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Questions?
Comments?
Concerns?
Call the Property
Management
Office any time.
(415) 398-8655

General Information & Building Operations

BUILDING ADDRESS & CONTACT INFORMATION

The Building Address is:

101 California Street
San Francisco, CA 94111

The on-site Property Management Office (PMO) is located at 101 California Street, Suite 919 on the 9th floor. We are open from 8:00 a.m. until 5:00 p.m Monday through Friday, excluding holidays. You can contact the office by phone or fax at:

Telephone: (415) 398-8655

Facsimile: (415) 956-4417

The Property Management Office telephone is answered twenty-four (24) hours a day by building personnel.

To ensure payments for rent and service invoices are properly credited, please send them to the following address:

101 California Venture
c/o Hines
Department 44741
P.O. Box 44000
San Francisco, CA 94144

BUILDING PHONE NUMBERS

Property Management Office

Telephone: (415) 398-8655

Facsimile: (415) 956-4417

Garage

Telephone: (415) 956-1060

Lobby Console

Telephone: (415) 393-4504

Facsimile: (415) 393-4501

Messenger Center

Telephone: (415) 398-3406

BUILDING HOURS OF OPERATION & HOLIDAY SCHEDULE

Building Access

The building hours of operation are 6:00 a.m. to 6:00 p.m. Monday through Friday, excluding holidays. The 101 California Property Management Office is open from 8:00 a.m. to 5:00 p.m., Monday through Friday. There are security personnel on duty 24 hours a day, 7 days a week.

Parking Garage

The garage entrance is located on Front Street, and is open from 4:30 a.m. to 9:00 p.m., Monday through Friday. If you wish to leave the garage after 9:00 p.m., please contact the security officer at the Lobby Console for assistance. The garage is closed on Saturdays, Sundays and holidays. Tenant employees with a monthly contract have access to the garage at any time.

The garage also offers valet parking and car washes by appointment. Please contact the garage at (415) 956-1060 for car wash appointments or current parking rates.

Holiday Schedule

101 California observes the following holidays:

- New Year’s Day
- President’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

These days are subject to change. In the event of a change, tenants will be notified in advance.

BUILDING RULES & REGULATIONS

1. Sidewalks, doorways, halls, stairways, vestibules and other similar areas shall not be obstructed by tenants or used by them for purposes other than ingress to and egress from their respective leased premises, and for going from one part of the building to another part.
2. Plumbing fixtures shall be used only for their designated purpose, and no foreign substances of any kind shall be deposited therein. Damage to any such fixture resulting from intentional misuse by a tenant or any employee or invitee of a tenant shall be repaired at the expense of the tenant.
3. Nails, screws and other attachments to the building require prior written consent from the landlord.

Nails, screws or other attachments require landlord’s approval. Building Engineers can help secure artwork or bookshelves.

4. All contractors and technicians rendering any installation service to the tenant shall be subject to landlord's approval and supervision prior to performing services. This applies to all work performed in the building, including, but not limited to, installation of telecommunications equipment and electrical devices, as well as all installation affecting floors, walls, woodwork, windows, ceilings, and any other physical portion of the building.
5. Movement in or out of the building of furniture, office equipment, or other bulky material which requires the use of the elevators, stairways, building entrances or the lobbies shall be restricted to reasonable hours established by the landlord. All such movement shall be under the landlord's supervision, and the use of an elevator for such movements shall be restricted to the building's freight elevators. Prearrangements with the landlord shall be made regarding the time, method, and routing of such movement, and the tenant shall assume all risk of damage and pay the cost of repairing or providing compensation for damage to the building, to articles moved and injury to persons or public resulting from such moves. The landlord shall not be liable for any acts or damages resulting from any such activity.
6. Corridor doors, when not in use, shall be kept closed.
7. Tenants shall cooperate with the landlord in maintaining the leased premises. Tenants shall not employ any person for the purpose of cleaning the leased premises other than the building's cleaning and maintenance personnel.
8. Deliveries of water, soft drinks, newspapers, or other such items to any leased premises shall be restricted to reasonable hours established by the landlord and made by use of the freight elevators.
9. Nothing shall be swept or thrown into the corridors, halls, elevator shafts, or stairways. No birds, fish or animals of any kind shall be brought into or kept, on or about the leased premises except for those animals assisting handicapped individuals.
10. No cooking shall be done in the leased premises except in connection with convenience lunch room or beverage service for employees and guests (on a non-commercial basis) in a manner which complies with all of the provisions of the lease and which does not produce fumes or unreasonable odor.
11. Food, soft drink or other vending machines shall not be placed within the leased premises without the landlord's prior written consent.

For more information on deliveries of furniture or equipment, please see "Moving, Deliveries and Contractors" section.

Only Building Engineers should adjust thermostats. This system of calibrating HVAC zones benefits the long term comfort of each office suite.

12. Tenants shall not use or keep on the leased premises any kerosene, gasoline, flammable or combustible fluid or material other than limited quantities reasonably necessary for the operation and maintenance of office equipment.
13. Tenants shall not tamper with or attempt to adjust temperature control thermostats in the leased premises. The landlord shall make adjustments to thermostats as requested by the tenants. The use of personal electric space heaters is not allowed.
14. Tenants shall comply with all requirements necessary for the security of the leased premises, including the use of building issued access cards for all employees. Identification for tenant visitors and signed property removal passes to remove tenant property are also required.
15. Landlord will furnish the tenants with a reasonable number of initial keys for entrance doors into the leased premises and may charge the tenants a reasonable fee for additional keys, thereafter. All such keys shall remain the property of the landlord. No additional locks are allowed on any door of the leased premises without the landlord's prior written consent and tenants shall not make any duplicate keys, except those provided by the landlord. Upon termination of this lease, the tenant shall surrender to the landlord all keys to the leased premises, and give to the landlord the combination of all locks for safes and vault doors, if any, in the leased premises.
16. Landlord retains the right, without notice or liability to any tenant, to change the name and street address of the building.
17. Canvassing, peddling, soliciting, and distribution of handbills in the building are prohibited and each tenant will cooperate to prevent these activities.
18. The building hours of operation are 6:00 a.m. to 6:00 p.m., Monday through Friday, excluding holidays.
19. The landlord reserves the right to rescind any of these rules and regulations and to make future rules and regulations required for the safety, protection, and maintenance of the building; the operation and preservation of good order thereof; and the protection and comfort of the tenants and their employees and visitors. Such rules and regulations, when made and written notice given to the tenant, shall be binding as if originally included herein. All rules and regulations and amendments thereto shall be uniformly applied and enforced with all tenants in the building.

ELEVATORS & STAIRWELLS

Elevators

101 California is equipped with a total of thirty-two (32) elevators. Twenty-two (22) elevators serve the tower, two (2) elevators serve floors 45 through 48, four (4) elevators serve the triangular annex building, two (2) elevators serve the garage, and there are two (2) freight elevators.

With the exception of the garage elevators, access cards are required to operate the elevators at all times.

Elevator Malfunctions

All elevators are equipped with a telephone panel button which is answered 24 hours a day by building personnel. Should an elevator stop, remain calm, press the button with a bell symbol to reach the Property Management Office.

In the event of a power outage, elevators will operate on the building's emergency power system.

Freight Elevators

The two (2) freight elevators are located at the end of the service corridor from the loading dock. All deliveries must be made via the freight elevators, including deliveries between floors. Tenants are requested to use carts with rubber bumpers. Under no circumstances are large hand trucks or four-wheel carts allowed in the passenger elevators. Large deliveries must be scheduled in advance by contacting the Property Management Office. Freight elevators will be reserved only with prior notice to the Property Management Office at (415) 398-8655.

Freight elevators are available from 6:00 a.m. to 6:00 p.m. on a first come, first serve basis for deliveries which do not exceed the twenty (20) minute parking limit in the loading dock or require more than one half (½) freight elevator for delivery. Deliveries which exceed these requirements must be scheduled in advance with the Property Management Office and must be performed between the hours of 6:00 p.m. and 6:00 a.m., Monday through Friday, or on weekends. Reservations for the freight elevator must be confirmed in writing and be accompanied by a valid Certificate of Insurance for the company performing the service. A copy of the insurance requirements is included in the "Moving, Deliveries & Contractors" section of this manual.

The freight elevators are operated by a security access card system twenty-four (24) hours a day. Delivery personnel are required to check in with the Messenger Center to gain access to the tenant floors. Please contact the Property Management Office at (415) 398-8655 for questions regarding the programming of access cards to include the use of freight elevators.

Never prop stairwell doors open, as this may damage the door as well as compromise the balance of the Heating, Ventilation and Air Conditioning system and may create a serious breach to security and fire protection.

Stairwells

There are a total of eight (8) stairwells located throughout the building. Please take the time to become familiar with the location of the stairwells on your floor. The stairwells are locked from the stairway side for your protection. We ask that you refrain from opening stairwell doors as this impacts the balance of the air control system and creates potential security and fire protection problems. In the event of a fire alarm, all stairwell doors will automatically unlock.

Stairwells are intended for emergency use only. Emergency telephones are located every fourth (4th) floor in the stairwells.

HEATING, VENTILATION & AIR CONDITIONING (HVAC)

HVAC service is provided from 7:00 a.m. to 6:00 p.m., Monday through Friday, excluding holidays, and upon request from 9:00 a.m. to 1:00 p.m. on Saturday.

HVAC service during other hours may be provided at an additional charge upon prior written request from an authorized representative of the tenant company.

SECURITY SERVICES & BUILDING ACCESS

Security

Security officers are on duty twenty-four (24) hours a day. Their responsibilities include administering policies, monitoring access, implementing emergency procedures, and providing assistance to tenants and visitors. In the event of an emergency, they may be contacted by calling the Property Management Office at (415) 398-8655. To contact the Lobby Console directly please call (415) 393-4504.

Valuables should be stored in a safe place and doors locked after hours. The Property Management Office should be notified of any unusual circumstances, such as suspicious persons or stolen property. Only with tenant cooperation can the security of the building be maintained.

To ensure security of property a Property Removal Pass must accompany any item being removed from the building. This pass must be signed by an authorized tenant representative and will be collected by a security officer. Extra passes are available at the Property Management Office.

Building Access

Monday through Friday, from 6:00 a.m. to 6:00 p.m., tenant employees may access the building with their photo identification access cards. Their access cards will activate the elevator to open only on the floors that they have been granted access. It is required that all tenant employees carry their own access card. If employees do not have their cards, they will be requested to sign in and show proper identification at the Lobby Console.

After Hours Access For Tenants

Monday through Friday, from 6:00 p.m. to 6:00 a.m. and on the weekends, all building entrance doors are locked. Any employee wishing to enter the building before or after hours must have an access card to access the building and elevators as well as an office key to enter the individual tenant space. Card readers are located inside and outside of the California Street and Davis Street entrance doors, as well as the elevators.

Access Card Requests

All access card requests or changes may be processed by authorized personnel through company email or by completing the “Tenant Building Access Card Application.” The form may be submitted to the Property Management Office by facsimile (415) 956-4417, or hand delivered to the office. All access cards must be issued to a specific individual and not to the company in general. New employees may have their pictures taken for their access card in the Property Management Office, Monday through Friday 9:00 a.m. through 12:00 p.m. There is an additional charge for each new access card. Please report any lost or stolen cards immediately.

Visitors

Individuals who have not been issued an access card must be on an approved access list provided by each tenant company to enter the building. Each individual will be asked to check in with a photo identification card. To inform security that your company has a visitor arriving, tenants may fax the Lobby Console at (415) 393-4501 on company letterhead. Authorized users may use our website at www.101California.com. To use the website:

Click “Tenant Services”

Click “Tenant Requests”

Click “Visitor Authorization Form” login and enter visitor information.

The janitorial staff has instructions not to disrupt papers, notes, files or computer equipment while performing their nightly cleaning and dusting. If a desk is very cluttered, it may not receive the attention it needs. Take the time every once in a while to clear off your desk so the janitors can really make your office shine.

MAIL SERVICE

Mailing Address

The building's mailing address is:
101 California Street
San Francisco, CA 94111

The Property Management Office will assign a suite number for each tenant space.

Delivery Service

The mail service facility is located next to the freight elevator on Lower Level 2 (LL2) and is operated by the U.S. Postal Service. Each tenant is assigned a mailbox with the corresponding suite number displayed on the outside of the box. The building provides tenants with mailbox keys. Mail pick-up and drop-off requiring the use of a hand truck or cart must be made via the freight elevator. Mail is delivered to the building each day, Monday through Saturday, excluding holidays.

Mail-Drop Location

There is one (1) central mail-drop located in the lobby of Lower Level 2 (LL2). Mail is picked up Monday through Friday. Pick-up times are posted on the box. Boxes of outgoing mail should be left at the mailroom on LL2, not at the mail-drop location.

Express Mail Service

Express carriers including Federal Express, DHL, UPS, and Overnight Express offer drop boxes located near the mail service facility. Pick up times are posted on each box and vary by carrier. For more information, please contact the individual carrier. The phone numbers are as follows:

Federal Express	800-238-5355
DHL	800-225-5345
UPS	800-742-5877
Overnite Express	800-683-7648

JANITORIAL & MAINTENANCE SERVICES

Janitorial and maintenance services are provided as stated in each individual lease and include a wide range of services such as cleaning, elevator maintenance, and mechanical maintenance.

Additional services to be provided in the tenant space, such as pest control, disposal of large items, furniture moving within your suite and special cleaning services for carpet, wood, metal, marble, glass, etc., can be arranged by calling the Property Management Office at (415) 398-8655. These additional services are billed to the individual tenant company.

Recycling Program

The building wide recycling program was created to make it easier for every tenant company to separate recyclables from their trash.

Desk Trash Cans

Every desk has two trash cans to separate recyclables from wet trash.

- *Blue trash can:*
Use for all recyclables (i.e. paper, newspaper, cardboard, plastic bottles, glass bottles and jars, aluminum and steel cans, aluminum foil and tins).
- *Black trash can:*
Use for wet trash and all other items such as plastic bags, garbage and food, Styrofoam coffee cups are considered wet trash.

Copy Room

The copy room will have an extra blue trash can designated for all recyclables.

Break room / Kitchen trash cans

The kitchen or break room may have two or three trash cans. One blue can is designated for recyclables, one green can for compostables and one black or gray can for trash.

Electronic Recycling

Contact the Property Management Office to arrange for the removal of electronic equipment (computers, printers, copiers, telecommunications equipment, etc.)

Battery Recycling

Contact the Property Management Office for information regarding our battery recycling program.

For any questions regarding recycling, including how to recycle computers and other electronics, call the Property Management Office at (415) 398-8655.

SPECIAL SERVICES & BUILDING AMENITIES

Satellite and Cable Television

Satellite and cable television service is available in 101 California. There are initial costs to install a cable and outlet to the location(s) of your choice within a suite, and a monthly charge for each location. Please call the Property Management Office for more information at (415) 398-8655.

Express Mail Boxes

DHL, Federal Express, UPS, and Overnight Express boxes are located near the mail service facility. Please see individual boxes for supplies, pick-up and discount information.

Messenger Center

Open 8:00 a.m. to 5:30 p.m., Monday through Friday, the Messenger Center is the transfer point for local courier parcels. An in-house messenger will come to your suite to deliver incoming packages, and pick up your outgoing packages for transfer to a local courier. Please call (415) 398-3406 to contact the Messenger Center.

Plant Maintenance Service

Plant Maintenance Service provided by our talented horticultural staff offers expert plant care and weekly floral arrangements for your office. For more information please call (415) 398-8655.

Parking Garage

The garage entrance is located on Front Street, and is open from 4:30 a.m. to 9:00 p.m., Monday through Friday. If you wish to leave the garage after 9:00 p.m., please contact the security officer at the Lobby Console for assistance. The garage is closed on Saturdays, Sundays and holidays. Tenant employees with a monthly contract have access to the garage at any time.

The garage also offers valet parking and car washes by appointment. Please contact the garage at (415) 956-1060 for car wash appointments or current parking rates.

Dry Cleaning and Shoeshine Services

Open Monday through Friday, our dry cleaning and shoeshine services are located in Lower Level 2 (LL2). In-office pick-up or shines at the stand are available. Appointments are also available. For more information please call the Property Management Office at (415) 398-8655.

Umbrellas

Extra large umbrellas are available at the Lobby Console for temporary use on rainy days. A picture I.D. must be left with security as collateral.

Seasonal Entertainment

101 California provides lunchtime entertainment on the plaza during summer months and in the lobby during the holiday season. A schedule of events is distributed by the Property Management Office.

Commuter Information

101 California is a member of the Transportation Management Association of San Francisco. This association works in cooperation with the City of San Francisco to provide tenants with information on commute alternatives. Maps and other transit information are available in the Property Management Office, and on the property website at www.101California.com. For more information please call (415) 398-8655.

Public transportation to 101 California is convenient. San Francisco's MUNI provides service throughout San Francisco. The BART system services San Francisco as well as most of the East Bay. Golden Gate Transit provides bus and ferry service to the North Bay. Cal Train provides rail services to the Peninsula.

Building Retail Shops and Restaurants:

Blooming Gazebo

Blooming Gazebo, open Monday through Friday, is located on the plaza near Davis Street. They offer fresh flowers and arrangements daily. Downtown delivery is available. Please call (415) 989-3166 for more information.

The Convenience Store

The Convenience Store, open Monday through Friday, is located in the Pine Street Lobby. They sell a wide variety of magazines, newspapers, candies, sundries, tobacco goods and lottery tickets. They may be contacted by phoning (415) 772-1970.

The Plant Café Organic

The Plant Café offers delicious, fresh, wholesome dishes, freshly made juices, smoothies, soups, entrees and desserts ... all organic. Open Monday through Friday, 7:30 a.m. to 3:00 p.m. Call (415) 693-9730 for more information.

Yoppi Frozen Yogurt

Yoppi is a self-serve frozen yogurt parlor offering delicious, fat free frozen yogurt flavors with over 40 fresh and unique toppings. Please call (415) 773-1176 for specific business hours.

PARKING GARAGE

The garage entrance is located on Front Street, and is open from 4:30 a.m. to 9:00 p.m., Monday through Friday. If you wish to leave the garage after 9:00 p.m., please contact the security officer at the Lobby Console for assistance. The garage is closed on Saturdays, Sundays and holidays. Tenant employees with a monthly contract have access to the garage at any time.

The garage also offers valet parking and car washes by appointment. Please contact the garage at (415) 956-1060 for car wash appointments or current parking rates.

TELEPHONE & ELECTRICAL CLOSETS

Each floor of 101 California contains a minimum of two (2) telephone/electrical closets, typically identified as closet “A” and closet “B”. Each closet contains both the base building telephone and electrical riser systems. Closet “A” is designated to support the tenant space and closet “B” is designated to house systems serving the base building. It is the responsibility of the landlord to maintain the base building telephone riser and electrical riser in the building.

To better serve the tenants of 101 California, access to the telephone and electrical closets is controlled through the Property Management Office. Keys to these closets can be checked out during normal business hours. Twenty-four (24) hour written notice to the Property Management Office is required before work is to commence in the desired telephone/electrical closet. We request that each tenant provide the name(s) of the vendor(s) conducting the work as well as a description of the work taking place. In order for a vendor to be granted access we must have their current insurance certificate on file. Please see our Insurance Certificate Requirements in the fourth section of this binder “Moving, Deliveries & Contractors.”

KEYS & TENANT SIGNAGE

Keys

The Property Management Office will provide one complimentary key per employee when your company initially moves into 101 California. Should you require additional keys to your space at any time during your tenancy, one of your company’s authorized personnel must send written notification to our office on company letterhead or through company email indicating the key number and the quantity needed. The Property Management Office will contact the authorized personnel to come and sign for the keys in the Property Management Office when they are ready to be picked up. There is an additional charge per key.

Tenant Signage

The Property Management Office will provide a complete set of building standard signage for your company upon your arrival at 101 California. This includes directory strips in the main lobby, the elevator lobby on your floor, as well as signage at the entry of your suite. To order additional signage or to change existing signage, please include all the necessary information on the form located in the front pocket of this manual and return it to the Property Management Office.

Forms for tenant signage are included in the front pocket of this tenant manual.

Pre-Emergency Planning

INTRODUCTION

This section discusses the pre-emergency planning procedures of the building and provides detailed information regarding emergencies including the duties and responsibilities of Floor Wardens and other persons of authority during an emergency, the building's fire safety organization, the life safety and alarm systems, and the emergency relocation procedures.

WHAT YOU SHOULD DO TO PREPARE FOR AN EMERGENCY

Employees

1. Be familiar with the operation and location(s) of:
 - Manual Pull Stations/Alarm Boxes
 - Fire Extinguishers
 - Stairwells
 - Exits
 - Emergency and First Aid Supplies in your suite
 - Floor Wardens
2. Have a change of clothes available in case of an earthquake, including comfortable walking shoes and any medications/personal items required for up to 72 hours.
3. Be familiar with emergency procedures in this tenant guide and any emergency procedures of your company. Take an “emergency walk” to establish the location of the nearest exits, stairwells, and fire extinguishers on your floor. Read the instructions marked on each fire extinguisher to ensure proper usage. **You may not have time to read instructions during an emergency.**

Floor Wardens

There must be at least two (2) Floor Wardens per floor and/or two (2) per tenant company plus two (2) alternates. The Floor Wardens have been issued a bright blue safety vest labeled “Floor Warden” to be worn for identification purposes during an emergency. Floor Warden pre-emergency duties are as follows:

1. Be completely familiar with the floor arrangement, the number of tenant occupants and the exact location of exits and stairwells.

Being prepared and staying calm are the two most helpful ways to cope effectively with an emergency.

Does your firm have an emergency plan? Take the time now to develop one. Call the PMO if you need assistance.

2. Have a working knowledge of the location and use of the emergency equipment within the leased premises.
3. Assign a responsible person to conduct a search of all restrooms, offices, conference rooms, closets and storage rooms to ensure that all persons are prepared to respond.
4. Assign any employees that are physically impaired a responsible person to assist them in an emergency situation. The San Francisco Fire Department also requires that each tenant submit a list of physically impaired persons working in the building to the Property Management Office. Please use the form titled “List of Physically Impaired Persons” if applicable. This list should include temporary impairments such as a broken leg.
5. Take a head count following relocation.

After the Floor Wardens have been assigned, please complete the “Floor Wardens” form and submit it to the Property Management Office. This form should also be used for any changes.

FIRE PRE-EMERGENCY PLANNING

Described below is the Building Emergency Organization and each unit’s responsibilities in implementing the Building Emergency Management Plan.

Fire Safety Director

The Fire Safety Director is responsible for implementation and maintenance of the Building Emergency Management Plan, in cooperation with the San Francisco Fire Department. They are primarily responsible for coordinating and implementing an effective relocation and/or evacuation of the building’s tenants in case of a fire, bomb threat, or other emergency situations. They are also responsible for the preparation, monitoring, and implementation (with approval and assistance of the Fire Department) of training and certification program for all members of the Building Emergency Organization, fire plan(s) of action and the related records.

Assistant Fire Safety Director

The Assistant Fire Safety Director is responsible for the effective implementation of the fire evacuation plans and for the actions taken by the Building’s Emergency Response Team prior to the arrival of the Fire Department. Upon arrival of the Fire Department, the Assistant Fire Safety Director shall assist the Fire Department supervisor in briefing, as to the seriousness, location and type of fire, while explaining actions taken prior to the arrival of the Fire Department.

Emergency Response Team

The Emergency Response Team is responsible for the initial suppression, search and rescue activities, where such activities can be conducted under conditions of relative safety to themselves and the tenant/occupants. Their responsibilities shall involve monitoring and/or controlling activities pertinent to the building systems' components that may affect the emergency situation.

Security

Security is responsible for the initial notification and activation of the Building Emergency Response Plan.

EVACUATION PLAN

Should it be necessary to relocate or evacuate during an emergency, it will be conducted in accordance with the Building Emergency Plan under the direction of the Fire Department and/or the Fire Safety Director. Tenant notification will be handled by the Property Management Office. The authority to order an evacuation because of fire, explosion or earthquake lies with the Fire Safety Director, Fire Department or any civil authority. The responsibility to order an evacuation after receiving a bomb threat resides with the senior officer in attendance at each tenant space.

Building occupants can prepare for an emergency evacuation by familiarizing themselves with the exact location of stairwells and emergency exits in the building, and by periodically reviewing the information provided in this manual.

Should a relocation or evacuation be required, you are encouraged to:

1. Listen to the public address (PA) system for instructions. Keep calm and walk quickly toward the nearest stairwell, do not return for personal belongings. No food or drinks are allowed inside the stairwell.
2. Do not stop traffic flow. If you are the last to leave a room, close the doors behind you to slow the spread of fire to other rooms. Do not lock doors as you leave.
3. Feel the surface of every door with the back of your hand prior to opening it. If it is hot, proceed to an alternate exit.
4. Use the stairwells, not the elevators. Use the stairwell closest to your area. Hold on continuously to the outside handrail. Remember to always keep to the outside (or the right) so the Fire Department can pass you on the inside (on their right) as they use the stairwells to reach the fire floor.

Building occupants can prepare for an emergency evacuation by familiarizing themselves with the exact location of stairwells and emergency exits.

Keep the PMO updated if your emergency contact information changes or if any of your employees have mobility impairments.

Identify hazards in your work area, such as heavy objects on high shelves, heavy furniture, and equipment that is not secured to the wall. Move hazards or contact the Property Management Office for advice and assistance in securing these items.

5. If smoke is present, stay low and crawl against the wall. The clearest air is near the floor
6. Follow the emergency instructions of the Fire Department or your Floor Wardens. Each floor and/or tenant company is required to have at least two (2) Floor Wardens plus two (2) alternates.
7. If you are instructed to relocate please go down four (4) floors and check in with a Floor Warden. If you relocate outside the building, it is important to remember to stay far enough away to avoid falling glass. Meet in your designated Safe Refuge Location.
8. While it is advisable to move downward in a building evacuation (particularly during a fire), there are times when it may be necessary or more desirable to go to an upper floor. Appropriate instructions will be relayed via the public address system should an alternate relocation be required.

Physically Challenged

1. Ask for assistance to nearest stairwell.
2. Enter stairwell landing and keep away from stairwell door.
3. Remain there until assisted.

STAIRWELL SAFETY INSTRUCTIONS

1. Move quickly, but do not run.
2. Remove high-heeled shoes if they will hinder your relocation or evacuation.
3. Keep to the outside of the stairwell.
4. Allow room for others to enter in an orderly flow of traffic but do not hold up traffic unnecessarily.
5. Gain assistance for those who are slower moving or physically disabled.
6. Keep stairwell doors closed.

EARTHQUAKE PRE-EMERGENCY PLANNING

1. Reduce or eliminate threats to human safety posed by the effects of earthquakes on building contents, mechanical components, furnishings, and other non-structural items within the building. This can be as simple as altering the way items are stored, bolting groups of file cabinets together and to walls, and installing tiedowns to large equipment.

2. Plan for the emergency shelter, feeding, and non-medical care of employees, customers, and visitors at the time of an earthquake.
3. Develop and maintain an accurate inventory of critical supplies, equipment and employee skills.

LIFE SAFETY SYSTEM COMPONENTS & FUNCTIONS

101 California's Life Safety System includes fire sprinklers throughout the building, a complete fire detection and alarm system, a smoke evacuation system, a building public address system, and an emergency control station with computerized monitoring. Enhance and test your safety skills on our website www.101California.com, under "Tenant Services" click "Online Tenant Life Safety Training" to view the visual on-line life safety presentation.

Alarm and Detection Devices

Alarm and detection devices are located throughout the building. They include smoke detectors and fire alarm pull stations monitored twenty-four (24) hours a day. Fire alarm pull stations are located at each stairwell door and in elevator lobbies. These stations are connected to the Fire Control Center. Pulling the lever will immediately set off a siren alarm. Smoke detectors are located in the elevator lobbies, at stairwell doors, elevator shafts, and in all fan systems.

Activation of any smoke detector, fire alarm, pull station, or sprinkler flow switches will automatically sound the siren alarm on the floor, and activate the strobe lights. At the same time, an alarm will sound and a visual signal will be activated at the Fire Control Center, Building Operation Center, and the Lobby Console. In addition, the alarm will unlock the stairwell doors, the air handling units on the alarm floor will shut down and the smoke containment doors at the elevator lobbies will close.

If the smoke detector alarm is in an elevator lobby, the elevators in the affected bank will automatically return to the main lobby

Building Public Address System

Emergency instructions will be given over the building public address system from the Fire Control Center which is located on the building lobby level. This system can broadcast to the entire building or to individual floors. Emergency instructions are relayed by means of this system, or if the situation warrants, by telephone to individual tenants.

Two-Way Communication System

In each stairwell and in every elevator car of 101 California, there is a telephone system which will connect the user directly to the Property

Learn more about the building's safety procedures by visiting our website at www.101California.com

In the event of an emergency, stay quiet and listen for instructions over the public address system.

Management Office or to the Lobby Console after normal business hours. In the stairwells, the handsets are located within the red metal boxes marked “Local Fire Emergency Phone.” In the elevator cars, the alarm button will activate the intercom system and link the user to building personnel. These are to be used in the event of an emergency such as an elevator entrapment.

Fire Extinguishers

Fire extinguishers are located in the stairwell vestibules on all floors and are required throughout each tenant space.

Emergency Exits

There are fifteen (15) emergency exits. They are located throughout the building and include six (6) exits in the main lobby, two (2) exits in the Pine St. lobby, and seven (7) stairwell building exits. In the elevator lobby of each floor there is an evacuation map with emergency directions to assist you in locating your closest exit.

LOCATION OF SAFETY EQUIPMENT

Public Address System Speakers:

- Garage
- Retail areas
- Lower Levels 1 and 2
- Passenger elevator lobbies
- Stairwell doors
- Restrooms
- Throughout tenant spaces and public corridors
- Lobby
- Penthouse equipment room

Smoke Detectors:

- Passenger elevator lobbies
- Freight elevator lobbies
- Elevator machine rooms
- Elevator shafts
- Electrical rooms
- Penthouse equipment room
- Stairwell doors
- Air handling systems (air conditioning & heating)
- Central Plant
- Garage
- Throughout tenant spaces and public corridors

Manual Pull Stations:

- Stairwell doors
- Elevator lobbies
- Building exits

Sprinkler System:

- Throughout the building (100% sprinklered)

Emergency Procedures

INTRODUCTION

101 California is designed to minimize the chance of a life-threatening emergency and potential damage in the event one does occur. Life safety systems (including pull stations, sprinklers, smoke detectors, and an emergency generator) are all monitored twenty-four (24) hours a day, seven (7) days a week by building security and an off-site monitoring service tied directly to the San Francisco Fire Department. In the event of a fire, earthquake, or power failure, the building systems will respond automatically to reduce damage. All main building systems can be controlled manually. The San Francisco Fire Department frequently inspects and is familiar with our life safety systems and is automatically dispatched and on-site within minutes of an alarm. In addition, Floor Wardens on each floor will be appointed by each tenant and trained in emergency procedures and relocation/evacuation procedures.

The building is fully sprinklered, thus reducing the risk of fire spreading, but in the event there is an emergency, it is essential that you are prepared and able to do your part. Since earthquakes, power blackouts, fire and other emergencies may occur with little warning, we recommend all building occupants become familiar with the appropriate procedures to be followed during a building emergency. It is important that you understand what is expected of you in each of the following circumstances:

- Fire
- Fire Evacuation
- Earthquake
- Bomb Threat
- Medical Emergency
- Power Failure
- Civil Disturbance

IF YOU DISCOVER A FIRE

Upon discovery of a fire, remain calm and:

1. Remove anyone in immediate danger.
2. Confine the fire by closing doors.
3. Activate a fire pull station
4. Call 911. Relay the following information:
 - Your exact location including building, floor, suite or area.
 - What is burning; i.e., electrical, liquids, paper or wood, etc.
 - Severity or size of fire.
 - Your name and telephone number.
5. Call the Property Management Office at (415) 398-8655 and give all information on the fire situation.
6. Notify your Floor Warden and others on your floor.
7. Follow instructions that are announced on the building public address system.
8. Use common sense! If you are in immediate danger, go directly to a stairwell. If you cannot get to a stairwell, shut all the doors between you and the fire. The doors of this building are designed to delay the spread of fire.

Upon being informed of a fire, remain calm and:

1. Stay where you are. Do not use elevators! Complete any phone calls, save any work on computers. Calmly prepare to respond to an emergency situation.
2. Wait for instructions to be given over the public address system.
3. Follow the directions of your Floor Warden.

NOTE: Fire extinguishers are located throughout each floor; however, do not attempt to fight a fire that appears to be out of control.

The most important thing you can do in an emergency is to listen to the announcement on the public address system and be familiar with your surroundings.

EVACUATION DURING A FIRE ALARM

Emergency Relocation

In certain emergency situations, it may be necessary to relocate certain building occupants to another floor. When it is necessary to relocate, you will be made aware by the public address system. In the event of a relocation, some floors will need to prepare to receive tenants relocating from other floors. Please follow the instructions listed below:

1. Listen for instructions from the public address system. Speakers are located throughout your premises, and in the elevator lobbies and restrooms.
2. Feel the surface of every door with the back of your hand prior to opening it. If it is hot, proceed to another exit.
3. Close all doors behind you as you leave to slow the spread of fire.
4. Do not return for papers or personal belongings.
5. Remain calm and walk quickly to an emergency stairwell.
6. Do not use elevators!
7. Follow the instructions of your Floor Wardens. Each tenant company will have at least two (2) Floor Wardens. It is your responsibility to know who your Floor Wardens are and where they are located.
8. For most instances, the San Francisco Fire Department has established the following guidelines for relocation:
 - Tenants on the floor of the fire should relocate to four (4) floors below.
 - Tenants on the floor above the fire should relocate to four (4) floors below.
 - Tenants on the two (2) floors below the fire should relocate to four (4) floors below.
 - Remember “Four Down” — walk down four (4) floors and exit the stairwell onto the floor. Do not leave stairwell doors open and do not remain in the stairwell. When re-entering the building from the stairwell, go directly to the elevator lobby. Do not wander on the relocation floor. The elevator lobby will be the safest part of the building and will allow for a proper head count.

In a fire, remain calm and walk quickly to an emergency stairwell. Do not use elevators!

For most instances, the San Francisco Fire Department has established the following guidelines for relocation: Tenants on the floor of the fire, and on the floors immediately above and below the fire should relocate four (4) floors down.

Listen to announcements over the building's public address system for relocation instructions.

It is important to note, however, that circumstances occur that may require individuals to remain where they are or to relocate to floors that are not four (4) floors down. **Therefore, it is important that all individuals listen to the announcements and follow the Floor Warden's instructions.**

1. If smoke is present, stay low. The safest air to breathe is near the floor.
2. If you are instructed to relocate outside the building, it is important to move far enough away to avoid falling glass.
3. **Remember to remain calm and follow all instructions.**

In most cases, relocation will not be necessary. If it is required, only the floor of the incident, the floor above, and the two (2) floors below will be asked to relocate. Tenants on all other floors should remain where they are unless they are instructed otherwise. The safest place to be may be on your own floor.

Example of Relocation Announcement

During an emergency, such as a fire, the following announcement is made:

“Attention, attention”

“We have an alert signal on floor ___ which is now being investigated.”

“Please stand by for further instructions” (Message repeated)

Message #1: To Floors to be Relocated:

“Attention, attention”

“We have a fire on floor ___.

Individuals on floors ___ ___ ___ ___ (One (1) floor above fire floor, the fire floor and two (2) floors below) proceed immediately to the stairwells and relocate four (4) floors down. Do not use elevators. Please remain calm, walk to the stairwells and relocate four (4) floors down.”
(Message repeated)

Message #2: To Receiving Floors:

“Attention, attention”

“We have a fire on floor ___.

Individuals on floors ___ ___ ___ ___ (One (1) floor above fire floor, the fire floor and two (2) floors below) will be relocating from the floors above. Remain calm and prepare for their arrival.” (Message repeated)

Message #3: All Clear

“Attention, attention”

“The emergency alert has been cancelled. The system and elevator service has returned to normal. Thank you for your cooperation.”

(Message repeated)

IF THERE IS AN EARTHQUAKE

During an earthquake you are safer inside the building than you are outside.

If you feel a tremor:

And you are indoors:

1. Protect yourself. Get under heavy furniture, such as a table or desk to protect yourself from glass and falling objects. If it moves about, hold on and move with it.
2. Move away from windows and glass partitions, tall file cabinets and other objects that may fall.
3. Move against a wall to the interior of the building, cover and protect yourself.
4. Do not use elevators. Elevators will slowly move to a designated floor, stop and open. Exit the elevator cab and stay in the elevator lobby; this is the strongest part of the building.
5. Do not attempt to use stairs or evacuate the building without being instructed to do so; there may be danger of falling glass and/or debris.

If you are outdoors:

Move away from the building to avoid falling objects.

Expect that during a severe earthquake, the power may go off, fire alarms may sound, and the sprinkler system may discharge. If there is any indication of fire (alarm, smoke, flames, etc.) implement fire alarm procedures immediately.

IF YOU RECEIVE A BOMB THREAT

Valuable information may be gained if the person receiving the bomb threat stays calm and handles the call in the correct manner. If you receive a bomb threat, obtain as much information as you can from the caller. Please use the following guidelines:

1. Attempt to notify someone of the nature of the call without the caller's knowledge.
2. If possible, stress to the caller that the building is occupied, and that if the device is not found and deactivated, it could result in the death of many people.
3. Use the bomb threat questions.

BOMB THREAT QUESTIONS

1. When is the bomb set to explode?

2. Where is it right now?

3. What does it look like?

4. What kind/size of bomb is it?

5. What will cause it to explode?

6. Did you place the bomb? Why?

7. What is your name and address?

Caller's Voice:

Calm	Angry	Disguised	Stutter
Excited	Slow	Ragged	Whisper
Rapid	Soft	Cracking	Nasal
Loud	Laughter	Accent	Lisp
Crying	Normal	Raspy	Clearing Throat
Distinct	Slurred	Deep	Deep Breathing

Is the voice familiar? If so, whom did it sound like?

Threat Language:

Well Spoken	Incoherent	Righteous
Word Choice	Foul	Irrational
Taped	Grammar	Message Read

Background Sounds:

Street Noise	Booth	Animal Noises	Office
Café/Bar	Voices	Clear	Static
PA System	Music	Long Distance	Local
House Noises	Motor	Machinery	Other

Any words or phrases that stood out?

Sex of caller: _____ Length of the call: _____

Age of the caller: _____ Time the call ended: _____

Date: _____

Exact wording of the threat:

Once the call is terminated:

1. Call the Property Management Office at (415) 398-8655. They will notify building security and the San Francisco Police Department.
2. Inspect your work area but do not touch or remove any suspicious device or unusual objects.
3. Begin to write a complete report while all information received is fresh in your mind. Minor details may be valuable to the Police Department.
4. Contact your Floor Warden(s) and follow their instructions.

The following basic rules should apply if you are called to assist in a search (regardless of who received the threat):

1. Check your immediate area for any unusual packages or other objects not normally in the area being searched. You can search your area faster and more thoroughly for a suspicious package, since you know better than anyone if it belongs there. Remember to check the following areas on each floor under search:
 - Restrooms (waste receptacles, lavatories, under or around sinks and stalls, including back of doors and overhead)
 - Elevator lobby areas and corridors
 - Stairwell landings

In conducting a search, work from the walls to the center of the room and the floor to ceiling. LOOK AND LISTEN. If lights are found off, LEAVE THEM OFF.

2. Do not accept container markings and/or appearance as sole evidence of a package's identification, content and legitimacy.
3. Do not touch or cover a suspected bomb or unidentified object.
4. Above all, stay calm.

IF YOU DISCOVER A SUSPICIOUS DEVICE OR UNUSUAL OBJECT

1. If you find a suspicious device or unusual object, DO NOT MOVE OR TOUCH IT.
2. Relocate from the immediate area.
3. Contact the Property Management Office at (415) 398-8655 and follow their instructions.

If you find a suspicious device or unusual object, DO NOT MOVE OR TOUCH IT. Relocate from the immediate area and contact the Property Management Office at (415) 398-8655.

4. The Property Management Office will notify the San Francisco Police Department and provide what information is available.
5. If advised to relocate by your senior officer, do not use the elevators.

The San Francisco Police Department will be on site within minutes to respond to the threat.

Note: Upon notice of a bomb threat to 101 California, the Property Management Office will notify each tenant contact. We will provide that person with the available information. The decision whether to relocate from the building is the responsibility of the senior officer of each tenant company.

MEDICAL EMERGENCY

If there is a medical emergency, immediately call 9-1-1 for medical assistance.

1. Be prepared to give the operator the following information:
 - Nature of the medical emergency
 - Exact location and name of the sick/injured person
 - Whether a doctor has been notified. The sick or injured person may request that their own physician be notified.
 - Do not hang up until instructed to do so.
2. Do not move the injured person.
3. Call the Property Management Office at (415) 398-8655 and provide the same information relayed to 9-1-1. Upon notification of a medical emergency the building security staff will prepare for the medical team's entrance into the building. A security officer will stand by at the main entrance to direct the medical team into the building and to an awaiting elevator that will be called down for this purpose.
4. Assign someone to be standing by the elevator on the floor to direct the medical team to the sick/injured person.
5. Provide any medical aid that your training allows.
6. If the sick or injured person is to be transported to a hospital, try to send a friend or fellow employee along to comfort the person and help him/her at the hospital until a relative arrives.

If you observe a medical emergency, immediately call 9-1-1 for medical assistance.

POWER FAILURE

Power failures usually occur for short periods of time. When a power failure does occur, the emergency power system automatically operates the building's life safety equipment. There is emergency lighting on each floor, and in the stairwells. All elevators will return to the lobby and the doors will open automatically. One elevator in each bank will remain in operation on emergency power.

If a power failure requires relocation, tenants will be informed by means of the building public address system, which operates using 101 California's emergency power system. If instructed, tenants should relocate using the emergency stairwells.

CIVIL DISTURBANCE

Civil disturbance is any gathering of persons intending to disrupt or impede the normal conduct of business. Such a gathering is not illegal unless it involves actual disruption to business. The size and location of the group involved, the demeanor of the group, and any unusual circumstances, such as hostile reactions, will determine the nature of the civil disturbance.

In conjunction with the San Francisco Police Department, the Property Management Office will direct/coordinate the handling of such an incident. Security methods may involve locking the building entrance and manually recalling all elevators until the situation is resolved.

When a situation becomes evident, or upon advisement, occupants should:

1. Avoid confrontation with individuals; do not provoke or intimidate them.
2. Stay away from lower level windows and/or draw window blinds.
3. Avoid having to leave the building until the situation is resolved or until assistance is available.

Moving, Deliveries & Contractors

MOVING RULES & REGULATIONS

All moves must be scheduled in advance with the Property Management Office to avoid conflicts. Please call (415) 398-8655 to reserve the freight elevator. Proof of insurance for the moving company is required to reserve a freight elevator. Only one tenant may move at a time.

Freight Elevators

Only the two freight elevators at the end of the Service Corridor (off the Loading Dock) may be used for furniture deliveries. Passenger elevators may not be used.

Freight elevator dimensions are as follows:

Door Height:	8'6½"
Door Width:	3'11½"
Cab Height:	9'0"
Cab Width:	5'4"
Cab Depth:	8'1"
Diagonal Clearance:	12'0"
Weight Capacity:	4,000 lbs.

Hours

Monday through Friday: 6:00 p.m. to 6:00 a.m.; Weekends: Friday 6:00 p.m. to Monday 6:00 a.m.

Weekday daytime deliveries (6:00 a.m. to 6:00 p.m.) must be limited to one half of an elevator load. Elevators and Loading Dock space are not reserved for daytime deliveries and there is a twenty (20) minute limit for parking in the Loading Dock.

Building Protection

1. The protection of building corridors, doors, stairwells, elevators, floor coverings, public areas, lobbies and service areas is the responsibility and the expense of the tenant and/or their moving/freight company.
2. The mover must provide masonite or plywood along the prescribed route of movement through the building. All floor coverings shall be secured during the entire process.

Call the PMO in advance of your delivery so the loading dock and freight elevator will be reserved for you.

All moving of furniture or equipment must be scheduled between the hours of 6pm and 6am or any time on the weekends.

3. Padding, corner and wall protection are required around main door frames and along main corridors and elevators. Special tape should be used to prevent removal of paint from walls and frames. Walk-off plates must be provided to protect door thresholds on all floors.
4. It is the responsibility of the mover to maintain a clean environment in all working and storage areas. Any and all debris generated from the move is the responsibility of the tenant or their moving contractor to dispose of immediately. This refers specifically to packing materials. The building's trash containers may not be used for disposing such materials. Access to the Loading Dock and pathways to elevators should at no time be obstructed.
5. Costs associated with any damages and/or repairs as a result of the move will be the responsibility of the tenant.
6. All individuals performing work at 101 California are required to wear company uniforms with logos and identification badges at all times. The procedures for receiving and returning these badges are:
 - Use Service Corridor from Front Street to enter the building.
 - Sign in at the Messenger Center.
 - Receive identification badge.
 - Use only the freight elevators to enter or exit the tenant space.
 - Sign out and return the badge when leaving the building.
7. A valid Certificate of Insurance from the mover must be on file with the Property Management Office prior to work being performed. Please see next page for Insurance Requirements.

Any move found to be in violation of the above Rules and Regulations will be suspended until the problem is corrected.

Moving trucks cannot block the garage entrance or public sidewalk at any time.

If you have any oversized items, please contact the Property Management Office to arrange for the opening of the elevator roof or other special procedures. This must be scheduled at least one day in advance as it requires two (2) elevator technicians. There may be an extra cost.

If you have any questions, please contact the Property Management Office at (415) 398-8655.

INSURANCE REQUIREMENTS

All companies performing work on behalf of or in 101 California must have a valid Certificate of Insurance on file with the Property Management Office. Please make sure that the certificate is completed in accordance with the information and limits of liability stated below:

Certificate Holder:

Hines
101 California Street, Suite 919
San Francisco, CA 94111

Additional Insureds:

Hines Interests Limited Partnership
and
101 California Venture

Coverage:

General Liability:	\$1,000,000 per occurrence combined single limit bodily injury and property damage
Auto Liability:	Same as Above
Workers' Compensation:	As determined by statute (California = \$1,000,000)
Excess/Umbrella Liability:	\$4,000,000 per occurrence

Please note that these policies must not be canceled or changed so as to affect insurance described by the certificate until thirty (30) days after written notice of such cancellation or change has been delivered to the 101 California Property Management Office.

Our address is :

Hines
101 California Street, Suite 919
San Francisco, CA 94111

Phone: (415) 398-8655
Facsimile: (415) 956-4417

Make sure that the additional insured are Hines Interests Limited Partnership and 101 California Venture.

TENANT DELIVERIES

Messengers

As an added benefit to 101 California tenants, an in-house messenger delivery service is provided. Delivery service is available from 8:00 a.m. to 5:30 p.m., Monday through Friday. To send a parcel via a local courier service, call the Messenger Center at (415) 398-3406 and a uniformed messenger will pick up the parcel at your reception area. The Messenger Center will release the parcel to the local courier service you contacted. The Messenger Center also accepts incoming deliveries from local courier services for delivery to your reception area.

Loading Dock

The Loading Dock is open from 6:00 a.m. to 6:00 p.m., Monday through Friday. All deliveries should be made through the loading dock. An attendant is on duty to facilitate movement of traffic and deliveries.

All deliveries are limited to twenty (20) minutes. Violators will be towed. Double parking in the Loading Dock is only allowed when keys are left with the attendant on duty.

Deliveries requiring more than twenty (20) minutes, including all tenant move-in and move-out activities, must be scheduled in advance with the Property Management Office at (415) 398-8655. Tenant moves requiring the use of the Loading Dock and freight elevators cannot be conducted during business hours.

Freight Elevators

All deliveries must be made via the freight elevators, including deliveries between floors. Under no circumstances are large hand trucks or four-wheel carts allowed in the passenger elevators. Tenants are requested to use carts with rubber bumpers. Large deliveries must be scheduled in advance by contacting the Property Management Office. Freight elevators will be reserved only with prior notice to the Property Management Office at (415) 398-8655.

Freight elevators are available from 6:00 a.m. to 6:00 p.m. on a first come, first serve basis for deliveries which do not exceed the twenty (20) minute parking limit in the Loading Dock or require more than one half (½) freight elevator for delivery. Deliveries which exceed these requirements must be scheduled in advance with the Property Management Office and must be performed between the hours of 6:00 p.m. and 6:00 a.m., Monday through Friday, or on weekends. Reservations for the freight elevator must be confirmed in writing and be accompanied by a valid Certificate of Insurance

for the company performing the service. A copy of the Insurance Requirements is included in this section of the manual or is available at the Property Management Office.

The freight elevators are on a security access card system twenty-four (24) hours a day. Delivery personnel are required to check in with the Messenger Center to gain access to the tenant floors. Please contact the Property Management Office at (415) 398-8655 for questions regarding the programming of access cards to include the use of freight elevators.

TENANT CONTRACTORS & VENDORS

Each tenant is requested to identify contractors, vendors and suppliers who regularly perform services in their premises. The form to use for this information is called “Tenant Vendor Information.” Vendors specified on this form will automatically be authorized to access your floor. If we do not receive your completed form, your vendors and contractors may be delayed reaching your offices. It is our intent that all individuals performing work in the building be on a list of approved vendors prior to their arrival at the building. Additionally, the Certificate of Insurance Requirements form should be provided to each service contractor. An accurate and complete Certificate of Insurance will be required for any company performing work in your premises.

Badging Policy

All individuals performing work or delivering materials to 101 California are required to wear identification badges. The procedures for receiving and returning these badges are:

1. Use Service Corridor from Front Street to enter the building.
2. Sign in at the Messenger Center.
3. Receive identification badge.
4. Use the freight elevators to enter or exit the tenant space.
5. Sign out and return the badge when leaving the building.

Daily badges will be issued to individuals who enter the building to perform service on a one-time basis (i.e. flower delivery, computer service technician). The individual will sign in on the Daily Badge Sign-In Sheet, be issued a badge (without clip-on holder), and be required to return the badge and sign out upon leaving the building.

All contractors and vendors must check in at the messenger center. Let the PMO know if you are expecting a company so they will not be held up.

We appreciate your cooperation in informing all of your service contractors and delivery personnel of this policy. If there are any questions or comments, please do not hesitate to call the Property Management Office at (415) 398-8655.

After Hours Access For Contractors or Vendors

To enter the building when the Property Management Office is closed, 5:00 p.m. to 8:00 a.m. Monday through Friday and any time on the weekends, any contractor or vendor must be on the building's After Hours Access List. Authorized personnel for the tenant company may add a contractor or vendor to this list using company email or by faxing a signed "After Hours Access" form to the Property Management Office (415) 956-4417. Please indicate if you need the contractor or vendor to be let into your suite by security. To be valid the email or form must be received by the Property Management Office no later than 4:00 p.m. on the day of the access. This form is used for a one time basis only. Please use the "Tenant Vendor Information" form for any vendor that frequently needs access to your suite.

Before we will allow a contractor or vendor to do any work in your suite, the contracting or vending company will need to have a valid Certificate of Insurance on file with the Property Management Office. Please see our "Certificate of Insurance Requirements" in this section of the Tenant Manual for specific requirements.