer's specification sheets for each type of equipment.
 - Date of repair and maintenance, initials of responsible personnel.
 - Documentation of quarterly maintenance program that inspects and maintains performance of equipment.
 - Vacuums will be equipped with the proper filter or bag; filters will be changed or cleaned consistently with the manufacturer's recommendations.
6. **Hard Floor Maintenance System and Log**
- Written maintenance plan. Including frequency of vacuuming or damp mopping, auto scrubbing, deep scrubbing, and application of hard topcoat.
 - Log for tracking of hard floor maintenance:
 1. Coats applied as base and top coats.
 2. Relevant maintenance and restoration practices and dates.
 3. Interval between stripping and recoat cycles.

7. Carpet Maintenance System and Log

A complete and effective carpet maintenance program should include three maintenance categories: preventive, daily and periodic, as well as constant attention to safety and the proper and effective use of chemicals, carpet extraction machines, and vacuum cleaners.

- Identify areas of heavy soiling including:

Track-off Regions—Areas where carpet collects tracked-in soil from the outdoors or from hard-surface floors. Track off regions average 90 square feet (6 x 15) at building entrances, 10 square feet (2 x 5) at internal doorways, and 40 square feet (5 x 8) in corridors 6 feet wide.

Congested Channels—A concentrated channel of foot traffic, such as a doorway, stairwell or drinking fountain area. A congested channel averages 3 feet around a doorway to 10 feet around elevators.

Traffic Lanes—Areas with the largest amount of foot traffic.

Please refer to the [Carpet and Rug Institute's Carpet Maintenance Guidelines](http://carpet-rug.com/pdf_word_docs/040504_CM_Guidelines.pdf) which includes Maintenance Guidelines, a spot removal chart, and further guidance. http://carpet-rug.com/pdf_word_docs/040504_CM_Guidelines.pdf

- Log for tracking of relevant maintenance and restoration practices and dates.

Training

The goals for training and education are to promote proper usage of green cleaning products and equipment, and to reduce the impact of cleaning products and practices on custodial workers, building occupants, and the environment. The training program must include the following:

- Review of the *Confluence CI Green Cleaning Plan*, terminology, updates to policy or procedures, and clarification of any questions as to the implementation of this policy.
- Goals and priorities driving the product/equipment choices and procedures; understanding the environmental and health issues associated with the products and equipment used.
- Review contents of the Confluence CI Safety Manual including reading manufacturer's material safety data sheets (MSDSs) and technical bulletins.
- Use of chemical concentrates and appropriate dilution systems or dispensing equipment.
- Procedures to minimize exposures and impacts of handling chemicals, managing hazardous spills, mishandling, and other incidents and where to locate emergency contact information.
- Proper use and maintenance of cleaning equipment.
- Step-by-step instruction for the use of cleaning products.
- Maintenance, disposal, and recycling of cleaning products and packaging.
- Standard operating procedures (SOPs) for general cleaning, entryway systems, hard floor cleaning and maintenance, carpet maintenance, washroom cleaning, and any special surface types.
- Training for use of the Confluence CI Green Cleaning RFP will be provided to the appropriate personnel.

Responsible Parties

Any in-house personnel or outsourced service provider or vendor providing cleaning services or products is responsible for meeting the requirements of this plan and will be responsible for the following:

1. Administration and evaluation of the *Green Cleaning Plan*.
2. Assist building ownership in recruiting, screening and selection of any additional service providers or vendors.
3. Schedule and attend training sessions.
4. Management of inventory.
5. Maintenance of equipment and supplies.
6. Design of schedules and operations including periodic, daily, biweekly and weekly tasks.
7. Review of schedule with building ownership to clarify procedures, identify problems, and perform inspections.
8. Receive and address suggestions of service providers, vendors, occupants and building ownership.
9. Offer suggestions to building ownership as to how the green cleaning program can be less costly and more efficient.
10. Notify building ownership of any hazardous conditions.
11. Make a daily inspection of the buildings and grounds, correct problems as appropriate, and notify the building ownership immediately in emergency situations and in writing for routine items.
12. 24-hour emergency availability.
13. Perform an annual review of cleaning effectiveness, approved products, assembled documentation, SOPs, maintenance systems, cleaning schedules, and log books.

Building Occupants will be responsible for the following:

1. Assist and cooperate with cleaning and maintenance staff in the interest of maximum efficiency and cleanliness.
2. Respect cleaning personnel as an important part of the company operations and business.
3. Follow procedures for the proper disposal of recyclables and trash.
4. Immediately report spills or contaminants to the in-house personnel or outsourced service provider or vendor.
5. Submit requests for service through the in-house personnel or outsourced service provider or vendor.
6. Submit feedback on routine matters and complaints to the in-house personnel or outsourced service provider or vendor.

Time Period

This policy is applicable throughout the ownership and management of the Confluence CI building and should be updated as new procedures and processes are developed.

An annual review of cleaning effectiveness, approved products, assembled documentation, SOPs, maintenance systems, cleaning schedules, and log books will be completed by the in-house personnel or out-sourced service provider or vendor and reported in writing to building ownership and reflected in updates to this plan.

Appendix A: Recommended Resources

Responsible Purchasing Network

The [RPN products](#) database includes over 1600 GreenSeal and/or EcoLogo certified products from 229 manufacturers.

[Products](#) – Downloadable, updated spreadsheet of products at the bottom right.

[Standards](#)

[Studies and Facts](#)

EcoLabel

Purchasers' Toolbox

Search the [EcoLogo^M Purchasers' Toolbox](#) has multiple features will keep you informed of new additions to the EcoBuyer Green Products Database and give you the ability to build your own EcoPicks lists. The EcoPicks List: Build a personalized list of certified environmentally preferable products and services from multiple EcoLogo^M categories.

[Click here](#) to register and create a profile.

DOI Guidance and Training on Greening Your Janitorial Business

This [extensive online manual](#) describes the transition from traditional cleaning systems to "green" cleaning systems including: Green Cleaning Basics, Traditional Versus Green Cleaning Products, Green Cleaning Practices, Management Approach, Glossary, and Vendors and other useful tools. It is intended to be used as a reference guide along with the text book, Protecting the Built Environment, by Michael Berry, to supplement the "Greening the Janitorial Business" course developed by the Department of Interior (DOI).

Janitorial Products Pollution Prevention Project

The project was an EPA funded effort consisting of a panel of agency staff, industry representatives, citizens' groups, and other stakeholders and a consulting team. [Downloadable Fact Sheets](#), FAQs and safety information are available.

US EPA-EPA Green Cleaning P2 Calculator

The [Green Cleaning Pollution Prevention Calculator](#) quantifies the projected environmental benefits of purchasing and using "green" janitorial services and products. It is designed to forecast the environmental benefits of reducing chemical use by doing some or all pollution prevention measures typically involved in the routine interior cleaning of an office building. This tool also enables users to identify which green cleaning measures will have the greatest impact in reducing their use of hazardous chemicals and in preventing pollution.

[EPA Environmentally Preferable Purchasing](#)

[EPA Partnership for Safer Chemistry](#)

[EPA Database of Environmental Information for Products and Services](#)

[Search the EPA CPG Product Supplier Directory](#)

National Toxicology Program Report on Carcinogens

[The 11th Report](#)

State of California - Green California

Green Seal - Home Page

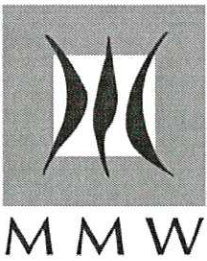
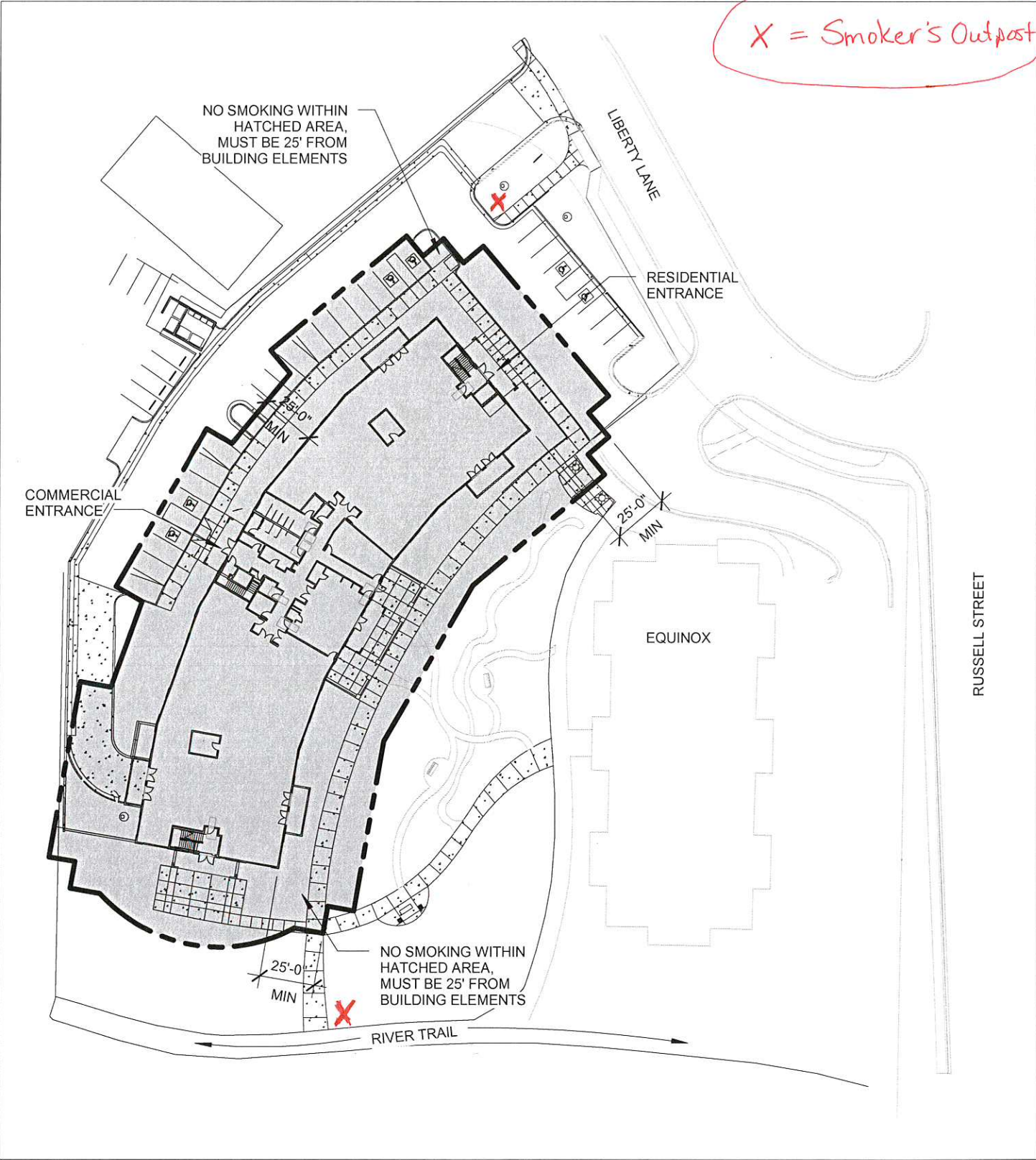
Environmental Choice – EcoLogo program [Home Page](#)

Carpet and Rug Institute - “Green Label” Testing Program

ASTM - E1971 - 05 Standard

Guide for Stewardship for the Cleaning of Commercial and Institutional Buildings

X = Smoker's Outpost



SOLSTICE-CONFLUENCE
1535 Liberty Lane
Missoula, MT 59808

10.016
No Smoking
EXHIBIT
11/23/11

Exhibit C



To see all the details that are visible on the screen, use the "Print" link next to the map.

Parking available here on Cooper Street across Broadway

Parking available here on Cooper Street

Parking here on Cooper St across Russell and Broadway where curb is not painted

Parking available here on Liberty Lane (both sides) where curbs not painted yellow

NO PARKING on site NORTH of the building or in spaces marked "Visitor Parking Only".

NO parking at the Riverside apartments across the driveway from the commercial (west) entrance to the building - this is not Solstice property and you are likely to be towed.

Parking available on site WEST of the Solstice building, in spaces marked for "Commercial Visitor Parking" - limit 3 hours

Commercial Tenant and Visitor Parking for Solstice:

Parking for visitors to Solstice commercial tenants and for commercial tenants without parking permits, including visitors to Homeward's HomeOwnership Center and First Time Home Buyer classes, is available at the following locations:

- On site, west of the Solstice Building, in spaces marked "Commercial Visitor Parking Only" (limit 2 to 3 hours),
- On the street, on north and south sides of Liberty Lane where curbs are not painted yellow,
- On the street, on east and west sides of Cooper Street south of Broadway, where curbs are not painted yellow,
- On the street, on north and south sides of Cooper Street north of Broadway, east and west of Russell, where curbs are not painted yellow and there are no "No Parking" signs posted.




Owner's Manual

Part Numbers 33CS2PPRH-02 and 33CS2PP2S-02

SAFETY CONSIDERATIONS

Read and follow manufacturer instructions carefully. Follow all local electrical codes during installation. All wiring must conform to local and national electrical codes. Improper wiring or installation may damage thermostat.

Recognize safety information. This is the safety alert symbol . When the safety alert symbol is present on equipment or in the instruction manual, be alert to the potential for personal injury.

Understand the signal words DANGER, WARNING, and CAUTION. These words are used with the safety alert symbol. DANGER identifies the most serious hazards which will result in severe personal injury or death. WARNING signifies a hazard which could result in personal injury or death. CAUTION is used to identify unsafe practices which would result in minor personal injury or property damage.

GENERAL

The Edge Pro thermostat by Carrier is a wall-mounted, low-voltage control which combines temperature and humidity control in either a single or two-piece unit. The Edge Pro thermostat can be set for 7-day, 5/2-day, or 1-day programmable operation. Different heating and cooling set points and times are programmable for 2 or 4 periods per day. The thermostat can also be configured for non-programmable operation. When operating as a non-programmable thermostat, the user will still have both temperature and humidity control.

The Edge Pro thermostat has no need for batteries to store user-configured settings in memory. During power loss its internal memory saves settings for unlimited time, and the clock continues to run for at least 24 hours. An extension of Carrier's proven line of thermostats, the Edge Pro thermostat provides separate set points for heating and cooling in addition to humidification and dehumidification.

OPERATION

Thermostat Display — The thermostat display is located in the center of the thermostat. See Fig. 1. The following information can be displayed on the screen:

- day of the week
- programming option (indicates which settings are being adjusted)
- filter and UV lamp service reminders
- current temperature
- current program routine (follow scheduled programming, hold current settings, or run holiday program)
- fan mode (on, auto)
- current system mode (heating, cooling, emergency heat, heat/cool (auto), off)
- humidify or dehumidify settings
- Fahrenheit or Celsius display

- advanced programming indicators
- keypad locked or unlocked
- programming option (indicates which settings are being adjusted)
- system is in auxiliary (supplemental) mode
- cooling set point
- heating set point
- year
- holiday schedule return date
- day
- length of time for temporary temperature hold (override)
- month
- outdoor temperature
- leaving air temperature
- time period start
- period of the day

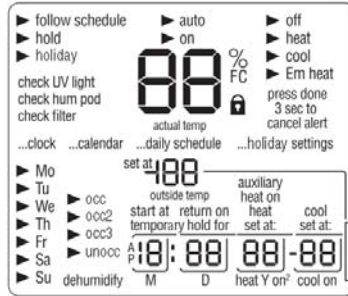


Fig. 1 — Thermostat Display

Thermostat Front Panel Buttons — The thermostat has buttons under the front cover which are used for various functions such as raising or lowering the desired set point and changing the current mode. See Fig. 2.

SET BUTTON — This button enters the thermostat programming schedule and allows the user to adjust the clock and change the calendar.

SCHEDULE BUTTON — This button allows the user to choose to follow a schedule, hold the current set points, or go into holiday mode.

OCCUPIED BUTTON — This button temporarily changes the thermostat from Unoccupied to Occupied settings.

MODE BUTTON — This button selects whether the thermostat is set for heating, cooling, emergency heat, auto (heat and cool as needed), or off modes.

DONE BUTTON — This button saves the settings when completing a setup or programming step.

UP BUTTON — This button is used to increment the currently chosen value (temperature, clock, calendar, etc.).

DOWN BUTTON — This button is used to decrement the currently chosen value (temperature, clock, calendar, etc.).

“SOFT KEYS” BUTTONS — There are 6 soft key buttons. The soft keys are used to select the onscreen indicator directly above that specific button. These indicators can change based on the actions of the user.

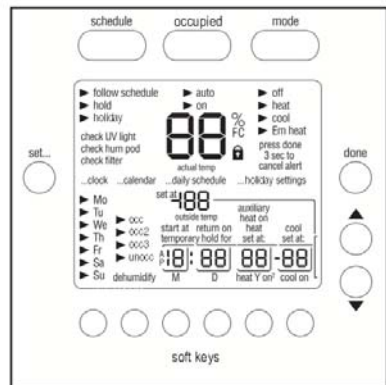


Fig. 2 — Thermostat Front Panel Buttons

Set Time and Date — The user must set the time and date before the thermostat's programming features can be used. Perform the following procedure:

1. Open the thermostat front panel door.
2. Press the SET button. The screen will show the word "clock" on the left of the display and the time will be shown on the bottom. Press the SET button again.
3. To set the correct hour, press the soft key underneath the hour indicator, and then press the UP or DOWN button to adjust the value.
4. To set the correct minutes, press the soft key underneath the minutes indicator, and then press the UP or DOWN button to adjust the value.
5. To set the correct date, press the SET button until the screen displays the word "calendar" and the date is shown on the bottom of the screen.
6. To set the correct month, press the soft key underneath the letter M (month), and then press the UP or DOWN button to adjust the value.
7. To set the correct day of the month, press the soft key underneath the letter D (day), and then press the UP or DOWN button to adjust the value.
8. To set the correct year, press the soft key underneath the letter Y (year), and then press the UP or DOWN button to adjust the value.
9. Press the DONE button to finish.
10. Close the thermostat door.

Setting or Changing Heating and Cooling Set Points

Points — The Edge® Pro thermostat is installed with preset heating and cooling temperature settings. The user can use these settings or program new settings. The user can also temporarily change the temperature from the programmed set points.

The thermostat will hold these changes for two hours or until the next programmed cycle begins. The words "temporary hold" will be displayed while this is in effect. To change the amount of time that the temperature is on hold, press the soft key under the hold hours or minutes indicators. Then press the UP or DOWN button to adjust the hold time. Close the door when done.

To change the temperature for the specified "temporary hold" period, perform the following. Open the front thermostat door. An arrow will be displayed next to the words "off," "heat," or "cool" in the upper right corner on the screen, depending on the mode the system is in. If it is the first time the thermostat is being used, the "heat" indicator will be displayed. The preprogrammed heating or cooling temperatures are displayed in a box at the bottom of the screen. Change the displayed temperature set point by pressing the UP or DOWN button until the desired setting is reached.

To change other temperature set points, press the MODE button. The arrow will move to the next mode and the screen will show the related temperature set point in a box. Then press the UP or DOWN button to change the displayed set point.

When there are arrow indicators next to both of the heat and cool indicators, the heating and cooling set points are both displayed at the bottom of the screen. The user can change either one by pressing the soft key underneath the set point to be changed. Press the UP or DOWN button to adjust the temperature. Repeat the process for the other set points if necessary. Press the DONE button when finished.

Holding Temperature Set Points — The user can override the programmed temperature settings and hold the temperature at a specific setting without the temperature changing during the next programmed period. To override the temperatures, perform the following:

1. Open the door.
2. Press the SCHEDULE button. The arrow will move to the hold indicator.
3. The screen will display the set point temperature. To change the set point temperature, press the UP or DOWN button. The temperature will stay at the new setting until it is released from the hold.
4. To change the heating set point when the cooling set points are displayed (and vice versa), press the MODE button until the arrow moves to the desired mode. Press the UP or DOWN button to change the set point.
5. To return the temperature to the preset level for that time period, press the SCHEDULE button until the arrow moves to the "follow schedule" indicator.
6. Close the door.

Unoccupied Override — The OCCUPIED button is only active:

- during the unoccupied periods
- when Hold is active
- when Holiday is active

The OCCUPIED button is inactive during occupied periods (OCC, OCC2, and OCC3). When the user presses the OCCUPIED button, the set points change to the occupied settings and the temporary hold timer is set for two hours. The user can adjust the temporary hold timer to any value in 15-minute increments from 15 minutes to the maximum number of hours specified by the installer in configuration option 38.

When the temporary hold timer counts down to zero, the set points will change to the program schedule settings for that time of day. If smart recovery conditions are satisfied, the set points will change from the occupied values to the program schedule values.

If Hold is active, the temporary hold timer is not displayed. The fan will run according to the setting specified by the installer in configuration option 36.

When Holiday is active and the OCCUPIED button is pressed, the temporary hold timer is set for two hours, the heat and cool set points change to the occupied settings, the humidity control will use the "normal" (not holiday) settings, and the fan will run according to the setting specified by the installer in configuration option 36.

If the remote indoor temperature sensor with override (part no. 33ZCT55SPT) is used, it will function the same as the local OCCUPIED button except that the button press will be inactive if the thermostat is in hold. The remote OCCUPIED button is located on the left-hand side of the sensor. Press and hold the button for at least two but not longer than five seconds to request an occupied override.

Programming Schedules — Unlike many other thermostats, the Edge[®] Pro thermostat gives the user the option of programming every day of the week differently. The thermostat is preprogrammed at the factory with the same settings for all seven days. See Table 1.

Table 1 — Schedule Factory Settings

PERIOD	START TIME	HEAT SET POINT	COOL SET POINT
Occ	6 AM	68	78
Occ2	8 AM	68	78
Occ3	3 PM	68	78
Unocc	6 PM	60	85

To set up a different schedule where all the days are the same, perform the following:

1. Open the thermostat door.
2. Press the SET button until the screen displays "daily schedule" in the center of the screen. The list of the days of the week are displayed on the left. The arrows next to each day indicate that all seven days will be programmed the same way.
3. The arrow will be pointing to "occ" on the screen. To set the occ period start time, press the soft key under the hour or minute indicator and then press the UP or DOWN button to change the time.
4. Set the heating temperature set point for that time period by pressing the soft key under the heat set point temperature. Press the UP or DOWN button until the desired heating temperature is shown.
5. Set the cooling temperature set point for that time period by pressing the soft key under the cool set point temperature. Press the UP or DOWN button until the desired cooling temperature is shown.
6. Repeat this process for each of the three remaining time periods (occ2, occ3, and unocc) by first pressing the soft key under the time period to select it with the arrow. Then use the soft keys to change the start time, the heating set point, and the cooling set point.
7. Press the DONE button when complete.
8. Close the thermostat door.

To set up a schedule where all days of the week will not follow the same schedule, perform the following:

1. Fill in Table 2 with the desired times and set points for each day. Use this table as a guide during programming and for future reference.

2. Open the thermostat door.
3. Press the SET button until the screen displays "daily schedule" in the center of the screen. The list of the days of the week are displayed on the left.
4. There will be arrows next to each day. This indicates that all seven days will be programmed the same way. Press the soft key under the days of the week until the arrow is next to the day that will be programmed.
5. The arrow will be pointing to "occ" on the screen. To set the occ period start time, press the soft key under the hour or minute indicator and then press the UP or DOWN button to change the time.
6. Set the heating temperature set point for that time period by pressing the soft key under the heat set point temperature. Press the UP or DOWN button until the desired heating temperature is shown.
7. Set the cooling temperature set point for that time period by pressing the soft key under the cool set point temperature. Press the UP or DOWN button until the desired cooling temperature is shown.
8. Repeat this process for each of the three remaining time periods (occ2, occ3, and unocc) by first pressing the soft key under the time period to select it with the arrow. Then use the soft keys to change the start time, the heating set point, and the cooling set point.
9. Press the soft key under the days of the week until the arrow is pointing to the next day that will be programmed.
10. Repeat Steps 5 to 8 to program the current day.
11. Repeat this process until all the days have been programmed.
12. Press the DONE button when complete.
13. Close the thermostat door.

Table 2 — Daily Schedule Planner

DAY	SCHEDULE			
	Occ	Occ2	Occ3	Unocc
	Start/Heat/Cool	Start/Heat/Cool	Start/Heat/Cool	Start/Heat/Cool
Mon	/ / /	/ / /	/ / /	/ / /
Tue	/ / /	/ / /	/ / /	/ / /
Wed	/ / /	/ / /	/ / /	/ / /
Thu	/ / /	/ / /	/ / /	/ / /
Fri	/ / /	/ / /	/ / /	/ / /
Sat	/ / /	/ / /	/ / /	/ / /
Sun	/ / /	/ / /	/ / /	/ / /

NOTE: The cooling temperature set point must be higher than the heating temperature set point. (The temperature difference may be changed in the advanced set up configuration by the installer.)

Programming a Holiday Schedule — The user can program a special heating and cooling schedule to follow during holidays or extended absences. To program the holiday schedule, perform the following:

1. Open the thermostat door.
2. Press the SET button until the screen displays the holiday settings.
3. Set the heating temperature set point for the holiday by pressing the soft key under the heat set point temperature. Press the UP or DOWN button until the desired heating temperature is shown.
4. Set the cooling temperature set point for the holiday by pressing the soft key under the cool set point temperature. Press the UP or DOWN button until the desired cooling temperature is shown.

5. Set the humidity set point for the holiday by pressing the soft key under the humidify icon. Press the UP or DOWN button until the desired humidity is shown.
NOTE: A humidify icon will only be shown for 33CS2PPRH thermostats.
6. Set the mode for the thermostat during the holiday by pressing the MODE button. Press the MODE button until the arrow is pointing to the desired mode.
7. Press the DONE button when complete.
8. Close the thermostat door.

Activating the Holiday Program — The user must schedule a return date to activate the holiday settings before leaving. The thermostat will begin following the holiday schedule after the return date has been selected. On 12:00 AM of the return date, the thermostat will automatically switch to the programmed schedule.

To activate the holiday program, perform the following:

1. Press the SCHEDULE button until the arrow is next to "holiday."
2. The next day's date will be displayed at the bottom of the screen under the words "return on." There will be a box around the date. To set the date (D), press the UP button and stop on the desired date.
3. If the month (M) needs to be changed, press the soft key under the month on the screen. The selection box will move to the month number. Press the UP button to set the desired month.
4. Repeat this process to change the year (Y), if necessary.
5. Press the DONE button. This will instruct the thermostat to begin the Holiday schedule immediately.
6. Close the thermostat door.

Turning the Heating and Cooling System Off

— To use the thermostat to turn the heating and cooling system off, perform the following:

1. Open the thermostat door.
2. Press the MODE button until the display shows "off" in the upper right corner.
3. Close the thermostat door.

Changing the Humidity Level — Some thermostats offer three humidity options: normal, auto, and off. This function is only available on 33CS2PPRH thermostats.

The thermostat is set at the factory for "normal humidify," which is a fixed humidity setting based on how much humidity the user wants in the space. This humidity level remains constant, regardless of the outdoor temperature. The user can manually adjust the humidity level according to their own preferences.

The second option, "auto humidify," uses an outdoor temperature sensor (if installed) to automatically adjust the indoor humidity level according to the outside temperature.

The third option is to turn off the humidify/dehumidify feature.

To change the fixed (constant) humidity setting for normal humidify, perform the following procedure:

1. Open the thermostat door.
2. The "humidify" icon will be displayed at the bottom of the screen when the operating mode is heat. The "dehumidify" icon will be displayed when the operating mode is cool.
3. Press the soft key under the humidify or dehumidify icons. The screen will display the current setting.

4. Press the UP or DOWN button to change the humidity setting. It is factory set at 26% for humidify and 60% for dehumidify. If there is too much condensation in the space, set the value to a lower number. If the air is too dry, set the value to a higher number. Humidity can be set to between 10% and 46%. The dehumidify range is from 46% to 98%.
5. Close the thermostat door.

To change the humidity setting for auto humidify, perform the following procedure:

1. Open the thermostat door.
2. The "humidify" icon will be displayed at the bottom of the screen. Press the soft key under the humidify icon. The screen will display the current setting.
3. Press the MODE button. An auto icon will appear at the top of the screen. The current humidity reading and the auto humidify set point will also be shown. The default auto humidify set point is 5.
4. Press the UP or DOWN button to change the auto humidify setting number (1 through 9). If there is too much condensation on the windows, select a number lower than 5. If there seems to be a lot of static electricity, which often means the air is too dry, select a number higher than 5.
5. Close the thermostat door.

To turn off the humidify or dehumidify feature open the thermostat door. Press the soft key under the humidify or dehumidify icons. Then press the MODE button until the screen displays OF. Close the thermostat door.

Using Emergency Heat — Emergency heat should be selected when it is desirable to heat the space with the auxiliary heat only.

To set the thermostat to use emergency heat, perform the following procedure:

1. Open the thermostat door.
2. Press the MODE button repeatedly until the arrow under the button moves to the "Em heat" indicator on the screen.
3. Close the thermostat door.

Advanced Programming — The user can customize several features of the thermostat. See Table 3.

Table 3 — Configuration Options

OPTION NUMBER	CONFIGURATION
01	Reset Reminders
02	Fahrenheit/Celsius Selection
03	Backlighting
04	Unused
05	Programmable/Non-Programmable Selection
06	Number of Programming Periods
07	Unused
08	Daylight Savings Time

RESET REMINDERS — The thermostat will display when it is time to change the UV (ultraviolet) light, change the filter, or perform scheduled maintenance to the equipment. When the reminder icons are displayed on screen, pressing and holding the DONE button for about 3 seconds will clear all reminders. This might not be desirable when multiple reminders are shown.

The reminders can also be reset individually. To reset individual reminders, perform the following:

1. Open the thermostat door.
2. Press and hold the buttons underneath the heat and cool set points simultaneously. The screen will display "01"

and up to three reset reminders (as enabled by the installer). One of the reminders will flash. The display will show the percentage of time used by that reminder item.

3. Repeatedly press the SET button until the reminder to be cleared flashes.
4. Press and hold the DONE button for about 3 seconds to remove the reminder. The percentage associated with the reminder will be reset to zero.
5. Press the DONE button again.
6. Close the thermostat door.

FAHRENHEIT OR CELSIUS DISPLAY — The thermostat is preset to display the temperature in degrees Fahrenheit. The user can change the display to Celsius if desired. To change the display, perform the following:

1. Open the thermostat door.
2. Press and hold the buttons underneath the heat and cool set points simultaneously. The screen will display "01."
3. Press the UP arrow button until 01 changes to 02. The F (Fahrenheit) will also be displayed.
4. Press the soft key under the F icon until C (Celsius) appears.
5. Press the DONE button.
6. Close the thermostat door.

BACKLIGHTING — The thermostat may feature a low level amount of backlighting until a button is pressed, which increases the lighting temporarily. The user can adjust the intensity of the backlighting or turn it off completely. The range is off (OF), and 1 to 5 levels of brightness. To change the backlighting level, perform the following:

1. Open the thermostat door.
2. Press and hold the buttons underneath the heat and cool set points simultaneously. The screen will display "01."
3. Press the UP arrow button until 01 changes to 03. The number 3 (the default backlight setting) will be displayed next to it.
4. To increase the backlight level, press the rightmost soft key and then press the UP arrow button. To decrease the backlight level, press the rightmost lower button and then press the DOWN arrow button. Change the setting to OF by pressing the DOWN arrow button to completely remove backlighting.
5. Press the DONE button.
6. Close the thermostat door.

PROGRAMMABLE / NON-PROGRAMMABLE SETTING — It is possible to convert the thermostat operation from programmable to non-programmable. This eliminates the advanced features. When switching to the non-programmable format, the programming, hold, holiday and Smart Recovery features are lost. Switching to non-programmable operation also means that some of the thermostat's energy saving features are lost. The time of day and day of the week will still show on the display and the user will still be able to increase or decrease the temperature settings manually.

To switch thermostat operation, perform the following:

1. Open the thermostat door.
2. Press and hold the buttons underneath the heat and cool set points simultaneously. The screen will display "01" and up to three reset reminders.
3. Press the UP arrow button until 01 changes to 05. The P icon (the default setting) will be displayed next to it.
4. Press the rightmost soft key and then press the UP arrow button until the desired operation is shown. P stands for programmable and nP stands for non-programmable.

5. Press the DONE button.
6. Close the thermostat door.

NUMBER OF PROGRAMMING PERIODS — The thermostat is preset with four programmable time periods. This can be changed to two. To change the number of time periods, perform the following procedure:

1. Open the thermostat door.
2. Press and hold the buttons underneath the heat and cool set points simultaneously. The screen will display "01" and up to three reset reminders.
3. Press the UP arrow button until 01 changes to 06. The number 4 (the default setting) will be displayed next to it.
4. Press the rightmost soft key and then press the UP arrow button until the desired number of time periods is shown.
5. Press the DONE button.
6. Close the thermostat door.

DAYLIGHT SAVINGS TIME — The thermostat will automatically change the clock according to daylight savings time procedures twice a year. Some areas do not use daylight savings time. To turn off the daylight savings time feature, perform the following procedure:

1. Open the thermostat door.
2. Press and hold the buttons underneath the heat and cool set points simultaneously. The screen will display "01" and up to three reset reminders.
3. Press the UP arrow button until 01 changes to 08. The ON icon (the default setting) will be displayed next to it.
4. Press the rightmost soft key and then press the UP arrow button until the desired number setting (OF) is shown.
5. Press the DONE button.
6. Close the thermostat door.

Service Reminders — The thermostat tells the user when it is time to change the UV light, change the filter, or perform scheduled maintenance. Each reminder will be displayed on the upper left of the screen. For important safety reasons, do not change a UV light; ask your dealer to replace the UV light. To remove the reminder after the service has been performed, press and hold the DONE button for about 3 seconds.

Outdoor Temperature Display — The thermostat automatically displays the outdoor temperature when the thermostat door is closed if a valid sensor has been wired to the thermostat.

Auto Changeover — The thermostat displays one of five modes: heat, cool, Em heat (heat pump version only), heat cool (auto mode) and off. When the mode selection is auto mode, the system is allowed to switch from heating to cooling or from cooling to heating to maintain the temperature set points.

Smart Recovery — The Smart Recovery feature transitions the space from one temperature period (occ, occ2, occ3, unocc) to the next so that the space temperature matches the temperature set point at the start of each time period. This means, for example, that if the unocc period temperature setting is lower than the period that precedes it, then the thermostat will start cooling down the space before the beginning of the scheduled unocc period. The thermostat does this at an energy efficient rate. This not only helps make the space as comfortable as possible, it also makes thermostat usage more cost effective.

Power Outage — If the building loses electricity, the thermostat will not need to be reprogrammed. The settings are retained in memory.

TROUBLESHOOTING

There are system error messages that may appear on the thermostat screen. See Table 4 for a list the possible system error messages and what they mean.

Table 4 — Thermostat Error Code Descriptions

ERROR CODE	DESCRIPTION
E1	The system is not communicating properly. Call your local Carrier representative for service
E3	The temperature sensor has failed. Call your local Carrier representative for service
E4	There is an internal memory failure. Call your local Carrier representative for service
E5	The humidity sensor is not working. Call your local Carrier representative for service



REPUBLIC
SERVICES

All-In-One Recycling

All recycling must be clean, please no glass.
Only items listed below – No sorting necessary.



REPUBLIC
SERVICES

Cardboard & Boxboard

Flatten all cardboard. No waxed cardboard. No soiled pizza boxes.



Mixed Plastic

Jugs, tubs and bottles only. Numbers 1 - 7
No caps or lids. No plastic bags. No Styrofoam-like products.



Metal

Food & beverage cans only – labels OK.



Paper

Newspaper, magazines, catalogs, phone books, paperback books and computer paper. *Shredded paper must be contained in paper bag with top securely folded.*



Missoula 543-3157



Solstice Conference Center Facility Rental Orientation Checklist

_____ **Key Orientation**

_____ **Key fob** opens west outside entrance double door. To keep doors open during times when the automatic lock settings are set for locking, check out the "Toggle" fob from the HW SCC scheduler.

_____ **Standard key** opens all conference center doors except door to patio. Insert key into lock and turn to left until you hear the lock "CLICK" open. This key also opens the Break Room doors.

_____ **Patio door** may be opened by lifting left hand door handle upward and turning lock to left to open. To close, lift handle upward again and turn dead bolt lock to the right. You should not be able to push door handle down if it is locked properly. Please test the door to make sure it does not open.

_____ **Audio/Video Equipment, Screen and Conference Calling Phone Station**

_____ **Audio/Video equipment** is currently located underneath the cabinet at the rear (north end) of the conference room. To engage the AV equipment, remove smaller black bag from cabinet. Plug the VGA or HDMI cable (Apple adapter provided if needed) into the wall port and connect the other end to laptop. Insert the color-coded audio cables into the correct color-coded ports in the wall and insert other end into laptop. You will find two remotes in the bag:

_____ **The black remote** is labeled "PowerPoint" and is used to advance slides on PowerPoint presentations. In the back of the remote between the batteries is a USB chip which needs to be plugged into the laptop. To turn on the remote, locate the button on the left side of the remote and push and hold until the buttons on the top of the remote turn green.

_____ **The white remote** is used to turn on the LCD projector located attached to the ceiling. Press the red button while pointing remote at projector to turn on/off projector.

_____ **Lowering Projection Screen** is performed by pressing the UP/Down toggle switch located on the wall by the divider above the data and AV ports. Please return the screen to the retracted position when done using.

_____ **Volume** for the laptop and/or media player is controlled by using the volume knob located on the wall by the divider (1 = lowest; 10 = loudest)

_____ **Using the Wireless connection**

- Wireless Network = HOC
- Wireless Password = HOCisgr8t

NOTE: Wireless Internet Password is changed every three months for security purposes.

_____ **Plug-ins, telephone and data ports** are located in many places in the room including the floors. Data ports are designated with a green dot. Data ports not coded have live telephone lines.

DISCLAIMER: Please be aware that all technology is available for renters to use, but is not supported by Homeward. It is to your advantage and your responsibility to have a back-up plan in the event the audio/visual systems, wireless internet, etc. are not working. We strive to keep all technological components in good working order, but are not available after office hours or on weekends to offer support.



Homeward

_____ **Dry Erase Boards** Markers and eraser for the dry erase boards are located on the shelf in the podium. Please use the Dry Erase Board cleaner and the microfiber cloths as soon as possible after writing on the boards to thoroughly clean board of marker images.

_____ **Coffee Pots** Coffee maker and supplies are located on the West side of the conference room near the sink. Instructions for use are posted on the cork board to the left of the coffee maker.

_____ **Chairs and Tables** Additional chairs and tables are located in the closet at the rear (west) side of the room. Please notice the standard room configuration guide located on the corkboard at the back of the room above the sink. You may add or take away chairs and tables as you wish.

_____ **Tables and chairs must be returned** to the original room configuration at the end of your event.

_____ **Recycling Bin** Homeward is a proponent of recycling. Please place all recyclable items in the tall blue bin at the back of the room.

_____ **Windows and Shades** All windows and shades can be opened. To open the windows, pull up the lock bar on the left of the window and turn the handle to open window. The shades may be pulled up by gently pulling in a downward motion on the pull chain on the right of the shade. Please close and lock windows and return shades to lowered position when through with the event.

_____ **Lights** for the entire room are located on the button panels located by the exit doors. The first button lights up the front (south) of the room. The second button lights up the west side of the room and the third button the east side of the room. The bottom right button controls the lights above the sink and coffee bar.

_____ **Break Room** the break room is available for use during rental events.

_____ **Plates, glasses and cups** are located on the bottom 2 shelves of the cupboards and may be used.

_____ **Silverware and kitchen utensils** are located in the drawers under the counter under the white microwave on the east side of the room.

_____ **Pots and pans** are located below the big sink. Please be sure to **use plastic utensils only** to protect the non-stick surface.

_____ **NOTE:** Please load all dirty dishes and utensils into the dishwasher and run if full. Hand wash pots and pans, dry and put away. Please rinse out sinks and wipe down table and counter services if there are spills or crumbs.

_____ **Thermostat** the thermostat is located on the west side of the room to the right of the double doors controls the temperature in both the conference center and in the break room. If you are in the room for an extended period of time, you may adjust the temperature to cooler than 72°.

Solstice Conference Center Technology Equipment

All technology equipment is in locked cabinet at the back of the room.

Wireless Internet

- Wireless Network = HOC
- Wireless Password = see info in tech cabinet for current password info
- Wireless is available for use while using the conference center only.

Automatic Projection Screen

- Up/Down switch is on the wall by the divider
- Return the screen to the up position when done using

LCD Projector

- Hook up the video and/or audio cables into the outlet next to room divider
- Use remote to turn on projector by pointing the remote at the projector and press the **red** power button once to turn on (press it twice to turn off)
- For PowerPoint presentations: Use the remote called PowerPoint remote in the laptop case; you must remove the USB receiver from the battery compartment on the remote and plug into the laptop to operate. Then, replace it to the battery compartment after use to ensure it does not get lost.

Audio

- Turn up volume on the laptop and/or media player to ensure it is as loud as possible
- Volume for the room's audio/speaker system is controlled by the volume knob on the wall by the divider (1 = lowest; 10 = loudest)

Polycom Conference Telephone

- See attached instructions.

Polycom Set Up Guide

Parts List

Teileliste/Lista de piezas/Nomenclature des pièces
Elenco dei componenti/Detaliste/Lista de peças

SoundStation2W™ console

SoundStation2-Konsole/Console SoundStation2/Console SoundStation2
Console SoundStation2/SoundStation2-kansoll/Console do SoundStation2



Battery pack

Akku/Baterias/Batterie/Gruppo batteria/Batteripakke
Bateria



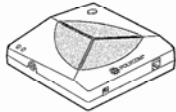
Console Charging module

Konsolen-Lademodul/Módulo de carga de la consola
Module de charge de la console/Modulo di caricamento
console/Lademodül for konsoll/Modulo de recarga do
console



SoundStation2W™ base

Basis/Base/Base/Hovedapparat/Base



Base power supply

Basisnetzteil/Fuente de alimentación base/Alimentation
de la base/Alimentazione base/Stromförsyning til
hovedapparat/Fonte de alimentação da base



Telephone cord

Telefonkabel/Cable del teléfono/Cordon de téléphone
Cavo del telefono/telefonledning/Cabo do telefone



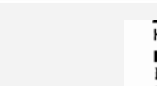
Mobile telephone connector

Mobiletelefonschlus/Conector del teléfono móvil/Connecteur de portable
Connetore cellulare/Tilkobling til mobiltelefon/Conector do telefone móvel



Extended microphones

Externe Mikrofone/Microfones de extensión
Micros supplémentaires/Microfoni supplementari
Unidetsesmikrofoner/Microfones de extensão



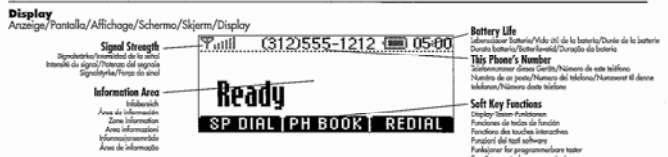
Registration card

Dokumentation/Documentación/ Documentation
Documentazione/Dokumentasjon/Documentação



1. Connect the telephone cord to the front of the SoundStation 2W Base unit and the other end into the telephone port either in the wall near the closet or in the floor data/telephone ports.
2. Connect the Console Charging Module for the Base (note the black tag on the cord) to the front of the SoundStation 2W Base unit .
3. Connect the Console Charging Module for the Console (note the black tag on the cord) to the front of the SoundStation 2W Base unit .

The Polycom is now ready to use. See diagram below for the READY signal.



SoundStation 2W will display a "Ready" message after the base successfully communicates with the base upon power up. The "Ready" message will also show after the call is completed.

Diagram of Console Features

Konsole/Console/Console/Console/Konsoll/Console

LED Indicators
LED-Anzeigen/Indicadores LED/Voyants lumineux LED
Lampaindikatorer / Indicadores LED



Green – Your call is in progress.

Grün - Anruf ist aktiv
Verde - su llamada está en curso
Vert - Appel en cours
Verde - chiamata in corso
Grün - Samtalen er aktiv
Verde - Sua chamada está em andamento

Red – Your call is muted.

Rouge - Secret activé
Rosso: silenziatore attivato per la chiamata
Red - Samtalen er dempet
Vermelho - Sua chamada está sem som

Blinking Green – A call is incoming.

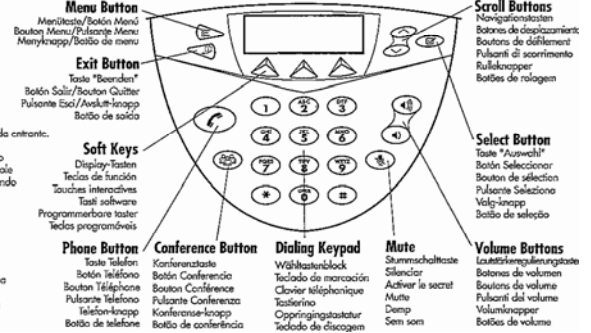
Grün blinkend - Ein Anruf geht ein
Verde intermitente: recepción do chamado entrante.
Vert clignotant - Appel entrant
Verde lampeggiant: chiamata in arrivo
Blinker grün - Dei kassener inn som samtala
Verde piscante - Uma chamada está sendo recebida

Blinking Red – Your call is on hold.

Rot blinkend - Anruf wird gehalten
Rojo intermitente: su llamada está en espera
Rouge clignotant - Appel en grande
Rosso lampeggiant: chiamata in attesa
Blinker rødt - Samtalen er på venting
Vermelho piscante - Sua chamada está em espera

Buttons

Tasten/Botones/Boutons/Pulsanti/Knapper/Botões



Placing a Call

Direct Dial

1. To obtain dial tone, press the **phone** key.
2. Dial the desired number.
3. To cancel the call, press the **phone** key.

Indirect Dial

From the Ready screen, dial the desired number.

1. Press the **phone** key or the **SEND** soft key to make the call.
2. If you make a mistake entering the telephone number, press the **<DEL** soft key.

Answering a Call

1. Press the key or any number key to answer an incoming call. Pressing the button will override all other telephone activities. The three LEDs will blink green when the phone rings.

Answering a Second Call

1. If you are on a call when another call is received, you will hear a tone if your phone system is setup to support Call Waiting.
2. Press the Conference button to answer the incoming call. This first call will be automatically placed on hold.
3. Switch back and forth between calls using the conference button.

Mobile Phone Mode

1. Use the mobile phone connector cable to connect your mobile phone to the console.
2. The LCD on the console will display "Mobile Phone In" when it detects a connected mobile phone.
3. The mobile phone interface is used for all dialing and call management functions during Mobile Phone Mode.
4. Do not press the on the console when using Mobile Phone Mode.
5. No calls can be made via console while a mobile phone is connected. nor can mobile phone join a call in progress on the console.
6. Some mobile phones may not be detected until a call is initiated by the mobile phone after it is connected to the console.
7. Voice quality may vary depending on the mobile phone connection and model.
8. Be certain to drop the call at the mobile phone before disconnecting the console.



Homeword

Solstice Conference Center Facility Rental Exit Checklist

Date _____

Organization: _____

Contact: _____

Phone #: _____

- _____ Tables and chairs put back to original set up
- _____ Table tops cleaned
- _____ Trash taken out
- _____ Coffee air pots rinsed and condiments/coffee put away
- _____ Floors cleaned up of major debris
- _____ Windows closed and locked
- _____ Window shades lowered
- _____ Doors to patio locked
- _____ Whiteboards erased and cleaned with cleaner to prevent staining
- _____ AV screen retracted
- _____ AV equipment properly put away
 - _____ Sound system working
 - _____ Remotes put back in AV case
 - _____ All AV cords coiled and put away in AV/Computer cases
- _____ Lights turned off
- _____ All room entry doors locked
- _____ Keys returned Date: _____

Cleaning/Room Damage deposit charged: _____ No _____ Yes Amount: _____

Room damages or checklist deficiencies noted: _____
