



Tenant Manual 2021

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I. INTRODUCTION AND GENERAL INFORMATION

A. ABOUT THE TEXAS FACILITIES COMMISSION

Welcome to the Texas Facilities Commission (“TFC”). TFC is responsible for planning, providing, and managing facilities for more than (100) one hundred state agencies in over 290 cities throughout Texas. Our current inventory totals 28 million square feet of leased and state-owned properties which include offices, warehouses, parking garages, surface parking lots, and grounds supporting the needs of over 62,000 state employees.

TFC’s inventory includes state office buildings within the Capitol Complex, the North Austin Complex, the Park 35 Complex in Austin, and office buildings in Corpus Christi, El Paso, Fort Worth, Houston, San Antonio, and Waco. This Tenant Manual has been created to provide tenant agencies with policy and procedures to the day-to-day operations and activities within state-owned facilities managed by TFC or its contractors. This manual does not include every TFC policy or procedure and may be subject to change and revision.

Pursuant to Texas Government Code, Sections 2165.001 and 2165.002, the Texas Legislature has assigned TFC with the charge and control of certain public buildings, grounds, and property and responsibility for its proper care and protection from damage, intrusion, or improper use. In addition, Texas Government Code, Section 2165.007 requires TFC to provide facility management services to all state-owned properties in Travis County and adjacent counties unless specifically exempted by law. TFC also manages all state-owned property on its inventory regardless of its location. Accordingly, TFC has a right of access to all areas of the properties under its charge and control for the purpose of meeting its statutory duties.

B. TEXAS FACILITIES COMMISSION PROGRAMS

To accomplish our mission, TFC has a broad range of professional services and areas of expertise encompassing the universe of facilities management. These services and areas include master planning; real estate acquisition; space planning, allocation, and management; architecture and engineering, design, and construction management; lease procurement; operations; maintenance; energy management; property management, including custodial services, pest control services, and grounds keeping; recycling; and state and federal surplus property administration.

C. Facilities List with Property Management Assignments – Visit: [Property Management \(texas.gov\)](https://www.texas.gov/property-management)

D. OFFICE LOCATIONS AND HOURS OF OPERATIONS

TFC's main office is located in the Central Services Building at 1711 San Jacinto Boulevard, Austin, Texas and is open 8:00 a.m. to 5:00 p.m., Monday through Friday. Staff is available twenty-four (24) hours a day to accommodate maintenance or operation emergencies.

Telephone Numbers:

TFC Main Line (512) 463-3446

TFC 24-hour Emergency Maintenance Line (512) 463-3600

(If no answer, call (512) 463-3577 to reach operations staff)

For all matters other than emergencies, each tenant agency's designated representative should submit a request to TFC (i) by completing a work order through the Facilities Service Center (formerly known as the TFC Facilities Portal) on the TFC website at <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp> or (ii) by contacting TFC's assigned property manager. To avoid duplicate work orders, requests should be made only by tenant agency representatives.

State office buildings are generally accessible to the public during normal business hours from 8:00 a.m. to 5:00 p.m. weekdays and to state employees from 6:00 a.m. to 6:00 p.m. weekdays. The Texas Department of Public Safety ("DPS") is responsible for opening and closing facilities located within the boundaries of the Capitol Complex. Security companies under contract with TFC are responsible for opening and closing facilities located outside the boundaries of the Capitol Complex. Information on after-hours building access can be found in Section II of this manual, Building Access, Security, and Parking below.

II. BUILDING ACCESS, SECURITY, AND PARKING

A. SECURITY AND LOCAL LAW ENFORCEMENT

TFC, in conjunction with its contracted security personnel, DPS, the Austin Police Department (“APD”), or other local law enforcement, reserves the right to deny entrance to anyone at any facility or to remove any person from any facility in any case where the conduct of such person creates a hazard or nuisance to any tenant of the building or to the general public, or in the event of a fire, other emergency, or similar disturbance involving risk to the building, the tenants, or the general public.

DPS Contact Information for Capitol Complex Facilities Only: (512) 463-3333

TFC Risk Management Division Contact Information:

Chief Security Officer Tommy Oates (512) 463-3057

Access Control Badge Administrators:

Capitol Complex and Downtown Austin (512) 463-7148

North Austin and Park 35 Complexes (512) 438-2414 *or*

(512) 458-7212

All Emergencies 911

Local Law Enforcement Contact Information for Non-emergencies:

Austin Police Department 311 or (512) 974-5000

B. BUILDING ACCESS

All designated public entry doors shall remain unlocked during normal business hours, from 8:00 a.m. to 5:00 p.m., Monday through Friday. During all other hours, all entrances shall be locked. Visitors are allowed access only by security or other agency personnel and must sign in and out at the security desk or designated area. Tenant agency staff and others with key or card access to entrances shall not allow “piggyback” entry by any other person(s).

All contractors must check in with the security personnel, located in most facility lobbies, and with TFC’s property manager prior to initiating any work.

Access to state-owned facilities after normal business hours requires either a security access card or the appropriate key. Building access in most TFC-managed facilities is controlled by an access control system.

C. ACCESS CARDS AND KEY CONTROL

1. ACCESS CARDS

Access to state-owned facilities after normal business hours requires either a security access card or the appropriate key. Building access in most TFC-managed facilities is controlled by an access control system. In all TFC-managed facilities, tenant agencies must request and obtain prior approval from TFC's Chief Security Officer before installing a new electronic access control system or altering an existing system.

2. ELECTRONIC ACCESS

Valid photo identification ("ID") building access cards issued either by DPS for all Capitol Complex facilities or by TFC for all North Austin Complex and Park 35 Complex facilities, shall be displayed by staff, contractors, and visitors at all times and are required for after-hours access. Employees should contact their individual agency's Agency Authorized Designator to obtain a photo ID building access card. After-hours, weekend, and holiday use of all TFC-managed facilities requires approved building access and is controlled and monitored by DPS or by TFC's contracted security personnel. TFC has master access control to all areas of TFC-managed facilities. Within the Capitol Complex, DPS also has master access control to all areas of TFC-managed facilities.

To obtain a photo ID building access card issued by DPS for the Capitol Complex and downtown Austin facilities, each agency's Agency Authorized Designator must be contacted, and an authorized access form (DPS Form No. CP-6) must be completed and returned by one of the following methods:

- Mailing to the address on the form.
- Hand-delivering to DPS from 8:00 a.m. to 5:00 p.m., Monday through Thursday, and from 8:00 a.m. to 3:00 p.m. on Friday.

To obtain a photo ID building access card issued by TFC for the North Austin Complex and Park 35 Complex facilities, each agency's Agency Authorized Designator must be contacted, and an authorized access form (TFC Form No. RM-1) must be completed and returned by emailing to the appropriate address for the tenant agency's facility:

- TFCAccess.Northcomplex@tfc.state.tx.us
- TFCAccess.Winters@tfc.state.tx.us
- TFCAccess.TCEQ@tfc.state.tx.us

TFC's assigned access control badge administrator will authorize and issue the card.

3. LOST AND STOLEN CARDS

All lost or stolen photo ID building access cards are the responsibility of each tenant agency and shall be reported immediately to the agency's Agency Authorized Designator,

the state agency issuer of the card, TFC's building security, and the assigned TFC access control badge administrator.

Additional processes and procedures established by TFC are in effect at each facility. Contact TFC's Chief Security Officer for details.

4. KEY CONTROL

Upon assignment of space to a tenant agency, TFC shall confirm in writing the particular space assigned for use for the purpose of issuing keys. Each agency moving into an area or facility for the first time shall be furnished one set of access keys for all doors within the tenant agency's interior space and for exterior doors, as needed, by DPS or TFC, as set forth below. Each tenant agency shall designate one (1) employee to act as that agency's key coordinator. This designation shall be made by letter to DPS and TFC from a tenant agency's executive director or agency head.

The designated key coordinator shall have sole authorization to request keys and is responsible for retrieving keys from tenant agency employees upon separation of employment. For the reproduction of duplicate keys, the tenant agency key coordinator must include in its request to DPS or TFC, as appropriate, the name of the building or facility, the specific room number, the key number, and the number of keys requested. Upon termination of a tenant agency's occupancy of space, the designated key coordinator shall ensure all keys are returned to DPS or TFC, as set forth below. All keys issued by DPS must be returned to DPS's Capitol Regional Command Office, and all keys issued by TFC must be returned to TFC's Chief Security Officer.

Agency employees shall comply with all requirements necessary for the security of the premises and building both during and after normal weekday business hours and on weekends. Persons, other than TFC employees or its contractors, who require access to space occupied by a tenant agency, such as mechanical rooms, electrical equipment rooms, telephone rooms, mechanical chases, and rooftops, shall submit a request in writing to TFC's Chief Security Officer. Upon approval from TFC's executive director, the agency responsible for issuing keys—DPS or TFC—shall be responsible for providing access.

Currently, keys for all facilities within the Capitol Complex and downtown Austin are issued by DPS. DPS may seek reimbursement from an agency for the purchase of any additional keys and locks and for the re-keying of locks. Entry to space occupied by a tenant agency, other than entry by TFC, may be granted upon authorization of DPS by using a DPS passkey.

Keys for all facilities other than those in the Capitol Complex and downtown Austin are issued by TFC, not DPS. Each agency may be financially responsible for the purchase of additional

keys and locks and for the re-keying of locks. Entry to space occupied by a tenant agency may be granted upon authorization of TFC by using a TFC passkey.

Master keys to a facility may only be issued by DPS or TFC for a particular facility. Any request for a master key must be submitted in writing to the appropriate agency indicating the reason for the request and must be signed by the elected official governing the tenant agency or the chief executive officer who heads the tenant agency. TFC shall be issued a master key for all buildings and facilities under its care, custody, and control for purposes of emergencies or matters involving life safety issues.

Additional processes and procedures established by TFC are in effect at each facility. Contact TFC's Chief Security Officer for details.

D. PARKING INFORMATION

DPS is the agency responsible for regulating parking in state-owned parking facilities, including parking garages and surface parking lots, within the Capitol Complex from 6:00 a.m. to 6:00 p.m., Monday through Friday. If a state employee has personal safety concerns, such employee should call (512) 463-3556 and a DPS officer will accompany the employee to his/her vehicle within the Capitol Complex area. For state employees located in facilities outside of the Capitol Complex, contact the on-site security guard for assistance.

TFC, not DPS, is the agency responsible for regulating parking at the William P. Hobby Building, Parking Garage L, and Parking Garage N in the downtown Austin area; at the North Austin Complex; and at the Park 35 Complex from 6:00 a.m. to 6:00 p.m., Monday through Friday. We regulate 24 hours, but contract out parking after 6:00 p.m.

State employees may obtain Capitol Complex parking permits from DPS. Permits are considered a privilege. By requesting and obtaining a permit, a state employee is accepting responsibility to abide by all parking rules and regulations. A listing of all DPS parking rules can be found in Title 37, Texas Administrative Code, Part 1, Chapter 3, Subchapter K. State employees must maintain accurate registration information associated with a vehicle's parking permit at all times so that that an employee can be contacted at their place of work by TFC. TFC reserves the right to move or tow a vehicle in a state parking lot or garage if an employee cannot be reached and circumstances, such as construction or special events, necessitate the moving of such a vehicle.

All vehicles utilizing a state parking space must display a current parking permit or a temporary hangtag. Permits can be obtained at the DPS Capitol Service Office, 1500 North Congress Avenue, from 7:30 a.m. to 4:30 p.m., Monday through Friday. Temporary permits can be obtained at the same location and can be issued for a period of between one (1) and fifteen (15) days.

Open parking assignments allow employees to park in any parking space in the assigned facility except where there is a yellow, red, or blue curb stop or where parking is prohibited by signage. All parking assignments are made under the authority of DPS parking rules. A single, specific

reserved space may be assigned by DPS, without charge, to car or van pools that consist of at least three (3) full-time state employees who normally drive their vehicles to work and who work within the Capitol Complex. Subleasing a paid, reserved space is not permitted. Loaning such a space without charge to another qualifying employee is permitted if the space owner agrees.

Parking assignments are valid from 7:00 a.m. to 6:00 p.m. on state workdays. Before and after these hours, state employees may use any available space in any facility. Holidays that require a skeleton crew are enforced as normal state workdays.

Employees shall notify DPS Parking Administration at (512) 463-3476 if there is a violation that affects a parking assignment.

If a state employee is transferred to a work location outside the Capitol Complex or employment is terminated, such employee shall relinquish any parking assignment, if applicable, and shall remove the state permit decal from the employee's vehicle. Failure of an employee to maintain accurate registration information associated with a vehicle's parking permit, including that employee's place of employment within the Capitol Complex; or displaying a parking permit of someone no longer employed in the Capitol Complex, may result in TFC moving or towing the vehicle.

Parking permits for garages and lots outside of the Capitol Complex can be obtained through the TFC-assigned property manager through the tenant agency parking coordinator. For the Park 35 Complex, parking permits are issued by TFC's assigned access control badge administrator. Parking permits are not used at the North Complex. A copy of TFC's parking rules can be obtained from the TFC-assigned property manager.

1. AFTER HOURS AND DAYTIME PARKING PROGRAMS

Pursuant to Section 2165.2035 of the Texas Government Code, TFC has been charged with developing a program for the leasing of state-owned parking lots and garages for private commercial use outside of regular business hours; the periods designated as outside regular business hours are from 6:00 p.m. to 6:00 a.m., Monday through Friday, and at any time on Saturday and Sunday. During these times, TFC's Commercial Parking and Events office and its third-party parking contractor manage these parking facilities and may charge the general public for parking. The statute, however, does allow for state employee parking, at no charge, in designated areas during after-hours events. State employees MUST present a valid State of Texas or other approved state employee photo identification card to gain admittance to the designated parking area at no charge.

All parking rules are strictly enforced at all times and only authorized TFC personnel may authorize vehicle towing. TFC is not responsible for any damage to vehicles, theft, or loss of personal property while parked at a state-owned facility, garage, or parking lot.

In addition, pursuant to Section 2165.204 of the Texas Government Code, TFC is responsible for the daytime leasing of excess individual parking spaces in state-owned parking lots and garages

located in the City of Austin if TFC determines a parking space to be in excess of the number of parking spaces sufficient to accommodate the regular parking requirements of state employees employed near the lot or garage and visitors to nearby state government offices. TFC has the sole discretion to declare spaces “in excess” for periods of time to lease under this authority.

E. PROHIBITED WEAPONS

It is an offense to carry a handgun, regardless of whether it is open or concealed, at any meeting of a governmental entity or while intoxicated pursuant to Section 46.035 of the Texas Penal Code. Otherwise, Texas law varies on whether an individual may possess a weapon on state-owned property depending on the specific circumstances of the type of weapon, valid handgun license, place of employment, individual state agency policy, and location. However, under most circumstances, it is legal for a member of the public who has obtained a valid handgun license to carry a handgun on state-owned property.

1. PROHIBITED WEAPONS

State statutes determine whether possession of a weapon is illegal. Descriptions and definitions of such weapons are found in Texas Penal Code, Section 46.01. Illegal activity includes the following:

- Carrying a handgun without a handgun license, an illegal knife, or a club pursuant to Texas Penal Code, Section 46.02.
- Possession of a firearm by a felon or by a person subject to certain orders issued under the Texas Family Code pursuant to Texas Penal Code, Section 46.04.
- Possession of metal or body armor pursuant to Texas Penal Code, Section 46.041.
- Possession of an explosive weapon, a machine gun, a short-barrel firearm, a firearm silencer, a switchblade knife, knuckles, armor-piercing ammunition, chemical dispensing device, or a zip gun pursuant to Texas Penal Code, Section 46.05.

2. WHEN/WHERE WEAPONS ARE PROHIBITED

In Texas Government Code, Chapter 411, Subchapter H, Texas law provides for the issuance of licenses to carry handguns. However, a license holder does not have an absolute right to carry a handgun everywhere. In Accordance to Section 411.203 of the Texas Government Code and Texas Attorney General Opinion No. DM-363 (1995), a state agency may prohibit *its employees* from carrying a concealed handgun on agency premises by enacting an agency policy to that effect. The term “premises” does not include parking garages and lots, driveways, sidewalks, and streets.

In addition, Section 30.06 of the Texas Penal Code establishes the offense of “Trespass by Holder of License with a Concealed Handgun,” but has an exception for state-owned or state-leased property so long as the property is not exempted under Texas Penal Code, Sections 46.03 or 46.035.

In addition, Section 30.07 of the Texas Penal Code establishes the offense of “Trespass by Holder of License with an Openly Carried Handgun,” but has an exception for state-owned or state-leased property so long as the property is not exempted under Texas Penal Code, Sections 46.03 or 46.035.

Section 46.03, Places Weapons Prohibited, contains a very specific list of places where weapons are prohibited and in the following instances may include State of Texas property:

- A school or educational institution or any grounds or building on which a school-sponsored activity is held.
- A polling place on an election day or during early voting.
- Any government court or court offices unless authorized by the court.
- Within 1,000 feet of premises that the Texas Department of Criminal Justice has designated as a place of execution on the day the sentence is to be imposed provided that notice is given.

Section 46.035, Unlawful Carrying of Handgun by License Holder, also lists other premises and circumstances when it is unlawful to have a concealed handgun, including the following:

- A high school, collegiate, or professional sporting event or interscholastic event while underway unless license holder is participating and the handgun is used in the event.
- A correctional facility.
- An amusement park.
- A church, synagogue, or established place of worship.
- At any meeting of a governmental entity.
- While intoxicated.

In case of an emergency or to report situations involving weapons, first contact local law enforcement at 911 and for Capitol Complex facilities, also DPS at (512) 463-3333, and then contact TFC’s assigned property manager.

III. BUILDING MANAGEMENT AND OPERATIONS

A. MAINTENANCE INFORMATION

Tenant agency representatives should submit routine maintenance work order requests through the Facilities Service Center at <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp>. Status of an existing work order may also be monitored through the Facilities Service Center.

When requesting routine maintenance services, the tenant agency representative shall provide his/her identification, the name of the facility, the room number, the tenant agency name and a point of contact including telephone number, and information about the service requested. Work orders are handled on a first come, first-served basis unless deemed to be a priority.

Only emergency maintenance issues shall be directed to TFC's 24-hour Emergency Maintenance Line at (512) 463-3600.

B. BUILDING MAINTENANCE

1. HEATING, AIR CONDITIONING, AND INDOOR AIR QUALITY

Heating, ventilation, and air conditioning (HVAC) services for general office areas are provided during normal business hours. To request HVAC services outside of normal business hours, tenant agency representatives should contact the TFC-assigned property manager in writing at least twenty-four (24) hours in advance, if possible. To request emergency HVAC services outside of normal business hours, call the 24-hour Emergency Maintenance Line at (512) 463-3600.

Upon written request of a tenant agency, TFC will attempt to accommodate HVAC service requests for computer rooms and other specifically designated areas that operate outside of normal office hours.

In order to reduce energy consumption and utility bills, TFC has implemented several energy conservation initiatives including a temperature adjustment standard. Occupied mode temperature settings for buildings that allow remote temperature control will be set at 75°F for cooling and 70°F for heating. "Occupied" is defined as Monday through Friday, 6:00 a.m. to 6:00 p.m. At all other times, buildings are considered in unoccupied mode and temperature settings will be set at 85°F for cooling and 60°F for heating.

Buildings with manual thermostats will be set at 75°F for the summer months and 70°F for the winter months. Only TFC personnel are authorized to set thermostats or modify a setting.

Thermostats may have a temperature variation of plus or minus two (2) degrees. Exceptions will include special-needs areas, such as server rooms and laboratory operations. If a tenant agency has any area that it believes deserves an exception, an exception request should be submitted by tenant agency representatives through the Facilities Service Center at

<https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp>. TFC reserves the right to grant or deny any exception, but will work with a requesting tenant agency to accommodate reasonable exceptions.

As addressed in more detail below under Section IV.D.3, Unauthorized Items and Appliances: Electrical Usage, the use of space heaters is not allowed in state-owned buildings and, therefore, should not be used as a means of routine temperature control. If the temperature in an area is not properly regulated, the tenant agency should contact the TFC-assigned property manager to request necessary repairs and/or adjustments.

The installation of any equipment that may affect the operation of a building must be approved in advance by TFC and planned and coordinated with the TFC-assigned property manager. To ensure that building HVAC capabilities meet design specifications, any request for new equipment or modifications to any system must be submitted for TFC review and prior approval. Requests should be submitted by tenant agency representatives through the Facilities Service Center on the TFC website at <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp> by completing a work order.

TFC's property manager must be notified at least two (2) weeks prior to a planned shutdown of an HVAC system owned by a tenant agency. TFC shall provide as much notice as possible for any routine shutdowns of a facility's HVAC system, but an emergency situation may cause little or no notice prior to shut down.

More information about TFC's efforts related to energy management and conservation can be found under the heading, "Energy Management/Utilities," in Section III.B.8 of this manual, below.

TFC pursues the highest level of air quality through the professional maintenance of HVAC systems. Indoor air quality is the product of multiple influences that can originate from within the building or from the outdoor environment. Pursuant to Chapter 2165, Subchapter G of the Texas Government Code, the Department of State Health Services ("DSHS") is responsible for testing indoor air quality and investigating concerns within state-owned facilities upon referral by TFC of such matters, except when related to the provision of asbestos abatement services.

Tenant agencies may request an indoor air quality evaluation from DSHS through the appropriate agency coordinator. DSHS may seek reimbursement from any agency occupying the space to be tested or investigated for costs involved with DSHS's services. The State Office of Risk Management will receive copies of the final evaluation with DSHS's recommendations. DSHS's administrative rules related to indoor air quality in government buildings, including state-owned and state-leased facilities, may be found at Title 25, Chapter 297 of the Texas Administrative Code.

2. PLUMBING

All non-emergency plumbing requests should be directed to TFC by the tenant agency representative. A work order request should be completed through the Facilities Service Center at <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp>.

Emergency plumbing issues shall be directed to TFC's 24-hour Emergency Maintenance Line at (512) 463-3600.

Information regarding whether water is running, or overflowing shall be provided when reporting plumbing problems.

TFC does not allow garbage disposals in designated break room spaces; therefore, all food items shall be disposed of in the provided trash receptacles. Depositing coffee grounds, food, plant soil, sweepings, rubbish, rags, acids, excessive paper, or other substances in sinks, toilets, water fountains, or other plumbing fixtures is strictly prohibited. TFC may charge a tenant agency for repair or replacement costs incurred from inappropriate use of plumbing fixtures.

3. ELECTRICAL

The TFC-assigned property manager and/or the Facilities Service Center staff will inform tenant agencies if an extended power failure is anticipated. All other non-emergency electrical requests should be directed by the tenant agency representative to TFC through the Facilities Service Center at <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp> by completing a work order.

Emergency power failure issues shall be directed to TFC's 24-hour Emergency Maintenance Line at (512) 463-3600.

Ceiling light fixtures are maintained by TFC staff. In order to ensure that the quality of lighting remains consistent, only TFC staff will change lighting elements. Requests for ceiling lamp replacement shall be requested by the tenant agency representative to TFC through the Facilities Service Center at <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp> by completing a work order. Replacement of light bulbs in a tenant agency's lighting fixtures, including desks, table lamps, and task lighting, is the responsibility of the tenant agency.

All bulbs in all light fixtures within shared office space shall remain illuminated unless the employing tenant agency approves an employee's request for medical reasons that the lighting in an area be adjusted. In such instances, TFC shall install alternative lighting once the tenant agency representative directs the approved request to TFC through the Facilities Service Center at <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp> by completing a work order. The tenant agency shall be responsible for all associated costs. Requests for additional lighting in areas not in the original design of the facility will be reviewed by TFC upon submission of a work order through the Facilities Service Center at <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp>. If approved, the tenant agency shall be responsible for all associated costs.

Ballasts within a light fixture may overheat and/or burn out. Ballast failure is generally accompanied by an identifiable odor. Should this failure occur, the lights shall be turned off in the affected area, if possible, and the failure immediately reported to the TFC 24- hour Emergency Maintenance Line at (512) 463-3600.

Additional lighting, electrical, or cable installation is considered a building modification and must be requested by submitting a work order through the Facilities Service Center at <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp>.

The use of nonessential electrical appliances is strictly prohibited and may cause electrical failure. Use of nonessential appliances is further addressed in Section IV.D.3, Unauthorized Items and Appliances: Electrical Usage below.

4. ELEVATORS, STAIRWELLS, AND CORRIDORS

All non-emergency elevator service requests should be directed by the tenant agency representative to TFC by completing a work order through the Facilities Service Center at <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp>.

Emergency elevator issues shall be directed to TFC's 24-hour Emergency Maintenance Line at (512) 463-3600.

All elevator telephone lines are monitored by either DPS or the TFC third-party contractor responsible for building security, depending on facility location, twenty-four (24) hours a day. These telephones will automatically ring at the DPS Communications Center or at the nearest building security desk, as applicable, when the receiver is lifted. DPS or TFC's third-party contractor will immediately contact an elevator maintenance contractor when notified of any emergency or other elevator malfunction. The local fire department will also be called to assist with extraction of trapped persons if the elevator contractor is unable to respond in a timely manner. The TFC-assigned property manager, building technicians, or other TFC staff may assist the elevator maintenance contractor, DPS, or local fire department, as needed. However, TFC staff will not attempt to extract the entrapped person(s) unless it is imperative to do so for life safety reasons.

Passenger elevators are solely for the purpose of transporting agency employees and guests. All freight elevators are for the use of freight delivery and maintenance only and are not to be utilized as employee passenger elevators. No items are allowed to be stored in passenger or freight elevator lobbies.

Elevators should not be used when a fire alarm is activated.

All stairwells are to be kept free of any excess items and shall not be used for storage. At no time should any doors of the building, including stairwell doors, be propped open.

Stairwells are important emergency exits during a fire and are the only means of exit from multistory buildings. Some stairwells will pressurize on activation of the fire alarm system to help keep smoke and hot fire gasses out. Extreme caution should be used whenever exiting through the stairwells.

Utilize the following safety rules for stairwells:

- Keep all doors entering into emergency exit stairwells closed, but not locked, whenever they are not in use.
- Report any lighting or other needed repairs to TFC immediately.
- Stairwells must not be used for storage, even for a short period of time.
- Report any obstructions to TFC immediately.
- Bicycles are not permitted in the stairwells or office space and must be stored outside, utilizing the bike racks provided.

Corridors and hallways are part of the emergency exit system of the building and shall not be used for storage at any time. TFC will post a building evacuation map on each building floor in the elevator lobby and at each stairwell exit door.

Repairs to the elevator lobby, corridors, and hallways due to any damage caused by a tenant agency may be charged to the tenant agency.

5. CARPENTRY, PAINTING, AND FLOORING

TFC may approve alterations and other construction modifications to state-owned facilities and may perform the work by utilizing TFC staff or contractors.

Available carpentry services include hanging pictures and bulletin boards, assembling and installing shelving units or cabinets, and work area modifications. These requests should be entered by the tenant agency representative through the Facilities Service Center on TFC's website at <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp>. The cost of the requested services may be billed to the tenant agency.

Available hardware services include moving or installing doors; replacing, installing, or removing locks; and installing card reader systems. These requests should be entered by the tenant agency representative through the Facilities Service Center on TFC's website at <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp>. The cost of the requested services may be charged to the tenant agency.

TFC is currently phasing out the installation of and the support to repair the cipher combination locks. When a new or replacement cipher lock is requested, TFC will evaluate each request individually, with an emphasis on adding electronic access card readers, if feasible. In certain cases, however, the cipher lock may be acceptable.

Painting services are provided to tenant agencies on an as-needed or scheduled basis. Common areas, such as hallways and lobbies, may be painted more frequently as deemed necessary by TFC. TFC may charge a tenant agency for the expense of painting done as repairs for damage caused by the tenant agency.

To schedule additional painting, other than regularly scheduled painting, a request should be entered by the tenant agency representative through the Facilities Service Center on TFC's website at <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp> by completing a work order. At least thirty (30) days advance notice is required for the approval and scheduling of this type of painting request. Tenant agencies are responsible for the cost of any additional painting. Tenant agencies are also responsible for moving items, such as furniture and pictures, before painting is scheduled to begin.

Available services for floor covering include installing floor covering or tile; repairing or replacing floor covering or tile; and carpet repair, replacement, or installation. These requests should be entered by the tenant agency representative through the Facilities Service Center on TFC's website at <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp>. The cost of the requested services may be charged to the tenant agency. All requests are subject to the availability of appropriated funding.

6. PREVENTIVE MAINTENANCE

TFC's Preventive Maintenance Program changes HVAC filters four times per year and provides periodic inspections of equipment to identify conditions that may lead to breakdown or incorrect operation. The TFC makes every attempt to take immediate corrective measures to prevent the malfunction or costly replacement of this equipment.

7. MAJOR MAINTENANCE

TFC's Major Maintenance Program completes capital improvement needs for each of the state-owned facilities on TFC's inventory. Projects consist of cost-effective measures to diminish risks, reduce liabilities and maximize the efficiency of state-owned facilities.

Projects included in the program must meet the following criteria:

- The repair or replacement of broken critical building systems to avoid liabilities associated with life-safety issues, federally mandated compliance programs, or disruption of vital government operations.
- The upgrade of building systems to increase the capacity of current facilities.

8. ENERGY MANAGEMENT/UTILITIES

State agencies are mandated to meet certain energy-reduction criteria. Tenant agencies shall cooperate in energy conservation by adhering to the following:

- Removing all unauthorized appliances from the work space.
- Turning off all task lights and powering down computers and monitors when leaving.
- Turning off computers and monitors when unused for extended lengths of time and adjusting the properties of computer monitors to power off after 15 minutes of inactivity.
- Adjusting blinds to allow for solar heating in winter and to assist with cooling in the summer.
- Scheduling work activities to minimize, to the greatest extent possible, the need for building systems to be operated outside of normal business hours.
- Lighting in office areas is not to be left on for the survival of houseplants.

In September 2007, TFC implemented thermostat regulation and night setback procedures. Manually controlled thermostats are set to 75°F during summer and 70°F during winter. Only TFC personnel are authorized to set or modify thermostat settings. Thermostats capable of being controlled by building automation systems are similarly set but adjusted at night to 85°F in summer and 60°F in winter. This program takes into consideration special- use rooms and/or specific building space, such as data centers, that may require exceptions from these standards. TFC's Energy Management Program works in conjunction with building operations to evaluate automated thermostats for the possibility of adding multiple temperature probes per HVAC zone.

For more information on energy-reduction measures, contact your property manager.

C. PROPERTY MANAGEMENT AND BUILDING SERVICES

1. PROPERTY MANAGEMENT

Pursuant to Texas Government Code, Section 2165.007, TFC is responsible for the management of all state-owned facilities located within Travis County and all adjacent counties unless specifically exempted by law. TFC's Property Management Program is responsible for the overall management, maintenance, supervision and control of these state-owned facilities. Property managers' work at the sole direction of TFC and assignments of these TFC employees to facilities is subject to change as needed.

TFC's property managers act as the liaison between tenant agencies and all TFC programs. Tenant agencies should designate a representative to act as a liaison with TFC. Unless otherwise indicated in this manual, all communications with TFC should occur through designated tenant agency representatives.

For more information on property management of facilities outside of Austin, find contact info here: [Property Management \(texas.gov\)](https://www.texas.gov)

2. CUSTODIAL

Custodial services are performed each weekday by TFC custodial staff or contractors. Tenant agencies should report any areas that may need attention to TFC's assigned property manager. Special requests and additional cleaning services may be provided at a cost to the requesting tenant agency.

The following standard custodial services are provided at no charge to tenant agencies:

- Daily maintenance of restrooms and public areas.
- Daily trash and recycling service of central collection points.
- Vacuuming of carpeted areas, as scheduled.
- Spot cleaning of carpeted areas, as needed.
- Sweeping and mopping of tiled areas, as scheduled.
- Dusting of public, common, and office areas, as scheduled.

Custodial personnel are instructed to generally leave rooms in an undisturbed condition when cleaning is completed; provided, however, that custodial staff may turn off all non-emergency lights and close window blinds as energy-saving measures. A red dot is utilized on the inside door jamb to indicate that an office should be locked prior to the custodian and/or supervisor leaving the area.

Tenant agencies may identify secured areas that should not be entered by custodial personnel, such as computer rooms, human resources offices, and legal offices; cleaning of these areas will not be performed by TFC. Access to other secured areas that are to be

cleaned by TFC custodial personnel may be coordinated through the appropriate property manager.

TFC custodial staff does not service desktops, credenzas, curio cabinet tops, etc. and is not responsible for the removal or disposal of inoperable or unwanted equipment including, but not limited to, computer monitors and hardware. Tenant agency staff shall not place sharp objects or other types of hazardous items in standard trash receptacles. This restriction includes, but is not limited to, syringes, broken glass, razor blades, and tin can lids.

TFC implemented the miniMAX Program, a centralized trash/recycling program, at the beginning of Fiscal Year 2011 to minimize waste and maximize savings and revenues from increased recycling. The miniMAX Program entails each employee utilizing a miniature trash receptacle (“mini-bin”) at their desk as well as a desk-side recycling bin. Employees are required to empty their own mini-bins and recycling bins at central collection stations, rather than relying on custodial staff for that service.

Tenant Agency Representatives must submit a work order through the Facilities Service Center portal on TFC’s website, <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp>.

3. GROUNDS MAINTENANCE

Grounds Maintenance staff, in conjunction with contracted service providers, perform routine landscape maintenance services such as mowing, edging, blowing, and weeding. The Grounds Maintenance staff is also responsible for the cleaning and maintenance of state-owned parking garages and surface parking lots. A parking contractor managed by TFC is responsible for the cleaning of state-owned parking garages and surface parking lots after these facilities have been used for evening or weekend special events.

Tenant agency staff should properly dispose of cigarette butts in the appropriate receptacles and not place them in planters, flowerbeds, lawns, or parking garages and surface parking lots. Tenant agency staff, as well as any guest of a tenant agency, is responsible for utilizing the premises and areas surrounding the exterior of the premises in a responsible manner and for leaving the premises and areas surrounding the exterior of the premises in a neat, clean, and sanitary condition. The grounds or other areas of the building are not to be defaced or damaged and proper trash/recycling receptacles are to be used.

Any grounds or irrigation related issues should be reported through the Facilities Service Center on TFC’s website, <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp>.

In the interest of tenant safety, feeding animals or leaving food and/or water for raccoons, opossums, birds, cats, dogs, squirrels, or any other animals within a building or on state property grounds is strictly prohibited.

4. PEST CONTROL

TFC maintains a pest control program for TFC-managed state-owned facilities. A non-commercial certified applicator dispenses pesticides/insecticides, as needed, throughout the facilities with special emphasis on the least toxic methods. Pesticides consist of liquid mixtures, dust, and solid baits. Work involves providing effective services with the minimum amount of customer disturbance as possible. Application is not performed during normal business hours. No household pesticide products are to be used within the facilities by TFC or tenant agency staff at any time.

Pest control services include:

- Responses to tenant agency requests.
- Quarterly perimeter treatment.
- Quarterly cafeteria dining room area treatment.
- Monthly exterior rodent treatment.
- Removal of live and dead animals.
- Trapping of live animals.

Requests for pest control services should be requested by the tenant agency representative by submitting a work order through the Facilities Service Center at <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp>.

5. RECYCLING

TFC collects recyclable material using a single stream collection system that allows customers to mix recyclable paper, plastic, and aluminum cans all in one bin. Upon request, Styrofoam packing material, electronics, batteries, and toner/ink jet cartridges will also be collected.

The following items **may** go in the single stream recycling bin:

- Adding machine tape.
- All white and colored paper.
- Aluminum cans.
- Brochures and pamphlets.
- Cardboard and paperboard boxes
- Computer printouts.
- Envelopes, even with plastic windows or labels.
- Folders—manila, coated, colored, even if they have plastic tabs or metal strips.
- Junk mail, direct mail, etc.
- Legal pads, steno pads, and spiral notebooks.
- Magazines.
- Manuals with glue bindings.
- Newspapers, including the inserts.

- Paper ream wrappers.
- Posters.
- Receipts.
- Rigid plastics and plastic bottles 1 through 7 with the exception of 3.
- Scratch, message, and memo pads.
- Self-adhesive notes, such as Post-it Notes®.
- Soft cover books.

Note: Staples and paperclips DO NOT have to be removed.

The following items **are not allowed** in the single stream recycling bin:

- Carbon paper.
- Glass.
- Hard cover books, unless the cover is removed.
- Kitchen and food waste, such as, paper plates, cups, and food wrappers.
- Paper towels and tissues.
- Pressure-sensitive adhesive, such as crack and peel labels.
- Tear resistant papers, such as flimsy Federal Express envelopes.

The recycling program also maintains docks and cart areas. Upon request, we remove debris, pallets, appliances, and construction material. We also provide and maintain carts for transporting recyclable material. All items are diverted from the landfill when possible.

For any questions or special requests, contact your property manager.

D. OTHER SERVICES

1. MINOR CONSTRUCTION

Other services may be provided to the tenant agency when requested and approved by TFC's Minor Construction Program. These requests should be entered by a tenant agency representative through the Facilities Service Center on the TFC website at <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp>. An estimate will be prepared for the total cost of services if the tenant agency is to be charged for the cost. The designated tenant agency contact person must approve cost estimates prior to performance of services.

Examples of minor construction services that may be charged to a tenant agency include, but are not limited to:

- Changing existing fixtures.
- Relocation of electrical supply.
- Light bulb replacement in tenant agency's lighting fixtures, such as modular, desk, and table lamps.
- Installation of shelving.
- Hanging pictures/boards.
- Locksmith work.
- Painting.
- Maintaining specialized equipment-computer rooms.
- HVAC modifications.
- Grease trap pumping.
- Furniture repair.
- Changes to building directory boards.

In addition, upon approval of modifications to space, the Minor Construction Program will provide services to modify existing facilities and features to better suit the tenant agency's needs. Costs for projects, including planning, will be charged to the requesting tenant agency. TFC will also add an administrative charge for its services. The requesting tenant agency will receive a monthly interagency transaction voucher (ITV) with back-up billing detail. Payment of an ITV is due upon receipt.

For more information, contact the Minor Construction Program at (512) 475-2461.

2. LEASING AND SPACE MANAGEMENT

All requests for architectural modifications from tenant agencies must be forwarded to TFC's assigned property manager and are subject to final approval by TFC's Space Management Program. These requests should be submitted by the tenant agency representative for review and approval through the Facilities Service Center on the TFC website at <https://portal.tfc.state.tx.us/fcsm/facilityfrontpage.asp>.

TFC's Space Management Program is the single point of entry for all space allocation requests. The Space Management Program provides five (5) basic services:

- Long-range facilities planning.
- Space management.
- Facilities data management.
- Pre-design services.
- Pre-construction services.

The Space Management Program also evaluates individual requests for space and construction projects that involve architectural modifications. Any and all plans accompanying a request must be submitted to TFC in an electronic format. **Whenever changes are made to the configuration of modular furniture, changes made should be forwarded to the space management program in an electronic format.**

The Space Management Program's architectural staff prepares plans, specifications, and estimates on a cost-recovery basis and coordinates these activities with the Facilities Design and Construction Division. These two programs work together in ensuring efficient and cost-effective implementation.

For questions about Space Management, speak with your Property Manager who will direct you to the most appropriate location or individual.

- State-owned space, such as square footage, location, floor plans.
- Requesting office space (space assignments are based upon functional requirements and number of FTEs).
- Information on modification to state-owned space, such as extensive computer and electrical modifications, functional changes, signage, ADA, and improvements.

3. STATE SURPLUS PROPERTY

The State Surplus Property (SSP) Program assists state agencies in disposing of surplus property items utilizing auctions, internet sales, sealed bids, and the Austin retail storefront located at 6506 Bolm Road, Austin, Texas. After completion of a bill of lading, state agencies may deliver property, or SSP staff is available to move property to the storefront. In addition, SSP staff is available to perform furniture moves and modular workstation installation for an hourly fee.

For more information, contact the State Surplus Property Program at (512) 463-2688 or its retail storefront at (512) 463-1990.

IV. BUILDING RULES AND GUIDELINES

The building rules and guidelines were created to provide a clean, safe, and comfortable working environment for state employees. Agency heads along with tenant representatives are responsible for ensuring that agency employees adhere to the rules and guidelines.

A. MOVING PROCEDURES

Any furniture or office equipment moves must be coordinated with TFC's assigned property manager. All moves will take place under the supervision of the specific tenant agency representative. The moving company's contact information must be provided to TFC's assigned property manager. Each tenant agency assumes all risks for damage to property and injury to persons associated with a move.

Prior to and after the move, an inspection of elevators, loading docks and other applicable building spaces will be made by TFC's property manager to determine whether any damage was caused by the tenant agency or its moving contractor. The tenant agency shall appoint a representative to be present during these inspections.

1. GUIDELINES FOR MOVING IN OR OUT

The tenant agency **must** provide TFC with a certificate of insurance when a moving company is contracted. In addition, the certificate of insurance must name TFC as an additional insured. The tenant agency is also responsible for providing the following:

- Cardboard/floorboards to cover flooring, halls, and walls to prevent abrasions and buckling when moving heavy items.
- Corner wraps, if needed.
- Elevator pads to protect elevator walls, as applicable.

During the move, only pneumatic or rubber-wheeled hand trucks or dollies with side guards may be used.

Once the move has been completed, the tenant agency's contractor must remove from the premises all debris, such as cardboard boxes and pallets. Dumpsters are not to be used for the disposal of debris that is left after a move. TFC's custodial program is not responsible for removing large amounts of trash in a tenant agency's suite before, during, or after a move. TFC's property manager may arrange for excessive trash removal at the sole cost and expense of the tenant agency.

B. TRANSPORTING EQUIPMENT OR FURNITURE

Tenant agencies should notify TFC's assigned property manager with at least two (2) days advance notice when moving bulky materials, office furniture, or equipment into, within, or out of the building. Any movement of bulky items through building entrances and lobbies shall be restricted to hours designated by TFC's assigned property manager. All trucks should be parked in the designated loading zone or in spaces designated by the property manager.

Generally, passenger elevators are solely for the purpose of transporting agency employees and guests. Two or four-wheeled dollies, carts, or any other type of conveyance, with the exception of baby strollers and wheelchairs, will not be pushed, pulled, or taken into passenger elevators at any time. Only items that can be carried by hand may be transported on passenger elevators.

All freight elevators are for the use of freight delivery and maintenance and are not to be utilized as passenger elevators. No items are allowed to be stored in passenger or freight elevator lobbies.

C. BICYCLES

Bicycles are not permitted in stairwells or office space and must be stored outside, utilizing the bike racks where provided. Contact the TFC-assigned property manager if no rack is available at your building.

TFC also provides state employees who work in the Capitol Complex a more secure alternative to bicycle racks for the storage of bicycles and bike-related gear. The secure bicycle parking area is located in Parking Garage Q, on the south side lower level, at 17th Street and San Jacinto in the Capitol Complex. State employees wishing to utilize a space within the secure bicycle parking area, may complete the TFC's Secure Bicycle Parking Application and Agreement form available at <http://www.tfc.state.tx.us/divisions/commissionadmin/prog/riskmanagement/bike/> or by contacting their tenant agency representative. Completed forms should be returned to the tenant agency representative. At this time, TFC requires no fees for the use of the secure parking area. The State of Texas and the TFC are not responsible for any loss or damage associated with the use of the secure parking area at any time.

Employees completing the application and agreement form shall agree to the following:

- Enclosure area is intended to be utilized for routine/temporary storage of bicycles and/or bike-related gear.
- The bike cage area is not to be utilized for long term storage, so refrain from leaving a bike or bike-related gear in the cage area for any longer than two (2) weeks at a time. If the bike(s) are left beyond this point, the bike may be removed and you shall receive a notice to claim or the bike shall be turned over to State Surplus Property to sell, if not claimed within two (2) weeks of notification.
- Submit one (1) application for each bike.

- Users are required to secure their bicycle with a lock - provided by the user.
- All bicycle spaces in the secure area are first-come, first-served.
- One key to the secure bike parking area will be issued to each applicant. If the key is lost, it is to be reported to the TFC Risk Management immediately.
- Keys are non-transferable. The key must be returned to the tenant agency representative if the applicant transfers to another state agency or terminates employment with the State of Texas.

Tenant agency representatives are responsible for:

- Distributing secure bicycle parking literature and applications.
- Receiving completed Bicycle Parking Applications and Agreement forms and forwarding the original to the TFC Manager of Commercial Parking and Events immediately.
- Issuing (1) key to each applicant.

A brochure on secure bike parking for tenant agency representatives and state employees is available at <http://www.tfc.state.tx.us/divisions/commissionadmin/prog/riskmanagement/>. For additional information on the secure bicycle parking or to submit suggestions, contact the TFC Risk Management department.

D. UNAUTHORIZED ITEMS AND APPLIANCES

1. OPEN FLAME ITEMS

Open flame items, including candles and incense, are not permitted in state-owned facilities for safety reasons. Incense or other odors may mask indicators of trouble spots or electrical wiring problems. Additionally, an employee who may enjoy the smell of a non-burning scented product may have co-workers who are sensitive to or object to the scent.

2. MICROWAVE OVENS AND TOASTER OVENS

The odors created by these devices linger in areas where the ventilation and air conditioning are not configured to deal with cooking odors. Popcorn has a strong odor that can make concentrating and working in an office space difficult. **Popcorn should not be prepared unattended. In addition, it should only be made in a break room space where the odor does not interfere with an employee's ability to perform work.**

3. ELECTRICAL USAGE

Continually overloading circuits can lead to fires and/or smoke damage. Circuits become overloaded due to the use of unauthorized electrical devices in private offices and cubicles.

TFC requests each tenant agency's support in the immediate removal of all unauthorized and potentially hazardous appliances within the office workspace. Failure to comply may result in notification to agency management, the State Fire Marshal's Office, and/or the State Office of Risk Management to ensure compliance.

A list of unauthorized and potentially hazardous appliances includes, but is not limited to, the following:

- Air purifiers.
- Aquariums.
- Coffee cup warmers.
- Coffee makers and coffee pots, permitted in break rooms only.
- Crock pots and other electrical cooking appliances, permitted in break rooms only.
- Curling irons and other electrical hair styling tools.
- Floor fans, small desk fans may be used.
- Hot plates, permitted in break room only.
- Immersion water heaters.
- Irons and steam irons.
- Microwave ovens, permitted in break room only.
- Refrigerators, permitted in break room only.
- Space heaters.
- Toasters and toaster ovens, permitted in break room only.
- Water coolers/dispensers with heating or cooling elements, permitted in break rooms only.

4. SMOKING/TOBACCO PRODUCTS

In compliance with municipal ordinances, and in consideration of the health of state employees and visitors to state-owned facilities, smoking is prohibited in all TFC-managed facilities, including parking garages and elevator cabs. This prohibition includes all tobacco products. TFC

is responsible for designating smoking areas, and the chief administrator of each tenant agency is responsible for ensuring all employees adhere to the policy.

TFC will determine where the public entrance is established, and this may include exits or accessible entrances for the disabled. Smoking within 15 feet of that entrance is strictly prohibited. TFC is responsible for providing designated smoking area signage and receptacles.

If a covered smoking area is requested by a tenant agency, the project must be requested through TFC. The design, construction, and location of the shelter must be approved by TFC, and the requesting tenant agency shall be solely responsible for all costs associated with the shelter. Such project requests should be made through the Facilities Service Center on the TFC website at <http://www.tfc.state.tx.us/>.

5. PLANTS

Properly maintained plants are beneficial to the office environment by adding a pleasant atmosphere and helping to remove carbon dioxide from the air. Plants that are not properly maintained can create problems, such as nesting areas for small insects, production of sap or odor as a result of normal respiration, and/or the accumulation of dust. Baskets, paper plates, and other containers that hold moisture around the bottom or base of plants have a tendency to cause mold, mildew, and a musty odor. This situation can be problematic for people who have allergies and intolerance to chemicals. Over-watering plants may leave small amounts of water in saucers underneath plants, offering a water source for insects. This condition can create additional sources of mold and mildew.

TFC's assigned property manager will request the removal of improperly maintained plants.

6. SCENTED ITEMS

Air wicks, air fresheners, incense, potpourri baskets, scented candles, and other fragrance sources can create discomfort for some people and should not be kept in office areas.

7. ANIMALS/PETS

Animals are not permitted in TFC-managed facilities, unless the animal is trained to assist a special needs person and are there to perform such service. Notify the TFC-assigned property manager if a service animal will be in a facility on a regular basis.

Fishbowls and aquariums are not permitted in any area of a TFC-managed facility.

8. HOLIDAY DECORATING GUIDELINES

Holiday decorating is acceptable, but the following guidelines must be observed in TFC-managed facilities:

- Candles and other open flame items are prohibited.
- Decorations must not be attached to, limit the visibility or use of, restrict access to, or otherwise interfere with the operating ability of fire alarm or fire suppression equipment.
- Items such as posters, signs, and flyers must not be adhered to the walls and doors of shared or common areas in state-owned facilities. Employees may post such items in their own offices and cubicles.
- Do not place or attach decorations to any hallway or stairwell door, including glass windows.
- Do not obstruct or conceal fire extinguishers, emergency exit signs, or emergency exits.
- Decorations must not be placed on electrical devices or near heat sources.
- “Fire Resistant” artificial trees are permissible, although size may be restricted.
- Live trees are not allowed.
- Artificial snow sprays are not allowed.
- Lights are not allowed, except for lights on pre-lit artificial trees.
- Fire extinguishers shall not be moved, altered, or blocked.

E. SHARED CONFERENCE ROOMS

1. RESERVATIONS

Reservations are scheduled on a first come, first-served basis. Conference rooms may be reserved up to ninety (90) days in advance for informal meetings and one (1) year in advance for formal board meetings.

TFC maintains a web-based system reserving shared conference rooms in TFC-managed facilities. Tenant agencies are able to make their own reservations by utilizing this web-based system. The Conference Room Reservation System is located on the TFC website

at <http://schedule.tfc.state.tx.us/Default.asp?> Some conference rooms may be booked by registered users, while other conference rooms and all shared common areas may only be booked by TFC after their use is approved. Requests for reservations of these rooms or areas should be submitted to TFC through the Conference Room Reservation system.

2. ROOM USE AND RESPONSIBILITIES

Conference rooms in state-owned facilities are for official use. Private use is prohibited.

Due to state contracts for vending machines and building cafeterias, and in order to maintain the quality of the furnishings and carpets, requests to serve food and/or beverages within conference rooms and common areas must be submitted to TFC for prior approval. After-hours use of conference rooms and common areas requires prior approval from TFC and may require extra security at the tenant agency's expense. No posters or flyers may be affixed to the walls. During the meeting or event, facility evacuation and other facility access information should be provided to all attendees.

The user may reconfigure the furniture within the conference room or common area if furnishings design will allow. At the conclusion of the meeting or event, however, the user must return the room to its original setup. The room must be left clean and ready for the next scheduled meeting. Should the conference room be locked, please contact the appropriate TFC property manager or the contact person referenced on the Conference Room Reservation System.

F. LOBBIES AND COMMON AREAS

Some facilities have a building directory displayed in the main lobby or floor. Contact your property manager to request an addition or change to an existing directory's listings. TFC may seek reimbursement from the requesting tenant agency for costs associated with such requests.

1. SIGNAGE, BULLETIN BOARDS, AND DISPLAY CASES

TFC's property manager must review and approve all building signage, including agency, building, or event notices, prior to its posting or display. All signage must comply with the requirements of the Americans with Disabilities Act Standards for Accessible Design available at <http://www.ada.gov/regs2010/2010ADAStandards/2010ADASTandards.htm> and the Architectural Barriers Texas Accessibility Standards located on the Texas Department of Licensing and Regulation's website at <http://www.license.state.tx.us/>. Building signage must be posted on a bulletin board or display case located in a common area, such as a hall, lobby, elevator, restroom, break room, or conference room. A common area bulletin board or display case may only be installed with prior TFC approval. Requests for a new or additional common area bulletin board or display case should be directed to TFC's property manager. Any signage or notices that are unauthorized or do not comply with these guidelines may be removed by TFC at any time.

2. USE OF COMMON AREAS

A tenant agency must submit a written request for approval to use a facility's common area for a proposed activity or event to the TFC property manager prior to commencement. The approval is a two-step process: First, pursuant to Texas Government Code, Section 2203.004, State of Texas

property may only be used for state purposes. Requested uses of state property for a private purpose are not authorized by law. Second, Texas Government Code, Section 2165.210, states TFC may refuse to lease space or permit an activity if TFC determines it is not in the best interest of the state. This determination is fact specific.

Factors that TFC will consider in making its final determination of whether an activity or event should be approved include, but are not limited to, the following:

- Whether the event or activity is sponsored by an agency wellness program.
- Who is the ultimate beneficiary of the proposed activity or event, or funds raised, i.e. the agency as a whole, the State Employee Charitable Committee, or a private individual.
- The extent to which the proposed activity or event will impact building operations, safety, and accessibility.
- Whether the proposed use will disrupt or negatively impact operations of each tenant agency or the public's ability to transact business with each tenant agency.

In addition, facilities with vending facilities operated by the Texas Department of Assistive and Rehabilitative Services ("DARS"), including cafeterias and vending machine kiosks, also have additional considerations that must be taken into account when a food or drink sale is proposed. Notification to the DARS operator must be made prior to the commencement of the activity or event. In some instances, an agency group organizing an event, such as a breakfast taco sale, has purchased items (ingredients or the final product) from the DARS operator or agreed to limit the hours of the event so as to not directly compete or adversely affect the DARS operation. TFC's decision is solely whether to permit the event or activity to occur; under no circumstances is TFC staff authorized to direct another agency's employees to participate in any fundraising event.

The tenant agency requesting the use of common areas such as the lobbies, atriums, exterior grounds, or patios of the facility must follow these guidelines:

- A written request must be sent to TFC by e-mailing BMconf@tfc.state.tx.us. Requests must include the reason for the use of the common area; the date(s) needed; information regarding the event to be held, including the benefit to the state; whether food or beverage items are included; and any special needs that may be required, such as fire extinguishers and electrical power.
- The requesting tenant agency must include in the request that other tenant agencies of the building have been notified and that no conflicts will arise due to the use of the common area for the specified time period.
- Requests must be pre-approved by TFC.
- Proper ingress or egress to the facility must be maintained at all times. No setup may impede or block access to the elevators at any time.

- No item, such as a flyer, poster, or sign, may be affixed to the walls. The tenant agency must utilize stands, easels, tables, or designated bulletin boards.
- The tenant agency is responsible for any cleanup of the area during and after use. This includes the removal of collected trash items, which must be placed in designated central trash and recycling bins.
- A request for an exterior event that involves cooking, may not allow open flame grills or the use of any other cooking appliances without pre-approval by TFC.

Requests to use common areas will be considered and decided on a first come, first-served basis. Failure to comply with these procedures and guidelines may result in delay or disruption of the tenant agency's proposed event or activity.

G. UNAUTHORIZED STORAGE

Stairwells are important emergency exits. During a fire, stairwells are the only means of exit from multistory buildings. Stairwells must not be used for storage, even for a short period of time. Stairwells are to remain clear at all times. Corridors and hallways are also part of the emergency exit system and shall not be used for storage at any time. In addition, the tenant agency may not use the following areas for storage:

- Bathrooms.
- Custodial closets.
- Electrical equipment rooms.
- Elevator lobbies, passenger, or freight.
- Mechanical chases.
- Mechanical rooms.
- Rooftops.
- Telephone rooms.

H. MISCELLANEOUS

1. ALTERATIONS OR IMPROVEMENTS

A tenant agency shall not make any alterations or improvements to the premises or building without the prior written consent of TFC. TFC must approve all improvements in writing prior to the commencement of installation and/or construction of any improvement. Should a tenant agency require telegraphic, telephonic, annunciation, or other communication service, TFC will

direct the contractor as to where and how wires are to be introduced and placed; no wires shall be introduced or placed except as directed by TFC.

2. LOST AND FOUND

Lost and found service is provided by the TFC-assigned property manager or contract guard service. You may also check with DPS to see if a missing item has been turned in.

V. SAFETY POLICIES AND PROCEDURES

TFC is responsible for the safety and security of the state-owned facilities included in its inventory. Cooperation and support from tenant agencies is necessary to ensure that the guidelines outlined below are followed. **All occupants will comply with the Life Safety Guidelines.**

State buildings were designed to minimize the potential for accidents and to reduce damage in the event that one does occur. Safety systems are present in all state buildings. All tenant agency representatives will be provided a copy of TFC evacuation plans and emergency procedure information as developed.

Training agency staff for emergencies is the responsibility of tenant agencies. It is critical that each employee know how to respond should an emergency occur in any of the state-owned facilities. Agency participation in the education of staff on how to respond in emergency situations is an important part of an organized response to emergencies.

Each tenant agency is required to provide TFC's property manager with its designated emergency contacts for normal business hours and after-hours. Each tenant agency should also designate fire wardens for their occupied areas. If these emergency contacts should change, notify your agency's risk management/safety officer and TFC's property manager as soon as possible.

A. FIRE AND LIFE SAFETY

In most facilities, automatic systems include overhead sprinklers, smoke and heat detectors, stairwell pressurization, manual pull stations, and smoke removal/relief fans. When any of these systems are activated, an alarm will sound, and a signal will be transmitted to TFC and DPS.

Mechanical systems will shut down in many of the buildings when an alarm activates. Stairwells and other egress routes are enclosed with fire-resistant constructed walls and will provide safe evacuation.

Due to the age and construction dates of many of state-owned facilities, they do not all contain the same fire alarm or fire suppression systems. Information on each of the systems is available to the fire wardens designated by each tenant agency.

TFC, in conjunction with the tenant agency representatives, has responsibility over tenant agency personnel evacuating the building. TFC, in conjunction with DPS, the Austin Fire Department or the Austin Police Department, as needed, will make the decision to clear the building for re-entry.

B. EMERGENCY EVACUATION

Corridor doors shall be kept closed when not in use. Exit doors and access to exit doors, elevators, stairwells, corridors, or other public spaces shall be kept clear at all times. TFC will post a building evacuation map on each building floor in the elevator lobby and at each stairwell exit door.

C. REPORTING AN EMERGENCY

Austin Police and Fire Departments	911
Texas Department of Public Safety (DPS)	512-463-3333
TFC 24-hour Emergency Maintenance Line	512-463-3600

Be prepared to offer the following information:

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

D. MEDICAL EMERGENCIES

If you discover a medical emergency:

- Call the Emergency Medical Service (EMS) at **911** if medical assistance is needed.
- Do not move the person. Administer first aid only if you are qualified to do so.
- For facilities within the Capitol Complex, report emergencies to DPS at (512) 463-3333.
- For all facilities located in Austin, also report emergencies to building security.
- Post one person at the elevator lobby on the floor where the emergency has occurred to guide EMS to the person in distress.
- If there is an agency Emergency Response Team within the facility, these staff members should be informed of the location and nature of the medical emergency. If Automated External Defibrillators (AEDs) are available within the facility, all tenant agency staff should know where they are located and how to operate them.
- Notify TFC's property manager after emergency medical assistance has been notified or requested.

E. BOMB THREATS/LETTER BOMBS

Tenant agencies should be familiar with the guidelines outlined below and adhere to these prescribed best practices. Current information may be made available by TFC's Chief Security Officer and Risk Management Division to tenant agency risk managers upon request.

1. BOMB THREATS

The State Office of Risk Management has developed emergency protocols, which contain the following direction and information in the event of a bomb threat:

The majority of bomb threats that are called in to targets are made with the intent of disrupting normal business. **However, every bomb threat must be considered real until investigated to ensure the safety of building occupants.** Normally, the call will be very brief, but if you do get a call, attempt to keep the caller on the line:

- A. Try to get as much information as possible or for quick reference, use the DPS Capitol Police District checklist available
[at http://www.tfc.state.tx.us/divisions/facilities/pub/Bomb Threat Card CAP-30.pdf](http://www.tfc.state.tx.us/divisions/facilities/pub/Bomb%20Threat%20Card%20CAP-30.pdf)
- B. Upon hanging up, immediately call **911** and give specific details. If possible, use a confidential manner of communication to reduce the possibility of panic.
- C. Next, notify the Executive Director that a bomb threat has been received.
- D. If the Executive Director is not available, then contact the next available person in this order:
 1. General Counsel
 2. Risk Manager
 3. Safety Officer
- E. The Executive Director or his/her designee, in consultation with the staff above, makes the decision whether to evacuate the building.
- F. An announcement is made over the public address system in this manner: **"May I have your attention please. An emergency has been reported. Please evacuate the building by proceeding to the nearest stairwell and exit the building."**
- G. Make a quick visual sweep of your area for any unusual items and proceed to the same designated gathering area identified in your Building Evacuation plan.

2. LETTER BOMBS

The United States Postal Inspection Service has issued for distribution its Publication No. 166, entitled “Guide to Mail Center Security,” which is available at <http://about.usps.com/publications/pub166.pdf> and Poster 84 regarding suspicious mail, which may be found at <https://postalinspectors.uspis.gov/raddocs/bombs.htm>. Tenant agencies should be familiar with the prescribed guidelines and adhere to outlined best practices. Current information may be made available by TFC’s Chief Security Officer and Risk Management Division to tenant agency risk managers upon request.

If you consider a parcel or letter suspect, **DO NOT OPEN!** Isolate the mail piece. Evacuate the immediate area. Immediately inform the local law enforcement’s bomb squad by calling **911** or for facilities within the Capitol Complex, contact DPS at (512) 463-3333.

F. PRIMARY RESPONSIBILITY FOR SAFETY COMPLIANCE

Tenant agencies are required to establish and maintain designated fire wardens and emergency contacts for normal business hours and after-hours. This information shall be provided to TFC’s assigned property manager and kept current by each tenant agency. Fire warden requirements and guidelines are included in the TFC Emergency Evacuation Plan and agency tenant representatives/agency heads are responsible for ensuring that agency employees adhere to this plan. TFC provides a map of exits on each floor near the elevators.

Within their assigned space, state agencies have the primary responsibility for the safety of building occupants and compliance with fire and life safety codes. Information in this section is supplied as general information to help state agencies meet this responsibility. TFC does not assume any liability in connection with all or part of the information that may be used or adopted by the tenant agency.

Accountability and reporting of personnel are the tenant agency’s responsibility. A tenant agency representative in state-owned facilities has no authority to terminate an evacuation or to deactivate an alarm in progress.

TFC, in conjunction with the tenant agency representative, has responsibility over agency personnel evacuating the building. TFC, in conjunction with DPS, the Austin Fire Department, the Austin Police Department, or other responding local police and fire departments, as needed, will make the decision to clear the building for re-entry.