

OCCUPANT & TENANT HANDBOOK

A GUIDE FOR STATE AGENCIES IN
DGS OWNED AND LEASED FACILITIES



COMMONWEALTH OF VIRGINIA

Department of General Services
Division of Capitol Square Services
Division of Real Estate Services

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Introduction

This handbook is intended to assist Tenants and Occupants of state owned and leased properties. It sets forth guidelines, outlines responsibilities, and addresses many needs and questions, but it should not be viewed as a comprehensive listing. Each location is unique and may be bound by specific regulations.

AM I A TENANT OR AN OCCUPANT?

Tenant: This handbook uses the term Tenant to refer to the Commonwealth agency, private company, or other governmental agency occupying a state owned that is administered by the Department of General Services, Division of Capitol Square Services (DCSS).

The following is a list of buildings operated and maintained by the Department of General Services (DGS). Visit the DCSS website (<https://dgs.virginia.gov/dcsc>) for more information about these buildings.

Building Name	Location	Number
400 East Cary Street	400 E. Cary Street	783
Annex Building	1401 E. Broad Street	
Barbara Johns Building	202 N. 9th Street	737
Bell Tower	Capitol Square	740
CCAM Building*	5520 W. Quaker Road	780
DCLS Biotech Lab	600 N. 5th Street	777
Fleet Management Services	240 W. Leigh Street	775
James Madison Building	109 Governor Street	709
James Monroe Building	101 N. 14th Street	733
Jefferson Building	1220 Bank Street	703
Library of Virginia	800 E. Broad Street	771
Main Street Centre	600 E. Main Street	784
Reid's Row #1	219 Governor Street	727
Reid's Row #2	221 Governor Street	728
Reid's Row #3	223 Governor Street	748
Old City Hall	1001 E. Broad Street	778
Oliver W. Hill, Sr. Building	102 Governor Street	701
Patrick Henry Building	1111 E. Broad Street	706
Pocahontas Building	900 E. Main Street	761
Rose and Lafoon Building	109 N. 8th Street	734
Sargeant Building	109 Old N. 14th Street	
Supreme Court of Virginia	101 N. 8th Street	736
Surplus Property Management	1910 Darbytown Road	723
Virginia Distribution Center*	2400 Riley Ridge Road	724
Virginia War Memorial	621 S. Belvidere Street	731
Virginia's Executive Mansion	Capitol Square	739
Washington Building	1100 Bank Street	702

Westmoreland Building*	1957 Westmoreland Street	785
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**Not patrolled by the Division of Capitol Police*

Occupant: This handbook uses the term Occupant to refer to the state agency occupying the space under a Commonwealth lease which is administered by the Division of Real Estate Services on behalf of DGS as Tenant. The structure of Commonwealth leases for executive branch agencies has three entities:

- Landlord: the owner of the property
- Tenant: DGS, administered through the Division of Real Estate Services
- Occupant: the agency occupying the space

HOW TO USE THIS HANDBOOK

NOTE: Occupants should refer first to the terms of their lease before utilizing this handbook. This handbook does not create any additional rights of the Tenant or Occupant, nor responsibilities of Landlord. Should there be a conflict between any provision in the terms of an Occupant's lease and the provisions of this handbook, the more restrictive provision shall control.

The General Rules and Restrictions apply to both Tenants and Occupants and is a good place to start. However, the Tenant or Occupant specific sections should also be checked for additional information.

The Rules and Restrictions for Tenants of DGS Maintained Property section applies only to Tenants. Even if the General Rules and Restrictions section covers a topic, this section should still be consulted as it may include additional Tenant-specific rules and restrictions for those topics.

The Rule and Restrictions for Occupants of Leased Facilities section applies only to Occupants. Even if the General Rules and Restrictions section covers a topic, this section should still be consulted, as it may include additional Occupant-specific rules and restrictions for those topics.

For additional information not covered by this handbook, or for any other questions or concerns, please contact the DGS Division of Government and Regulatory Affairs at dgra@dgs.virginia.gov.

About DCSS, OBS, and DRES

Under § 2.2-1149 of the Code of Virginia, no state department or institution shall acquire property without following the guidelines adopted by DGS and obtaining prior written approval from the Governor. DGS shall review and recommend either approval or disapproval for every proposed acquisition of real property and every proposed use or occupancy of real property by any department, agency, or institution of the Commonwealth.

In addition, Executive Order 75, in 2007, charged DGS with establishing an integrated real estate portfolio management system for leased and owned property, which includes strategic planning, transaction management, lease administration, and an integrated management information system for the agencies and institutions of the Executive Department.

To fulfill the mission of § 2.2-1149 and Executive Order 75, DGS created the Division of Real Estate Services (DRES), the Office of Business Services (OBS), and DCSS, including the Office of Facilities Management (OFM) within the DCSS.

DRES' role in obtaining a leased facility is to assist agencies in delivering their mission by providing the best real estate solution based on costs, needs, and compliance with DGS guidelines. Once the leased facility is obtained and the agency occupies the facility, DRES' role is to support the occupancy through the administration of the lease, including processing any payments associated with the lease (rents, common area maintenance, operating expenses, etc.) and ensuring the terms of the lease are fulfilled.

DCSS is a customer-focused organization whose primary function is to provide a quality environment for the approximately 75 state agencies which occupy the facilities overseen by DGS. The OFM provides maintenance, operation, repair, and technical services for DGS managed facilities and properties in the metropolitan Richmond area. These services include plumbing, HVAC, electrical, painting, carpentry, custodial, security, and administration of construction projects. DCSS strives to ensure Tenants enjoy a clean, safe, efficient, and comfortable environment in and around the buildings it manages. DGS works closely with the Virginia Division of Capitol Police to ensure this goal is met. DCSS also services several facilities in other areas of the Commonwealth of Virginia.

Contact Information

Division of Real Estate Services
1100 Bank Street, 3rd Floor
Richmond, Virginia 23219

Telephone: 804-371-7200
Fax: 804-225-4673
Email: DRES-info@dgs.virginia.gov

Division of Capitol Square Services and
Office of Facilities Management
102 Governor St. Richmond, Virginia 23219

Telephone: 804-786-3578
Email: DCSS_WorkOrders@dgs.virginia.gov
Inter-Agency Mail Stop Code: 194-20

Definitions

Building Manager:	A general term for the party responsible for operating and maintaining the property. For Tenants, that is those agencies in state owned property, this refers to DCSS. For Occupants, that is those agencies in space leased by DGS, this refers to the Landlord, his designee, or the Property Manager.
Common Area:	Those spaces of a property that are accessible and usable by all the Tenants/Occupants of a particular leased property. For example, in a multi-Tenant office building, common areas would include parking lots, sidewalks, entrance ways, building lobby, common hallways, elevators, common bathrooms, etc.
Common Area Maintenance (CAM):	All the costs associated with owning, maintaining, and repairing Common Areas.
Data Closet:	An enclosed space for housing data and telecommunications equipment, cable terminations, and cross-connects.
DCSS:	Division of Capitol Square Services
DGS:	Department of General Services
DRES:	Division of Real Estate Services
DRES Lease Administration Team:	The team that administers leases for executive branch agencies. The team helps ensure all the terms of the lease are being met and processes all the payments of rents and other Occupant expenses (payable to the Landlord) as defined in the lease. In addition, if the Landlord is unresponsive regarding their maintenance responsibilities, the Occupant can contact the team at 804-371-7200 to assist in communicating with the Landlord to ensure that all the terms of the lease are being upheld.
Landlord (aka Lessor):	A person or organization that owns property and leases that property.
Lease:	A contract by which one party conveys land, property, or services to another party for a specified time, usually in return for a periodic payment.
OFM:	Office of Facilities Maintenance
Property Manager:	The person or organization hired by the Landlord to manage the Landlord's leased property.
Rent Abatement:	A period of free rent.
Security Deposit:	Based on the credit-worthiness of the Commonwealth, the Commonwealth does not make security deposits.

Tenant Improvements (TI): Improvements made to a leased facility to assist the Tenant/Occupant in the operation of its business. TIs can range in complexity depending on the current condition of the leased facility and the intended use of the leased facility.

UL: Underwriters Laboratories

General Rules and Restrictions

APPLIANCES

Coffee makers, tea makers, toasters, toaster ovens, hot plates, microwaves, or other appliances used to prepare food will not be located or used in any individual work or filing area. Appliances associated with the preparation of food shall be used in an established food preparation area.

Electric heated scent devices and the burning of candles are potential fire hazards and are prohibited.

Extension cords are fire hazards and tripping hazards and should only be used on a temporary basis [Tenants will need to obtain specific approval from DCSS before using an extension cord]. If extension cords must be used, they must be grounded (three-prong plug) and should not be more than six feet (6') in length. Extension cords should not be stretched across floors or walkways and they should not be taped to the floor.

Portable electric heaters are not permitted unless specific permission has been granted by the Building Manager. [Occupants shall forward the approval to the DRES Lease Administration Team].

Power strips and surge protectors must be less than six feet (6') in length and have circuit breakers. Under no circumstances shall a power strip or surge protector be plugged into an extension cord or another power strip or surge protector. Never put more than one power strip or surge protector into any one outlet.

Refrigerators are only allowed in break areas unless otherwise approved by the Building Manager. Refrigerators should be frost-free.

See the Rules and Restrictions for Tenants of DGS Maintained Property section for additional restrictions for Tenants.

ANIMALS

Animals are not permitted in buildings or parking facilities unless their use is specifically permitted or unless the animals are trained to assist ADA special needs persons and are present in the building or parking facility to perform such services. Any exceptions must have written permission.

See the Rules and Restrictions for Tenants of DGS Maintained Property section for additional restrictions for Tenants.

ENERGY MANAGEMENT

Electricity

Turn off all lights, personal computers, and peripheral equipment, such as copiers and printers, at the end of each business day, unless essential to the operation of the agency's mission or

utilized by building management to monitor the building systems. [Tenants should notify DCSS of specific computers that require continuous operations.] Computers that require continuous operation should have an uninterruptible power supply. Additionally, for individually controlled offices, turn fluorescent lighting off if the office is unoccupied for ten (10) minutes or more. Minimize lighting after business hours, except while cleaning staff are working within the space.

Maintain lighting in public areas at an adequate, safe, and appealing level.

Heating and Cooling

Maintain building temperatures during operating hours within the specified temperature ranges [see *Tenant- and Occupant-specific sections or the lease as appropriate for these ranges*]. If heating and/or cooling is regularly required outside of normal working hours, a fee may apply.

Keep windows and exterior doors closed at all times.

Keep all ventilation units free from obstruction of any kind.

Close blinds to keep the heat out during the summer months and the cold out during the winter months. Open blinds during sunny winter days to assist in warming interior spaces.

Close doors during non-working hours in winter months to keep cold drafts from migrating through spaces and to keep warm areas from warming up the cooled spaces.

Minimize overtime operations of building HVAC systems.

Water

In case of a leak, shut off the water to prevent further damage if the shut-off valve can be located. Report dripping, leaking, or continuously running fixtures to the Building Manager.

Do not use toilets as a trash receptacle.

Keep the setting of hot water heaters at 115 degrees F, as measured at the closest fixture.

Remind users to conserve.

FOOD SERVICES AND VENDING

Food services supporting cafés and vending equipment in public buildings are governed by the Code of Virginia § 51.5-89, which provides the Department for the Blind and Vision Impaired the first priority in assuming the operation of such services.

For service issues, including refunds, please follow the instructions on the vending machine or contact the Department for the Blind and Vision Impaired.

See the Rules and Restrictions for Tenants of DGS Maintained Property section for additional restrictions for Tenants.

PERSONAL ITEMS

All personal items brought into the building are the employee's responsibility. Secure all personal items at all times. The Building Manager, Property Manager, and/or Landlord shall not be responsible for replacing personal items if they are stolen, broken, or lost.

Personal items such as toothpaste, toothbrushes, hairbrushes, etc. are not to be stored in the restrooms.

Contact the appropriate onsite personnel for lost and found items.

PLANTS

Plants are allowed in the building and are to be maintained by the individual owners. [Occupants are recommended to obtain Landlord approval].

No plant shall be set on a heating or cooling unit, or any other building equipment. No hanging plants will be placed in cubicles or work stations. Noxious plants should not be brought into buildings.

Fertilizer or plant food shall be stored in sealed containers.

Any damage to the building, floor, or building equipment from water or overflowing plant containers will be the responsibility of the agency for whom the employee works.

SMOKING

Pursuant to 2007 Executive Order 41, no person shall smoke in any building owned or occupied by an executive branch agency or institution. No person shall smoke in or near the exterior doorways of those buildings and must remain a minimum of twenty five feet (25') from all entrances and exits. No person shall smoke on the grounds of any building where a nonsmoking area has been designated by means of a posted sign. Smokers should use the proper receptacles for disposal of cigarette or cigar butts.

Agencies shall ensure their employees are aware of this regulation and that their employees follow these restrictions in order to provide an acceptable environment for co-workers and visitors to these buildings.

Until determined otherwise by Executive Order or appropriate legislation, use of e-cigarettes, such as vape pens or JUULs, is considered to be another form of smoking and is therefore not permitted in state offices or vehicles.

SURPLUS PROPERTY

The DGS Office of Surplus Property Management (OSPM) redistributes a wide range of surplus state and federal property to agencies of the Commonwealth, qualified nonprofit organizations, small businesses, and the public. This property includes office furniture, such as desks, chairs, book shelves, coffee tables, conference tables, and meeting tables; used cars and trucks; fire equipment; generators and motors; heavy machinery and equipment; kitchen equipment and supplies; tools; lab equipment and supplies; cleaning equipment and supplies; and office

equipment, such as printers and copiers. Agencies must abide by OSPM policies and procedures when disposing of property.

Additional information can be found at www.dgs.virginia.gov/surplus.

WEAPONS

The Department of Human Resources Workplace Violence policy prohibits state employees from possessing, brandishing, or using a weapon not required by the individual's position while on state premises or engaged in state business.

Rules and Restrictions for Tenants of DGS Maintained Property (Agencies in buildings owned by the Commonwealth)

DCSS is dedicated to supplying efficient service to Tenants occupying Capitol Complex buildings. To accomplish this we ask each agency/department to appoint a Tenant Facility Coordinator through whom all calls for services are filtered. Not only will this allow us to respond to your request in a timely manner, it will prevent multiple tickets from being opened for a single issue. Tenants should forward the Tenant Facility Coordinator's name, phone numbers, fax number, email address, and regular business address to DCSS at 804-225-4367.

Tenant Facility Coordinators should contact the 1stService desk to report problems and request services such as temperature adjustments, lightbulb replacements, outlet repairs, water leak repairs, lock repairs, or changes in the work areas, etc.

Contact Information

Reception Desk		804-225-3874
OMEGA – Building Monitoring Center	24/7	804-225-2590
Office of Parking and Badging	M-F 8am - 5pm	804-786-5675
Housekeeping Services	M-F 8am - 5pm	804-786-3560
Project Management/Construction	M-F 8am - 5pm	804-225-3772
Capitol Police	24/7	804-786-HELP (4357)

The following is a list of parking facilities operated and maintained by DGS. Visit the DGS Parking website (<https://dgs.virginia.gov/parking>) for a map identifying the location of these facilities.

Parking Facility	Number
14th and Main Deck	813
400 E. Cary Lot	819
7th and Franklin Deck	826
7th and Marshall Street Deck	822
9th and Broad Streets	827
9th and Franklin Deck	821
Bank Street Deck	803
Old 14th Street	804
Consolidated Laboratory Deck	828
James Madison Deck	817
James Monroe Deck	805
John Tyler Deck	808
Library of Virginia Deck	825
Main Street Centre Deck	820
North Governor Street	801B
Rear of 1221 E. Broad St., East Side Lot	815
Rear of 1221 E. Broad St., West Side Lot	814

Rear of Department of Transportation Annex Lot	816
Supreme Court Garage	818
Westmoreland Lot	829

APPLIANCES

Non-UL labeled equipment is prohibited in all buildings.

Small personal fans (8" or smaller) are permissible in individual work areas.

The only space heater DGS will authorize is a ceramic heater equipped with a tip-over, shut-off mechanism. Heated mats are the preferred DGS alternative heating device. Heated mats are more energy efficient than convection or forced-air style heaters and are safer to operate. If heated mats are authorized they will be provided by DCSS.

Convenience appliances such as refrigerators, microwave ovens, and coffee makers shall be limited to one for each agency on each floor of a building. Exceptions must be requested in writing to the Building Manager and approved DCSS.

Ice makers, including operational automatic icemakers in refrigerators, are not allowed unless granted written permission by the DCSS Director. Any damages resulting from ice makers not specifically authorized by the DCSS Director will be the Tenant agency's financial responsibility, including any insurance deductibles not paid by Risk Management. The typical deductible for this type of claim is \$10,000.

Appliances are not maintained or repaired by DGS.

ANIMALS

Fish aquariums of any variety are not permitted anywhere in any building.

1STSERVICE

If your request is for maintenance of an emergency nature (i.e. a broken water pipe, toilet flooding, etc.), call the 1stService Desk at 804-786-3578 for prompt service. We have on-call staff available 24 hours a day, seven days a week, including holidays.

For maintenance requests of a non-emergency nature (i.e. uncomfortable A/C or heat, a light burned out, trash not picked up, etc.), you may access the web-based 1stService work request system (<https://dgs.virginia.gov/1st=service>) and submit the problem directly to our 1stService Desk. You may also submit your request through your mobile device when scanning a 1stService Desk QR code.

Before submitting your first online request you must register and create a contact profile and login. When a request for maintenance services is made, OFM will use the contact profile to communicate with the requestor either to get additional information in order to expedite service or to help keep our service consistent and to provide a means for following-up with the request status. Additionally, by "remembering" your contact information, parts of the request form will be pre-filled and the system will provide access to your service request history.

All 1stService Requests made via the web are forwarded to 1stService Desk staff for review. OFM staff will consider such things as: is the request in the scope of work or area of responsibility, a general priority, which resources should be assigned, etc.

When the 1stService Request has been reviewed and accepted, you will receive an email response informing you that it has been accepted. A work order will be generated in our main computer system and assigned a work order tracking number. This tracking number will be appended to your request and the status of your request will be updated to reflect that a work order was 'opened.' The main computer system will then notify the appropriate maintenance crew(s) of your request.

If your request is found to be outside the scope of work or area of OFM, you will receive an email response informing you the reason for the non-acceptance. No work order will be generated and the status of your request will be updated to 'rejected' on our website.

You may revisit our website to check on the status of your request.

The 1stservice Desk (804-786-3578) and 1stService Website (<https://dgs.virginia.gov/1st-service>) provide 24/7 support for all your Tenant requests, questions, or issues.

BUILDING ACCESS

Employees must wear and display a state-issued ID/access card, above the waist, at all times.

If the facility is manned by the Virginia Division of Capitol Police or by the security contractor, the proper display of a Commonwealth identification badge and verification of access via a card reader is required to gain entrance.

After regular business hours employees must use their programmed access cards to gain access via card readers that are located at building entrances.

Buildings without daytime security personnel solely utilize card readers at building entrances. Access cards only allow access to those buildings the employee has been authorized to enter. Building Tenants should not allow individuals without access cards into the building unless they follow the proper building protocol.

Tenants and their clients, customers, and visitors shall adhere to all security protocols in effect at any of the state owned or leased buildings administered by DCSS, including without limitation the DGS's 'Expect the Check' protocols. For more information regarding 'Expect the Check' protocols, visit <https://dgs.virginia.gov/dcsc/dgs-facilities-information/expect-the-check>.

DGS provides maintenance, repair and replacement for all card readers and security equipment (cameras, duress devices, etc.) at building entrances and Common Areas not leased or assigned to a particular Tenant. Installation, maintenance, repair, and replacement of access card readers and security equipment (cameras, duress devices, etc.) within a Tenant's leased or assigned space are the financial responsibility of the Tenant agency.

For more detailed information on how to obtain, replace, or modify access badges, please go to <https://dgs.virginia.gov/parking>.

DCSS reserves the right to enter facilities at all times for the purpose of inspection, maintenance, or repairs.

BULLETIN BOARDS

Bulletin boards and posting strips in building Common Areas are to be used for state related activities only.

No items to be hung without being submitted through 1st Service.

CLOTHING

DGS requires that all Tenants and visitors to DGS facilities wear proper attire. The purpose of this requirement is to maintain decency and good order and protect the public interest, convenience, and safety. Any person not wearing proper attire, consisting of upper and lower torso clothing and shoes, will not be allowed to enter or remain in any DGS building or facility.

COORDINATORS AND AGENCY HEAD DESIGNEES

All agencies in DGS operated facilities must identify coordinators for parking, access cards, and facilities. The Agency Head may also authorize a designee. The appropriate forms should be returned to the Office of Parking and Badging. Forms are located at <https://dgs.virginia.gov/parking>.

Agency Head Designee

The Agency Head must approve applications to authorize an employee or contractor to have building access for space the agency occupies. The Agency Head may delegate the authority to approve access and access levels to an Agency Head Designee by completing the Agency Head Designee Form (DGS-32-008). The agency head designee shall be a director level for requests for after business hours access. The Agency Head Designees will also serve as the point of contact when DGS needs to communicate a serious facilities related issue to building Tenants.

Access Card Coordinator-should be badging coordinator

Each agency shall appoint a Badging Coordinator from its staff to serve as an access card contact for employees, contractors, and the Office of Parking and Badging. The Badging Coordinator can approve regular business hours access for their agency's employees. Additional information can be found in the 'Procedures for the Capitol Area Complex Identification and Building Access Card Program.' The Coordinator Designation Form (DGS-32-007) should be completed to add, update, or remove a coordinator.

Parking Coordinator

Each agency shall appoint a Parking Coordinator from its staff to serve as a parking contact for employees and the Office of Parking and Badging. Additional information can be found in the 'Policy and Procedures for the Use of Parking Facilities.' The Coordinator Designation Form (DGS-32-007) should be completed to add, update, or remove a coordinator.

Tenant Facility Coordinator

Each Tenant agency or organization shall appoint a Tenant Facility Coordinator from its staff to serve as a facility contact for employees and DCSS. Tenant Facility Coordinators use the 1stService Desk to report problems in the agency's space and to request services. The Coordinators will serve as a point of contact when DGS needs to communicate a facilities related issue to building Tenants.

Additionally, the Tenant Facility Coordinator will also serve as the agency/organization's representative to the DGS Occupant Emergency Action Plan (OEAP) Program Manager. The Tenant Facility Coordinator will be the agency/organization's main point of contact for all OEAP-related issues for all floors occupied by their respective agency/organization within the building. The OEAP is a separate document detailing emergency action and evacuation plans for DGS managed facilities. All duties of the Tenant Facility Coordinator are further outlined in the OEAP.

CONFERENCE ROOMS

DGS provides various event and meeting space to Tenant agencies. For room photos and layouts, conference room policy, and to reserve a conference room online, go to <https://dgs.virginia.gov/dcsc/tenant-resources/reserve-a-conference-room>. For up-to-date information and to determine if it will meet your needs, please arrange to visit the room you are requesting.

DATA CLOSETS

Access to and operation of data closets in DGS managed buildings must comply with the DGS Data Closet Policy provided as Attachment 4.

ENERGY MANAGEMENT

HVAC

Unless authorized by DCSS, Tenants shall not adjust or make modifications to thermostats, diffusers, dampers, or any other part of the HVAC systems in an attempt to influence temperature, control thermostats, or alter or restrict ventilation or air flow within the agency's assigned office space. OFM staff shall adjust thermostats as required to maintain the building standard temperature.

Portable space heaters and fans shall not be used unless authorized in writing by DCSS. If an agency head believes a space cannot be maintained in the specified range of heating or cooling temperatures, the Building Manager should be immediately notified in writing of the condition.

The Building Manager will conduct a survey to determine if an adjustment in the central heating/cooling system is needed to maintain the appropriate temperatures. If the building systems cannot maintain temperatures within the established ranges, an exception may be approved by the Director of DCSS.

Heating Season

Control devices will be set so room temperature will be within a range of 68 to 72 degrees F, unless documented health reasons or programmatic reasons dictate other temperature requirements. Actual temperatures may vary due to building characteristics and control limitations.

The temperature of unoccupied spaces shall be reduced to 55 degrees F as long as adjacent occupied areas are not affected.

Cooling Season

Control devices will be set so room temperature will be within a range of 76 to 78 degrees F, unless documented health reasons or programmatic reasons dictate other temperature requirements. Actual temperatures may vary due to building characteristics and control limitations.

The temperature of unoccupied spaces shall not be maintained below 85 degrees as long as adjacent occupied areas are not affected.

General Lighting

Illumination levels will be maintained as near as practical to the following, as set forth in the Illuminating Engineering Handbook, 8th Edition:

- 50 foot-candles at offices and workstations
- 10 foot-candles in corridors
- 20 foot-candles in stairways
- 20 foot-candles in restrooms
- 5 foot-candles in reception areas without workstations
- 10 foot-candles general storage areas
- 5 foot-candles in parking lots

The use of incandescent lighting should be avoided.

Office Equipment

All new computer and peripheral equipment should carry the Energy Star rating.

Avoid buying and using laser printers when possible. Laser printers use as much as 10 times the energy used by an inkjet printer.

If you use a desk lamp, a compact fluorescent bulb is recommended. These bulbs last up to 10 times longer than incandescent and will save over \$20 in energy cost over the life of the bulb.

ENTRANCES AND EXITS

Objects or items must not obstruct building entrances and exits, including sidewalks, lobbies, entrances, vestibules, corridors, hallways, elevators, stairways, and fire escapes in a building

that would impede the ingress (way in) and egress (way out) of the building. If DCSS has to remove items blocking ingress or egress, the responsible Tenant will be billed for the work.

EVENTS

Tenant and public activities that require use of DGS facilities in spaces not assigned to Tenants, such as common use areas of buildings and grounds, plazas, roads, and walks, must be approved by DGS in advance of the scheduled event. Examples of activities requiring approval include organizational and group gatherings, speeches and lectures, advertising, fundraising, photographic and film productions, etc. All events must be sponsored by an agency. Requests must include the requested space, the date(s) requested, description of the event, and any special needs which may be required, such as fire extinguishers, electrical power, etc. Requests for approval to hold an event in a Common Area are made through DCSS by completing the form 'Request to Hold an Event in a Common Area' (DGS-30-907) which can be found in the DGS Forms Center (<https://forms.dgs.virginia.gov>). The requesting agency shall notify other occupying Tenants of the building to ensure no conflicts will arise due to the use of the Common Area for the specified time requested. Proper entry and exit to the facility must be maintained at all times. No event setup may impede or block access to the elevators at any time.

If intending to advertise the event, please refer to the Bulletin Board section for information on the allowed methods for posting flyers and posters in buildings.

Alcohol cannot be possessed or dispensed in DGS maintained buildings without authorization from the DCSS Director. Requests from the sponsoring Tenant should be sent to OFMEvents@dgs.virginia.gov or 1100 Bank Street, 5th Floor, Richmond VA 23219. If approved, an Alcoholic Beverage License, current and in the name of the Applicant, must be presented to DGS prior to any event. All applicable laws and policies should be followed.

EXERCISE PROGRAMS

An agency may request that DGS provide space for an exercise program that is organized by and for state employees. There is no guarantee that space can be made available or will be available in the future. The programs are normally held during normal business hours. The program must be sponsored by an agency. The costs to operate the program are the responsibility of the program participants. At each session, attendees must complete a sign-in sheet that explains that the program is optional and the Commonwealth of Virginia is not liable for injuries suffered, etc. Requests for space to hold employee exercise programs are to be submitted to DCSS by contacting the DCSS office manager or mailing 1100 Bank Street, Suite 506 Richmond, VA 23219.

FLAGS

The United States of America flag and the Commonwealth of Virginia flag fly throughout the Capitol Complex. DGS works with Capitol Police to adhere to proper flag protocol. The President of the United States and Governor of Virginia have the authority to lower the flags to half-staff. Any deviation from standard protocol shall be at the direction of the Governor. In the event the Governor is unavailable, the Secretary of Administration can institute changes to flag procedure.

A Guide to Virginia Protocol and Traditions describes the customs and guidelines regarding the U.S. and Virginia flags. Related Virginia Code: § 1-509, § 2.2-3304, § 2.2-3310.1, § 22.1-133.

FOOD AND BEVERAGES

Coffee grounds or tea leaves must be disposed of ONLY in trash containers; NEVER in sinks, drinking fountains, toilets, or disposals.

Lavatories must not be used to wash dishware, silverware, food containers, etc.

Coffee, tea, and other dry food shall be stored in sealed plastic or metal containers to prevent pest infestation.

Perishable foods such as fruits and vegetables cannot be stored in individual work areas.

FOOD SERVICES AND VENDING

Sales of food and beverages are not allowed on DGS property unless approved in advance in writing by DCSS.

FREIGHT ELEVATORS

Freight elevators should be used only when transporting freight, using carts to carry objects, or moving items between floors that will interfere with normal use of the passenger elevators. If a freight elevator does not exist in the facility, contact the 1stService Desk and ask that a passenger elevator be padded for the duration of your use.

No items are allowed to be stored in passenger or freight elevator lobbies.

FUNDRAISING/SOLICITATION

Under no circumstances will non-approved individuals or organizations be allowed to solicit or conduct business on DGS property.

If a fundraiser or solicitation is going to be held in space that an agency leases from DGS, the agency must grant approval to the individual or organization. The event must comply with all guidelines in this handbook.

A Tenant requesting the use of Common Areas such as the lobbies, atriums, exterior grounds, or patios of the facility for the purpose of fundraising, distributing, or displaying written material must first obtain approval from DGS. All fundraising events must be sponsored by an agency and must demonstrate a benefit to the state. The events should be held during normal business hours. Requests must include the requested space, the date(s) requested, description of the event, the benefit to the Commonwealth, and any special needs which may be required, such as fire extinguishers, electrical power, etc. Requests for approval to hold a fundraising event in a Common Area are made through DCSS by completing the form 'Request to Hold an Event in a Common Area' (DGS-30-907) which can be found in the DGS Forms Center (<https://forms.dgs.virginia.gov>).

The requesting agency shall notify other occupying Tenants of the building to ensure no conflicts will arise due to the use of the Common Area for the specified time requested. Proper entrance and exits to the facility must be maintained at all times. No event setup may impede or block

access to the elevators at any time. If intending to advertise the event, please refer to the Bulletin Board section for information on the allowed methods for posting flyers and posters in buildings.

GROUNDS

The DCSS Grounds Maintenance staff strives to provide pleasant surroundings to state buildings downtown.

Capitol Square serves a significant dual role as the beautiful historic and ceremonial seat of the Commonwealth of Virginia and as an important urban oasis for the City of Richmond. Thus, this important landscape must function effectively on multiple levels. DCSS strives to maintain Capitol Square, adhering to intermediate and long range goals for the renovation of plantings, site improvements, and programs for enhancing the visual aspects of the Square in accordance with the approved Landscape Master Plan that is located on the DGS website.

Services provided by DCSS staff include daily upkeep and maintenance of lawn and grounds, seasonal plantings, and any necessary pruning of trees and shrubbery. Native and adapted plant species are incorporated when possible. DGS makes every attempt to relocate plants to new areas when they are endangered by construction.

HOLIDAY DECORATIONS

State fire codes do not permit live Christmas trees or wreaths indoors. They are fire hazards.

Lights must be UL approved. Extension cords may be used temporarily, but they must be UL approved.

Holiday decorations may be put up as long as no items are attached in any way to building walls or other building surfaces in a manner that will damage such surface. Decorations may be hung or displayed on modular furniture walls or systems that belong to the agency. Agency Heads are responsible for determining what is appropriate regarding holiday decorations for their employees.

HOUSEKEEPING

Most custodial services are performed nightly, Monday - Friday, by DCSS contracted custodial staff. Tenant agencies should report any areas that may need attention to the 1stService Desk. Special request and additional cleaning services may be provided at a cost to the requesting agency.

The following standard custodial services are provided to the Tenant agencies:

- Daily maintenance of restrooms and public areas
- Nightly trash service
- Vacuuming of carpet areas as scheduled
- Spot cleaning of carpeted areas as needed
- Weekly dusting of office and public areas
- Twice weekly sweeping and mopping of tile areas

- Annual shampooing of carpeted areas
- Annual stripping and waxing of floors

Custodial services personnel are instructed to generally leave rooms in the same condition they were found when cleaning is completed, including, but not limited to, turning off all non-emergency lights and closing blinds as an energy saving method.

Housekeeping staff are instructed not to touch any papers, files or records lying on desks, file cabinets or bookcases. Employees may make special arrangements to have housekeeping clean the shelves, but all items must be removed by the employee before the housekeeping staff arrives.

Unnecessary items stored on the floor will hinder housekeeping staff cleaning activities. Trashcans are not to be used as moving containers. Items shall not be stored on trashcans, which can be mistaken for trash and discarded.

Paper towels, toilet tissue, and other janitorial supplies shall not be removed from restrooms or supply closets. Paper towels and toilet tissue will only be supplied for the appropriate dispensers. Trash liners are only provided for general office trash containers.

Tenant agencies must identify those secured areas that should not be entered by custodial personnel, such as computer rooms, human resources offices, legal offices, etc. These areas shall be cleaned in accordance with direction of the Tenant agency.

INCLEMENT WEATHER

The Governor makes closing decisions about the daytime work hours of administrative agencies in the Richmond Metro Area when emergency conditions affect more than one agency.

For closing information for agencies in the Richmond Metro Area you can:

Visit the Department of Human Resource Management's website at www.dhrm.virginia.gov

Listen to WRVA radio (1140 AM) or any Clear Channel affiliate (Q94, Lite 98, XL102, 106.5, Sports Radio 910).

Watch local television stations WTVR (6), WRIC (8), and WWBT (12).

Call the Highway Helpline at 1-800-367-ROAD.

KEYS/LOCKS

All locks and keys for building doors shall be installed and maintained exclusively by DCSS. No additional locks or keys shall be installed, used, or manufactured by Tenants. Employees shall be issued keys only upon written request of the agency's management to DCSS. Employees shall sign and be responsible for all keys issued to them. DCSS does not issue or track keys for modular furniture, file cabinets, agency padlocks, or for other locking mechanisms that are not part of a building. DCSS will assist agencies in obtaining keys for these mechanisms upon receipt of a 1st Service Request. DCSS employees will not open any doors for employees, Tenants, or

visitors. It is the agency's responsibility to ensure keys and/or access cards are issued to their employees for use to gain entry.

Access to restricted areas, such as building roofs, shall be restricted to specifically authorized personnel.

WELLNESS ROOMS

Wellness rooms are available in the following Commonwealth buildings:

- 400 E. Cary Street
- Barbara Johns
- Consolidated Labs
- Jefferson
- Library of Virginia
- Madison
- Main Street Centre
- Monroe
- Oliver Hill
- Patrick Henry
- Supreme Court
- Washington
- Westmoreland

For scheduling and access information, contact meetingrooms@dgs.virginia.gov.

MINORS

Adults shall not leave any minors whom they are accompanying or for whom they are otherwise responsible unattended anywhere in the building. Minors may find their way into areas that could be dangerous.

MOTORIZED VEHICLES AND BIKES

Bikes, E-bikes, motorcycles, scooters, mopeds, or any other motorized recreation vehicle of any kind may not be brought into or stored in any building unless specifically permitted. Tenants may use outside bike racks for bikes, e-bikes, scooters and mopeds. Motorcycles must be parked in an official state parking area.

PARKING

Please refer to the DGS Directive 14, Policy and Procedures for the Use of Parking Facilities. It is available at <https://dgs.virginia.gov/parking>

PEST CONTROL

DCSS maintains a pest control program for DGS managed state-owned facilities. Pesticides/insecticides are dispensed as needed throughout the facilities with special emphasis on the least toxic methods. Work involves providing effective services with the minimum

amount of customer disturbance as possible. Application is not performed during normal business hours. Pesticides consist of liquid mixtures, dust, and solid baits. Services include:

- Responses to Tenant agency requests
- Quarterly perimeter treatment
- Quarterly cafeteria (dining room area) treatment
- Removal of live and dead animals
- Trapping of live animals

Requests for pest control services should be entered through the 1stService Desk.

In the interest of Tenant safety, it is prohibited to feed the animals or leave food and/or water for the raccoons, birds, cats, dogs, squirrels, or any other animals within the buildings or on the grounds.

PICTURES AND POSTERS

No items to be hung without being submitted through 1st Service.

RECYCLING

A recycling program is maintained in DGS facilities to recover discarded materials that can be used in current recycling markets. This is a self-sustaining program supporting the DGS “Reduce, Reuse, Recycle” Earth Friendly initiative and covers products that are discarded in the greatest volume and have the greatest impact on waste deposited in our Virginia landfills.

What Can You Recycle?	What is Reused?
White and colored paper Newspapers, magazines, and brochures Cardboard Telephone books Aluminum Cans Printer cartridges Rechargeable batteries Plastic beverage containers	Surplus furniture Surplus office equipment

Recycling Guidelines

Place flattened cardboard beside the paper recycling containers. All other items should be placed in the recycling container.

NOT ACCEPTED: Food containers, pizza boxes, items with paint or heavy glue

Please email DCSS_WorkOrders@dgs.virginia.gov or call 804-786-3578 for the following: missing a recycling container, needing individual desk recycling bins, or recommending a good location for your floor’s recycling containers.

RENOVATION AND SPACE IMPROVEMENTS

DCSS targets renewed paint and carpet every 15 years depending upon budget constraints. Tenants often require or desire renovations sooner. In such cases, renovations are permitted at the Tenant's expense, but they must be coordinated and overseen by DCSS. The requesting agency is responsible for funding renovation projects.

Initiating a Project: Renovation or space improvement projects should be initiated by submitting an email request to the DCSS Capitol Square Property Manager at DCSS_WorkOrders@dgs.virginia.gov. Requests should include contact information and a basic outline of work being requested." We can update this to direct individuals to the portal on our website: [1st Service Maintenance Request](#) Language in the document should follow what we instruct tenants to do on the website for Renovation Requests. An email is generated from the website when they complete the form, so the reference to the email currently in the document can be deleted.

		
1st Service Maintenance Requests	Moving Requests	Renovation Requests
For any request that is related to a building maintenance issue, small repairs, or simple tasks that need completed such as hanging a picture or modifying a shelving unit.	For move of any office furniture or equipment that needs to be relocated, to request a new or different office space, or to check for available vacant office space.	For renovation of an office space; to change the floor plan layout; or to upgrade or change flooring, painting, lighting or other significant changes to existing building components.
Submit a 1st Service Request →	Submit a Moving Request →	Submit a Renovation Request →

Planning: DCSS will coordinate a meeting to review the project scope, timeline and requirements. DCSS will provide a rough total project cost estimate so that the Tenant may budget accordingly. DCSS will also provide an initial but non-binding determination on design review and building permit process that will be necessary. The duration of a project is usually impacted by which design and permitting process is ultimately necessary, as explained in more detail below.

Design: Once the Tenant determines to proceed with the project design, DCSS will hire and manage an architect/engineer firm to design the project. DCSS will provide a detailed design budget. The Tenant agency may be required to approve the budget and transfer 100% of design project funds to DCSS prior to the commencement of design work.

Design Reviews and Building Permits: The Division of Engineering and Buildings (DEB) is the design review and approval authority for the Commonwealth of Virginia and issues most

building permits on state facilities. The design documents for some simple projects may require only a simple review by DEB. On these simple projects, permitting authority will often rest with DCSS. For more complex projects or those that might impact fire safety systems or building egress, a detailed review and DEB issued permit will be required. DEB fees are an additional cost of any renovation project. Construction cannot begin until the design is fully approved and a building permit is issued.

Construction: Proper design approval and permits are necessary to begin renovations. DCSS will provide project management and administration of all construction. DCSS will provide a detailed construction budget. The Tenant agency will be required to approve the budget and transfer 100% of construction project funds to DCSS prior to the commencement of work.

Completion: Upon completion of construction, DCSS will perform a final walk through of the area to identify any remaining punch-list items. Once Tenant agency has signed off on the work, a project accounting review will be completed and the Tenant agency will be credited or debited accordingly.

Restrictions: Tenants are specifically prohibited from performing or contracting for construction or maintenance in DGS managed buildings without DCSS' knowledge and written approval.

SECURITY

The Virginia Division of Capitol Police provides full service law enforcement to all DGS facilities at the Capitol Complex. For emergencies or to request assistance, Capitol Police can be reached 24 hours a day, 7 days a week at 804-786-HELP (4357). For fire/medical emergencies, from a state phone dial 9-911 and for non-state phones dial 911. Some buildings are equipped with automated external defibrillators that can be used during a medical emergency. Contact your Building Warden for details. For non-emergencies call 804-786-2568 or visit: <https://www.dcp.virginia.gov>.

In addition to the Capitol Police, DGS employs contract security at many of its buildings and parking facilities. To report issues or concerns with this security, contact the 1stService Desk (804-786-3578) or, if applicable, DGS Office of Parking and Badging (804-786-5675).

SKATEBOARDING

The use of skateboards, roller skates, and inline skates is prohibited in and around Commonwealth facilities. Use of these and similar recreational equipment can pose significant risk of injury to both the user and bystander.

STORAGE

No items shall be stored or stacked on building equipment including fan coil units. Do not place any objects in front of mechanical room doors or electrical equipment. Maintenance staff must have immediate access to these rooms and any delay to getting inside could cause damage to property or injury to individuals.

No paper products or any other type of office products shall be stored on pallets on any floors in the buildings. The only exception will be products stored in properly authorized storage areas.

Agencies who receive items on pallets shall be responsible for the disposal of the pallets. Pallets are not to be placed in the trash compactors.

SURPLUS PROPERTY

State agency Tenants are required to use Surplus Property to dispose of office furniture. DCSS can assist agencies in arranging for mover services to pick-up or dispose of surplus property at the Tenant agency's expense.

Additional information can be found at www.dgs.virginia.gov/surplus

VACATING PREMISES/RELOCATION

A state agency wishing to vacate space within a DGS owned or leased office building must provide a written notice to the DGS Director as defined in your agency's space assignment memorandum of understanding.

The space to be vacated must be configured to make it available for use by another state agency. This may require the vacating agency to consolidate or rearrange its remaining space in a manner that would be acceptable for a new Tenant.

DGS can offer State agencies within the Capitol Square Complex assistance in their relocations needs. Space planning, remodeling, and move coordination services are provided with a combination of in-house and contract resources charged to the customer on a project specific basis. The services provided include:

- Space planning: interior design, architectural, and engineering services
- Office remodeling and alterations
- Move planning and move coordination services
- Modular systems furniture design, ordering, and installation
- Surplus Property disposal

To utilize these services, please initiate a request through a Moving Request. Relocation efforts will often result in a special work order to reimburse DGS for expenses incurred to assist with the relocation.

WHEELCHAIRS AND ELECTRIC PERSONAL ASSISTIVE MOBILITY DEVICES

Individuals with a mobility impairment are allowed to use wheelchairs or electric personal assistive mobility devices in DGS buildings. DGS is committed to making all reasonable efforts to have its facilities accessible to persons with disabilities and will continue to comply with all building accessibility standards.

For purposes of this policy, an "individual with a mobility impairment" means any person who is subject to any physical impairment or condition regardless of its cause, nature, or extent that renders the person unable to move about without the aid of crutches, a wheelchair or any other form of support, or that limits the person's functional ability to ambulate, climb, descend, sit, or rise, or to perform any related function.

Wheelchairs or electric personal assistive mobility devices must be operated in a manner that does not compromise the safety of the user, other individuals, or the building infrastructure. Those individuals operating a wheelchair or electric personal assistive mobility device within a building must maintain control of the device at all times and must exercise caution.

Building security and Capitol Police reserve the right to inspect wheelchairs or electric personal assistive mobility devices upon entrance to a state building. DGS and Capitol Police have the final authority on directing the use of these devices inside a building or on the Capitol grounds and walkways.

As defined in Virginia Code § 46.2-100:

"Wheelchair or wheelchair conveyance" means a chair or seat equipped with wheels, typically used to provide mobility for persons who, by reason of physical disability, are otherwise unable to move about as pedestrians. The term includes both three-wheeled and four-wheeled devices. So long as it is operated only as provided in § 46.2-677, a self-propelled wheelchair or self-propelled wheelchair conveyance shall not be considered a motor vehicle.

"Electric personal assistive mobility device" means a self-balancing two-non-tandem-wheeled device designed to transport only one person and powered by an electric propulsion system that limits the device's maximum speed to 15 miles per hour or less.

DGS considers Segway Personal Transporters to be an electric personal assistive mobility device. An individual without a mobility impairment is not permitted to operate a Segway within a Commonwealth building. A non-impaired individual may bring a Segway into a Commonwealth building, provided the "power assist" mode, or any other mode that engages the battery, is not used when walking the Segway. Segway devices are permitted on elevators, but are not permitted on escalators, as per manufacturer guidance.

Rules and Restrictions for Occupants of Leased Facilities (Agencies in buildings leased by DGS)

Occupants should refer first to the terms of their lease before utilizing this handbook.

When an agency moves into a leased facility, the agency Occupant is responsible to ensure the compliance of the Landlord in the maintenance of the facility and in the day-to-day management of utilities and services for the facility. The Occupant should initiate and maintain a Maintenance Issue Tracking Log each time the Landlord is contacted regarding a maintenance concern or an issue with day-to-day management.

When the Occupant believes the Landlord is not being responsive to an issue, the Occupant should contact the DRES Lease Administration Team. The DRES Lease Administration Team will ask to view the Maintenance Issue Tracking Logs being maintained by the Occupant in order to help determine the response.

ACCESS TO THE BUILDING

The standard Commonwealth lease provides access to the premises 24 hours a day, seven days a week. In a single-Occupant building, the agency is responsible for locking and unlocking the building doors and main entrance door(s). In a multi-Tenant building, the Landlord normally will direct the hours in which the door to enter the building remains unlocked and locked. If the Occupant has special needs or hours of access, the Occupant has the authority to work with the Landlord in establishing any special needs or requirements regarding access to the property. If the Landlord supplies a cardkey access or key pad access to the building, then the Landlord shall provide the number of access keys and codes required by the Occupant.

ADA (AMERICANS WITH DISABILITIES ACT) COMPLIANCE

The standard Commonwealth lease states that at all times during the lease term, the Landlord is responsible to ensure that the premises is in compliance with ADA guidelines and requirements. Under the standard Commonwealth lease, however, Landlord is not responsible for compliance for ADA guidelines and requirements of Occupant's trade fixtures or the layout of such trade fixtures.

ALTERATIONS/REMODEL REQUESTS

If the Occupant would like to make any alterations, refurbishment, or remodels to the leased facility, they should first contact their DRES Transaction Manager to discuss the proposed modification and the terms of the lease. All alterations, refurbishments, or remodels for leased facilities require DRES approval.

BUILDING SYSTEM MAINTENANCE

In standard Commonwealth leases, the Landlord typically is responsible for all the maintenance and equipment associated with building systems.

END OF LEASE TERM

Prior to the end of the lease term, the DRES Transaction Manager assigned to the agency's portfolio of leases will work with the primary agency contact and the local office agency staff in determining the strategic direction for the agency's operation as it relates to the current leased facility and the commercial marketplace. In that consideration, many Commonwealth leases provide for opportunities to extend the term of existing facilities through the execution of options to extend the term or by the terms of an annual renewal clause in the lease. The DRES Transaction Manager will work with the agency to provide the best possible real estate solution that satisfies the agency's needs while adhering to DGS guidelines at the lowest possible cost.

ENERGY MANAGEMENT

HVAC

The standard Commonwealth lease references that the HVAC systems shall provide a temperature throughout the leased premises between 68F and 74F year-round, with humidity levels of a minimum of 20% when heat is being provided and a maximum of 60% when air conditioning is being provided. Fresh air exchange rates and CO2 levels shall comply with ASHRAE Ventilation Standards 62 (2001).

The condition involving every HVAC system in every building is different. It is not uncommon for different people to feel warm, cold and comfortable all in the same area. Effort should be made to provide comfort to individuals; however, HVAC systems have limitations and the Landlord is not required to make modifications to the system if it is performing within its specifications and within the guidelines of the lease.

The installation or use of additional heating or cooling equipment in the leased facility may impact the performance of the building HVAC system, and the Landlord normally is not responsible for correcting any HVAC problems due to the installation of additional heating or cooling equipment or if there have been significant office design changes since the original installation of the HVAC equipment.

Plumbing

Drains and toilets plugged by the agency or its invitees, customers or vendors are the Occupant agency responsibility. If there is a problem with the plumbing lines, contact the Landlord, Property Manager, or their designee immediately.

Please Note: Many jurisdictions across the Commonwealth require low flush toilets as part of any new office space construction. If a restroom with a low flush toilet is available to clients and customers of the Occupant, the Occupant remains responsible for any plugs or clogged lines generated from client or customer use.

Electrical

The Occupant should know the location of the electrical room or the electrical panel. The Occupant should work with the Landlord to determine the correct procedure for tripped breakers, safety features or the setting of time clocks.

Note: Do not store office or janitorial supplies in the electrical room or near the electrical panel.

If a power outage is caused by factors outside the control of the Occupant and outside the control of the Landlord, contact the local power company. If any outage is caused by faulty wiring or faulty equipment, contact the Landlord, Property Manager, or their designee.

FIRE EXTINGUISHERS

In the standard DGS Commonwealth lease, the Landlord is responsible to ensure that the leased facility meets all applicable building codes. Depending on the type and size of the leased facility, fire extinguishers may be required by code. If they are required by code, then any inspection or maintenance of the extinguishers is the Landlord's responsibility. If the code does not require fire extinguishers and the Occupant agency has procured and installed fire extinguishers, then any maintenance or inspection associated with those fire extinguishers is the Occupant's responsibility.

GRAFFITI/VANDALISM

If graffiti or vandalism is found or observed, contact the Landlord, Property Manager, or their designee.

LANDLORD'S RIGHT TO ENTER

In standard Commonwealth leases, the Landlord has the right to enter the leased facility either by giving 24-hour notice to the Occupant, or immediate in case of an emergency.

LANDLORD SERVICE PROVIDERS

If the Landlord provides services to the property, the Occupant should have a contact file with the name, number, and contact information of the service providers supporting the property along with a scope of work of the services being provided. The Occupant should contact the Landlord or their designee for the information. If there are any issues with the service providers under contract with the Landlord, the Occupant should contact the Landlord directly. In the event an issue is not addressed satisfactorily by the Landlord, the Occupant should contact their DRES Lease Administrator.

MAINTENANCE

The Occupant should document any communication with the Landlord or Landlord's representative. Attached in Attachment 2, please find the Maintenance Issue Tracking Log worksheet as supplied by DRES. Should Occupant believe the Landlord is unresponsive; the Occupant should contact the DRES Lease Administration Team and provide the Maintenance Issue Tracking Log. The DRES Lease Administration Team will use the communication record as a reference when corresponding with the Landlord.

If the Landlord fails to maintain the premises, contact the DRES Lease Administration Team. Provide DRES with a copy of the Maintenance Issue Tracking Log and DRES will work with the Occupant and Landlord in seeking the remedy most appropriate in accordance with the terms of the lease.

In the template DGS Commonwealth lease, the Landlord shall not be obligated to make any repairs to the facility due to the damages caused by the negligent or willful acts of the Occupant, or its agents, employees, or contractors.

OCCUPANT COMMUNICATION WITH LANDLORD

The Occupant is responsible and encouraged to speak directly with the Landlord or their representative regarding any day-to-day or routine maintenance service provided by Landlord.

OFFICE FURNITURE

In most cases, Occupants own the office furniture within the leased facility. Any maintenance, repair, upgrades, or reconfiguration of the office furniture will be the Occupant's responsibility.

PARKING

Each leased facility may administer parking differently. The Occupant should work with the Landlord regarding parking. During the term of a lease, if there are any concerns that the parking is not being provided in accordance with the lease, the Occupant should contact the DRES Lease Administration Team with the question or concern.

PEST CONTROL

In the standard DGS Commonwealth lease, the Landlord is responsible for pest control.

RECYCLING

Work with the Landlord and/or the local waste company to outline and implement a recycling program for the premises.

RULES AND REGULATIONS

In many multi-tenant buildings, campuses or facilities there are rules and regulations with regard to the operation of the property. During the initial leasing process, these rules and regulations should be disclosed by the Landlord to both DRES and the Occupant agency and specified in the lease. While in the leased facility, the Occupant shall follow the property rules and regulations and shall maintain a copy in its files. If the Occupant or DRES becomes aware of any changes to the rules and regulations, they will contact the other to ensure the most current version is being followed. The Occupant should contact the Landlord if there are any questions to the ongoing operations of the property and the rules and regulations.

SECURITY SYSTEMS

Security systems installed by the agency Occupant are the responsibility of the agency Occupant. Installation must comply with the Landlord's electrical wiring and the terms of the lease. If the facility has been broken into, the Occupant will notify the local police, Landlord, Property Manager, or their designee and DRES immediately.

STRUCTURAL SYSTEMS

If there is a leak or malfunction of the roof or gutter system, contact the Landlord, Property Manager, or their designee immediately. If the leak occurs over water sensitive equipment or important documents, move the equipment or documents.

Do not install any type of equipment or objects on the roof without the consultation and approval of the Landlord and DRES.

If there is any noticeable lean or question of the structural integrity a wall, column or other structural component, contact the Landlord, Property Manager, or their designee immediately.

TELEPHONE/DATA/COMPUTER

Telephone, data cable, and computer installation normally are the responsibility of the Occupant. Any issue associated with computers, the telephone line, or data cabling are the agency's responsibility and should be brought to the attention of the agency's Information Technology or VITA contact.

TERMINATION OF A LEASE

Notice of Termination

Either the Tenant or the Landlord may provide a Notice of Termination prior to the end of the lease term delivered in the time frame stated in the lease.

Landlord Rights after Termination Notice

Once termination notice has been provided, the Landlord is normally permitted to advertise the facility for lease and usually is permitted to show the facility to prospective tenant during the Occupant's normal working hours with prior notice as to not disturb the Occupant's operation.

Condition of the Premises

At the termination of a lease, Occupant shall peaceably deliver the facility to the Landlord in a condition as stated in the lease. If no condition is stated in the lease, the Occupant shall deliver the facility to the Landlord where all of the Occupant's personal property and trade fixtures are removed and in broom-swept, clean condition. A Leased Property: Office Relocation & Closing Reference Guide is provided as Attachment 3.

UTILITIES AND SERVICES

The following list may be some of the types of utilities and services provided at the leased facility.

- Electricity
- Gas
- Water
- Sewer
- Parking lot services

- Interior and exterior janitorial services
- Landscaping
- Snow removal
- Common area cleaning
- Lighting (building fixtures)
- Carpet cleaning and repair
- Pest control
- Elevator service

This is not a complete and comprehensive list. Every location and every property is different and may require additional utilities and services for the safe use of the facility. If there are any issues regarding the utilities and services supporting the facility, contact Landlord, Property Manager, or their designee. If the Occupant is directly responsible for the payment of the utility or service, the Occupant should contact the utility or service provider directly. Examples of service providers include the local electric company, the local gas company, the janitorial company, etc. If an issue remains unresolved or clarification is needed, contact the DRES Lease Administration Team.

WELLNESS ROOMS

A wellness room is a private space where employees can tend to their personal health needs. Wellness rooms should also provide a private area for nursing mothers, as dictated by Section 4207 of the Patient Protection and Affordable Care Act. Wellness rooms should be a place other than a bathroom, that is shielded from view and free from intrusion from coworkers and the public. DGS does not have standards for the design or construction of a wellness room. The location, size, and design of a wellness room is an individual agency decision within their leased space.

Emergency Procedures

GENERAL GUIDELINES

It is critical that each employee learns how to respond should an emergency situation occur within the state-owned or leased facility. Agency participation in the education of personnel on how to respond in emergency situations is an important part of an organized response to emergencies. Training personnel for such emergencies is the responsibility of the agency. Specific training on how personnel should react to a variety of different events can be found on the Commonwealth of Virginia Learning Center (<https://covlc.virginia.gov>).

The Division of Capitol Police also publishes an “Emergency Coordinators’ Manual” that is available on their website (www.dcp.virginia.gov/Emergency_Coordinator_Manual.pdf). This Manual can serve as a resource for emergency planning.

Emergency Contact Information

Fire or Rescue:	911
Capitol Police:	804-786-HELP (4357)
Capitol Police Non-Emergency:	804-786-2568
Capital Square and Vicinity Alerts:	https://dgs.virginia.gov/alert
Commonwealth Information Line:	211
National Poison Control Center:	1-800-222-1222
VDOT’s Highway Helpline:	1-800-367-ROAD (7623)
VITA Customer Care:	1-866-637-8482

Additional Information for DGS Tenants

DGS 1stService (Building Emergencies):	804-786-3578
DGS Information Line:	804-225-4949

The DGS Occupant Emergency Action Plan (OEAP) provides guidance for emergency actions and evacuations for each DGS facility and is based on Virginia Code, Executive Order, and other federal and law enforcement best practices. The OEAP is distributed by the DGS OEAP Program Manager to all Tenant Facility Coordinators who are responsible for disseminating the plan to their respective agency personnel.

Each DGS facility has a Building Emergency Evacuation Team (BEET) comprised of Building, Floor, and Zone Wardens who assist in evacuation efforts during emergencies and drills. Tenant agencies are responsible for designating a sufficient number of Floor and Zone Wardens as per the OEAP guidance document. Please contact your agency’s respective Tenant Facility Coordinator for a copy of the OEAP or if you have special needs or questions about evacuations and drills.

During emergency situations, DGS may determine there is a need to close a building. These emergencies could include loss of power or water. Tenant agencies will be contacted with details about the situation and the plan for reopening the facility. The Capital Square and Vicinity Alerts website (provided above) will provide details for Tenants.

Additional Information for Occupants

If the leased premises are damaged during an emergency, immediately notify the Landlord or Property Manager and copy the DRES Transaction Manager and Lease Administrator. If the Landlord/Property Manager is unresponsive to notifications, please contact the DRES Transaction Manager and Lease Administrator for assistance in communicating with the Landlord. Any loss of agency property should be managed by the Occupant agency with Risk Management.

If the Occupant agency is unable to occupy the leased space after the emergency and the agency Continuity Plan location is not sufficient to meet the business needs of the agency's operation, then contact the DRES Transaction Manager for assistance in identifying a solution.

CODE ADAM

Code Adam alerts in public buildings require state agencies housed in state-owned and leased buildings to initiate and maintain specific procedures for the prevention of child abduction and for the location of lost children in facilities serving the Commonwealth of Virginia. A Code Adam is designed to activate a team of agency personnel when attempting to locate a missing child or identifying and delaying a potential child abduction suspect. The training for a Code Adam emergency is the responsibility of the agency.

Refer to Attachment 1 to view this alert protocol in greater detail.

EARTHQUAKE

Earthquakes are sudden and strike without warning. Though earthquakes in Virginia are rare, it's important to be aware of the potential threat and to have an earthquake readiness plan.

Occupants and Tenants need to follow any preparedness guidance provided by the Building Manager in addition to directions provided by the agency and local community.

Follow the Virginia Department of Emergency Management's Earthquake Preparedness guidelines: <http://www.vaemergency.gov/earthquakes>

Additionally, DGS recommends the following:

During an earthquake:

Inside a building:

- Drop, Cover, and Hold On: Drop down, take cover under a sturdy desk, table, or bench, or against an inside wall and hold on
- Do not use elevators
- Stay away from glass, windows, and outside doors and walls
- Stay away from bookcases or furniture that is not secured and could fall
- Stay indoors until the shaking stops and it is safe to exit

Outside:

- Find a clear spot away from buildings, trees, and utility lines

After an earthquake:

Expect and prepare for potential aftershocks or landslides.

If you are trapped under debris:

- Do not light a match to assist with visibility
- Cover your mouth with a handkerchief or clothing
- Tap on a pipe or wall so rescuers can find you
- Shout only as a last resort – shouting can cause you to inhale dangerous amounts of dust

FIRE

In case of a fire, pull the fire alarm, exit the building, and then call 911. Once the fire alarm is activated, all personnel must leave the building in accordance with the agency's emergency plan [for Tenants, this is the OEAP] and continue to the designated evacuation area. Exit the building through the closest exit. DO NOT USE ELEVATORS. Once you are out, stay out. Do not re-enter the building until the all clear announcement is given.

The training for a fire emergency is the responsibility of the agency.

If there are any problems with the fire alarm, contact the Building Manager immediately.

Additional Information for DGS Tenants

If you suspect a fire, immediately contact Capitol Police at 786-HELP (4357) and then the 1stService Desk at 786-3578.

HURRICANES

Hurricane preparation is the best protection against dangers and loss. The location of the property, the physical structure of the property, and the nature of the agency's business will require different hurricane preparedness. Please stay informed to weather conditions and to local emergency events to know when and how to take action.

Occupants and Tenants need to follow any preparedness guidance provided by the Building Manager in addition to directions provided by the agency and local community.

Additionally, DGS recommends the following preemptive initiatives:

- Remove all items from window areas before vacating the facilities
- Turn off all interior lights and shut all interior doors within the premises upon leaving
- Cover up computers, fax machines, printers, and other electronic equipment with plastic sheeting in case of water penetrating the roof or ceiling

- Close interior blinds
- Do not place tape or other resistant type substance on the exterior windows
- Do not block hallways or egress doorways
- Provide or confirm the office emergency contact information with the Building Manager
- Relocate all personal and state vehicles from flood prone parking areas
- Remove or secure any Commonwealth items external to the building
- Review the agency's Continuity Plans with staff

TORNADOES

Tornado Watch: Tornadoes are possible in your area. Remain alert for approaching storms

Tornado Warning: A tornado has developed and has been sighted or indicated by radar. If a tornado warning is issued, move to your pre-designated place of safety

Tornadoes may strike quickly with little to no warning, causing extensive damage to structures and disrupting transportation, power, water, gas, communications, and other services in its direct path and in neighboring areas. The location of the property, the physical structure of the property, and the nature of the agency's business will require different tornado preparedness. Please stay informed of weather conditions and attentive to local emergency events to know when and how to take action.

Occupants and Tenants need to follow any preparedness guidance provided by the Building Manager in addition to directions provided by the agency and local community.

Follow the Virginia Department of Emergency Management's Tornado Preparedness guidelines: <http://www.vaemergency.gov/threats/tornadoes>

Additionally, DGS recommends the following preemptive initiatives:

- Identify safe rooms or protective locations in the premises before a tornado threat arises so there is a plan for where to go for safety when a tornado warning is issued
- Communicate with the Building Manager to provide and confirm office emergency contact information
- Review the agency's Continuity Plans with staff
- Be alert to changing weather conditions and tune in to NOAA weather radio, local media, and social media for the latest information

For additional information not covered by this handbook, or for any other questions or concerns, please contact the DGS Division of Government and Regulatory Affairs at dgra@dgs.virginia.gov.

Attachment 1

Code Adam Alert for Public Buildings

In accordance with § 2.2-1161.1 of the Code of Virginia, state agencies housed in state owned and leased buildings are required to initiate and maintain the following procedures for the prevention of child abduction and for the location of lost children in facilities serving the Commonwealth of Virginia.

A Code Adam Alert is a protocol that activates a team of agency personnel to monitor building exits, search building spaces, and notify police when attempting to locate a missing child or identify and delay a potential child abduction suspect.

Preparation, Planning, and Training

1. **Agency Coordinator:** The Agency Head shall designate an Agency Coordinator to administer a Code Adam Alert plan for each location in which the agency resides. The Agency Coordinator shall designate personnel in each location to be assigned duties and to train personnel to effectively initiate the protocol of a Code Adam Alert.
2. **Staff Assignments and Training:** The Agency Coordinator shall issue specific assignments to personnel to carry out individual duties in a Code Adam Alert. Training meetings will be held by the Agency Coordinator with the designated personnel to review duties and assignments. A deployment drill shall be held annually to familiarize personnel with their assigned duties to test communication systems.

The following is a suggestion for planning assignments in a Code Adam Alert

Door Monitor: Assign a person and backup person for each exterior door to monitor building entrances and exits.

Site Monitor: Assign a person and backup person to monitor the parking and grounds areas immediately adjoining the building.

Floor Warden: Assign a person and backup person for each floor of the building to collect information as searches are completed on each floor and to report the information to the Building/Security Manager.

Zone Warden: Assign at least one person and backup person per every 3,000 sq. ft. of floor area to conduct searches of their floor. Zone Wardens will report search results to Floor Wardens.

Building/Security Manager: This position is the facilities maintenance team leader or supervisor. He or she is responsible for receiving search results from Floor Wardens and communicating findings to the police and/or security. The Building/Security Manager documents the incident and reports to the police and Agency Coordinator.

Communication Network: The Agency Coordinator shall designate the method of communication when announcing and initiating a Code Adam Alert. Designated personnel shall be trained in the application and use of the communication systems selected by the Agency Coordinator. Communication options may include the use of any or all of the following systems:

Building Public Announcement System: To announce the Code Adam Alert building wide and to cancel the alert.

Cell Phones: Use for communication during door and site monitoring.

Two-way Radios: Use for communication during floor searches.

Email: Use to notify building Occupants when a public address system is not available.

Voice Announcement: Verbally inform employees and designated staff when automated systems or communication devices are not available

Document and Distribute Plan: The Agency Coordinator shall document the plan and provide copies to all agency personnel housed in the building which the plan represents. Agency personnel are expected to receive and review the plan annually. Where there are multiple Tenants housed in a building, the primary state agency Tenant shall prepare and distribute the Code Adam Alert plan for use by all building Tenants.

Signage: Post the enclosed Code Adam Alert sign in prominent locations of the building. The sign may act as a deterrent against potential child abduction.

Agencies Located in DGS Facilities: Agencies housed in Department of General Services facilities located in the Capitol Square Complex, Richmond, Virginia, shall use their fire evacuation teams to initiate and conduct Code Adam alerts. DGS will designate door and site monitors at each building using onsite security and other designated DGS staff. DGS will assist agencies in DGS facilities to plan, train, and conduct annual drills.

Initiating a Code Adam Alert: Use the plan for initiating a Code Adam Alert as a guide when conducting a Code Adam alert as follows:

Plan for Initiating a Code Adam Alert

When a child is reported missing in a building, the following steps should be taken immediately by the person receiving the report and persons informed of the incident to assist in locating the child.

Step 1. Get a detailed description of the missing child

Name

Age and sex

Height and weight

Distinguishing features, if any

Clothing color and type

Shoe color and style (shoes usually are not changed by an abductor)

- Step 2. Notify security and designated persons of the Code Adam Alert and monitor all building entrances, exits, stairs, lobbies, and adjacent parking areas.
Give description of child to persons assigned to monitor all exterior doorways and adjacent parking areas. Use public announcement system if available.
Escort the parent or guardian to the main building entrance to assist in identifying the child.
Monitors should use cell phones or two-way radios to report observations to the Agency Coordinator and/or Building/Security Manager in charge of the incident.
Ask visitors and employees with children near doorways to remain in the building until the incident is concluded.
Monitors are to remain at assigned doorways until the incident is concluded.
- Step 3. Inform designated persons to search the building.
Give description of child to Floor and Zone Wardens assigned to search the building.
Search restrooms, stairs, closets, meeting rooms, elevators, halls, exit foyers, and office areas as quickly as possible.
Search parking and grounds areas immediately adjacent to the building.
Search results are to be reported to the Building/Security Manager and security or police.
- Step 4. Notify the local police authority immediately of the reported missing child.
Call the police as soon as abduction or missing child is suspected.
Inform police of the building location and child's description.
The Building/Security Manager or designated security person should meet the police when they arrive and inform police of the status of the search.
Thereafter, all involved should follow police instructions.
- Step 5. If the child is found unharmed, reunited child with the parent or guardian.
Cancel Code Adam Alert after reuniting child and parent or guardian.
Inform Door Monitors and other persons involved in the search that the alert is cancelled. Use public announcement system if available.
- Step 6. If the child is found with a person other than the parent or guardian, use reasonable efforts to delay the person from leaving the building until police or security are present.
Ask the child to state their name. Do not delay the person if the child's name is different, but ask them to remain in the building until the incident is concluded.
Ask the person with the child to state their name if the child's name is the name of the reported missing child. If the name is the same, ask them to remain in the building.
Use reasonable efforts to delay a person believed to be with the child who is not their parent or guardian. Do not attempt to forcibly detain the suspect. Request help from fellow employees to notify security and/or police.
Report description of the suspect and the child to the police, security, and manager in charge of the incident and/or Building/Security Manager.
- Step 7. Conclude the incident with an announcement.

Cancel Code Adam Alert following police instructions or after reuniting child and parent or guardian. Inform Door Monitors and persons involved in the search that the alert is cancelled. Use public announcement system if available.

Step 8. Report incident and results.

The Building/Security Manager and/or head security person shall prepare a written report of the incident involving a lost or missing child. Provide the report to the local police authority, Agency Coordinator, or other designated security office.

Code Adam Alert Guidelines

When a child is reported missing in a building, the following steps should be taken immediately by the person receiving the report and persons informed of the incident to notify police and assist in locating the child:

STEP 1. GET A DETAILED DESCRIPTION OF THE MISSING CHILD.

STEP 2. NOTIFY SECURITY AND DESIGNATED PERSONS OF THE CODE ADAM ALERT AND MONITOR ALL BUILDING ENTRANCES, EXITS, STAIRS, LOBBIES, AND ADJACENT PARKING AREAS.

STEP 3. INFORM DESIGNATED PERSONS TO SEARCH THE BUILDING.

STEP 4. NOTIFY THE POLICE IMMEDIATELY OF THE REPORTED MISSING CHILD.

STEP 5. IF THE CHILD IS FOUND UNHARMED, REUNITE THE CHILD WITH THE PARENT OR GUARDIAN.

STEP 6. IF THE CHILD IS FOUND WITH A PERSON OTHER THAN THE PARENT OR GUARDIAN, USE REASONABLE EFFORTS TO DELAY THE PERSON FROM LEAVING THE BUILDING UNTIL POLICE OR SECURITY IS PRESENT.

STEP 7. CONCLUDE THE INCIDENT WITH AN ANNOUNCEMENT.

STEP 8. REPORT THE INCIDENT AND RESULT.

Attachment 2

Maintenance Issue Tracking Log



Leased Property

MAINTENANCE ISSUE TRACKING LOG

AGENCY:

AGENCY LOCATION:

LEASE NO:

Date of Complaint	Party Contacted	Method of Contact (include phone #, email)	Complaint Details	Landlord Response	Date Landlord Action Taken	Date Completed	Occupant Contact Info

Date of Complaint	Party Contacted	Method of Contact (include phone #, email)	Complaint Details	Landlord Response	Date Landlord Action Taken	Date Completed	Occupant Contact Info

Date of Complaint	Party Contacted	Method of Contact (include phone #, email)	Complaint Details	Landlord Response	Date Landlord Action Taken	Date Completed	Occupant Contact Info

Attachment 3

Office Relocation & Closing Guide



DEPARTMENT OF
GENERAL SERVICES

Guide for State Agency Office Relocation

Division of Capitol Square Services

Relocation Planning and Preparation

This checklist is a general guide to some of the events that may be required in closing or relocating an office or other governmental space. Every department, operation and property are different and unique. This checklist may not include all the activities required given a particular situation or operation. For your reference, a detailed list of DGS contacts is included in **Attachment A**. If the Agency is not comfortable proceeding, DCSS can provide assistance with the tasks as needed, after discussion with the Agency.

I. Site Selection.

- A. Coordinate the Site Selection by contacting the DCSS Property Manager through the DGS website, using the designated link under Tenant Resources.
- B. Identify and evaluate potential sites based on operational needs, accessibility, space requirements¹, and budget considerations.
- C. Collaborate with DGS to assess location suitability, building condition, and lease terms.
- D. Conduct site visits and due diligence to ensure the selected site aligns with organizational goals, timelines, and infrastructure requirements before proceeding to design and planning stages.

II. Early Planning & Scheduling.

- A. Begin preparations as early as possible to allow sufficient time for coordination and decision making. Early planning minimizes last-minute issues and ensures a smooth transition. (*Also see Section T.F.*).
- B. Establish a detailed timeline that identifies key milestones such as design completion, vendor selection, and move out dates.
 - a. Organize a Move Team comprised of individuals representing all divisions / directorates of the organization with the responsibility of ensuring a seamless transition. The team will work with the DGS move-coordinator and be responsible for:
 - 1. Assisting with the detailed project plan listing all the moving tasks.
 - 2. Assigning responsibilities and completion dates.
 - 3. Ensuring that all computers, hard drives, phones, etc. are appropriately packed and ready for the movers, VITA, and or DGS ISS by the assigned completion date.
 - b. Outline tasks needed to complete the office relocation.
 - c. Know when your current lease expires and select the desired move date.
 - d. Develop your move schedule. Include time for de-cluttering and purging as well as time to set up the furniture, equipment and technology in the

¹ In accordance with the 2024 DGS DRES Space Planning Guidelines & Allocation Standards for DGS Facilities, and all other applicable laws, rules and regulations.

replacement location. Include additional float time to allow for any delays or technical difficulties that may arise.

- e. Develop a budget (include in your budget, the estimated rental/lease costs, relocation expenses, professional movers, furniture, down time during the move plus a contingency for unexpected events. If possible, allow a budget for refreshments for some type of open house/celebration).

III. **Design and Space Layout Review.** Evaluate the existing and new space to confirm layout requirements, workstation configurations, and any changes needed to support operations. Coordinate with design and facilities teams to ensure furniture placement, storage, and traffic flow are optimized.

- A. Consider securing the services of: (i) a professional space planner to help in the identification of space requirements and the design for the replacement location; and (ii) an Architectural & Engineering (AE) Firm to assist with the identification of your space needs for the replacement office location. They will work with you to identify those factors that are important to your organization (open v. private space, number of conference rooms, teaming areas, workstations, etc.
- B. Incorporate additional space in the plan for any anticipated growth of the organization.
- C. Incorporate employee needs into the office space design.
- D. Select your furniture and other equipment. Your budget for the relocation effort will have a direct impact on this decision. Factors that can impact your FF&E selection include:
 - a. Size of offices/cubicles.
 - b. Open v. private floor plan.
- E. Assess ergonomics and lighting.
- F. Consult with movers and other service providers, keeping in mind any specialty items that will need to be moved that may require special skills.
- G. If your intentions are to procure new furniture, you will work through Virginia Correctional Enterprises (VCE). Be sure to contact them early as they may not have or be able to obtain what you are looking for in a timely manner or in sufficient quantity. In that event, you will need to seek a VCE Waiver so that you can conduct your own procurement. Another alternative is to work directly with DGS, when applicable, and have them provide an operation that includes furniture. If you use VCE, here are some guidelines for the process:
 - a. VCE to provide furniture (workstation) scope of work to DGS. DGS will submit to at least three vendors for bid:
 - 1. Cabling (identify locations to receive cable drops, etc.)
 - 2. Security (card readers, cipher locks, cameras, panic buttons, etc.)
 - 3. AV (wall mount TV's/Monitors, projection screens, ceiling mount projectors, etc.)
 - 4. White Noise and Paging

5. Appliances (refrigerators, icemakers, microwaves, coffee, etc.)
 6. Interior Signage (ex. cubicles, conference room names, etc.)
 7. Other furniture from VCE
 8. VCE to confirm the proposed systems compatible with VCE IT systems
- b. Discuss VCE procurement process/timeline.
 - c. VCE to obtain from engaged vendor's specifications and/or approved drawings/layout of cabling/white noise-paging system, AV, security, etc. as needed for coordination with construction documents and construction.
- H. Assess your security/access control needs. Determine whether improvements can be made to ensure the safety of your workforce (e.g. doors, locks, cameras, alarms, and detectors, and assigning proper access levels). Consider securing the services of a security consultant to help with the selection of equipment needed.

IV. Permitting & Regulatory Approvals.

- A. Confirm whether any building modifications, utility disconnections, or installations require permits or regulatory approval.
- B. Submit applications early to allow sufficient processing time.
- C. Coordinate with DGS and vendors to ensure all work complies with applicable codes and regulations².
- D. Maintain records of issued permits for closeout documentation.

V. Construction & Change Order Participation.

- A. Participate in the construction or renovation phase by collaborating with the DGS Project Manager, contractors, and vendors, to ensure that the work aligns with approved plans and organizational needs.
- B. Review proposed change orders for accuracy and impact on scope, cost, and schedule, providing input or recommendations as appropriate.
- C. Maintain communication with the project team to stay informed of progress, milestones, and any issues requiring coordination or follow up.

VI. Signage and Directory Updates.

- A. Coordinate updates to interior and exterior signage, directories, and related materials to reflect changes in space assignments or relocations.
- B. Work with facilities, communications, and design teams to ensure signage aligns with branding standards and accessibility requirements.

² In accordance with the Commonwealth of Virginia 2025 Edition of the *Construction and Professional Services Manual*, and all other applicable laws, rules and regulations.

- C. Confirm removal or replacement of any outdated signage prior to vacating and verify that the new signage is installed in the correct locations before occupancy.

VII. VITA / DGS ISS Coordination & Infrastructure Confirmation.

- A. Confirm technology needs, including network, phone, and equipment setup.
- B. Coordinate with IT staff to ensure all systems are properly disconnected, relocated, or reinstalled, and that data and equipment are protected during the move.
- C. Follow up with your agency's technology contact to confirm the relocation or closing and verify that the work request, ticket or telecommunication service request (TSR) has been submitted to VITA and that VITA has scheduled the relocation or closure of the office.

VIII. Vendor Contracting & Coordination.

- A. Engage vendors early for moving, cleaning, and specialized services. Examples of typical vendors include, but are not limited to security, copiers, postage machines, utilities, pest services, cleaning /janitorial, supplies, food and beverage vending, movers.
- B. Review and execute necessary contracts, ensuring all vendors understand timelines, access requirements, and deliverables.
- C. Assign a point of contact for oversight and communication.

IX. Notify Your Current Service Providers.

- A. Post office, FedEx, UPS, customers, professional organizations, etc.
- B. Subscriptions to magazines, newspapers
- C. Other agencies and the appropriate secretariat (Secretary will need to approve the intent to relocate)
- D. Telephone and internet providers
- E. Utility companies
- F. Other suppliers
 - a. Order new letterhead, business cards, etc.
 - b. Develop new phone directory of employees

X. Customer & Stakeholder Communication. Keep customers and internal and external stakeholders informed throughout the process. Provide advance notice of any service interruptions, address changes, or accessibility impacts, and maintain open lines of communication for questions or updates. Consider:

- A. Sending a postcard, letter or email
- B. Add a banner
- C. Social media
- D. Issue a press release
- E. Order new business cards and stationery

- F. Host an open house event to celebrate your new office
- G. Update Website

XI. Surplus Identification & Redistribution.

- A. Identify items no longer needed, including furniture, equipment, or supplies.
- B. Coordinate redistribution, donations, or proper disposal according to organizational policy. The DGS Surplus Property Management Office redistributes a wide range of surplus state and federal property to state agencies, qualified non-profit organizations, small businesses and to the public. This property includes office furniture, such as desks, chairs, stands, bookshelves, coffee tables, conference tables, meeting tables, office equipment and printers and copiers. Additional information and contacts can be found at www.dgs.virginia.gov/surplus.
- C. Reassess Furniture, Fixtures, and Equipment (FFE) Before you Move:
 - a. Surplus or disposal of items you will not need at the new location.
 - b. Archive paper records according to the appropriate records retention schedules.
 - c. Items that are not going with you should be moved to a storage area or clearly labeled “Not to be Moved.”

XII. Removal of Trash, Debris, and Unneeded Items.

- A. Ensure all waste, packing materials, and discarded items are removed prior to the move-out date.
- B. Schedule cleaning services as needed to restore the area to acceptable conditions and meet lease or property return requirements.
- C. Once the DGS Surplus Property team has confirmed items for the surplus program, discard items that will no longer be needed.

XIII. Property Condition Review.

- A. Inspect the space thoroughly and document its condition prior to vacating.
- B. Note any damages or maintenance needs and address them in coordination with property management to avoid potential charges.
- C. Ensure all floors, surfaces, restrooms, and common areas are cleaned and free of debris and personal property.
- D. Refer to the lease and contact the DCSS Property Manager as to what the condition of the property should be upon vacancy.

XIV. Vacancy Date Confirmation with Landlord.

- A. Confirm the official vacancy date with DGS.

- B. Provide written notice as required by the lease and coordinate access for inspections or final walkthroughs to ensure compliance with lease terms.

XV. Move-Out Execution.

- A. Coordinate the physical move, ensuring all items are packed, labeled, and transported according to plan.
- B. Assign staff to oversee the process, manage vendor activity, and verify that all equipment and materials are accounted for.
- C. Physical Move Checklist:
 - a. Identify and inventory what is going and what is staying. Develop a labeling system that will help the moving company know where to place equipment and boxes. If you are planning to take your existing FFE to the replacement location, create an inventory of items to be moved and ensure that they are properly labeled.
 - b. Bid and hire a mover. Reserve both primary move date and backup move date.
 - c. Obtain moving supplies and materials from vendor in advance to pack.
 - d. Identify leased equipment that requires special moving.
 - e. Notify reoccurring vendor and service providers of move.
 - f. Schedule move out and in times with landlord. Consider when to schedule the move—perhaps on a Friday and give everyone the day off or have them work remotely—another option is to schedule the move for over the weekend.
 - g. Provide the movers and employees with a seating chart.
- D. Moving Day:
 - a. Ensure security at the displacement and replacement sites.
 - b. Turn on AC/Heat at the replacement location.
 - c. Install larger items first.
 - d. Deliver all boxes according to labeling system.
 - e. Assign someone unpack common areas such as closets, pictures, etc.
 - f. Make sure confidential documents are stored safely with tamper/evidence seals.
 - g. Empty desks, cabinets, credenzas, bookcases, etc. Tape keys in drawer.
 - h. Unpack lateral files properly with contents boxed.
 - i. Ensure: all items are removed from walls and labeled, all computer components and accessories (includes risers and shelves) are labeled and bagged, all boxes are labeled, common areas are packed and labeled, all trash cans are labeled and empty.

E. Post Move:

- a. Assess the functioning of all computers, telephone, network equipment, etc. Ensure that boxes were delivered, equipment is functional, etc. Promote the benefits of the replacement space to help individuals adjust to the new environment. Be open to reasonable suggestions for improvements.
- b. Test electrical power, access to internet and phones.
- c. Clean up displacement office location.
- d. Distribute/post map of replacement space with seating assignments.
- e. Complete final walk through of the space with landlord.
- f. Compare any final invoices to the contracts.
- g. Confirm termination of old lease.
- h. Return all displacement keys, access cards, parking passes, etc. to landlord.
- i. Transfer insurance to new location.
- j. File any warranties for new equipment and furnishings.
- k. Update fixed asset system for any procurement of capital equipment made.

F. Communication—Before, During and After the Move:

- a. Keep your employees, suppliers, customers and other stakeholders informed at all phases of the move
- b. Include your tech team when conducting site visits and in planning the technology needs for the replacement location

XVI. Final Walk-Through & Closeout Inspection.

- A. Coordinate a final walkthrough with the DCSS Property Manager to confirm that the space meets all return conditions.
- B. Obtain written acknowledgement that the property has been satisfactorily vacated.
- C. At this time, return any keys or codes to the DCSS Property Manager or landlord.

ATTACHMENT A
DGS Points of Contact

BILLING

Lisa Owens, Office Manager
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Division of Capitol Square Services
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Richmond, Virginia 23219
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CAPITOL SQUARE SERVICES

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Attachment 4
DGS Data Closet Policy



DGS Data Closet Policy

Policy Type: *Administrative*

Policy Number – *ISS-5*

Responsible Office: *Office of Information Systems and Services (ISS)*

Initial Policy Approved: *06/17/2013*

Current Revision Approved: *12/08/2025*

1. Policy Statement and Purpose

The Department of General Services (DGS) is responsible for the operation, maintenance, and repair of state facilities at the Seat of Government and the surrounding Greater Richmond area. This policy establishes standards for the use, access, and maintenance of data closets in DGS-controlled buildings to ensure these facilities meet their intended functions and are maintained in a high-quality, cost-effective, and timely manner.

2. Who is Subject to this Policy

This policy applies to all persons and agencies, including Commonwealth agencies, contractors, and private companies, who require access to data closets in state-owned or leased buildings administered by the DGS Office of Facilities Management (OFM).

3. Definitions

Access Card

A DGS-issued card that grants authorized personnel entry to secured areas.

ANSI/TIA

American National Standards Institute / Telecommunications Industry Association

Cat 5e / Cat 6 / Cat 6a:

Categories of Ethernet cabling standards used for data transmission, with increasing performance capabilities.

CTO

Chief Technology Officer

Data Closet

An enclosed space for housing data and telecommunications equipment, cable terminations, and cross-connects.

DCSS

Division of Capitol Square Services

DEB

Division of Engineering and Buildings. A division within DGS that has the Building Official for construction on state property.

DGS Network Team

The team responsible for overseeing the operation and maintenance of data closets.

IEEE

Institute of Electrical and Electronics Engineers. A professional association that develops global standards for electrical and electronic systems.

ISS

Information Systems and Services

ITP

IT Partnership. In this instance, the service delivery model under which VITA provides IT services to executive branch agencies through contracted vendors.

Key Box

A secure location managed by OFM for accessing physical keys to data closets.

NFPA

National Fire Protection Association

Patch Panel

A mounted hardware assembly containing ports used to manage and connect incoming and outgoing LAN cables.

UL

Underwriters Laboratories

VITA

Virginia Information Technologies Agency

1st Service

The DGS online work order system used to request maintenance or services.

568A / 568B

Wiring standards for terminating twisted-pair network cables, defined by TIA/EIA.

4. Contacts

DGS ISS officially interprets this policy. ISS is responsible for obtaining approval for any revisions as required by the DGS policy Creating and Maintaining Policies and Procedures through the appropriate governance structures. Please direct any policy questions to the DGS CTO and Assistant CTO of Infrastructure.

5. Policy Specifics and Procedures

This policy is promulgated under the authority of § 2.2-1129 of the Code of Virginia. It may not reflect all applicable rules and requirements due to unique site-specific regulations.

5.1. Access Control

- A) Entry into data closets is permitted only via DGS-issued access cards or keys.*
- B) Emergency access may be granted by the DGS Director, Deputy Director, CTO, DCSS Director, or their designees.*
- C) All personnel must obtain access credentials through DGS DCSS Office of Parking and Badging.*
- D) For key-only access locations, coordination must occur via keybox@dgs.virginia.gov.*
- E) Each person must swipe their own access card, even if entering with others.*
- F) Access cards and keys must not be shared or loaned.*
- G) Additional notification and coordination is required for access to closets in the Capitol, Capitol Extension, Old City Hall, 9th and Broad Parking Deck, and General Assembly Building.*
- H) Contractors must be escorted by House or Senate personnel in legislative areas.*
- I) Door and key access will be reviewed regularly.*

5.2. Escorting and Temporary Access

The DGS ISS Network Team will escort individuals requiring temporary access or may delegate this responsibility.

5.3. Data Closet Operations

- A) The DGS ISS Network Team oversees all data closet operations.*
- B) Any changes to cabling or equipment must be coordinated with the Network Team.*
- C) Submit requests via 1st Service work order system.*

5.4. Equipment and Cable Plant Maintenance

- A) Routine patching and maintenance do not require prior coordination.*
- B) Power strips and extension cords are not permitted.*
- C) Report power issues to the DGS Network Team.*
- D) All materials must be UL-listed or meet equivalent national testing standards.*

5.5. Cable Plant Add/Remove/Change

- A) Patch cables are the responsibility of the equipment provider unless otherwise agreed.*

- B) Cables must be routed neatly and appropriately sized.*
- C) All new cabling (Cat 5e, Cat 6, fiber) must be coordinated with the DGS Network Team through the 1st Service request process.*
- D) New cabling should use existing pathways and match existing type and termination standards.*
- E) The requesting party must be the system owner/operator (e.g., VITA or the owning agency).*
- F) Horizontal cabling costs due to agency footprint changes are the responsibility of the occupant agency.*
- G) DGS will evaluate requests within 5 business days and provide guidance via email.*
- H) Fiber request responses will include patch panel endpoint locations.*

5.6. Emergency Requests

- A) Emergency actions must be coordinated with the DGS Network Team.*
- B) Emergency requests should be submitted through the DGS Network Team at (804) 885-0528 or the DGS Service Desk at (804) 786-3578.*
- C) A written justification for the emergency request must be submitted to the DCSS Director within 5 business days.*
- D) If DGS ISS Network team cannot fulfill a request, an explanation will be provided via email.*

5.7. Cleanliness and Etiquette

Per TIA-569-E, only telecommunications-related equipment and environmental support systems may be housed in data closets.

All personnel must (a) remove all trash upon completion of work; (b) avoid bringing food or drinks into the room; (c) not use data closets for storage; and (d) return the space to the same or better condition than it was in before work began.

5.8. Applicable Codes and Standards

All cabling installations must adhere to the most current, widely recognized versions of applicable ANSI/TIA, IEEE, NFPA, and UL standards, or to the standards established by the DGS Division of Engineering and Buildings (DEB) where DEB has jurisdiction or regulatory authority. This policy will be reviewed and updated periodically to reflect changes in these standards.

5.9. Compliance

Failure to comply with this directive policy will be considered in employee performance evaluations and addressed under the Department of Human Resource Management (DHRM) Policy 1.60, Standards of Conduct, or appropriate disciplinary policy or procedures for employees not covered under the Virginia Personnel Act. Additionally, failure to follow this policy will result in the removal of access privileges. Formal notification of the breach will be sent to the appropriate parties.

6. Forms _____

- 6.1. **DGS Access Card Request Form for State Employees**
<https://aemassets.dgs.virginia.gov/globalassets/document-center/opb/building-access-id-form-2025-dgs-30-909.pdf>
- 6.2. **DGS Access Card Request Form for VITA Employees and Contractors**
https://aemassets.dgs.virginia.gov/globalassets/document-center/bfm-forms/2025-forms/dgs-32-006vita_2024-1.pdf
- 6.3. **DGS Access Card Request Form for Non-State Employees**
<https://aemassets.dgs.virginia.gov/globalassets/document-center/bfm-forms/2025-forms/2025-non-state-id-form-pdf.pdf>

7. Related Documents _____

- 7.1. **VITA SEC530 Information Security Standard (Version 01.2, June 17, 2025)**
https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/psgs/pdf/SEC530_Information_Security_Standard.pdf

Revision History _____

This policy has been revised on the following dates:

<i>Date of Revision</i>	<i>Type of Revision (Substantive/Minor/Name Change)</i>
06/17/2013	Initial Policy
12/08/2025	Minor updates including document formatting; addition of cable plant section; updating DGS business unit names

Approved By

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Title:

Director, Department of General Services