



Tenant Handbook



For buildings in Thurston County
under the stewardship of the
Department of Enterprise Services

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Introduction

Working Together for a Healthy, Safer, and Productive State Workplace

This handbook describes guidelines, policies, and statutes that govern buildings in Thurston County owned by the Department of Enterprise Services (DES). It is collaboratively developed by DES Buildings & Grounds (B&G), DES Facility Professional Services (FPS), DES Capitol Security and Visitor Services (CSVS), and the Campus Facility Advisory Board (CFAB) - which represents the interests of tenant organizations.

Representing best management practices for building stewardship, this handbook has been developed over time to address both legal and operational strategies using a coordinated and comprehensive methodology. This is a “living document” and will be updated and improved as tenants, buildings, policies, and laws change and evolve. It is the responsibility of each tenant to ensure adherence to these requirements and guidelines.

If you have concerns, questions, or suggestions, please contact your agency tenant representative who will work with your DES property manager. Suggestions are always welcome.

Each tenant agency should identify a tenant representative as the single point of contact to manage your building’s needs and communications. Please inform the DES property manager who your tenant representative is. DES works closely with tenant representatives to ensure all tenants comply with health and safety requirements, building codes, statewide agency building standards, and other applicable laws, rules, and guidelines. This includes reasonable accommodations for employees and visitors under the [Americans with Disabilities Act of 1990 Amended](#), the [Washington Administrative Code Chapter 357-26](#), and the [Washington State Administrative and Accounting Manual, Section 50.50](#).

The DES Work Management Center (WMC) is the central hub for processing incoming work/service requests for B&G operations, maintenance, grounds, custodial, and FPS project support. DES provides 24/7 emergency response via the Work Management Center.

Contacts

DES Services

DES SERVICE	PHONE	EMAIL
ALWAYS CALL-IN FACILITY EMERGENCIES		
Work Management Center (available 24/7) Building Maintenance Operations, Grounds/Parks Service, Custodial Service, Building Automation	(360) 725-0000	BGmail@des.wa.gov
Capitol Security – Security & Building Access	(360) 902-3560	DESAccessControl@des.wa.gov
FOR EMERGENCIES AND AFTER-HOURS EMERGENCIES AND SECURITY CONCERNS		
Capitol Security Hotline	(360) 407-9111	
Parking Office	(360) 725-0030	parking@des.wa.gov
State Surplus & Disposal	(360) 407-2270	surplus@des.wa.gov
Visitor Services, Events, and Activities	(360) 902-8881	campusevents@des.wa.gov
Visitor Services, Tours	(360) 902-8880	tours@des.wa.gov

DES Property Manager Contact List:

<https://des.wa.gov/sites/default/files/public/documents/Facilities/PropertyManagementContacts.pdf>

Washington State Patrol (WSP): (800) 777-5108 then press 0.

REPORT ALL FIRE, SECURITY CONCERNS, UNSAFE CONDITIONS

FOR EMERGENCIES, DIAL 911.

After dialing 911, contact the DES Work Management Center at (360) 725-0000 to report the emergency.

Reporting a Fire

Always report a fire immediately by dialing 911. Report all fires - no matter how small. Follow by calling the Work Management Center at (360) 725-0000. By law, we are required to report all fires in facilities of commercial occupancy.

Reporting an Accident or Injury

Always follow your agency's policy for reporting an accident or injury. If the incident occurs in a DES-managed building or on campus grounds, please make sure to contact your tenant representative and report the incident to the DES Work Management Center at (360) 725-0000. This is especially important if there are facility or grounds conditions that caused or contributed to the accident or injury.

If your agency provides an Automated External Defibrillator (AED) for team members and/or public use, you must comply with RCW 70.54.310. An AED medical authorization form must be submitted online and the AED must be maintained. See <https://www.thurstoncountywa.gov/m1/Pages/aed.aspx>.

Reporting Suspicious Activity or Persons

The Washington State Patrol asks you to report a suspicious person or activity by dialing 911. Be prepared to provide the location and a description of the person or activity.

For non-life-threatening events, contact the WSP Non-Emergency line at (800) 777-5108 then press 0.

Follow-up by contacting the DES Capitol Security Hotline at (360) 407-9111.

Submitting a Work Request

All facility repair and maintenance-related requests (not having to do with information technology) are submitted through the [Facility Service Request System](#) and are completed by the agency's tenant representative or delegate. Tenant representatives can request a Login ID by emailing the Work Management Center at BGmail@des.wa.gov.

Information needed for the work request includes:

- Work Type: Base or Reimbursable
- Building, Floor, and Room Number
- Not to Exceed Amount
- Description of Work
- Customer Fund Cost Code (program index code)

Building Operations

Tenant representatives are responsible for sharing DES communications and keeping their team members informed and compliant with building operations procedures.

After-Hours Operation

Lighting and heating are maintained at minimal levels during times when buildings are not occupied. Due to the wide variety of building ages and construction, heating and lighting controls in each building are different.

Please check with your agency's tenant representative/property manager if you plan to work during off-hours.

In some state buildings, automatic lighting control overrides are in the elevator lobbies near the elevator call buttons. Override switch controls will temporarily turn on the lights, and heating ventilating and cooling (HVAC) systems for that part of the building/floor. The systems will automatically shut off.

Some buildings may not have override controls for lighting and are managed through the DES Metasys® building management system. Contact the Work Management Center (360) 725-0000 to request information on your building's settings.

Building Access

During the standard operating hours of 8 a.m. – 5 p.m., please contact your access coordinator. Your access coordinator will work with DES Capitol Security to manage access and security requests. If you are unsure who your agency's access coordinator is, email Capitol Security.

After-hours entry into the building requires a valid access badge. DES and the Washington State Patrol will not grant access to any agency employees after-hours. Employees must present their access badge at card readers to enter buildings and tenant spaces. Employees are not allowed to let others "tailgate" – follow through an open door without scanning their access badge – into buildings or secured spaces. If you are hosting a visitor, contractor, or vendor, you are responsible for ensuring they are escorted to spaces if they do not have a temporary access badge.

Each organization is responsible for purchasing, approving, distributing, and returning employee access badges. Access coordinators will assist in requesting new or replacement badges from DES Capitol Security. Immediately report lost or stolen security badges to DESAccessControl@des.wa.gov and to your agency access coordinator.

DES Capitol Security is staffed 8 a.m. – 5 p.m. and is responsible for printing, activating, and deactivating all building access badges. After-hours entry and access requests must be coordinated through your agency tenant representative or access coordinator. Contact Capitol Security by phone at (360) 902-3560 or by email at DESAccessControl@des.wa.gov.

Elevators, Stairwells, and Corridors

Stairwells, corridors, and hallways are part of the emergency exit system of the building and shall not be blocked or used for storage.

In addition:

- Passenger elevators are solely to transport agency employees and guests.
- Elevators should not be used when a fire alarm is activated. Per code, elevators go to their recall floor when the fire alarm is activated (Phase 1 recall). The responding fire department will typically put the elevator into Phase 2 recall which lets the fire department use the elevator for responding to the fire.
- Freight elevators are used for freight delivery and maintenance.

- All stairwells, hallways, and loading docks are to be kept free of any excess items and not used for storage.
- Repair fees for damage to elevators, corridors, and hallways caused by a tenant or tenant vendors may be charged to the tenant.
- Exit doors and required fire doors shall not be propped open.

Evacuation Drills

Tenants shall conduct at least two evacuation drills and annually update their plans. Tenant agencies will delegate safety committee members to manage building-wide safety issues and facilitate drills or emergency procedures. Evacuation route information and other emergency procedures should be posted in common areas, in addition to being distributed to team members and the property manager.

Heating and Cooling

DES and its tenant agencies utilize the [American Society of Heating, Refrigerating, and Air Conditioning Engineers](#) (ASHRAE) recommended standards for occupied building indoor temperature settings.

- The winter temperature standard is 68.5-75 degrees Fahrenheit.
- The summer temperature standard is 75-80.5 degrees Fahrenheit where mechanical cooling systems are used.

In the case of temperature fluctuations outside this range, please contact your tenant representative.

Heating and cooling systems in buildings managed by DES are set to start and shut down based on building occupancy schedules to conserve energy. System hours are 6 a.m. – 6 p.m., Monday through Friday, when buildings are occupied by tenants. Systems shut down between 6:30 p.m. – 6 a.m., Monday through Friday, and all-day Saturday and Sunday when buildings are considered not occupied.

It is the tenant's responsibility to close the windows by the end of the workday. If windows do not operate properly, please contact the Work Management Center (360) 725-0000. Opening windows has an impact on HVAC operations and can also create a security breach opportunity.

Services and Amenities

Animals in State Buildings

Per [WAC 200-220-250](#), only service animals are allowed in state buildings. No other animals are allowed in state facilities. K-9 units are considered service animals. Notify your tenant representative if a service animal will be in a facility regularly. "Service animal" is defined in [RCW 49.60.040 \(25\)](#).

Base Services for all Facilities

DES base services, such as custodial, grounds maintenance, snow removal, leak mitigation, and maintenance, provided to DES-owned facilities may vary with location and are identified in each lease agreement, including Inter Agency Agreements (IAA), Occupancy Agreements (CCOA), or the Capitol Campus Standard Services. Please refer to your agreement for details or contact your property manager.

Bicycle Storage

Bicycles may be stored in a designated bicycle storage facility or in outdoor bike racks. Bicycle storage is not permitted in stairwells, tenant spaces, or public and/or shared hallways.

Capitol Campus Security Services

The DES Capitol Security and Visitor Services division takes a holistic approach to security management, elevating the visibility and accountability of security preparedness and supporting the integration of services.

Heightened security due to protests, demonstrations, or unforeseen disruptive events may prompt temporary building access restrictions. Tenants should be familiar with the locations of their agency's concealment rooms and areas of rescue. These protocols are meant to help protect the building tenants and property:

- DES may restrict access to one or more campus facilities. DES will use the [WA Agency Alerts](#) emergency notification system to alert tenants. WA Agency Alerts is powered by [Everbridge.net](#).
Tenants should be familiar with these building security condition levels:
 - **Public Access Restricted** – All exterior doors locked, employees may access the building through access badge only, even during normal operating hours.
 - **All Access Restricted** – All exterior doors locked, employees' access badges will not allow them entry into the building, even during normal operating hours.
 - **Lockdown** – All interior and exterior doors are locked. Tenants may egress, but should otherwise employ Run, Hide, Fight training and techniques.
- Tenants should be aware of their surroundings and report anything, or anyone, that may seem out of the ordinary. **Call 911 to report suspicious activity**, followed by a call to the Capitol Security Hotline at (360) 407-9111.

During extended periods of access restrictions, vendors need to be made aware that the buildings are not open to the public and building access must be pre-arranged.

- Vendors who have a contractual reason to routinely enter a building should consult with the DES property manager or agency access coordinator. These individuals may assist vendors in submitting the request for an access badge.
- Private vendors who need occasional access for tenant equipment or system repairs, or other reasons, shall be escorted by tenant representative or a DES representative for DES equipment or systems.

Capitol Campus Emergency Notifications

WA Agency Alerts is the emergency notification system for the Washington State Capitol Campus. It uses the Everbridge system to notify you in a variety of ways about imminent threats to health and safety. When there is an incident on Capitol Campus that is a potential safety risk or imminent threat, the system sends alerts to registered devices.

- State employees who work on Capitol Campus have an automatic subscription to the system. Some off-campus agencies have opted to purchase subscriptions for their employees.
- If you don't work on Capitol Campus or are a member of the public, you can sign up to receive text alerts from the system.
- For more information, please visit our [WA Agency Alerts webpage](#).

Investigative Support

To request electronic access logs or video surveillance footage, please coordinate with your access coordinator, tenant representative, or your Washington Interagency Security Committee (WISC) representative. If your request is for administrative purposes, please coordinate with your agency's HR Director for approval before contacting Capitol Security.

If crimes have occurred, please call 911 and the Washington State Patrol will work directly with the DES Capitol Security Office.

Video Surveillance

DES Capitol Security provides video management system services including video surveillance for the Capitol Campus. DES restricts the use of video surveillance on the Capitol Campus to CSVS and the Washington State Patrol. For investigative support and questions, please contact DES Capitol Security at (360) 902-3560.

Energy Conservation

Maintaining building comfort while meeting energy and environmental conservation standards requires coordination and commitment between DES and building occupants. DES follows the [Energy Conservation Code](#) and the Washington State amendments.

Basic Conservation Principles

- Identify and apply sensible, free, and low-cost conservation measures. Prior to investing in capital improvements, work with the DES Energy Program in the Facility Professional Services Division to identify potential conservation strategies. Contact them at (360) 407-2224 or energyteam@des.wa.gov for more information.
- Be familiar with energy conservation laws, rules, and other related policies. Act in a way that is consistent with these laws, rules, and policies.
- Encourage and assist employees to help conserve energy and prevent waste.
- Free consultation and assessment is available through the [Resource Conservation Management Program](#) in FPS. Call (360) 407-2226 or email RCM@des.wa.gov for more information.

Tenant agencies shall cooperate in energy conservation by implementing the following basic strategies:

- Turn off all task lights and power down computers and monitors when leaving.
- Turn off computers and power down monitors when not used for extended lengths of time.
- Turn off lighting in unoccupied office areas.

Events

DES' objective is to balance the conduct of government business, public access and expression, and the stewardship of the historic capitol buildings and grounds. DES can support your agency events and shared meals in several ways. Events and activities can be scheduled on the Capitol Campus through our [online permit application](#). A permit enables you to reserve access to specific public locations and amenities for specific times. Please apply for an event permit in advance when attempting to reserve a public space on the Capitol Campus or within your building.

Public area means those areas of the Capitol Campus buildings and grounds that are generally open to the public, such as: a building's public entrance lobby, rotundas, adjoining public mezzanines, exterior plazas, lawns, and parks. Public areas do not include: the Governor's Mansion, tenant agency offices, meeting rooms, and other work areas that are ordinarily reserved for (or primarily devoted to) conducting the business and operations of state government, and any area which is identified by a sign pursuant to [WAC 200-200-080](#) indicating that the area is not open to the public.

To avoid scheduling conflicts, event organizers wishing to use Capitol Campus public areas inside (or outdoors) must contact DES Visitor Services and the Work Management Center in advance to ensure a safe location is selected and reserved. Events and activities can be scheduled through our online permit application <https://des.wa.gov/services/facilities-leasing/capitol-campus/schedule-event>. For more information, please contact the DES Events Coordinator at (360) 902-8881 or campusevents@des.wa.gov.

As a courtesy, organizers should:

- Give at least four days advance notice to the onsite foodservice vendors and/or cafeterias, as well as other tenants in the building, whose business may be impacted by an event.
- Contact the DES Work Management Center at (360) 725-0000 if your event will involve food service for coordination with custodial team members.
- Events must adhere to the [Requirements for using the Capitol Campus](#).
- Events must adhere to the [Campus User's Guide](#).

Garbage and Recycling

Washington State has goals for waste reduction and disposal alternatives such as recycling and composting ([RCW 70A.205.005](#)). DES provides the necessary bulk garbage, composting, and recycling containers, along with collection, as part of normal custodial services. For DES Custodial Program options, please contact the Work Management Center at (360) 725-0000.

Please note: DES empties desk-side waste and recycling cans; however, DES *does not* provide desk-side trash or recycle bins, or containers *for sharps*. These are supplied by the tenant organization. Signage regarding the proper use of recycling, composting, and disposal is available.

Perishable food items must not be left in workstations, drawers, or common areas - other than designated coffee bars and break areas. Each designated coffee bar or break area has “wet” garbage that is removed each evening by the custodians. Depositing coffee grounds, food, plant soil, sweepings, excessive paper, or other substances in sinks, toilets, water fountains, or other plumbing fixtures is strictly prohibited.

Diapers are not allowed in the garbage, recycling, or composting containers. The Infants in the Workplace policies adopted by some agencies do not extend to diaper disposal. Both cloth and disposable diapers need to be bagged separately and taken home daily.

Batteries cannot be put in the garbage, recycling, or composting containers because DES cannot legally collect them. Battery recycling is the responsibility of the tenant. Thurston County’s [Public Works Department](#) has up-to-date information about local options for proper battery waste management.

Sharps are not allowed in the garbage, recycling, or composting containers. Contact the B&G Work Management Center at (360) 725-0000 to request removal of syringes or other hazards - including human waste - if inappropriately discarded.

Lost and Found

Items found in the Capitol Campus public spaces should be turned in to DES Visitor Services in the Legislative Building. Items will be held for 30 days. Unclaimed items will be donated to charity.

Moving

Contact your tenant representative and/or property manager to communicate and coordinate moving needs for furnishings or team members before initiating any move. When planning a move, consider ways to prevent inconvenience to other building tenants and prevent damage to building finishes, doors, and elevators. Building damage caused by a move will be repaired at the expense of the responsible tenant.

Tenant moves must be coordinated with your property manager, particularly when utilizing public elevators. Please use freight elevators when possible. DES will install protective matting for elevator interior finishes.

Changes to electrical, fiber, and phone lines must be coordinated with DES. If moves involve trucks that could impact parking, please contact the DES Work Management Center at (360) 725-0000.

Parking

The DES Parking Office manages parking for state employees, visitors, contractors, and agency-owned vehicles for DES facilities. DES works in coordination with the Washington State Patrol to monitor and enforce parking rules on the Capitol Campus.

Registration for parking is available online at <https://des.wa.gov/services/travel-cars-parking/parking-services>. Any questions regarding campus parking should be directed to the DES Parking Office at (360) 725-0030.

The Washington State Patrol is responsible for investigating damages, accidents, and crimes committed in the state parking facilities. State employees and visitors should contact the Washington State Patrol at (360) 596-4555 to report incidents.

Project Management, Alterations, and Additions

Alterations or proposed modifications to DES facilities are subject to prior approval by DES. To begin the process for requesting facility alterations or modifications, tenant representatives must contact the property manager and complete a FSR Work Request. Alterations may be limited by the building's utility and safety systems, structural capability, or by guidelines set for historic facilities. Any alterations must comply with the [Design Guidelines & Construction Standards](#).

The Department of Enterprise Services offers estimation, design, construction, construction administration, and project management services on a reimbursable basis through the [Public Works Requisition](#) (PWR) process.

Upon vacating the premises, the requesting agency is responsible for all costs associated with returning the premises to its prior condition.

Public Health Emergencies

DES will follow the public health emergency recommended guidelines set forth by local, state, and federal health authorities. Please review the DES Capitol Campus Standard Services custodial schedule provided with your lease agreement if you have questions.

Public Transportation

Intercity Transit provides regular and frequent bus service in Thurston County. Buses are equipped with bicycle racks to accommodate riders. Buses are also lift-equipped to accommodate passengers with mobility needs. For more information about Intercity Transit service, visit their website: www.intercitytransit.com.

Spills and Damage

Spills should be reported to the Work Management Center at (360) 725-0000 at the earliest opportunity to prevent a hazardous situation or permanent damage from developing. Follow-up by contacting your tenant representative/property manager to let them know a call has been placed.

Storage and Surplus

Building loading docks, hallways, basements, stairwells, and walkways may not be used to store surplus furniture, records and archive boxes, equipment, or other items. If you have unwanted items, please contact the [DES Surplus Program](#) at surplusdisposal@des.wa.gov or (360) 407-1917, for information on how to dispose of unwanted items. If transfer arrangements are made with DES Surplus Operations, then properly labeled items may be placed in the pick-up area designated by the property manager.

Many organizations have temporary storage space available. Contact your tenant representative or property manager for questions regarding available storage space. Tenants are responsible for disposal of their unwanted items and may be charged for leaving unwanted items in the building.

Storage of agency materials are not allowed within mechanical, electrical, or information technology rooms.

Wildlife

Do not feed raccoons, squirrels, pigeons, crows, or other animals on state grounds. Feeding wildlife attracts rodents, encourages infestations, and endangers the animals. Contact the Work Management Center at (360) 725-0000 if you have wildlife that is affecting your building.

Workspace Environment

Appliances

The following safety requirements apply to appliance use in all DES buildings:

- Tenant representatives are responsible for proper installation of large and small kitchen appliances. If the existing outlets are not sufficient for the appliances, the tenant representative will submit a FSR work request to arrange for the installation of additional outlets /circuits as permitted.
- All convenience appliances must have a UL certification. Convenience appliances are defined as: crockpots, fans, foot warmers, Keurigs, toasters, toaster ovens, and other small appliances.
- The use of under-counter refrigerators, coffee makers, microwaves, coffee cup warmers and electrical cooking devices are restricted to the designated area or coffee bar.
- Large appliances (such as refrigerators, dishwashers, or other appliances) are restricted to designated break areas and must be equipped with properly grounded circuits. Appliances purchased after January 2012 must be Energy Star Rated.
- Ovens and ranges are prohibited, except in commercial kitchen areas with full building code compliance (including mechanical exhaust).
- Tenants must not leave appliances unattended when in use.
- Areas designated for food preparation are equipped with a fire extinguisher in close proximity.
- Coffee makers must be located away from any flammable materials and have a functioning timer with automatic shut-off.

- Open flames, deep fryers, and cooking devices (such as barbecue grills) are prohibited in state buildings, balconies, rooftops, porticos, and parking facilities.

Extension Cords, Surge Suppressors, and Power Strip Use

To maintain a safe workplace, circuit protected surge suppressors must be grounded and not more than six feet in length.

- Extension cords and power strips may only be used temporarily for a short-term event. Extension cords must not be stretched across an opening or taped down to the floor; they must be plugged directly into a wall receptacle.
- Cords and power strips may not be daisy-chained with another extension cord, circuit protected surge suppressor, or power strip.

Please contact the tenant representative/property manager if the existing outlets are inadequate or continued use of extension cords are necessary.

Heaters and Fans

The following safety requirements apply to heating and cooling devices used by individuals in DES facilities. Your organization's tenant representative must approve all devices prior to use.

- Devices must have an Underwriters Laboratories (UL) certification.
- Heaters must be electric radiant panel-type with a rating of 200 watts or less.
- Heaters must have an occupancy sensor, so the device will shut off automatically when the occupant leaves their workstation for longer than 15 minutes.
- Devices must be plugged directly into an outlet or surge suppressor.
- Fans must be nine inches or less in diameter.
- Employee-owned heating devices are prohibited. Contact your tenant representative for help with obtaining a radiant panel-type heating device.

Plants and Cut Flowers

Live plants are often a pleasing addition to the workplace. Unhealthy plants can cause problems with insect infestation, mold, or chemical treatments. Do not use any chemical treatments in the office on plants, and promptly remove any plants or cut flowers that show evidence of pest infestation or decay.

Water and moisture associated with live plants and cut flowers can cause damage to furnishings and tabletops. Do not place live plants or cut flowers on historic wood surfaces or furnishings.

- Please be sure to use a saucer, protective mat, and/or place plant containers on an impermeable surface.

Signs, Notices, Hanging Objects, and Decorations

Each tenant is responsible for maintaining the bulletin boards (i.e., safety boards, notice boards, etc.) for their assigned tenant areas. A work request should be submitted to mount boards on the walls safely and properly. No boards will be mounted on concrete walls, historic or decorative walls, or columns.

Nails, screws, or other attachments to the walls must be installed by DES B&G team members. Push pins, staples, tape, or hangers are not permitted on doors. Nothing can be hung from ceilings, light fixtures, affixed to glass, or exterior windows.

Paper signs on walls are allowed to be hung using blue painter's tape.

No items may be attached to, limit the visibility or use of, restrict access to, or otherwise interfere with a fire alarm, fire suppression equipment, thermostats, or HVAC units.

Access to exit doors, exit paths or corridors, pull stations, or fire extinguishers shall not be obstructed by decorative materials or other items.

Candles or other sources of open flame are not allowed.

Holiday and other decorations are allowed on a limited basis:

- Living holiday trees are only allowed with fire department approved retardant applied.
- Only UL listed LED lights shall be allowed when used in accordance with their operating instructions.
- Decorations (such as banners, streamers, etc.) shall be treated with a flame retardant:
 - Cannot be affixed to windows or block views of exit signs or doors.
 - Are not allowed to be taped or glued to doors, walls, or other areas that may be damaged by tape or glue.
 - Must not be affixed to ceilings, light fixtures, or glass.
 - Must not create a tripping hazard.
 - Must not be placed on electrical devices, near heat sources, or thermostats.
- All electrically energized decorations must be on a timer to automatically turn off when left unattended.

Smoking and Vaping

In accordance with [RCW 70.160.075](#), Smoking/Vaping is prohibited within 25 feet of building entrances, exits, operable windows, and vents. This includes parking structures.

Use designated smoking areas.

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