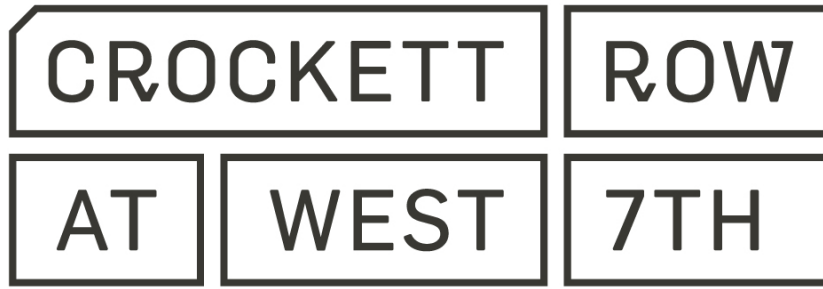


CROCKETT ROW
AT WEST 7TH

MERCHANT MANUAL



Welcome

Dear Merchant,

Welcome to Crockett Row at West 7th! To assist you with the management of your store, we are providing you with this merchant manual. It has been designed to inform store managers and owners about the policies and procedures of the shopping center and to answer any questions you may have.

We strongly encourage you and your staff to familiarize yourselves with the services and operations of the shopping center, as well as take the time to learn about the other merchants. This manual should act as your guide in learning about the shopping center.

Should you have any questions, please do not hesitate to call the property management office and we will be glad to offer assistance.

Please retain this manual for further reference as it will be amended and updated from time to time.

Sincerely,

A handwritten signature in black ink that reads 'Stacy Hollingsworth'.

Stacy Hollingsworth
Property Manager

This manual is furnished subject to correction or errors, omissions, changes in building procedures or withdrawal at the sole discretion of the Landlord without notice. This information is for guidance only and does not constitute the whole or any part of a contract nor does it operate to modify terms of any Lease.

Section 1: Property Overview

Directions to Shopping Center

Crockett Row at West 7th is located at the intersection of West 7th Street and University Drive North in Fort Worth's Cultural District.

From Interstate 30, exit at Summit Avenue and head north to West 7th Street. Turn left onto West 7th Street and proceeding to Foch Street, Currie Street or Norwood Street. Turning left onto any of these streets will bring you to a Crockett Row at West 7th parking structure for convenient parking and access to shops and restaurants.

Crockett Row at West 7th Shopping Center Characteristics

Gross Leasable Area: 254,000 square feet of retail and restaurant space
Opening Year: 2009

Section 2: Property Management

Property Management Office

Landlord:

Carlyle/Cypress West 7th, LP

Property Management Company:

Vestar Properties, Inc.

Office Hours:

Monday – Friday 8:00 am to 5:00 pm

The property management office is located at 816 Foch St., accessible from the NE Block parking structure. From West 7th, turn south on Foch St. and then make an immediate right into the garage. Our black awning with the "Crockett Row at West 7th" logo is visible on your right-hand side, just past the storage enclosure area.

Contact Information:

Phone	(817) 810-9076
Fax	(817) 810-9981

Management Team:

Stacy Hollingsworth	Property Manager	shollingsworth@vestar.com
Andrew Dooley	Assistant Property Manager	adooley@vestar.com

Section 3: General Contact Information

Emergency Numbers:

On-Site Security	(817) 825-3297
Police, Fire, Ambulance	911

Non-Emergency Numbers:

Fire Department	(817) 922-3000
Police Department	(817) 335-4222
Texas Health Harris Methodist Hospital	(817) 250-2000

Parking Contacts:

Parking Manager	West7thParking@gmail.com	817-889-3634
-----------------	--	--------------

Marketing:

Rachel Forman	VP of Marketing	562-420-5116
Monica Bermea	On-site Marketing Director	817-810-9076

Section 4: Merchant Contact Information

Merchant Emergency Contacts

All merchants are asked to designate representatives to be contacted in the event of an emergency. Ideally, these merchant contacts will be owners or managers who are capable of making decisions in emergency situations.

During your move-in, we will need the names of emergency contacts, along with business and after-hour telephone numbers. This list will be updated on a monthly basis. When an employee designated as an emergency contact leaves your store, please notify the property management office of the change. You will need to note changes on a monthly basis.

A sample of the Emergency Request form can be found on the next page.

Crockett Row at West 7th Merchant Contact List

Store Owner / Manager Contact

Contact Name: _____
Title: _____
Phone: _____ Home Fax: _____
Address: _____ Office Fax: _____
Email: _____

Assistant Manager Contact

Contact Name: _____
Title: _____
Phone: _____ Home Fax: _____
Address: _____ Office Fax: _____
Email: _____

Store Representative living closest to the store with keys:

Contact Name: _____
Title: _____
Phone: _____ Home Fax: _____
Address: _____ Office Fax: _____
Email: _____

Security / Alarm Company:

Contact Name: _____
Title: _____
Phone: _____ Home Fax: _____
Address: _____ Office Fax: _____

Corporate Office Contact:

Regional Manager: _____
Phone: _____ Office Fax: _____
Address: _____

Sales Reporting Contact Name: _____
Phone: _____ Office Fax: _____

Accounting Contact Name _____
Phone: _____ Office Fax: _____
Address: _____

Section 5: Monthly Rent & Sales Reports

Monthly Rent:

Monthly rental payments are due **on or before** the first (1st) day of the month. Please forward all payments to the address below. It is recommended that you allow 7-10 business days when mailing checks. Rental payments should not be delivered to the local property management office.

Checks shall be made payable to: Carlyle/Cypress West 7th, LP

Checks shall be mailed to: Vestar
P.O. Box 60051
City of Industry, CA 91716

Online payments: www.vestar.com/tenants

Contact your Property Manager for assistance prior to setting up your account so your login information can be properly linked to your suite.

Sales Reports:

Monthly sales reports are due on or before the twentieth (20th) day of the month unless otherwise stipulated in the lease. Please note that we can only accept the reports via U.S. Mail, email or by fax and will not accept sales over the phone.

Sales Reports are to be sent to the following address:

Via U.S. Mail:
816 Foch Street
Fort Worth, TX 76107

Or

Via Email:
SHollingsworth@vestar.com

A sample sales report form can be found on the next page.

MONTHLY AND ANNUAL SALES STATEMENT FORM

Center Name: **Crockett Row at West 7th**

Merchant Name: _____

Month	Certified Net Sales	Permitted Exclusions
January		
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		

Details have been attached explaining Permitted Exclusions, as defined within the applicable provisions of the related leases with Landlord.

I certify that the sales indicated above are true and correct.

Name: _____

Title: _____

Authorized Signature: _____

Please return by mail, fax or email no later than the 15th of each month.

Section 6: Marketing

The marketing department serves as an integral part of the shopping center team, working in tandem with the leasing, development, operations, financial and legal departments in accomplishing the goals and objectives of the shopping center.

The marketing team is responsible for all promotional activities, marketing, advertising, demographics, studies, community relations, merchant communication, public relations and financial controls related to the department.

The Crockett Row at West 7th marketing program consists of tactical programming that reaches our ideal target market where they can be influenced most. The tactics we are utilizing include:

- Special Events
- Advertising
- Sponsorship Integration
- Community / Media Relations
- Website
- Mobile Presence (mobile app download)
- Interactive Tactics / Social Media

Website

The Crockett Row website is www.crockettrow.com. The website offers customers instant information about the center and your store. The Events section lists the present and future events at the property as well as in-store promotions and special offers. There are many ways to promote your store, products and sales events through the website and related e-blasts. Please feel free to discuss these opportunities with the marketing department.

The Deals & Offers section of the website is an area where you can promote special promotions. Enter coupons, promos, events and other information and related graphics (jpg) here: <http://www.crockettrow.com/merchant-submission/>.

Social Media

Crockett Row at West 7th maintains an active presence on a number of social media sites.

Facebook: <https://www.facebook.com/CrockettRowW7th>

Twitter: <https://twitter.com/CrockettRowW7th>

Instagram: <https://www.instagram.com/CrockettRowW7th/>

Please complete and return the marketing contact list found on the next page.

Crockett Row at West 7th Marketing Contact List

We look forward to talking with you to discuss your grand opening and provide you with information about Crockett Rows at West 7th's marketing plans. Please complete and return this form as soon as possible so we can ensure timely and accurate communication. Submit forms to mbermea@vestar.com.

Business name _____

Form completed by _____

Title _____

Directory Suite # (example: F140) _____

US Mail Suite # (example: Suite 150) _____

Email _____ Phone (_____) _____

Business marketing contact _____

Title _____

Email _____ Phone (_____) _____

If applicable to your business, **District or Corporate Marketing contact:**

Name _____

Title _____

Email _____ Phone (_____) _____

Advertising contact (person who places and/or manages your advertising):

Name _____

Title _____

Email _____ Phone (_____) _____

Public relations contact:

Name _____

Title _____

Email _____ Phone (_____) _____

Section 7: Operations

Contractors

All merchants must notify property management at least twenty-four (24) hours in advance prior to having contractors working on-site.

- Certificates of Insurance must be submitted and approved at least 24 hours prior to work being done. See appendix for an example.
- If roof access is necessary, please submit a Roof Access Request form. Contact Property Management for a form. See appendix for form.

Merchant Maintenance Responsibilities

As a merchant of the shopping center, you are responsible for the maintenance and upkeep of the following in-store items:

- **Doors**
Re-keying front doors and rear access doors, including but not limited to locks, jammed or malfunctioning doors and the maintenance thereof.
- **Electrical**
Replacing light bulbs, power switches, fuses, circuit breakers, transformers, and maintenance and repairs to the store signage and lighting within the premises.
- **Equipment**
Ladders, nails, hammers, screwdrivers, buckets, cleaners, mops, brooms, dollies, carts, paint brushes, disinfectants, deodorizers, towels, etc., shall be kept on site within the store. Property management will not provide these items.
- **Exhaust Fans & Equipment**
Food/restaurant merchants are responsible for regular maintenance and cleaning of exhaust fans and equipment. If roof access is necessary, please submit a roof access request form.
- **Fixtures**
Ceiling tiles, shelves, carpets, all display fixtures and restrooms
- **Grease Traps**
Food/restaurant merchants are responsible for the regular maintenance and cleaning of grease traps and lines. Scheduled services for cleaning the trap must be completed prior to 7 am.
- **HVAC – Heating, Ventilation and Air Conditioning**
Maintaining and servicing all HVAC equipment for the leased premises. The condensers within the parking structures are to be cleaned before operating hours and all water, dirt and debris must be cleaned and removed immediately. Ladders that are tall enough for safety must be used. Do not allow mechanics to stand on the top of an A-frame ladder.
- **Plumbing**
Merchants are responsible for toilet stoppages, sinks, leaking pipes, running water, etc. within the merchant space.

- **Windows**

Interior and exterior of windows, storefront frames and bases are to be washed and cleaned daily. Storefronts and store signage is to be cleaned regularly.

Store Cleanliness and Maintenance

We wish to remind each of you to please comply with the terms and conditions of your lease with regards to the cleanliness of your storefronts and interior. Following is a list of guidelines to keep in mind and execute on a daily basis:

1. Storefront windows are to be wiped and cleaned each morning and maintained throughout the business day.
2. Keep store entrances free of debris and gum deposits.
3. Do not adhere stickers or tape signs to windows or storefronts at any time, unless supplied by property management/marketing.
4. Clean the exterior storefront and signage daily.
5. Maintain store interior music at a pleasant shopping environment level (if it can be heard in the center's common area, it's too loud). You will be asked to turn it down.
6. Vacuum your store daily.
7. Repair any tears in carpets or other floor coverings such as broken or cracked tiles.
8. Place trash in proper disposal containers.
9. Please remember that all interior general repairs related to items within the store are the merchant's responsibility.

We would like to emphasize the importance of maintaining the shopping center's overall appearance. Ultimately, we owe our guests the pleasure of arriving and returning to a pleasant, comfortable and clean environment.

Trash Compactors

The shopping center has a trash compactor located in each block available for merchant use. You will be issued a key by Property Management. Simply place your trash in the hopper and close the door completely. Insert the key and start the machine to compact the contents.

Please instruct your employees to place trash **inside** the hopper and **not** to throw trash bags on top of the compactor units or on the floor. Extra work retrieving these bags by the center's janitorial vendors will have an adverse impact on merchants' common area maintenance (CAM) charges.

- All garbage **must** be put in a plastic bag before it is placed in the compactor. This is important to minimize odor and prevent health or sanitation problems.
- All garbage must be transported to the compactor by means that do not allow trash juices to leak on the ground, such as a bin or gondola. Any trash messes should be cleaned by the tenant who caused them.
- Boxes should be broken down before being placed in the compactor.
- NEVER leave trash on the ground in the enclose area.

Please report any compactor problems to the Property Management Office.

Section 8: Rules and Regulations

It is our experience that most store managers are not familiar with the details of their lease. As a result, a number of basic rules and regulations are sometimes inadvertently not observed.

In an effort to prevent some of these potential misunderstandings and to maintain a comfortable and professional image for our customers, the following rules and regulations must be maintained by your store:

Deliveries

Property management understands that deliveries are vital to the success of your business. To maintain adequate safety levels for ingress and egress, your lease contains specific criteria regarding deliveries that will be enforced. The criteria are as follows:

Deliveries shall be completed only via retail unit back doors or the loading zones in parking structures except when specific permission from property management is granted on a case-by-case basis.

Lease Lines

Tables, counters, display cases, racks, merchandise, freestanding signs or fixtures of any sort are not permitted outside your door. No material may be placed outside the perimeter of the storefront fascia of your store without **written permission** from the property management office. This excludes restaurant patios where terms have been officially established in certain merchant leases. The merchant lease states:

Tenant shall not permit any objectionable noises or odors to emanate from the Demised Premises; nor place or permit any radio, television, loudspeaker or amplifier on the roof or outside the Demised Premises or where the same can be seen or heard from outside the Demised Premises; nor place any antenna, equipment, awning or other projection on the exterior of the Demised Premises.

Loitering

Merchants shall use their best efforts to discourage loitering in or about the leased premises. Please report any related incidents to security by calling 817-825-3297.

Lost and Found

The property management office will act as a clearinghouse for lost and/or found articles from the property's common areas only. Best efforts are made to return articles to those rightful owners. After 30 days, items will be donated to local charities.

Mail Service

Each merchant has an assigned mailbox located in the parking structure attached to the building where the retail space is located. You may pick up your keys at the property management office. The number on the key matches an individual box that will be labeled by the post office with your store's address information. The mail unit also features a box for outgoing mail.

If your store receives a package that does not fit in your standard mailbox, a key will be left in your box. This key is used to open the larger delivery box on the lower part of the mail unit. When finished, simply leave the key in the lock and the mail carrier will remove it.

Music Volume

It is important that your music system enhances the shopping experience of the customers in your store. It is required that you keep your music to a volume such that it can only be heard within your store and not in the common area or adjacent stores.

Parking

West 7th shopping guests deserve the convenience of parking near store entries. During peak periods, there may be a shortage of convenient parking for all our guests. In an effort to ensure that the best parking stalls are available, the following parking policy is in place:

All employees are assigned a parking access card and window decal.

Please have each employee fill out a Retail Employee Parking Request Form (located in the appendix). Once signed and completed, please deliver them to the property management office or email them to West7thParking@gmail.com.

All employees must park in the designated employee parking area.

The top level of the NE Block parking structure will provide parking for the employees, managers and owners. This structure has an entrance from Foch Street just south of West 7th Street and an entrance from Crockett Street just east of LA Fitness. The top level is serviced by an elevator.

If you do not park in the designated area your vehicle will be towed at your own expense.

Please understand this policy is in effect to ensure that the shopping center is a pleasant and convenient place for guests to visit and shop. Your cooperation is most appreciated.

If you have any questions pertaining to the above, please contact the parking management company at West7thParking@gmail.com or 817-889-3634.

Soliciting

Merchants shall not distribute any handbills or other advertising matter in the common area and/or the parking areas of the shopping center, including the placement of promotional flyers on car windshields. No retailer will be allowed to call out to shoppers for sampling or special offers.

Storefront Signage

Signage, other than that approved by the Landlord, on the exterior of storefronts is not permitted in the Shopping Center. The Sign Criteria requirements and terms of the Lease do not allow for the installation of neon "Open" signs. Other than signage approved in writing by Landlord, Tenants shall not install any window or door lettering, placards, decorations or advertising media of any type which can be viewed from the exterior of the Demised Premises.

If you have installed signs that are in violation including, but not limited to, neon open signs, printed or handwritten signs on paper or poster board, or any other type of advertising (unless provided by Landlord), please remove them immediately.

Merchants are responsible for ensuring their **display window lights and exterior signage lights are operating between dusk and 11:00 p.m. every day, including Sunday.**

Unauthorized Activities in Center

Noncommercial activity in the shopping center is permissible only upon securing permission from the property management office. A strict no-solicitation policy is in effect. All groups interested in taking photographs or using the mall property in any way other than as a shopping center must have permission from the property management office. If they have been granted permission, they should produce a document stating so. Otherwise, Security personnel will ask them to cease and desist.

As one of our shopping center merchants, you are authorized to use the store space you lease for the business activity specified in your lease. This activity must occur within your lease line (including the use of freestanding signage). Any deviation from this policy must first be proposed to and authorized by the property management office.

Use of Premises

No one shall use the leased premises for residential purpose or for the storage of personal effects or articles other than those required for the permitted business under the lease.

Waste/Trash Removal

Shopping center merchants are responsible for disposing of their own garbage in the appropriate compactors. All loose garbage must be bagged and placed inside the compactor. Each merchant will be given a key to the compactor and is required to compact trash as needed. You are not permitted to store or pile garbage in the common area, garages or service corridors. Hence, all garbage must be kept inside your premises until you are ready to dispose of it at the compactor.

Each block of Crockett Row at West 7th has an enclosed trash disposal area with a compactor.

Other simple guidelines, with which you must comply, are:

- Merchant waste must be placed inside trash compactors, not outside next to them.
- Merchant waste is not to be disposed of in the common area trash receptacles located on public sidewalks.
- Metal fixtures, shelving, wood, pallets, and miscellaneous store furniture is the merchant's responsibility for disposal and cannot be placed in shopping center compactors or trash enclosures.
- Merchants are responsible for the purchase and supply of their own disposable trash bags.
- Incandescent lamps, batteries and computer equipment are considered hazardous material and must be disposed of outside of the shopping center. This is each merchant's responsibility.

Guidelines for all **wet and heavy waste**:

- Trash, which contains ice cream, yogurt, soda, etc., is to be **double-bagged** and placed inside a bin with rubber wheels. Do not drag trash bags on the floor/ground to the compactor.
- Heavy industrial quality bags should be used.

Other related topics:

- **Rubber mats** used in kitchens must be washed inside the leased premises. The mats cannot be cleaned in the garage nor may debris be washed down the storm sewer drains in the garage. This is a code violation. The drains in the garage are for excess rainwater only.
- **Grease containment** containers may only be placed in an area approved by Property Management. The containers must be kept clean. All grease must be poured into the containers. Any spillage must be cleaned up immediately.

General Rules and Regulations

1. Tenant shall not obstruct the walks, enclosed mall or any Common Areas with anything or in any manner whatsoever, and shall maintain any and all entrances, exits, walks, corridors, docks, and facilities serving the Demised Premises free and clear of any and all snow, ice, direct, accumulation of water, litter, refuse and hazardous conditions whatsoever.
2. Tenant shall not display, sell or offer to sell goods, wares or merchandise in or about any part of the Retail Center except the interior of the Demised Premises, and shall not solicit or conduct business in the Common Areas.
3. Tenant shall not leave, place or dispose of any refuse, garbage or thing outside the Demised Premises or elsewhere in the Retail Center other than garbage or refuse in containers or receptacles expressly designated by Landlord for that purpose as and where so designated.
4. All refuse in and from the Demised Premises, and from Tenant and those under its control, shall be deposited in containers reasonably acceptable to Landlord and disposed of in a manner and at times reasonably acceptable to Landlord.
5. Receiving, shipping, loading and unloading by Tenant shall not be done through the front door of the Premises, but shall at all times be done through the loading dock area at the rear of the Demised Premises.
6. Tenant shall keep the Demised Premises clean and free of refuse at all times.
7. Tenant shall comply with all applicable laws and governmental authorities regarding Sunday openings as said laws may from time to time appear and/or be amended.
8. Tenant shall keep and maintain temperatures at the Demised Premises sufficiently high to prevent freezing of or interference of any flow in pipes in, at and about the Demised Premises.
9. Except in connection with Tenant's grand opening, Tenant shall not attach, display, or maintain on the outer walls, doors, windows or roof of the Demised Premises or any portion of the Retail Center any sign, awning, aerial, lettering or other matter without Landlord's prior written consent, which consent Landlord may withhold in its absolute discretion. No sign, display or lettering shall be employed by Tenant unless the same conforms in all respects with the Landlord's Sign Criteria attached as an exhibit to the Lease, except as modified in the Lease. Tenant shall conform to and abide by said Landlord's Sign Criteria and shall maintain and keep any and all signs, displays and/or lettering in good repair, good appearance and good working order at all times and make all replacements thereto as and when required to keep the same in such condition.
10. Tenant shall not do anything which may damage the personal property of any business or occupant at the Retail Center or any part thereof or be a nuisance to other tenants of the Retail Center.
11. All fixtures and/or trade fixtures installed by Tenant at the Demised Premises shall be new or thoroughly reconditioned.
12. The plumbing facilities, drains and lines in or about the Demised Premises and/or the Retail Center shall not be used for any other purpose by Tenant or anyone under its control than for the purpose for which they are constructed, nor shall Tenant put (or dispose of) any foreign

substance therein of a kind other than that for which such facility was specifically designed or permit such event to occur; and all cost and expense of repairing, replacing, or restoring said facilities or equipment by reason of any breakage, stoppage, or damage resulting from a violation of this provision shall be borne by Tenant.

13. No radio, television, electronic game or other similar device shall be installed outside of the Demised Premises without first obtaining Landlord's consent in writing in each instance, which consent may be withheld by Landlord in its sole and absolute discretion. No aerial shall be erected on the roof or exterior walls of the Demised Premises or at or about the Retail Center without first obtaining Landlord's consent in writing in each instance, which consent may be withheld by Landlord in its sole and absolute discretion. Any aerial installed without prior written consent of Landlord shall be removable by Landlord without notice at any time and without liability of any kind to Landlord, and if Landlord consents to the installation of such an aerial, it shall be installed in accordance with any and all instructions contained in such consent and all applicable governmental authorities.
14. Tenant shall comply with all reasonable parking rules and regulations promulgated from time to time by Landlord.

Section 9: Security & Emergency Procedures

The primary responsibility of Security is to help ensure our guests' safety. This includes protection of the Landlord's property and general assistance to guests, merchants and employees.

CODE OF CONDUCT

We strive to provide an enjoyable and safe shopping environment for you, your family and our employees. Crockett Row at West 7th, including the parking area, is private property. This Code of Conduct is in effect at all times while visiting the shopping center. Persons violating this Code of Conduct will be asked to leave the shopping center property. Those who continue to violate this Code of Conduct will be subject to arrest.

The following activities are not allowed on property:

- Physically or verbally threatening any person; fighting, annoying others through noisy or boisterous activities or by unnecessary staring, following another person through the shopping center or using sexually explicit language or conduct, or in any other way creating a disturbance which is disruptive or dangerous to the shopping center's patrons or its commercial function.
- Assembling for the purpose of disturbing the public peace or committing any unlawful act or engaging in any offensive behavior
- Use of physical force, obscene language, obscene gestures or racial, religious or ethnic slurs which are likely to create a disturbance or impinge on the hearing or peace of other guests
- Running, skating, rollerblading, skateboarding, riding a bicycle or scooter, or engaging in activities which unreasonably obstruct or interfere with the free flow of pedestrian traffic or with patrons' view of windows and other merchant displays.
- Wearing apparel or gesturing in a manner which is likely to provoke a disturbance or embroil other groups or the general public in open conflict. You must be fully clothed while at the shopping center.
- Engaging in any non-commercial expressive activity without complying with the shopping center's rules for such activity.
- Engaging in any commercial activity not sponsored and/or conducted by the shopping center and/or an enterprise(s) engaged in business at the shopping center, other than certain qualified labor activity. This includes, without limitation, solicitation of money or other contributions or donations, or distribution of commercial advertising or promotional material of any kind, or offering samples of items which are sold, available for sale or available in exchange for a donation or contribution.
- Defacing, damaging or destroying any real or personal property constituting part of, or located in or on, the shopping center and belonging to the shopping center, its patrons or its merchants, including writing, spraying, scratching or otherwise affixing graffiti on such property.
- Creating litter, or throwing, discarding or depositing any paper, glass or other matter of any kind at the shopping center, except in designated trash receptacles. Rummaging through or removing items from the trash receptacles is prohibited.

- Yelling, screaming, singing, playing musical instruments, radios, tape players, or other sound amplification devices or otherwise communicating in a manner which creates noise of sufficient volume to impinge on the hearing or peace of the general public.
- Photographing or videotaping any individual or entity on the shopping center's property without the subject's consent.

Public Safety / Emergencies

Crockett Row at West 7th Security	(817) 825-3297
Vestar Property Management Office	(817) 810-9076
Fort Worth Police and Fire Department	911

In emergency situations, call 911 first, then West 7th Security.

Security Assistance

The shopping center's Security team is employed primarily for the prevention of crime and to provide a safe atmosphere for our guests, security of common areas, and to assist the property management team in the enforcement of the shopping center's rules and regulations, including parking. This includes protection of property and assistance to guests and merchants.

The security team patrols all center common areas as well as the sidewalks and parking garages as a visible deterrent to crime. They are unarmed and their authority is limited to that of any other private citizen in that they are limited to citizen's arrests. Should a disturbance or security problem arise in your store, you may summon a security officer for assistance.

To contact security, call the telephone number above. Security is staffed 24 hours a day, seven days a week. Please state your store name and message first.

- For example: "This is (Store Name). We have a (shoplifting, disturbance, suspicious person, etc.)". Please be concise and give the officer as much information as possible.
- Keep in mind that should a crime occur, the person who sees the act must be the one to make the arrest. You must be willing to press charges and prosecute to the fullest extent of the law.
- Remember, if an emergency occurs, you should first call 911, and then security for assistance.

Accidents

If there is a minor accident or injury near you that needs to be addressed immediately, call security as the officers are trained to handle these types of situations. Security will call paramedics, if desired. If a guest is hurt in your store, contact 911 for assistance then notify security. Also, notify your appropriate corporate staff.

Vehicle Accident

If a parking garage automobile accident is reported to you, first ask if there are any injuries. If so, call 911 then notify security. If circumstances warrant, security will contact the local police department.

Lost Children

Contact security when you have a report of a lost child or a lost child in your store. Have the child or parent with you as a point of reference. Also make the property management office and the security team aware of the matter in case the parent checks with those staff members first.

Escorts to Cars

Security personnel will escort persons to their cars located in the West 7th development 24 hours a day upon request.

Armed Robbery

If an armed robbery is in progress, call 911 and report "a robbery in progress at (store name) located at (your store's physical address), Fort Worth. Give the location of the store within the development also, i.e. near which recognizable store location.

Once 911 has been notified, please call security and inform them of the situation. Security will respond to the area of the call and attempt to obtain a description of the subjects fleeing the area and possible vehicle description.

When the robbery is over, call 911 and give the following information to the police to identify the suspect(s): height, weight, race, sex, age, hair, facial, clothing, direction of travel, time of robbery. After you have given this information to the police, please call security to inform them of the situation.

Use of Firearms

If your company would like to hire an armed security officer for special in-store events, certain procedures must be followed:

- Notify the property management office at least 48 hours in advance.
- A Hold Harmless release must be signed.
- A gun permit must be obtained.
- The armed security officer must remain inside the merchant's store **at all times**.
- The security company must provide a certificate of liability insurance to the property management office.

Fire Code

The items requiring merchant repair or maintenance, according to your lease agreement and fire regulations are:

1. The illumination of fire exits within your premises
2. The proper functioning of battery backup emergency lights within your premises. To test the emergency lights, disconnect the power from the light momentarily by unplugging the cord from the electrical receptacle or turning off the breaker. When the power is disconnected, the emergency lights should shine brightly and if not, the light needs servicing. Reconnect the power to the light.
3. Fire doors are to be clear of all boxes, trash and debris. Common area fire exit hallways are not to be littered with merchant trash. Violators will be fined accordingly.
4. Electrical panels are not to be obstructed by shelving or boxes, but are to be cleared of obstructions.
5. Sprinkler heads are not to be obstructed in any way. Keep all boxes at least 12 inches below and away from any sprinkler heads.
6. Merchant fire extinguishers are to be serviced prior to the expiration date as shown on the tag.

7. It is the merchant's responsibility to meet all fire code standards and insurance requirements for the safety of the premises.

Citations for the above fire code violations and the accompanying fines are the merchant's liability.

Fire

- **Small and Readily Extinguished**

If a small fire is discovered, extinguish immediately with a fire extinguisher. Then report the fire to the property management office.

- **Uncontrolled / Not Readily Extinguished**

Notify the local fire department by calling 911. Provide the dispatcher with the location of the fire by store name and store address and tell them the intensity of the fire. Remain calm while giving information and answering questions; then notify public safety/security personnel.

When the fire department arrives on the scene, they will assume control of the situation and will advise you of the proper safety measures to be taken.

Fire Alarm & Fire Sprinkler Inspections

Fire alarm and fire sprinkler inspections occur annually within the common areas and tenant spaces. These inspections are designed to check all fire alarms, horns, strobes and devise for proper functionality. The alarms will sound intermittently during the inspection. Property management will notify you in advance of the inspection.

Fire Prevention

Do not allow accumulation of trash or waste materials that are flammable.

Throwing trash, empty boxes or other rubbish in a service corridor is strictly prohibited.

Be sure all employees are trained on how to use the fire extinguisher and know where it is located. Also, be sure it is serviced regularly. When using a fire extinguisher remember PASS:

- P** - Pull pin
- A** - Aim low
- S** - Squeeze
- S** - Sweep

Power Failure

In case of power failure, calmly clear customers out of the store with a designated employee stationed at the entrance for security reasons. Close your doors and stand by to receive information from security or property management personnel. **Do not light candles.** Instead, keep an emergency flashlight handy.

In most instances, power failures last less than an hour. If a power failure should last longer than an hour or two, a property management official will make the decision whether or not to send employees home and close for the day. You will be notified promptly of the decision.

In the event the shopping center is to be evacuated, calmly instruct your customers and employees to leave your store. Security will be stationed throughout the shopping center to assist.

Please do not inundate public safety/security or the city with phone calls. The lines need to be kept clear for emergencies.

Bomb Threat

Notify the Fort Worth Police Department immediately by calling 911; then contact the security department. Do not let customers know that there has been a bomb threat. Upon their arrival, the police department will handle the situation to conclusion. Only evacuate your store if so advised by the police department. So as not to create panic, tell your customers that there is a possible gas leak and you have been requested to evacuate the area.

Tornado

Each year about a thousand tornados touch down in the US. Only a small percentage actually strike occupied buildings, but every year a number of people are killed or injured. The chances that a tornado will strike a building that you are in are very small, however, and you can greatly reduce the chance of injury by doing a few simple things.

One of the most important things you can do to prevent being injured in a tornado is to be **ALERT** to the onset of severe weather. Most deaths and injuries happen to people who are unaware and uninformed. Those who ignore the weather because of indifference or overconfidence may not perceive the danger.

If a tornado "**watch**" is issued for your area, it means that a tornado is "possible."

If a tornado "**warning**" is issued, it means that a tornado has actually been spotted, or is strongly indicated on radar, and it is time to go to a safe shelter immediately.

Be alert to what is happening outside as well. Here are some of the things that people describe when they tell about a tornado experience:

- A sickly greenish or greenish black color to the sky.
- If there is a watch or warning posted, then the fall of hail should be considered as a real danger sign. Hail can be common in some areas, however, and usually has no tornado activity along with it.
- A strange quiet that occurs within or shortly after the thunderstorm.
- Clouds moving by very fast, especially in a rotating pattern or converging toward one area of the sky.
- A sound a little like a waterfall or rushing air at first, but turning into a roar as it comes closer. The sound of a tornado has been likened to that of both railroad trains and jets.
- Debris dropping from the sky.
- An obvious "funnel-shaped" cloud that is rotating, or debris such as branches or leaves being pulled upwards, even if no funnel cloud is visible.

In the event of a tornado warning, go to interior rooms and halls on the lowest floor. Stay away from glass enclosed places or areas with wide-span roofs. Crouch down and cover your head. A corner would be safer than the middle of the wall. A bathroom, closet, office or maintenance room with short walls would be the safest area, especially if it is on the north or east side of the building.

Bad Checks / Credit Card Fraud

When you receive a bad check or credit card, contact security at (817) 825-3297 and relay details, such as the suspect's name, description, the bank on which the check or credit card was issued and any additional information.

If you wish to pursue criminal charges, call the Fort Worth Police Department for criminal reporting procedures.

Shoplifting

Merchants are responsible for safety and security within their leased premises. The most common security problem within your store will be shoplifting. With that in mind, we provide a few tips on what to do if you suspect someone is shoplifting in your store:

1. You must first decide whether:
 - a. You merely wish to recover the stolen goods and warn the shoplifter not to return to your store - or -
 - b. Charge the person with shoplifting.
2. Watch the suspected shoplifter until he/she leaves the store with the stolen article.
3. Approach the suspect outside of your store, tell the person you want him/ her to accompany you back to your store and advise the person of the reason you are detaining him/her (i.e., "on suspicion of shoplifting").
4. If you decide to press charges, you must call the police and detain the suspect until their arrival.
5. If you have recovered the stolen goods and do not wish to press criminal charges, you may warn the shoplifter not to return to your store again. Call the parents and police if it is a young offender, as well as document the person's name, address, etc.
6. Always report all incidents to shopping center security personnel.



Roof Access Request Form

This form is required for any service provider who needs to gain access to the roof above your space. Please submit the completed form at least **24 hours** prior to the date the service is performed. If service is scheduled for a Monday, this form must be submitted no later than the prior Friday at noon.

A current Certificate of Insurance is required for all service providers who perform services at Crockett Row at West 7th. Please see the attached requirements and submit a copy of the certificate with this form.

ACCESS WILL NOT BE GRANTED IF THIS FORM HAS NOT BEEN RECEIVED AND APPROVED IN ACCORDANCE TO THE ABOVE REFERENCED REQUIREMENTS.

Retail Tenant: _____

Service Provider: _____

Service Provider Phone Number: _____

Description of Work: _____

Areas of Access Requested: _____

Date of Service Appointment: _____

Time of Service Appointment: _____

Requested By (please print your name): _____

Phone Number: _____

Date Submitted: _____

Submit this form to shollingsworth@vestar.com and adooley@vestar.com or by fax to 817-810-9981. You will be contacted at the phone number provided above once the request is approved.

<p>FOR OFFICE USE ONLY</p> <p><input type="checkbox"/> COI Received/On File</p> <p><input type="checkbox"/> Approved by _____</p> <p><input type="checkbox"/> Security Clearance</p>
