



REDMOND
TOWN-CENTER





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TOWN-CENTER

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Rent Payments

- Rent payments must be made by one of the following options: check payment mailed directly to the rent lockbox, wire or automatic transfer payments, or by credit card. Checks delivered or mailed to the mall management office will not be accepted. Detailed instructions for each method are below:
- Check Payments:
Payments made by check must be sent directly to the lockbox that corresponds with your store's location.
 - Retail Core Tenants:
 - G&I VII Redmond Retail LLC
PO Box 742668
Atlanta, GA 30374-2668
 - Power Center Tenants:
 - G&I VII Redmond Power LLC
PO Box 742650
Atlanta, GA 30374-2650
 - Creekside Crossing Tenants:
 - G&I VII Redmond Creekside LLC
PO Box 742637
Atlanta, GA 30374-2637
- Wire, Automatic Transfer, and Credit Card Payments
 - Please contact our property accountant, Hua Li, at 425.869.2640 or hual@jshproperties.com for assistance in setting up recurring or non-recurring payments.

Sales Reporting

Monthly and annual sales reports must be submitted in one of the following methods:

- Email: kristinf@jshproperties.com
- Mail: 7325 166th Ave NE, Ste F260
Redmond, WA 98052



Merchant Mailboxes

Your street address at Redmond Town Center is your mailing address. The Post Office does not deliver mail to individual stores. Your mail will be delivered to your merchant mailbox in Building “I” (behind the family restrooms inside the garage). Contact Kristin Fuller, kristinf@jshproperties.com for more information regarding new or lost key.

Mall Hours of Operation

Monday – Saturday, 10:00 am – 8:00 pm
Sunday, 11:00 am – 7:00 pm

Website

www.redmondtowncenter.com



Mall Management Contacts

- Property Manager: Courtney Klein
 - 425.869.2640
 - CourtneyK@jshproperties.com
- Operations Manager: Riley Lynn
 - 425.869.2640
 - RileyL@jshproperties.com
- Marketing Director: Jessica Morgan
 - 206.734.1970
 - Jessica@redmondtowncenter.com
- Security Manager: Jeremiah Judd
 - 425.558.0742
 - Jeremiah.Judd@aus.com
- Senior Accountant: Hua Li
 - 425.869.2640
 - HuaL@jshproperties.com
- Property Administrator: Kristin Fuller
 - 425.869.2640
 - KristinF@jshproperties.com
- Facility Manager: David Graden
 - 425.869.2640
 - DavidG@jshproperties.com
- Guest Services: Holly Clausen
 - 425.869.2640
 - Holly@redmondtowncenter.com



Rules and Regulations

1. All deliveries to the premises must be made through specified delivery areas. All deliveries, loading, unloading and services to the premises shall be completed during such hours as Landlord shall designate from time to time. Landlord reserves the rights to further regulate, in a reasonable manner, the activities of merchant in regard to deliveries to and servicing of the premises.
2. Merchant shall not obstruct any sidewalks, fire lanes, passages, exits, entrances, truck ways, loading docks, package pick-up stations, pedestrian sidewalks, ramps, or stairways of the Center. Neither merchant nor any merchant parties (hereinafter defined) shall go up on the roof, MPOE, electrical, riser or elevator room of the Center without mall management approval. As used herein, the term “Merchant Parties” shall mean merchant, and any other entity or person occupying the premises by, through or under merchant, together with all of such parties’ respective employees, agents, independent contractors, clients, customers, invitees and guests.
3. Merchant shall not place any display or merchandise outside of the premises or outside the storefront of the premises or within 10 feet of any entry to the premises (or such further distance as may be required by governmental regulations).
4. All refuse of merchant shall be deposited within trash receptacles located inside the premises within such area or areas that are not visible from the sales areas of the premises or from the common area. All wet refuse and food refuse shall be tightly sealed in bags. Refuse removed to exterior trash receptacles shall be placed only within such receptacles and shall in no event be placed elsewhere within or outside any trash receptacle enclosure. Merchant shall use the refuse service provided by the sanitation contractor designated by landlord and shall enter into a contract directly with such sanitation contractor upon presentation thereof to merchant. Merchant shall, at Landlord’s discretion, pay to Landlord, within thirty (30) days following receipt of each invoice therefore, or directly to the sanitation contractor when billed, the charges for such refuse removal from the premises. If Landlord or any governmental authorities shall institute any recycling program, merchant shall comply with such program.
5. Merchant shall, at its sole cost and expense, use an extermination company designated by



landlord, at such intervals as shall be reasonably required by landlord, to keep the premises free from insects and vermin.

6. If merchant requires communications services, burglar alarm or similar services, it shall first obtain, and comply with, landlord's instructions in their installation and shall use landlord's designated providers therefore (if any).
7. Merchant shall not place a load upon any floor, which exceeds the load per square foot, which such floor was designed to carry and which is allowed by law. Landlord shall have the right to prescribe the weight, size and position of all equipment, materials, furniture or other property brought into the Premises. Heavy objects shall stand on such platforms as determined by landlord to be necessary to properly distribute the weight. Business machines and mechanical equipment belonging to merchant which cause noise or vibration that may be transmitted to the structure of merchant's store or to any other space to such a degree as to be objectionable to Landlord or to any occupants shall be placed and maintained by merchant, at merchant's expense, on vibration eliminators or other devices sufficient to eliminate noise or vibration.
8. If landlord objects to any curtains, blinds, shades, signs, advertising, lights, strobes, screens or other objects attached to or hung in or used in connection with any window or door of the premises, or any store displays, merchant shall promptly discontinue such use. No awning shall be permitted on any part of the premises without Landlord's prior consent. Merchant shall not place anything or allow anything to be placed against or near any glass partitions or doors or windows which may appear unsightly, in the reasonable opinion of landlord.
9. Merchant shall not cause to be displayed, painted or placed, any handbills, bumper stickers or other advertising devices on any vehicle parked in the automobile parking areas of the Center, whether belonging to merchant, any of the merchant's parties, or to any other person, nor shall merchant solicit or distribute, or cause to be solicited or distributed, any handbills or other advertising devices in the Center.
10. Merchant shall not install any radio, television antenna, satellite dish, loudspeaker or other device on the roof or exterior walls of the premises. In no event shall any of merchant's electronic or other equipment at any time interfere with any radio, microwave or any other



equipment of landlord or any other occupant of the Center, or interfere with any other occupant's use of its premises or any systems or services provided at the Center. If it is reasonably determined by landlord that such equipment is causing, merchant shall immediately cease the operation of such equipment until the interference can be fully remedied by merchant (at merchant's sole cost and expense) to landlord's satisfaction.

11. Except as approved in writing by landlord, merchant shall not mark, drive nails, screw or drill into the partitions, woodwork or plaster or in any way deface the Premises. Merchant shall not affix any floor covering to the floor of the premises in any manner except as approved in writing by landlord. Merchant shall repair any damage resulting from noncompliance with this rule.
12. Merchant shall purchase, install, maintain, repair and replace upon the premises (a) chemical extinguishing systems approved by Landlord and (b) such other fire/life safety systems and equipment as landlord shall reasonably require (in addition to any such systems required by governmental authorities). All fire/life safety systems shall at all times be maintained in working, first-class condition and in accordance with the manufacturer's instructions. Copies of all maintenance contracts for fire/life safety systems shall be delivered to Landlord prior to the commencement date of merchant's lease and all renewals and replacements therefore within ten (10) days prior to the expiration of each such contract.
13. The toilet rooms, toilets, urinals, wash bowls and other related plumbing apparatus shall not be used for any purpose other than that for which they were constructed, no foreign substance of any kind whatsoever shall be thrown therein, and the expense of any breakage, stoppage or damage resulting from the violation of this rule shall be borne by the Merchant who, or whose Merchant Parties, shall have caused it.
14. If the premises have an entrance on a corridor, merchant shall shut off all exhaust fans serving the premises while the premises are closed, maintain positive air pressure in the premises to prevent the drawing of heated or cooled air from the corridors and keep the premises temperature. Notwithstanding the preceding, Landlord may require merchant to maintain a negative air pressure if, in landlord's sole discretion, such negative air pressure is required to prevent odors from entering into the common area from the premises.

15. If an HVAC unit serves the premises, landlord may, at its option, (a) contract for preventive maintenance checks, filter changes, repairs, replacement and service, and Merchant shall pay the cost of such preventive maintenance for the HVAC serving the premises (which costs shall be prorated based upon Floor Area if the HVAC serves other premises in addition to the premises) or (b) require merchant to maintain such service contract directly with an HVAC maintenance company reasonably acceptable to landlord and upon terms reasonably acceptable to landlord, in which case merchant shall provide landlord with copies of such contracts prior to the commencement date of merchant's lease and copies of all subsequent contracts within ten (10) days following execution of such contracts.
16. If landlord, in its reasonable judgment, determines that the permitted use has generated or is likely to generate excessive noise, excessive or offensive odors or otherwise adversely impact the Center, other merchants and occupants, the surrounding property owners, or business invitees or licensees of the Center, then, promptly following Landlord's notice to merchant, merchant shall, at merchant's sole cost and expense, implement measures or purchase, install, construct, maintain, repair and replace such improvements and equipment as shall be required to mitigate the nuisance or potential nuisance. The type and adequacy of such mitigating measures shall be reasonably determined by Landlord and communicated to Merchant by written notice.
17. Except if expressly allowed as part of the permitted use under merchant's lease, no cooking shall be done or permitted on the premises without landlord's prior written consent, except equipment for brewing coffee, tea, hot chocolate and similar beverages shall be permitted, provided that such equipment and use is in accordance with all applicable federal, state and city laws, codes, ordinances, rules and regulations.
18. Landlord may designate certain areas of the parking areas of the Center as "employee parking areas" and, if so designated, no merchant or employees of merchant shall park outside of such designated areas at any time, during a shift or not.



19. Landlord may waive any one or more of these rules and regulations for the benefit of any particular merchant or other occupants, but no such waiver by landlord shall be construed as a waiver of such rules and regulations in favor of any other merchant or other occupants, nor prevent landlord from thereafter enforcing any such rules and regulations against any or all of the merchants and other occupants of the Center.
20. 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 terms, covenants, agreements and conditions of any lease of premises in the Center.
21. Landlord reserves the right to make such additional rules and regulations as in its judgment may from time to time be needed for safety and security, for care and cleanliness of the Center and for the preservation of good order therein. Merchant, on behalf of itself and all merchant parties, agrees to abide by all of the foregoing rules and regulations and any additional rules and regulations, which are adopted from time to time.



Security

Redmond Town Center Security is available 24/7. Security officers patrol on foot and by vehicle. They are tasked with a variety of duties, foremost to provide customer service and maintain safety in the mall.

Redmond Town Center Security Officers maintain a highly visible and reassuring presence through frequent patrol of the shopping center's common areas and parking lots. By their presence, they act as a deterrent to crime and vandalism. It is the Security Officer's duty to enforce the center's rules and regulations, maintain a safe environment for our guests, customers and employees, and protect our property.

If there is a serious medical or criminal emergency, merchants must call 911 immediately. Please remember to follow these steps prior to hanging up the phone:

1. Identify yourself and the store or address you are calling from.
2. State the nature of the problem.
3. Provide, if possible, the location within your store where assistance is needed.
4. Describe the person(s) involved.
5. After contacting 911 then contact Redmond Town Center Security for additional assistance.

Effective crisis management is the ability to respond quickly to control a difficult situation and direct the outcome to a favorable conclusion. The key to managing any crisis is being prepared and following through in a logical, confident manner until the situation is resolved. Our entire management team is committed to successfully resolving any emergency situation that may occur at the Center.

Unsubstantiated rumors are detrimental to everyone's best interests during a major crisis situation. Please make certain that your employees are familiar with your own Store Emergency Plan. Everyone's cooperation will be essential if an emergency situation occurs at Redmond Town Center. Remember that our primary goal is to protect our guests, customers and employees.



Emergency Procedures

In the event of a major emergency requiring police, fire or other professional assistance, the lead public safety agency will assume command when they arrive at the mall. The Property Manager will fully cooperate with the lead agency’s team leader and provide as much assistance as possible. As updated information gets communicated to property management, the Property Manager will provide retail managers with a status report, continuing with regular updates until the situation is resolved.

Each retail manager is responsible for managing emergency situations that occur within their store. We encourage our retail managers to prepare a site-specific emergency plan tailored to their individual business needs. Plans could include medical assistance procedures, emergency fire procedures, emergency cash control, emergency closing and locking procedures, etc.

Emergency Contact

Redmond Police	911
Redmond Fire	911
RTC Mall Security	425.558.0742

Mall Management Contact

Courtney Klein	Property Manager	425.869.2640
Riley Lynn	Operations Manager	425.869.2640
Jessica Morgan	Marketing Director	206.734.1970
Jeremiah Judd	Security Director	425.869.2640
David Graden	Facilities Manager	425.732.4374
Holly Clausen	Guest Services	425.869.2640

Kristin Fuller	Property Administrator	425.869.2640
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Automobile Accidents in Parking Lots

Generally, the police will not respond to automobile accidents occurring on private property unless there is personal injury; however, security officers are able to assist with automobile accidents on property. Though they can assist, security is not allowed to investigate the cause of an accident or offer opinions of responsibility or liability.

Bomb Threats

Three very important truths about bomb threats are that they are inevitable, almost always false and they must always be taken seriously. Security can assist with instructing your staff in proper bomb threat procedures. An employee who receives a bomb threat call must obtain as much information from the caller as possible. Remember:

- ☑ Remain calm.
- ☑ Try to keep the caller on the line as long as possible to get as much information.
- ☑ Try to determine exactly where the alleged bomb was placed

Never say “bomb” or “bomb threat” when announcing the evacuation of the Center. The decision to announce an evacuation of the Center will be made by property management or a public safety official.

Crime

Just like any other citizen, Redmond Town Center Security Officers may only place people under citizen’s arrest for crimes committed in the Security Officer’s presence. If you have witnessed a crime in your store, it falls to you to decide if you wish to detain the person (s) and call the police. Security will assist you in keeping the peace and attempt to maintain your safety during this process. You or a member of your staff will need to stay with the detained person at all times until police arrive. Violent or threatening detainees may be handcuffed by our officers during the detention at their discretion. Please follow your individual company’s policy regarding shoplifting, fraud or any other crime in your individual location. However, when you know these crimes have occurred we strongly urge you to report them to Mall Security after reporting to Redmond Police.



Escorts

When requested, Security Officers can escort guests, customers and employees to or from their vehicle parked on company property. Under no circumstances may officers provide escorts off company property

Fire

All fire alarms must be considered an indication of a real fire. Fire code requires that all spaces be evacuated until the Fire Department has given approval to re-occupy the building. Failure to evacuate your space in an alarm may result in a fine levied by the Fire Department. It is your responsibility to evacuate your space. Security Officers will communicate with all tenants effected by an alarm until the incident has concluded.

Firearms and Weapons Policy

With the exception of authorized law enforcement personnel, firearms and other weapons are not permitted on our property. Even though a person may be licensed by a state, county or city to carry a firearm or other weapon, doing so at our center is disruptive, causes public concern and may present a danger to others.

Handbill Distribution

The distribution of handbills is prohibited on property. Handbills create litter and annoy guests. Officers observing persons distributing handbills will ask the person to immediately cease and retrieve or clean up any litter that they have left on our property. We reserve the right to bill the distributor for any cleanup costs.

Lost and Found Items

If you find any items left in your store or the common area, please turn them into the Security Office and provide the Security Officer the following information:

- ☐ Where the item was found
- ☐ When the item was found
- ☐ The name and phone number of the person who found the item
- ☐ All found items will be logged and kept for 30 days or until claimed by the owner



If a customer comes to you looking for a lost item, please direct them to the Security Office located within the central parking garage behind the Center Court Starbucks. If we do not have the item, we will take the customer's name and phone number, a description of the item, and other information in case the item is turned in later.

Lost and Missing Children Reports

If a guest reports a lost child immediately call Security at 425-558-0742 so that a property wide search can be made. If Security is unable to locate a child within 15 minutes, law enforcement will be called to assist and take a missing person's report. Children who have become separated from their parents should be escorted to the Security office. Under no circumstances should the child to be left alone.

Medical Emergencies, Injuries and Accidents

In the event of a medical emergency, please call 911 immediately! Then contact Redmond Town Center Security at 425-558-0742. Center Security officers are trained as first responders in a medical emergency and can administer CPR and First Aid until medics arrive.

Shootings

In the event of a mall shooting, please call 911 immediately! Then contact Redmond Town Center Security at 425-558-0742. All available Security Officers will respond to the area to assist injured persons, provide crowd control and protect the crime scene until the police and medical personnel arrive. Do not put yourself at risk in any situation of this type. Secure your space and wait for law enforcement to arrive.

Solicitations

Soliciting on property without written permission from the property manager is prohibited. If you witness a solicitor, or are solicited in your space by an outside vendor or another retailer please contact Security immediately at 425-558-0742.

Suspicious Packages

If a suspicious package or suspected bomb is found, please call 911 immediately! Please follow up by reporting to Security:

- ☒ Do not pick it up!
- ☒ Do not attempt to open it!



☒ Do not attempt to move it!

Toxic Spills or Accidents

Any area suspected of containing a toxic spill will be immediately evacuated and secured. Security officers will not allow anyone to come in contact with the spill. The fire department will be called to assess the situation and coordinate the cleanup.

Unsecured Business After-Hours

All retail space doors should be locked by their employees prior to leaving the center. If an officer finds an open or unlocked retail space door they will notify the retail manager to return and secure their space. If the manager is unable to respond, the door will be locked or secured by other means. The police will be called immediately if there is any sign of forced entry. Under no circumstances will officers enter the space until a retail employee or the police arrive.



Security FAQs

Other than police officers, who is allowed to make an arrest?

In general, anyone may make a citizen's arrest of another person if that person has committed a crime in their presence. Security officers, retail employees or other private citizens do not have police powers in arrest situations and may be personally liable if they make a poor decision.

Are Redmond Town Center Security officers allowed to make arrests?

The primary responsibility of Security officers is to help maintain a safe and pleasant environment for our guests, customers and employees. Security officers are instructed to avoid personally making physical arrests unless absolutely necessary.

What if someone is in danger?

Security officers may detain individuals to prevent injury to themselves, other persons or when they personally witness a crime occurring in the mall's common area or parking lots. If the situation poses no immediate danger, Security officers have been instructed to call the police and then observe and note as much information as possible to assist the police with their investigation.

Will a Redmond Town Center Security officer make an arrest for a crime that occurred in retail space?

Due to certain law enforcement regulations, Security officers cannot make an arrest for a crime that occurred inside retail space, even if the officer personally witnessed the crime. Should a crime occur in your store, please call 911 immediately!

How do I make the arrest?

If you have witnessed a person committing a crime in your store, you may place them under citizen's arrest by telling them that they are under arrest for the offense that you witnessed. In general, it is necessary for you to wait until the person leaves the store with your merchandise to prove their criminal intent before you place them under arrest.



What happens if the person runs with my merchandise?

Security officers cannot apprehend or arrest a fleeing suspect. We do not recommend that you, or any other person, run through the mall attempting to retrieve property due to the high risk of injuring an innocent person. Please call 911 immediately!

What should I do until the police arrive?

Security officers will not remain with the detained person unless the person who made the arrest is also present. The Security officer must return to their duties as soon as law enforcement arrives. It is the arresting person's responsibility to report the details of the offense to the police.



Mall Employee Parking

Convenient and easily accessible customer parking is essential to the successful operation of any business. Please go over the following rules and regulations with your employees and feel free to call our security department at any time with questions, comments, or concerns. Owners and managers are responsible for ensuring that employees and vendors abide by the employee parking policy. Designated employee parking areas are as follows:

Designated Parking

All vehicles determined to belong to tenants, employees, managers or vendors of tenants shall park in the designated employee parking areas. When a merchant's employees, managers or vendors are found in violation of this policy, the merchant may be assessed a violation fee of \$50.00, be towed, or as determined by their individual lease.

Employee's Day Off

Employees wishing to shop or dine on a day off are still required to park in designated employee parking areas.

Fire Lanes

Fire lanes must remain clear at all times. Any vehicle left unattended may be towed at the owner's expense. The Landlord does not accept responsibility for any enforcement or citation activity by the fire department with regards to personal vehicles in fire lanes at Redmond Town Center.

Holiday Parking

Regulations for employee parking may change during the holiday season (Thanksgiving – New Year's Day). Notification of policy changes will be communicated with ample notice in writing.

Overnight Parking

Leaving a vehicle overnight is prohibited. If for some reason a vehicle needs to remain parked on RTC property overnight, the owner/operator needs to contact RTC Security to furnish contact



information. Vehicles that are left on the property for more than 24 hours will be impounded at the owner's expense.

Parking Structures (only applies to Retail Core Tenants)

All employee parking is designated by yellow lined stalls located on the second and third floor of each structure and the yellow lined stalls in the parking lot to the east of Macy's.

Streets and Surface Lots

Retail Core: No employee parking is allowed on the streets or surface lots of core retail except for the Macy's lot (see above).

Parcels 7 and 8: Employees of 24 Hour Fitness, Bed Bath & Beyond, Cost Plus World Market, Pier 1 Imports, Aaron Brothers Art & Framing, Petco, and Red Robin must check with their Management as to where to park. Parking stalls directly in front of the above mentioned businesses will remain reserved for customers only. The surface lot between BJ's and Gene Juarez is reserved for customer parking 24 hours a day. No employee or vendor parking is allowed in this area for any reason.

Creekside: Creekside employees must check with their Management as to where to park. Parking stalls directly in front of the above mentioned businesses will remain reserved for customers only. No employee or vendor parking is allowed in this area for any reason.

Vehicle Registration

Tenants shall, upon request, furnish to Landlord the license numbers of all cars operated by Tenants, managers, employees and frequent vendors at Redmond Town Center. This is mandatory and is a requirement of your lease. Landlord accepts no responsibility for impounding fees or fines to Tenants who do not keep updated employee registration records with the property database.



Violation Notices

The Redmond Town Center Security Department is tasked with enforcing the employee parking policy. Parking policy violation notices are used to let the merchant employees know that they are parked improperly. If any tenant, employee or vendor feels that they were unfairly issued a violation notice, they should have their manager contact mall Security within 72 hours of the notice. Parking violation notice records are kept in a database and are considered valid for three years. When a violation notice is issued to a vehicle, the tenant with which the vehicle owner is employed may, per the lease, may receive a violation charge from the Landlord. Documentation of the citations vehicles have received and any previous contacts with the vehicle's owner are available to tenant managers upon request.

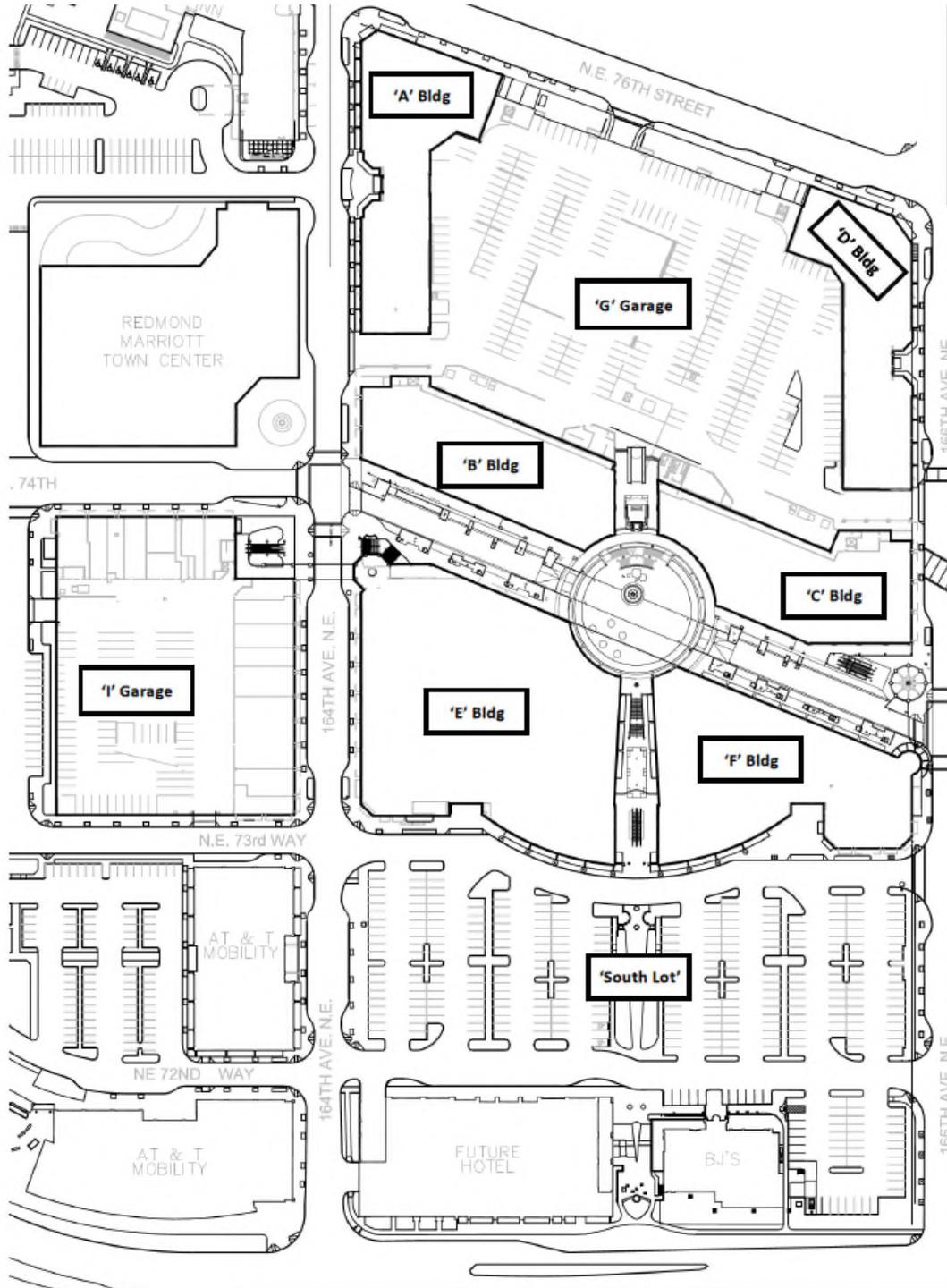
Any tenant or employee vehicle issued notices for two or more times will receive a warning sticker on the driver's side window. The placement of this sticker indicates that Security may elect to have this vehicle impounded at the owner's expense with no further notices or other warnings. Once a vehicle has been impounded, it will be subject to immediate impound whenever found improperly parked on center property.

Additionally, vehicles may be impounded with no warning citation issued if they are found unattended and parked in any fire lane, crosswalk, loading dock, or any other designated no parking areas. Any vehicle that disrupts traffic flow or business operations at the center will be impounded immediately. These rules are enforced year-round. Any special considerations may be requested through Redmond Town Center Security at 425-558-0742.



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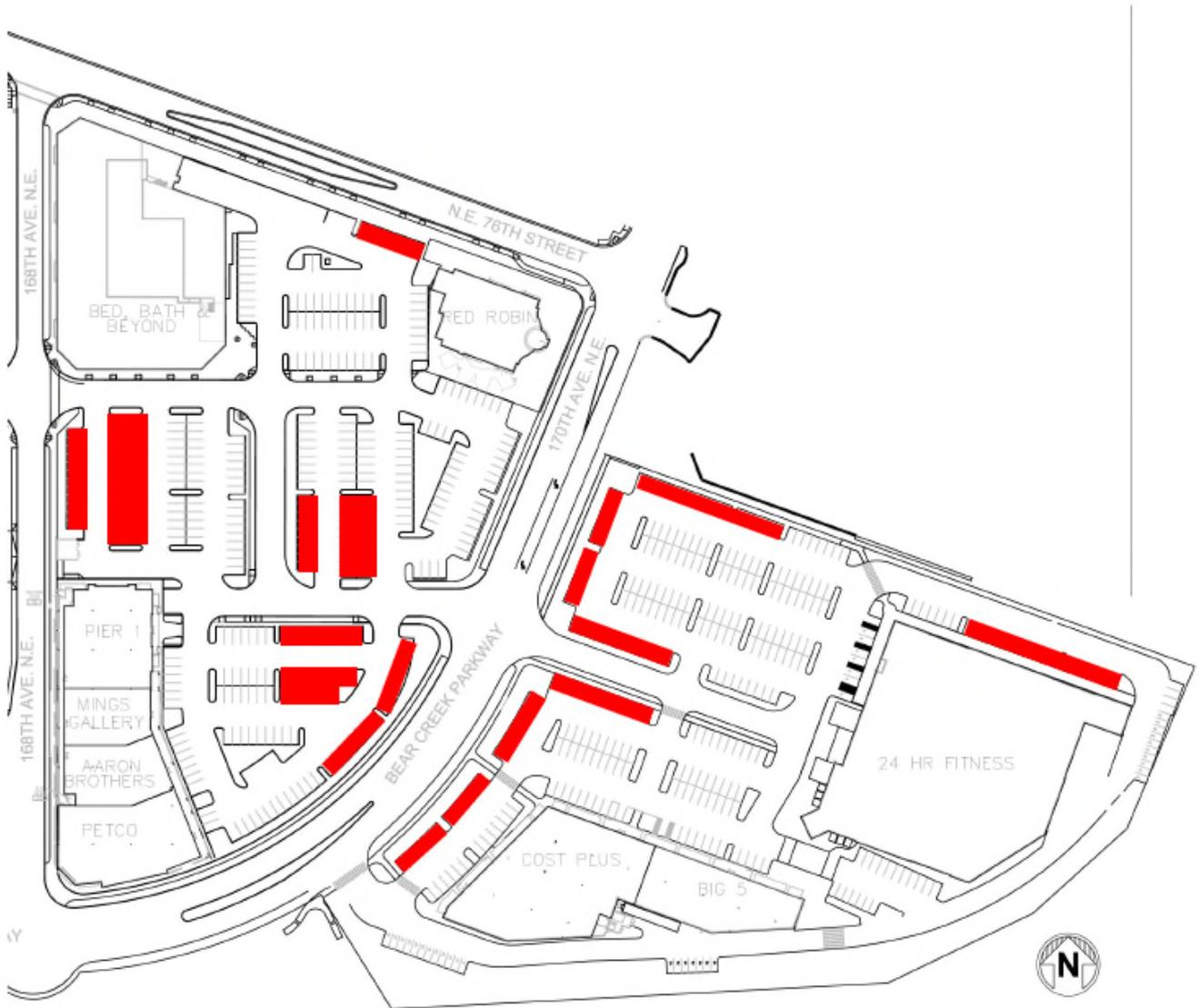
Employee Parking Maps
Retail Core





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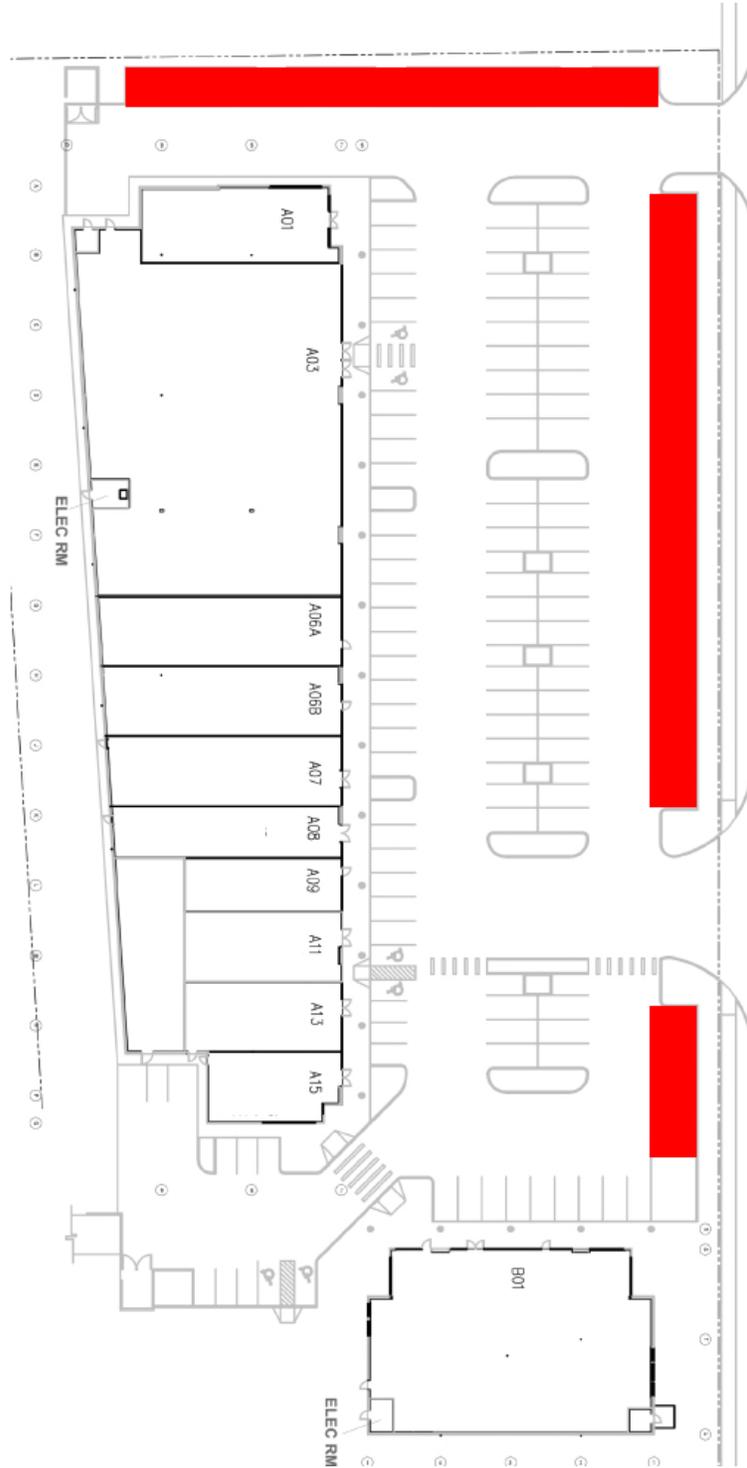
Employee Parking Maps
Parcels 7 & 8





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Employee Parking Maps
Creekside Crossing





Marketing

Redmond Town Center works diligently to create powerful consumer driven marketing campaigns to drive traffic and sales to Redmond Town Center. Marketing oversees advertising, public relations efforts, media buying, website/social-media/email/text communications, event planning and promotion, merchant cross promotional opportunities, giveaways, sponsorships, and assists with promoting leasing efforts.

Advertising

Redmond Town Center's targeted and comprehensive advertising campaign utilizes television, radio, print (including area newspapers, magazines and tourism publications), direct mail, signage, social media, text, and e-marketing.

Events

Redmond Town Center hosts a number of seasonal and annual events to help drive traffic to the Center. Tenant participation is a key contributing factor to the success of Redmond Town Center events. To discuss participation in a specific mall event or promotion, please contact our Marketing Director, Jessica Morgan via jessica@redmondtowncenter.com.

Mall Website and Social Media Postings

Merchants may post store events, promotions and job opportunities on the mall website and through social media by submitting information to Jessica Morgan at jessica@redmondtowncenter.com. The website is a valuable tool for advertising center events, promotions, special hours, new stores, store sales and specials, community programs, employment opportunities, leasing information, store descriptions and the center directory.

Handling Media

Redmond Town Center has designated spokespeople to speak to the media on the Center's behalf. Please direct any media inquiries to the management office. You should follow your store's internal policy for media inquiring about your specific store. For assistance with handling media or presenting creative ideas, please contact the Marketing Director.

**Signage**

Redmond Town Center offers a variety of signage rental opportunities to promote your business throughout the property. Email jessica@redmondtowncenter.com to receive a Media Kit and details for pricing.

Store Publicity

When a new store is opening at Redmond Town Center or has a special event open to the public, please contact Marketing to set up an initial meeting to discuss opening plans and cross-promotional opportunities.



Operations

After Hours Working in Stores

For security reasons, it is important that property management knows when you will have employees in your store after normal store hours. Please contact Security within a minimum of 24 hours prior to scheduling employees to work more than one hour later than normal store hours.

Certificates of Insurance – Tenant

Please ensure that you have an up to date and correct Certificate of Insurance on file with the Management Office. Specific requirements for your COI can be found in your Lease. Any COIs, or questions regarding requirements, should be directed towards Kristin Fuller, kristinf@jshproperties.com.

Certificate of Insurance – Vendor

Any vendor used by a tenant must have an up to date and correct Certificate of Insurance on file with the Management Office. Vendors will be denied access if a correct COI is not on file. Any COIs, or questions regarding requirements, should be directed towards Kristin Fuller, kristinf@jshproperties.com.

Closing for Inventory

Inventories need to be scheduled prior to or after center business hours or according to specific lease-provided authorization. If it is not possible to do an inventory before or after hours, the store manager must provide a written request to property management at least 48 hours in advance of the inventory date. Professional signage is also required when closed for inventory during business hours.

Fire Safety Testing

The mall is required to test the fire alarm system in accordance with local regulations. This is a required task that needs to have all merchants' coordination due to the fact we have to enter your store space to check the system. A reminder notice will be sent to all merchants prior to the testing.



Hazardous Material Policy

Use and disposal of certain chemicals may be subject to federal, state and local laws. In order to remain in compliance with these laws and with your lease agreement, you must use and dispose of all chemicals properly. The dumpsters, compactors and sewers are an unacceptable and illegal means of disposal for these substances. Depending on the type, quantity and chemicals used, there may be certain legal requirements to label the products and to notify employees of any dangers associated with exposure to hazardous materials. If you are unaware of your obligations relating to the use, disposal and/or labeling of chemicals, we urge you to contact your home office or product manufacturer for more information.

HVAC

Heating and cooling is the responsibility of the merchant with the exception of some sections in buildings 'A' and 'D', which both utilize a central plant. All merchants with the exception of the office merchants have their own heating and cooling unit known as an HVAC. All HVAC contractors are required to have proof of insurance on file with property management prior to performing any HVAC work.

Lease Lines (Restrictions)

All events and sales are to take place within your store's leased space. Please call property management to discuss events outside of your store (sidewalk sales, signage, etc.). Each merchant is entitled to conduct business within the leased store area, enjoying an atmosphere conducive to business. Music, noise or any form of audible or visual display must be confined to the leased space so as not to interfere with adjoining businesses. Passing out samples or flyers outside of your store is not permitted without prior written approval from property management.

Quiet Enjoyment

Seldom, if ever, will your store's quiet enjoyment be interrupted by disruptive noise (i.e., loudspeakers, sound amplifiers, phonographs, radios, televisions or other unusual noises) from your neighbors. However, should this occur, you should contact property management for assistance in regaining your rightful quiet enjoyment. Store music must be kept at a normal volume level to avoid any disruptions to neighboring stores.



Receiving and Deliveries

All deliveries need to be made through store back entrances. Merchants without back entrances may only accept small deliveries during business hours. Each of our main retail buildings is equipped with a freight elevator. These elevators are to be used for the transportation of freight, trash, supplies and service contractors. All merchant deliveries are to be made through the loading docks only. Delivery trucks parked in fire lanes or elsewhere that are interrupting normal retail operations will be asked to move immediately. Merchants may be fined if their vendor/delivery companies consistently park where they should not. Deliveries are not to be made in the guest services elevators or escalators.

Roof Leaks

Roof leaks should be immediately reported to Security. Any damage to ceiling tiles, flooring, merchandise, fixtures, equipment, etc., which is caused by a leak is the sole responsibility of the merchant unless otherwise noted on the lease. Merchants should promptly move anything that may be damaged from the leak area until help arrives.

Service Corridors

Service corridors are considered to be a common area space; and emergency egress therefore these areas are for the moving of items to and from merchant's stores only. These areas are not to be used for storage, working on store fixtures, or staging of items because this is considered an area of emergency egress in the event of a fire.

Storefront Care and Lighting (Interior and Exterior)

Storefront sign and lighting are the merchant's responsibility and should be cleaned on a regular basis. All window cleaning, vacuuming and changing of light bulbs must be done prior to or after center hours. In keeping with the on-going excellence of fashionable window displays, all interior window lighting shall be lighted during all normal business hours and for one-half hour after the close of business. Approved store name on the exterior (storefront) of your store must be lighted during all normal business hours and for one-half hour after the close of business. Electrical malfunctions should be immediately repaired.



Store Renovations/Constructions

Store renovation and alterations are in most cases, subject to the approval process as new store design/construction. Prior to making any alterations or renovating your store, please consult your storeowner or corporate office so that all store design guidelines and construction criteria are adhered to pursuant to your Lease Agreement. All plans are subject to landlord approval. As in most cases, city permitting will be required for even minor work.

Store Signage Guidelines

Merchants must observe the following store signage and display criteria:

- All signs must be professionally printed, silk-screened or lettered. Computer generated signs may only be used in the event of an emergency. Handmade signs are prohibited.
- Banners are not allowed.
- Sign holders used outside of your storefront must be pre-approved by property management. Once approved, signage must be maintained and kept in new condition.
- Approved signs or displays placed outside of your leased space may not extend more than three feet from your storefront.
- Neon lights are generally not allowed and must be approved by property management.
- All signs must be in good condition (no fading, rips, tears, creases or water damage).
- All promotional signs should be timely and factual.
- “Going Out of Business,” “Store Liquidation,” “Moving,” and signs of a similar nature are prohibited.
- No credit card signs may be affixed to the storefront.
- All display window signage and trim must be hung a minimum of 12” from the glass. Adhesive or static cling signage may be used with pre-approval from property management.
- Blinking or flashing lights are prohibited.
- Signs may not be taped to storefronts. Suction cups may be used for temporary signage, such as “Now Hiring” and “Special Event”.



- Activities such as sampling or distributing flyers are not permitted beyond the merchant's lease line. When sampling merchandise, no "hawking" or calling out to shoppers is allowed.
- If displays or activities are felt to be aesthetically poor, in bad taste or potentially harmful to the image of Redmond Town Center, a representative of property management may request removal of a display in an effort to maintain a quality shopping environment.
- For exterior sign approval submit .jpeg or PDF image to: rileyl@jshproperties.com.

Store Upkeep

Each merchant is responsible for cleaning and maintaining their own leased space, including storefronts, windows, and store signs. Please schedule your storefront and window cleaning outside of Mall Hours. If you become aware of a problem relating to the Center's systems (i.e., roof leaks, building system malfunctions, etc.), please contact property management immediately.

Trash Removal and Recycling

Common trash compactors and recycling containers are maintained throughout the complex. The blue recycle containers accept flattened cardboard, newspaper, magazines, catalogs, mail (including window envelopes) paper food boxes, phone books, paperback books, milk cartons, juice boxes, frozen food boxes, plastic jars, bottles, and jugs (no caps or lids), plastic dairy tubs (yogurt, cottage cheese, etc. no lids), aluminum cans, steel or tin cans, food debris in designated food compost containers and glass in designated glass bins.

All wood debris should be disposed of in the wood dumpster. Tenant is responsible for disposing of any displays or large debris by coordinating for an open top dumpster through Operations. Tenant is responsible for the disposal of Cooking Grease. All trash must be taken directly from the store to dumpsters or compactors. No materials may be stored in exit corridors, hallways, or on sidewalks. Compactor rooms are to be left in an orderly condition. As a courtesy to other customers, please run the compactor each time you place materials in it. Transportation of any trash through the mall is prohibited during Center hours. Compactor rooms/loading docks are not to be in used to store materials, goods or debris.



Mall Employee Commuter Program

What is the Program?

Redmond Town Center's Commuter Program is an incentive program to encourage RTC employees to reduce single-occupancy vehicle trips by utilizing alternative forms of transportation to commute to work. Eligible participants can earn a Redmond Town Center mall gift certificate as a reward. Overall, employee participation in the program helps reduce carbon footprint and contributes to less-congested roadways and parking which in turn makes parking and travel to Redmond Town Center easier for shoppers.

Do I qualify for the program?

To qualify for the program, the employee must currently be employed with a Redmond Town Center business* and commutes to work a minimum of 12 days each month using any alternative form of transportation (non-single occupancy vehicle). The following commute methods are eligible: bicycle, Segway, carpool, vanpool, walking, or taking the bus. If you use another form of transportation not mentioned here, please contact Management Office to find out if your commute qualifies for an incentive.

*Please note that employees of Macy's, Lake Washington School District, Marriott, REI, AT&T and Microsoft have their own internal programs and therefore not eligible for the Redmond Town Center program.

How do I participate?

To participate, the employee must fill out appropriate paperwork and register at Guest Services. Please remember, eligible participants must take an alternative commute method, 12 or more days for two consecutive months. An official commuter calendar indicating commuted days is available in the Security Office.

How do I redeem my reward?

Upon completion of your commuter calendar, simply present the calendar to the Security office to receive your complimentary Redmond Town Center gift card reward. Should you have any questions regarding the program, please contact property management at 425.869.2640