University Circle

Tenant Handbook

Prepared By:



Introduction

This Tenant Handbook has been developed to provide our Tenants with a convenient reference guide for commonly asked questions about the operations, procedures, and policies at University Circle. From time to time, the Management Staff may issue new or revised material for you to include with this information. Many sections of this binder reference forms which should be completed by each Tenant and provided to the Management Office. For your easy reference, we have also included a complete (duplicate) set of these forms at the end of this handbook.

If you have additional questions or concerns, please feel free to contact the Management Office at (650) 324-2222. Your tenancy makes our jobs possible and it is our pleasure to assist you.

Table of Contents

Management Information	
The On-Site Management Team	
Tenant Administrator	2
Invoice Payment & Procedures	2
Building Policies	
Building Holidays	
Stairwells	
Rules & Regulations: Office Tenants	3
Service Requests	9
Moving and Deliveries	10
Certificate of Insurance Requirements	12
Building Operations	
Heating / Ventilation / Air Conditioning ("HVAC")	
Energy Conservation	
Electric Vehicle Charging Stations	
Parking Garage Safety	
Parking & Tenant Events	
Overnight Parking Policy	
Telecommunications Access	
Holiday Decorations Guidelines	
Signage	21
Mail Service	
Smoking Areas	22
Directory of Service and Retail Establishments	22
Security	23
Security Checklist	24
Access Cards	25
Janitorial Service	

Emergencies

Emergency Procedures	
Emergency Contact List	

Management

On-Site Management Team

Columbia Property Trust operates a full-time Management Office located in Suite 100 in the 1900 Building at University Circle. Office hours are from 8:30 a.m. to 5:00 p.m. weekdays (excluding holidays). Our office telephone number is (650) 324-2222.

A full-time staff is dedicated to University Circle and consists of:

Administrative Management

Michelle L. Goudeaux, Director of Property Management michelle.goudeaux@columbia.reit

Jake Arnet, Property Administrator jake.arnet@columbia.reit

Romel Styles, Tenant Services Coordinator Romel.styles@columbia.reit

Engineering Department

Jim Palmisano David Faleschini Keith Ventura Matthew Abeyta Chief Engineer Engineer Engineer

Security

First Security Services 24 Hour Security

Mahesh Chand, Security Manager Main #: 650-321-6361 Emergency #:650-838-9700

Tenant Administrator

Each Tenant is responsible to designate at least two Tenant Administrators who shall have signature authority to authorize certain types of activities on behalf of the Tenant.

The signatures of the Tenant Administrators will be kept on file at the Management Office. Modifications to the above information will require the signature approval of an authorized Tenant Administrator.

Your Tenant Administrators are empowered to determine the following for your firm:

- Persons who will be granted after-hours access to the Building
- Lock changes and/or the ordering of additional keys
- Authorization for improvement work that is billable to the Tenant
- Persons who should be notified in case of an emergency
- Persons who will comprise your emergency life-safety team

If your designated Tenant Administrator should change please contact the Management Office immediately to ensure that we have up-to-date records.

Invoice and Payment Procedures

All rental payments are due on the first day of the month and may be subject to late fees or penalties if they become past due.

Important: If your lease payments are processed at an off-site location, or invoices must be received by your office significantly in advance of their due date for timely processing. Please refer to your Lease Agreement to obtain the correct payment amount. If you have a question about the proper amount of your payment, particularly for a pro-rated tenancy period, the Management Office will be happy to assist you.

Please make all payments to the Landlord payable to: Columbia REIT - University Circle, L.P.

We encourage electronic payments. Please consult your banking notification letter for banking address, or contact us with any questions.

Building Holidays

The Management Office will be closed on legal holidays and there will be no shuttle service, janitorial or engineering services available to you until the following business day. An access card for building entry will be required. You may schedule extra HVAC or janitorial service with the Management Office prior to the scheduled holiday.

Building holidays are as follows:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day
- New Year's Eve Day

Stairwells

For your protection all stairwells are considered emergency exits and are locked from the stairwell side. If you enter the stairwell, you will be unable to access the floors of the building. The only exit will be at the bottom of the stairs. It is imperative that the stairway doors are not propped or blocked open. During specific fire emergencies, the stairwells will automatically unlock to allow fire department personnel to travel through the building. Stairwells will remain locked at all times.

Rules and Regulations Office Tenants

University Circle's Rules and Regulations are contained within each Lease document. Certain leases may have additional or different Rules and Regulations more applicable to the type or location of the business. The following information is presented as general information, and is not intended to supersede more stringent policies, which may be included within actual lease documents.

1. The sidewalks, halls, passages, exits, entrances, elevators and stairways of the Building shall not be obstructed by any of the tenants or used by them for any purpose other than for ingress to and egress from their respective Premises. The halls, passages, exits, entrances, elevators and stairways are not for the general public and Landlord shall retain the right to control and prevent access thereto of all persons whose presence, in the

judgment of the Landlord, would be prejudicial to the safely, character, reputation and interest of the Building and its tenants. Nothing herein contained shall be construed to prevent such access to persons with whom any tenant normally deals in the ordinary course of its business, unless such persons are engaged in illegal activities. No tenant and no employee or invitee of any tenant shall go upon the roof of the Building. Landlord shall have the right at any time without the same constituting an actual or constructive eviction and without incurring any liability to Tenant therefore to change the arrangement and/or location of entrances or passageways, doors to doorways, corridors, elevators, stairs, toilets or other common areas of the Building

- 2. No sign, placard, picture, name, advertisement or notice visible from the exterior of any tenant's Premises shall be inscribed, painted, affixed or otherwise displayed by any tenant on any part of the Building without the prior written consent of Landlord. Landlord will adopt and furnish to tenants general guidelines relating to signs inside the Building. Tenant agrees to conform to such guidelines. All approved signs or lettering on doors shall be printed, painted, affixed or inscribed at the expense of Tenant by a person approved by Landlord. Material visible from outside the Building will not be permitted.
- 3. The Premises shall not be used for the storage of merchandise held for sale to the general public for lodging. No cooking shall be done or permitted on the Premises, except that private use by Tenant of Underwriters' Laboratory approved microwave ovens and equipment for brewing coffee, teas, hot chocolate and similar beverages shall be permitted, as well as warming ovens and equipment required by catering vendors, provided that such use is in accordance with all applicable federal, state and municipal laws, codes, ordinances rules and regulations.
- 4. No tenant shall employ any person or personal other than the janitor of Landlord for the purpose of cleaning its Premises. No person or persons other than those approved by Landlord shall be permitted to enter the Building fort the purpose of cleaning the same. No tenant shall cause any unnecessary labor by reason of such tenant's carelessness or indifference in the preservation of good order and cleanliness. Landlord shall not be responsible to any tenant for any loss of property on the Premises, occurring, or for any damage done to the effects of any tenant by the janitor or any other employee or other persons.
- 5. Landlord will furnish each tenant free of charge with two electric access cards to the Building and two keys to each door lock provided in the Premises by Landlord. Landlord may make a reasonable charge for any additional electronic access and keys. No tenant shall have any such keys copied or any keys made. No tenant shall alter any lock or install a new or additional lock or any bolt on any door of its Premises. Each tenant, upon termination of its lease, shall deliver to Landlord all keys to doors in the Building.
- 6. Landlord shall designate appropriate entrances and a "Freight" elevator for deliveries or other movement to or from the Premises of equipment, materials, supplies, furniture or other property, and Tenant shall not use any other entrances or elevators for such purposes. To the extent it does not fall within a tenant's premises, the Freight elevator shall be available for use by all tenants in the Building, subject to such reasonable scheduling as

Landlord in its discretion shall deem appropriate. All persons employed and means or methods used to move equipment, materials, supplies, furniture or other property in or out of the Building must be approved by Landlord prior to any such movement. Landlord shall have the right to prescribe the maximum weight, size and position of all equipment, materials, furniture or other property brought into the Building. Heavy objects shall, if considered necessary by Landlord, stand on a platform of such thickness as is necessary to property distribute the weight. Landlord will not be responsible for loss of or damage to any such property from any case and all damage done to the Building by moving or maintaining such property shall be repaired at the expense of Tenant.

- 7. No tenant shall use or keep in the Premises or the Building any kerosene, gasoline, inflammable or combustible fluid or material other than limited quantities reasonably necessary for the operation or maintenance of office equipment. No tenant shall use any method of heating or air conditioning other than that supplied by Landlord. No tenant shall use or keep any foul or noxious gas or substance in the Premises. No Tenant shall permit or suffer the Premises to be occupied or used in a manner offensive or objectionable to Landlord or other occupants of the Building by reason of noise, odors or vibrations. No Tenant should interfere in any way with other tenants or those having business in the Building, nor shall any animals or birds be brought or kept in the Premises of the Building, except for seeing-eye dogs.
- 8. Landlord shall have the right, excusable without notice and without liability to any tenant, to change the name or street address of the Building.
- 9. Landlord reserves the right to exclude from the Building between the hours of 6 P.M. and 7 A.M., and at all hours on Saturdays, Sundays and legal holidays, all persons who do not present identification acceptable to Landlord. Landlord shall in no case be liable for damages for any error with regard to the admission to or expulsion from the Building of any person. In the case of invasion, mob, riot, public excitement or other circumstances rendering such action advisable in landlord's opinion, Landlord reserves the right to prevent access to the Building by such action as Landlord my deem appropriate, including closing the doors.
- 10. No curtains, draperies, blinds, shutter, shades, screens or other coverings, hangings, or decorations shall be attached to, hung or placed in, or used in connection with any window of the Building without the proper written consent of Landlord. Tenant shall keep window coverings closed when the effect of sunlight (or the lack thereof) would impose unnecessary loads on the Building's heating or air conditioning systems.
- 11. Tenant shall not purchase water, ice, coffee, soft drinks, towels, or other merchandise or services from any company or person whose repeated violation of Building regulations has caused, in Landlord's opinion, a hazard or nuisance to the Building and/or its occupants.
- 12. Each tenant shall ensure that the doors of its Premises are closed and locked and that all water faucets, water apparatus and utilities are shut off before Tenant and Tenant's employees leave the Premises so as to prevent waste or damage, and for any default or carelessness in this regard, Tenant shall make good all injuries sustained by other tenants

or occupants of the Building or Landlord. On multiple-tenancy floors, all tenants shall keep the doors to the Building corridors and stairs closed at all times except for ingress and egress.

- 13. The toilet rooms, toilets, urinals, wash bowls and other apparatus shall not be used for any purpose other than that for which they were constructed. No foreign substance of any kind whatsoever shall be thrown therein and the expense of any breakage, stoppage, or damage resulting from the violation of this rule shall be borne by the tenant, whose employees shall have caused it.
- 14. No tenant shall sell or permit the sale in the Premises, or use or permit the use of any corridor, sidewalk or mall area adjacent to the Premises for the sale, of newspapers, magazines, periodicals, theatre or travel tickets or any other good or merchandise at retail to the general public in or on the Premises; nor shall any tenant carry on or permit any employee or other person to carry on the business of stenography, typewriting, printing or photocopying or any similar business in or from the Premises for the service or accommodation of occupants of any other portion of the Building. The Premises of any tenant shall not be used for manufacturing of any kind, or any business or activities other than that specifically provided for in such tenant's lease.
- 15. Unless otherwise explicitly provided in its lease, no Tenant shall install any radio, television or other data transmission antenna, satellite dish, loudspeaker or other device on the roof or exterior walls of the Building. No TV, radio or recorder shall be played in such a manner as to cause a nuisance to any other tenant.
- 16. There shall not be used in any space, or in the public halls of the Building, either by any tenant or others, any hand trucks except those equipped with rubber tires and side guards or such other material handling equipment as Landlord may approve. The use of any such equipment shall be restricted to the freight elevator. No other vehicles of any kinds shall be brought by any tenant into the Building.
- 17. Tenant shall handle its newspapers, "office paper," garbage, trash and other waste products in the manner required by applicable law (as the same may be amended from time to time) whether required of Landlord or otherwise and shall conform to any recycling plan instituted by Landlord. Landlord shall have no obligation to accept any waste that is not prepared for collection in accordance with any such requirements. Landlord reserves the right to require Tenant to arrange for waste collection, at Tenant's sole cost and expense, utilizing a contractor reasonably satisfactory to Landlord, and to require Tenant to pay all costs, expenses, fines, penalties, or damages that may be imposed on Landlord or Tenant by reason of Tenant's failure to comply with any such requirements. If Tenant is unable to comply with Landlord's standard procedures regarding the internal collection, sorting, separation and recycling of waste, then, upon reasonable advance notice to Landlord, Landlord shall use reasonable efforts to arrange for alternative procedures for Tenant, provided Tenant shall pay Landlord all additional costs incurred by Landlord with respect thereto.

- 18. All loading and unloading of merchandise, supplies, materials, garage and refuse shall be made only through entryways and elevators and at such times as Landlord shall designate. The Tenant shall not obstruct or permit the obstruction of any designated loading area and at no time shall Tenant park or allow its officers, agents or employees park vehicles therein except for loading and unloading.
- 19. Canvassing, soliciting, distribution of handbills or any other written material and peddling in the Building are prohibited, and each tenant shall cooperate to prevent the same.
- 20. The requirements of tenants will be attended to only upon application in writing at the Management Office. Employees of Landlord shall not perform any work or do anything outside of their regular duties unless under special instructions from the Landlord.
- 21. HVAC maintenance activities that interfere with normal operation or those producing odors and emissions are performed during non-business hours.
- 22. General contractors are contractually obligated to maintain Material Safety Data Sheets for chemicals stored and used during interior renovation/construction projects by themselves or their subcontractors. Monetary penalties will be charged should the contractor fail to comply.
- 23. Material Safety Data Sheets will be provided (upon request) to the Management Office.
- 24. Uses of offensive cleaning and construction materials are limited to non-business hours.
- 25. Uses of solvent-free maintenance and construction products are required when available.
- 26. Contractors are not allowed to collect air samples outside of their leased space without consulting with Engineering, the Management Office or the knowledge and approval of ownership.
- 27. Tenant shall not construct, maintain, use or operate within the Premises any electrical device, wiring or apparatus in connection with a loudspeaker system (other than an ordinary telephone and paging system) or other sound system, in connection with any excessively bright, changing, flashing, flickering or moving light or lighting device, or in connection with any similar device or system, without Landlord's prior written consent. Tenant shall not construct, maintain, use or operate any such device or system outside of its Premises or within such Premises so that the same can be heard or seen from outside the Premises. No flashing, neon or search lights shall be used which can be seen outside the Premises. Tenant shall not maintain, use or operate within the Premises any space heater.
- 28. Except as shown in the Final Construction Drawings, Tenant shall not install or operate in the Premises any electrically operated equipment or machinery (other than standard servers, desk-top office equipment, including desk-top computers and copiers, typewriters, facsimile machines, printers or other similar equipment used in connection with standard office operations) without obtaining the prior written consent of Landlord. Landlord may condition such consent upon Tenant's payment of additional rent in compensation for the

excess consumption of electricity or other utilities and for the cost of any additional wiring or apparatus that may be occasioned by the operation of such equipment or machinery. Landlord shall have the right at any time and from time to time to designate the electric service providers for the Building. Tenant shall cooperate with Landlord and such service providers and shall allow, as reasonably necessary, access to the Building's electric lines, feeders, risers, wiring and any other Building machinery. Tenant shall not install any equipment of any type or nature that will or may necessitate any changes, replacements or additions to, or changes in the use of, the water system, heating system, plumbing system, air conditioning system or electrical system of the Premises or the Building, without obtaining Landlord's prior written consent, which consent may be granted or withheld in Landlord's sole and absolute discretion. In no event shall Tenant use or permit the use of any space heaters or similar devices in the Premises. If any machine or equipment of Tenant causes noise or vibration that may be transmitted to such a degree as to be objectionable to Landlord or any tenant in the Building, then Landlord shall have the right to install at Tenant's expense vibration eliminators or other devices sufficient to reduce such noise and vibration to a level satisfactory to Landlord or to require Tenant to do the same.

- 29. All telephone and telecommunications services desired by Tenant shall be ordered by and utilized at the sole expense of Tenant. Landlord shall have no responsibility for the maintenance of Tenant's telecommunications equipment (including wiring) nor for any wiring or other infrastructure to which Tenant's telecommunications equipment may be connected. Landlord shall have the right, upon reasonable prior notice to Tenant (except in the event of an emergency), to interrupt telecommunications facilities as necessary in connection with any repairs or with installation of other telecommunications equipment. Subject to the provisions of the Lease, Tenant shall not utilize any wireless communications equipment (other than usual and customary cellular telephones), including antennae and satellite receiver dishes, at the Premises or the Building, without Landlord's prior written consent, which may be granted or withheld in Landlord's sole and absolute discretion.
- 30. Tenant shall not request Landlord's employees to perform any work or do anything outside of such employees' regular duties without Landlord's prior written consent. Tenant's special requirements will be attended to only upon application to Landlord, and any such special requirements shall be billed to Tenant in accordance with the schedule of charges maintained by Landlord from time to time or as is agreed upon in writing in advance by Landlord and Tenant. Tenant shall not employ any of Landlord's employees for any purpose whatsoever without Landlord's prior written consent.
- 31. Unless otherwise expressly provided in the Lease, Tenant shall not use, occupy or permit any portion of the Premises to be used or occupied for the storage, manufacture, or sale of liquor.
- 32. Tenant shall comply with all workplace smoking Laws. There shall be no smoking in bathrooms, elevator lobbies and elevators.

- 33. All wiring and cabling installed by Tenant shall be marked and coded, in a manner reasonably acceptable to Landlord, to identify such facilities as belonging to Tenant and the point of commencement and termination of such facilities. All such cabling and wiring shall, at Landlord's request, be removed by Tenant upon the expiration or termination of the Lease if required by the terms of the Lease or if applicable governmental agencies require removal of such facilities upon the termination of their use or abandonment.
- 34. Tenant shall purchase or contract for waxing, rug shampooing, Venetian blind washing, interior glass washing, furniture polishing, janitorial work, removal of any garbage from any dining or eating facility or for towel service in the Premises, only from contractor, companies or persons approved by Landlord.
- 35. Tenant shall comply with such regulations concerning the use of parking facilities in the Project as Landlord or the Declarant under the Declaration of Covenants, Restrictions and Easements affecting the Project may impose from time to time.
- 36. Landlord may waive any one or more of these Rules and Regulations for the benefit of any particular tenant or tenants, but no such waiver by Landlord shall be construed as a waiver of such Rules and Regulations in favor of any other tenant or tenants, nor prevent Landlord from thereafter enforcing any such Rules and Regulations against any or all of the tenants of the Building.
- 37. These Rules and Regulations are in addition to and shall not be construed to in any way modify or amend, in whole or in part, the agreements, covenants, conditions and provisions of any lease of Premises in the Building.

Service Requests

The University Circle Management Office acts as a central dispatch center for a multitude of routine service requests including:

Response	Time
• Lock and key requests (must be coordinated by the building)	24hrs
• Lighting requests (bulb out, ballast out)	3 hrs
Plumbing requests	3 hrs
• Temperature/HVAC requests ("hot or cold calls")	2 hrs
Electrical problems	1hr
Mechanical problems	1hr
 Daytime janitorial "clean-ups" 	1hr
Restroom supply requests	1hr
Telephone Closet/Electrical Closet Access	1hr

All Tenant Administrators will have access to Building Engines which will make it possible to track service requests; however, feel free to contact the Management Office for any situations that

require our attention. Please reference section 7 for information on how to access and utilize Building Engines.

- Building personnel are not authorized to repair any personal property items including furniture, equipment, etc.
- Subtenants are required to route their requests through Sublessor. Requests for service should then be directed from the Sublessor to the Management Office. Tenants who assume possession as the result of a Lease Assignment may contact the Landlord directly.
- The response time for common requests will be responded to as soon as possible, but may take up to 24 hours depending on building activities.
- In some circumstances, a service fee may apply. For instance, you may decide to have a lock changed due to a change of personnel.

Special Requests

From time to time, tenants may require special services including minor remodeling or other construction work. Such alterations require approval by the Management Office prior to work commencement. Tenants with specific questions regarding alteration work should consult their Lease to familiarize themselves with applicable terms and conditions and contact the Management Office for assistance.

Moving, Delivery, and Service Provider Requirements

University Circle's Moving and Delivery Procedures have been developed to provide an efficient procedure to remove or deliver furnishings and equipment to or from the building with a minimum amount of disturbance to Tenants, and to provide adequate protection to the building, its owners and management. Advance planning is the key to an efficient and well-orchestrated moving or delivery event. All moves must enter through the garage and must have the center elevator of your building padded for protection. The Management Office must be notified 24 hours in advance in writing by the Tenant of all moving and delivery activities to ensure that:

- Elevators and/or the loading area are properly reserved for your use
- Security Officers are notified of persons authorized to remove or deliver property
- Required insurance certificates are compliant and on file
- Your moving or delivery event does not conflict with another Tenant's pre-arranged schedule.

We appreciate the efforts required on your part to comply with these requirements. Feel free to copy and provide this information directly to your moving company, whenever appropriate. In order to maintain building finishes, your moving company must use floor protective materials on all floors, lobby doors, corners, elevator doors and interiors in the main lobby and corridors.

Scheduling

Normal moving and delivery activities must be scheduled at least 24 hours in advance. Additional advance notice should be provided for "major" moving events involving more than one elevator load of material. Notification must be issued by the Tenant (not by a vendor) and should be delivered to the Management Office. Your notice should include:

- Tenant Name, Suite, and Tenant Contact Name
- Date and Time of Move
- Name of Moving Company and Contact Information
- Insurance Certificate(s)

Special Requirements (elevators, loading dock, etc)

Scheduling is conducted on a first-come, first serve basis.

Major moving activity is generally defined as comprising of anything that requires use of the elevator pads and cannot be hand carried or brought in with the use of a hand truck and is limited to weekend periods, weekdays before 7:00 a.m. and/or after 6:00 p.m.

Instructions to Moving Companies:

All Deliveries

Routing for all deliveries to University Circle is via the Manhattan Avenue entrance. After entering the site from Manhattan Avenue, drivers should make an immediate right for deliveries to Buildings 2000 and 1900. Deliveries to Building 1950 can be made by proceeding straight ahead behind the hotel. The driver should turn right after passing the hotel and follow the signs to that building. Please instruct your delivery providers to avoid driving in the interior plaza area.

Weight Limits for Trailers

The maximum vehicle weight is 72,000 pounds. Maximum axel load is 32,000 lbs.

Floor Protection

The moving company must provide approximately 80 to 100-linear feet of masonite for <u>after-hours</u> moving activity to cover the following areas:

- The marble floor from the glass entrance doors to the passenger elevators
- The elevator floors
- The elevator lobby floor to the Tenant's suite

We ask that movers wait until **6:00 p.m.** to install masonite and other protective coverings to avoid causing potential trip hazards during normal business hours.

Other Protection

Other areas that must be wrapped include the elevator doorframes, all other doorframes, corners on walls, and any other exposed area that may be subject to damage.

PALLET JACKS OF ANY SIZE ARE PROHIBITED.

Certificates of Insurance

A valid certificate of insurance for the moving company must be provided to the Management Office prior to any moving or significant delivery activity. The certificate must include the information with respect to insurance coverage, additional insured endorsements, and certificate holders. Please reference section 3 for insurance requirements specifications

Certificate of Insurance Requirements

Certificates of insurance are required from certain businesses that make deliveries to or from, provide on-site services, or perform moving activities at the University Circle buildings including the following:

- <u>All moving companies delivering furniture to your suite.</u>
- <u>Telecommunication vendors who will have access to building phone closets or multi-tenant</u> <u>equipment areas.</u>
- <u>Contractors who provide tenant improvement services</u> that impact building fixtures, mechanical areas, or other equipment. In most cases, such services will be contracted through the Management Office.

The Landlord may require, at its discretion, that a Certificate of Insurance be required in other specific instances.

Standard lease terms provide that each Tenant shall be liable to the Landlord for the acts of its guest and invitees. Therefore, all Tenants should be aware of the potential for liability when considering the selection of vendors and their internal policies with respect to the collection of Certificates of Insurance. In other words, if damage or other liability is caused to the Landlord as a result of a vendor providing services to a Tenant, the Landlord will hold the Tenant responsible. It is to every Tenant's advantage to ensure that they are adequately protected by the vendors they have selected to serve them.

Keep in mind that the Management Office may already have certificates from many businesses on file. Upon request, we will be happy to check our records to determine if one or more of your preferred vendors already have an insurance certificate on file with the Building.

Each vendor shall continuously maintain insurance and provide insurance certificate and policy endorsements which meet the requirements per the terms below:

2.	AM Best Rating – Minimum A-, VII for all insurance carriers Required Insurance Coverages/Limits – Low Hazard Vendor- see page 3 for your company's Hazard Category Classification				
	А.	Commercial General Liability if needed umbrella/excess insurance	\$ 1M each occurrence		
	В.	Automobile Liability	\$ 1M each occurrence		
	C.	Workers' Compensation Employers Liability	Statutory Requirements \$500K Occ/Disease/Limit		
	Required Insurance Coverages/Limits – <u>Moderate Hazard Vendor</u>				
	А.	Commercial General Liability if needed umbrella/excess insurance	\$ 3M each occurrence		
	В.	Automobile Liability	\$ 1M each occurrence		
	C.	Workers' Compensation Employers Liability	Statutory Requirements \$500K Occ/Disease/Limit		
	(add	uired Insurance Coverages/Limits – <u>High L</u> litional requirements maybe added depend rance, contractor's pollution, etc.) Commercial General Liability if needed			
	В.	umbrella/excess insurance Automobile Liability	\$ 1M each occurrence		
	C.	Workers' Compensation Employers Liability	Statutory Requirements \$500K Occ/Disease/Limit		
3.	Additional Insured Endorsements – Required for 2.A above				
	А.				
	В.	CG 2037 Completed Operations or equivalent (Required for all contractors doing repair work and/or installation)			
	C.	Endorsements must name the correct landlord parties as additional insured			
	D.	Blanket Additional Insured Endorsements are acceptable alternative to A, B & C above. No need to list additional insured entities if blanket endorsement is used. **(see note below regarding contract language)			
	E.	Additional Insured Primary – the Additional Insured endorsement or policy provisions must provide that such insurance shall be primary and non-contributory in respect to any other insurance maintained or available to the additional insured parties.			

Please submit a Certificate of Insurance along with the additional insured endorsement.

Additional Insured Endorsements must name the Owner Entities as follows:

Columbia REIT - University Circle, L.P. & Columbia Property Trust, Inc., including its affiliated and subsidiary companies, their officers, directors and employees are named as additional insured's.

Additional insured endorsement CG 2010 or Blanket Endorsement should be attached.

**Note that if your coverage includes the language "where required by written contract" your company will need to have a contract with Columbia REIT - University Circle, L.P. or will need to modify your contract with your client to include the Landlord as an additional insured.

Include Description of Operations:

University Circle 1900-2000 University Avenue East Palo Alto, CA 94303

In the CERTIFICATE HOLDER box insert the following text:

Columbia REIT - University Circle, L.P. Columbia Property Trust, Inc. 1900 University Avenue, Suite 106 East Palo Alto, CA 94303

Please email certificates to jake.arnet@columbia.reit

Questions should be directed to 650-324-2222.

Vendor Insurance Limit Matrix

Vendor Type	Vendor Category	Additional Requirements (if applicable)
Asbestos Removal	HIGH	Contractors Pollution Liability (CPL) \$5M
Boiler RepairMaintenance	HIGH	
Carpentry Outside	HIGH	
Central Station Alarm Monitor/fire System Monitoring Chemical Sales & Service	HIGH HIGH	Contractors Pollution Liability (CGL) \$5M
Construction – BTS (25M)	HIGH	Umbrella in amount of 10-20M & Contractors Pollution Liability (CPL) \$5M
Construction – TI	HIGH	Contractors Pollution Liability (CGL) \$5M
Construction/ Demolition/ Excavation – see General Contractor	HIGH	Contractors Pollution Liability (CPL) \$5M
Crane Inspection & Repair	HIGH	
Crane Rental Service	HIGH	
Disaster Recovery Electrical Contractor	HIGH HIGH	
Electricians	HIGH	
Elevator / Escalator including monitoring	HIGH	Limit depends on job. Also, add Contractors Pollution Liability 5M
Explosive Delivery	HIGH	
Fire/Life Safety - Installation/Repair	HIGH	
Fuel Delivery General Contractors	HIGH HIGH	Contractors Pollution Liability (CPL) \$5M Contractors Pollution Liability (CPL) \$5M
Generator / Installation & Repair	HIGH	Contractors – ondron Elability (CPE) ¢3M
Helicopter Use	HIGH	Aviation Coverage \$10M
HVAC	HIGH	Contractors Pollution Liability (CPL) \$5M
Lagoon Dredging	HIGH	Contractors Pollution Liability (CPL) \$5M
Lift Truck	HIGH	
Lighting Repair Masonry or Concrete Construction - Structural	HIGH HIGH	
Painting – 3 Stories and Over	HIGH	
Roofing Contractor	HIGH	
Scaffolding Contractor	HIGH	
Security Guard & Patrol Service	HIGH	Crime/Employee Dishonestly Insurance \$1M
Waste Disposal – Regulated	HIGH	Contractors Pollution Liability (CPL) \$5M Contractors Pollution Liability (CPL) \$5M
Water Treatment Welding / Torch work	HIGH HIGH	Contractors Pollution Liability (CPL) \$5M
Welding Supply Delivery & Service	HIGH	
Window Cleaning > exterior	HIGH	
Windows-glass replacement/sealing	HIGH	
Air Compressor Service	MODERATE	
Architects & Engineers	MODERATE	Professional Liability Insurance \$5M / Additional Insured CG 2007
Auto Care/Maintenance Barricade Construction	MODERATE MODERATE	Contractors Pollution Liability (CGL) \$5M
Carpentry Inside	MODERATE	
Chemical & Water Tank Cleaning & Inspection	MODERATE	Contractors Pollution Liability (CGL) \$5M
Door Repair	MODERATE	
elevator phone repair	MODERATE	
Engineering	MODERATE	
Exterior Signage >1 Story	MODERATE MODERATE	
Flooring Contractor - Tile & Carpet garage gates - repain/installation	MODERATE	
Gutter Contractor	MODERATE	
Insulation Installation	MODERATE	
Janitorial Service	MODERATE	Crime/Employee Dishonestly Insurance \$1M
Lawn Care/Landscaping /Tree Maintenance	MODERATE	Contractors Pollution Liability (CPL) \$5M
Masonry / Concrete Construction – Non-structural / Concrete Repair Painting – Exterior Under 3 stories	MODERATE MODERATE	
Painting – Interior > 1 story height	MODERATE	
Paving/ Concrete Work	MODERATE	
Pest Control Services	MODERATE	Contractors Pollution Liability (CPL) \$5M & Crime/Employee Dishonesty \$1M
Phone Services / Systems	MODERATE	
Plumbing Contractor / Repair	MODERATE	
Roof anchor inspections/load test Sheet Metal Work	MODERATE MODERATE	
Snow Removal	MODERATE	
Waste Hauling & Waste Paper Delivery (unregulated)	MODERATE	
Water Pump Repair	MODERATE	
Well Pump Inspection Window Cleaning - interior using ladder/lift	MODERATE	
Window Cleaning - interior using ladder/litt Air Quality	MODERATE LOW	
Air Guailty Auto Care – Car Wash Only	LOW	Garage Keeper/Bailee Coverage
Bathroom airfreshner service/installation	LOW	
Beverage Service	LOW	1909 St. 12 (1999) 272 (2 Notes
Carpet Cleaning	LOW	Crime/Employee Dishonestly Insurance \$1M
Delivery Companies	LOW	
Exterior Signage - 1 story or less Garage Sweeping	LOW LOW	
Garage Sweeping Holiday Décor Set up	LOW	
Interior landscaping	LOW	
Interior Signage	LOW	
Office Equipment Repair	LOW	
Office Machine Installation or Repair	LOW LOW	
Office supplies, equipment, furniture Painting – Interior less than 1 story height	LOW	
Parking Envice with/ without Valet	LOW	
Parking/Garage - Sweeper	LOW	
Pressure Washer	LOW	
Retail - lobby / tenant events	LOW	
Surveyor	LOW	
	LOW	
Uniform Service	LODAL	
Vending Machine Contractor	LOW	
	LOW LOW LOW	

Vendor Insurance Limit Matrix

Vendor Type	Vendor Category	Additional Requirements (if applicable)
Asbestos Removal	Vendor Category HIGH	Contractors Pollution Liability (CPL) \$5M
Boiler RepairMaintenance	HIGH	
Carpentry Outside	HIGH	
Central Station Alarm Monitor/fire System Monitoring	HIGH	
Chemical Sales & Service	HIGH	Contractors Pollution Liability (CGL) \$5M
Construction – BTS (25M)	HIGH	Umbrella in amount of 10-20M & Contractors Pollution Liability (CPL) \$5M
Construction – TI Construction/ Demolition/ Excavation – see General Contractor	HIGH HIGH	Contractors Pollution Liability (CGL) \$5M Contractors Pollution Liability (CPL) \$5M
Crane Inspection & Repair	HIGH	on Reading Financial Endering (or Ey com
Crane Rental Service	HIGH	
Disaster Recovery	HIGH	
Electrical Contractor	HIGH	
Electricians Elevator / Escalator including monitoring	HIGH HIGH	Limit depends on job. Also, add Contractors Pollution Liabiltiy 5M
Explosive Delivery	HIGH	Enne oppring on job, who, and optications i on and the birty on
Fire/Life Safety - Installation/Repair	HIGH	
Fuel Delivery	HIGH	Contractors Pollution Liability (CPL) \$5M
General Contractors	HIGH	Contractors Pollution Liability (CPL) \$5M
Generator / Installation & Repair Helicopter Use	HIGH HIGH	Aviation Coverage \$10M
HVAC	HIGH	Contractors Pollution Liability (CPL) \$5M
Lagoon Dredging	HIGH	Contractors Pollution Liability (CPL) \$5M
Lift Truck	HIGH	avotal AAN
Lighting Repair	HIGH	
Masonry or Concrete Construction - Structural	HIGH HIGH	
Painting – 3 Stories and Over Roofing Contractor	HIGH	
Scaffolding Contractor	HIGH	
Security Guard & Patrol Service	HIGH	Crime/Employee Dishonestly Insurance \$1M
Waste Disposal – Regulated	HIGH	Contractors Pollution Liability (CPL) \$5M
Water Treatment	HIGH HIGH	Contractors Pollution Liability (CPL) \$5M
Welding / Torch work Welding Supply Delivery & Service	HIGH	
Window Cleaning > exterior	HIGH	
Windows-glass replacement/sealing	HIGH	
Air Campressar Service	MODERATE	
Architects & Engineers	MODERATE	Professional Liability Insurance \$5M / Additional Insured CG 2007 Contractors Pollution Liability (CGL) \$5M
Auto Care/Maintenance Barricade Construction	MODERATE MODERATE	Contractors Poliution Liability (CGL) \$5M
Carpentry Inside	MODERATE	
Chemical & Water Tank Cleaning & Inspection	MODERATE	Contractors Pollution Liability (CGL) \$5M
Door Repair	MODERATE	
elevator phone repair –	MODERATE	
Engineering Exterior Signage >1 Story	MODERATE MODERATE	
Flooring Contractor - Tile & Carpet	MODERATE	
garage gates - repair/installation	MODERATE	
Gutter Contractor	MODERATE	
Insulation Installation	MODERATE	Olive Carles - Disk
Janitorial Service Lawn Care/Landscaping /Tree Maintenance	MODERATE MODERATE	Crime/Employee Dishonestly Insurance \$1M Contractors Pollution Liability (CPL) \$5M
Masonry / Concrete Construction – Non-structural / Concrete Repair	MODERATE	Contractors i - orditori Elabring (Cr. E) dolar
Painting – Exterior Under 3 stories	MODERATE	
Painting – Interior > 1 story height	MODERATE	
Paving/ Concrete Work	MODERATE	
Pest Control Services Phone Services / Systems	MODERATE MODERATE	Contractors Pollution Liability (CPL) \$5M & Crime/Employee Dishonesty \$1M
Plumbing Contractor / Repair	MODERATE	
Roof anchor inspections/load test	MODERATE	
Sheet Metal Work	MODERATE	
Snow Removal	MODERATE	
Waste Hauling & Waste Paper Delivery (unregulated) Water Pump Repair	MODERATE MODERATE	
Water Pump Repair Well Pump Inspection	MODERATE	
Window Cleaning - interior using ladder/lift	MODERATE	
Air Quality	LOW	Contract Version Parlies Contracts
Auto Care – Car Wash Only Rationana airfrachaor son ion/installation	LOW LOW	Garage Keeper/Bailee Coverage
Bathroom airfreshner service/installation Beverage Service	LOW	
Carpet Cleaning	LOW	Crime/Employee Dishonestly Insurance \$1M
Delivery Companies	LOW	
Exterior Signage - 1 story or less	LOW	
Garage Sweeping Haliday Désar Satur	LOW	
Holiday Décor Set up Interior landscaping	LOW	
Interior Signage	LOW	
Office Equipment Repair	LOW	
Office Machine Installation or Repair	LOW	
Office supplies, equipment, fumiture	LOW	
Painting – Interior less than 1 story height Parking Service with/without Valet	LOW LOW	
	LOW	
Parking/Garage - Sweeper Pressure Washer	LOW	
Parking/Garage - Sweeper	LOW LOW	
Parking/Garage - Sweeper Pressure Washer Retail - Jobby / tenant events Surveyor	LOW LOW LOW	
Parking/Garage - Sweeper Pressure Washer Retail - lobby / tenant events Surveyor Uniform Service	LOW LOW LOW LOW	
Parking/Garage - Sweeper Prassure Washer Retail - Iobby Itenant events Surveyor Uniform Service Vanding Machine Contractor	LOW LOW LOW LOW LOW	
Parking/Garage - Sweeper Pressure Washer Retail - lobby / tenant events Surveyor Uniform Service	LOW LOW LOW LOW	

Heating, Ventilation, and Air Conditioning "HVAC"

HVAC services are provided Monday through Friday, from 7:00 a.m. to 6:00 p.m. Certain areas of the building may experience a slightly different schedule due to varying mechanical systems.

After-hours HVAC service can be made available at the Tenant's expense; however, please keep the following information in mind:

To provide after-hours cooling services, a request must be made in advance through the Building Engines system. Please submit your request through Building Engines at least 4 hours in advance of a same-day weekday request, or in the case of a weekend, by 3pm on the prior Friday.

It is recommended to keep the blinds down to lessen the effects of the solar load on the building, especially in the summer months. This will aid in keeping the direct sunlight out of your space which will help to keep the area cooler.

Energy Conservation

Use Energy Responsibly

Your assistance toward our goal of conserving energy is important. In addition to the obvious environmental benefits of energy conservation, your efforts will result in lower building operating costs.

- Electricity consumed by lighting fixtures is the second highest component of our buildings' total energy consumption (following HVAC-related use). Do not leave lighting turned on when departing your office for the evening.
- Please turn your office lights off whenever you leave your office for a period of more than thirty minutes.
- Turn off appliances and machinery such as coffee-warmers, typewriters, and coffee pots when not in use.
- Control your window coverings to maintain your office temperature. Close draperies during periods of direct sunlight and when departing your office for the evening.

Electric Vehicle Charging Stations

The 6 Electric Vehicle Charging Stations (EVCS) are located in the underground parking lot.

Below are the steps to follow in order to use the EVCS:

- Each user needs to complete and provide a Registration Form to the Management Office.
- Each user needs to register on Blink Network
 - Step One (1): Pick up Blink Network card from the Management Office
 - Step Two (2): Register the Blink Network card by following the Blink Registration Instructions located in the Summary of Forms & Manuals section
- Each user will receive an email from Blink Networks alerting the user that their vehicle has been fully charged. Once email is received the user needs to quickly move the vehicle from the EVCS to a regular parking space. This will enable users waiting to be able to move into the available EVCS spaces and increase efficiency.

Parking Garage Safety

To ensure that your visitors and guest have ample parking, remind all employees to use the underground parking structure so as to free up the surface lot for tenant's visitors and guests.

Below are reminders for when in the garage:

- Speed limit is 5 miles per hour or less
- Be cautious and courteous to those drivers backing out of parking spaces
- While walking in the garage be cautious of drivers

Parking & Tenant Events

When a tenant is planning on having events with 25 or more visitors to University Circle, you must notify the Management Office. This information is needed to plan for any extra ordinary demands on the surface parking lot.

Overnight Parking Policy

In order to be granted permission to leave your vehicle overnight in the parking garage. The following actions must be taken:

- Send the following vehicle information to the Management Office to <u>jake.arnet@columbia.reit</u>:
 - Make / Model / Plate #
 - Name and phone number of vehicle owner
 - Dates / length of time up to 5 days maximum
- All approved vehicles need to park in the area of the parking garage underneath the hotel by the Manhattan exit gate.
- Five (5) night maximum your office will be billed \$20.00 for each subsequent night the vehicle is parked in the garage
- Vehicles not registered will be towed at owner's expense

Telecommunication Access

Columbia Property Trust has engaged Montgomery Technologies to manage the telecommunications infrastructure for our campus; 1900, 1950 and 2000 University Ave. The goal of this program is to ensure that all tenants have secure access to public and private networks. As a single point of contact, Montgomery Technologies will streamline the installation and extension of voice and data circuits, as well as TV and wireless service on the campus.

Montgomery Technologies will work with the tenants, telecommunications service providers, building staff (including security) and cabling vendors to manage and maintain the building's common telecom areas. They work directly with building security to monitor and restrict access to sensitive telecom closets; providing clearance only to those who are allowed and/or licensed to work in these designated areas. Tenants will still be able to use their vendor of choice for phone and data cabling within their suite.

As the exclusive manager of the building's internal wiring systems, Montgomery Tech is responsible for connecting your voice and data systems to your preferred service provider within the building. Service providers such as AT&T and Comcast deliver their services to the building's MPOE (minimum point of entry) and terminate the circuits to specific demarcation points on the telecommunications frame. From here, Montgomery Tech will extend circuits using the building's

riser system to the proper floor(s) and suite(s) for tenants. The wiring of each circuit is recorded in our secure database for quick-reference; the database is extremely useful for troubleshooting if it ever becomes necessary.

Montgomery Tech utilizes local union contractors to perform low-voltage wiring and cabling at an established market rate. They work closely with several contractors in the area to provide tenants with the highest quality work and competitive bidding from structured cabling vendors.

In addition, Montgomery Technologies provides a 24 x 7 call center at 866-824-8362 or <u>service@montgomerytech.net</u> to assist tenants with their technology requirements. The service center is a valuable resource available to all tenants in the building and is prepared to handle any questions you may have related to technology and telecommunications needs. Whether you need a plain old telephone line, cable television, fiber-optic link or wireless back-up, Montgomery Technologies can assist in both the provisioning and deployment of telecommunications services to your offices.

Holiday Decorations Guidelines

Christmas trees in buildings must be artificial or be treated with a flame-retardant chemical approved by the State Fire Marshal prior to their installation.

Christmas Tree Safety at Work and at Home

If you are planning to have a tree in your office space or building, the following precautions will help to ensure a safe holiday:

- Select the location for the tree carefully. Make sure trees do not block corridors or exits. Also keep the tree away from heating vents and other heat-producing appliances that may dry out the tree.
- Secure trees to keep them from overturning.
- If you are using a real tree saw off at least one inch of the trunk and mount the tree in a stand that holds water. Keep the water level above the base of the tree. This will keep the tree fresh and green and will reduce the risk of fire.
- Do not use open flames, such as candles, near trees.
- Use only electric lights and appliances listed by the Underwriters' Laboratory. (*Exception:* Never use electric lights or appliances on metal trees.) Replace any sets of electric lights that are worn or have loose connections.
- Before using electric lights read the instructions and warnings from the manufacturer and follow any safety requirements.
- Do not place cords under rugs or in paths of travel.

- As always do not daisy chain extension cords (plug one extension cord into another). Also do not connect more than three sets of lights to a given socket (unless manufacturer specifies that fewer lights can be connected in series).
- Do not overload circuits; fires can start inside walls. If fuses blow, reduce the number of lights, appliances, etc., before replacing the fuse.
- Do not use cellophane. There is no way to make it flameproof.
- Do not use cotton batting or paper decorations unless they have been treated with retardant.
- If there is a fire, pull the fire alarm and immediately call 911 and call Security Emergency number at 650-838-9700 to report the location.
- If fire extinguishers cannot control the blaze, walk, do not run, to the nearest exit and get out of the building!
- Dispose of trees as soon as the holiday season ends.

Signage

University Circle has standard signage criteria for the Main Lobby Building Directory, Floor Directory, and Suite entrance locations. Tenant Administrators should submit all signage requests and/or signage changes in writing to the Management Office.

Requests should include the exact spelling, punctuation, capitalization, line presentation and spacing requested. The request will be reviewed for compliance with building standards as well as conformance with individual lease criteria. A quote will be provided for approval prior to implementation.

Mail Service

Incoming Mail

Incoming Mail is delivered by the Postal Service directly to your assigned mailbox. The mailroom is located in the Main Lobby of Building 1900. If you have problems with your mail relating to delivered material or delivery times, you will need to call the Post Office directly. The Postal Station numbers for service to this area are (650) 321-1423 or 1-800-ASK-USPS.

Please note that our Security Officers are not authorized to sign for any deliveries in your absence.

Outgoing Mail

An outgoing mail depository is located in the Main Lobby of Building 1900. The Post Office projects one morning pick up and one afternoon pickup, based on route scheduling of the postal service.

Express Mail Services

There is one FedEx and one UPS drop box located on the First Floor of Building 1900 in the corridor adjacent to the Men's Restroom.

Smoking Areas

Smoking has proven to be hazardous to the health of smokers and scientific evidence indicates that secondary tobacco smoke is a health hazard to non-smokers. University Circle Management reminds tenants that smoking is not permitted within the buildings or parking garage.

There are designated smoking areas located at the property. Please refer to the Designated Smoking Area map located in the Summary of Forms & Manuals.

Directory of Service and Retail Establishments

University Circle is pleased to have fine service and retail establishments within the Building:

COFFEE SHOP & SANDWICHES:

ATM Machine Esc Café Quattro Restaurant Four Seasons Hotel Four Seasons Hotel Four Seasons Hotel

Security

Security services at University Circle are provided 24 hours a day, seven days a week. Security officers are present to assist visitors, monitor access, and prevent solicitors from entering the building.

You may telephone the central security room directly at (650) 321-6361 for Non-Emergency issues and (650) 838-9700 for Emergency issues. You may also contact the Management Office at (650) 324-2222 to provide a radio dispatch.

Contact Security and/or the Management Office if:

- An emergency occurs. If the emergency is medical in nature, **Dial 911**. Notify the Management Office as well and we will direct Security Officers to assist medical technicians with parking and dedicated elevator service.
- You observe unusual activity or suspicious people around your suite.
- A solicitor enters your office and tries to sell you something.
- A crime is committed.

Alarm Systems

If you are considering the installation of an alarm system for your suite, please contact the Management Office. Special arrangements regarding janitorial and emergency access will be required.

Security Responsibility

While our Security Staff is available to respond to emergencies, their primary function is to protect the building. We cannot be responsible for the security of your property and furnishings. Although the presence of security personnel may deter theft and vandalism, Security Officers do not have the authority to apprehend and arrest suspects.

After Hours Emergency Contact Information

In case of after-hours emergency, contact the 24 hour central security at 650-321-6361 or in the case of an emergency, at (650) 838-9700.

Security Checklist

The following checklist contains general office security suggestions. While not exhaustive in scope, this checklist may be used as an aid in establishing internal security procedures are adequate.

- Limit the number of keys issued to your office. Only those people requiring after-hours access should be provided with a key.
- Keep complete, up-to-date records of the disposition of all office keys.
- Have adequate procedures for collecting keys, company I.D. cards, and/or Building passes from terminated employees.
- Establish a rule that keys must not be left on unattended desks or cabinets.
- Require that filing cabinet keys be removed from locks and placed in a secure location after opening of cabinets in the morning.
- Store keys systematically in a secured wall cabinet of either your own design or from a commercial Key Control system.
- Keeps a record showing the issuance and return of every key, including the name of person to whom the key is issued and the time and date the key was issued.
- Consider using telephone locks if unauthorized calls are made when the office is unattended.
- Provide at least one lockable drawer in a desk to protect purses and other personal effects.
- Establish a rule that purses and personal property such as cameras should be kept inside employees' desks.
- Never leave laptop computers or other portable computer equipment unattended in unlocked areas. Due to the size of such items, their removal from the Building can be easily concealed.
- Instruct employees to remove wallets from jackets hung in closets or on coat racks.
- Shred all confidential papers before discarding.
- Insist on identification from repair persons that work in your office.
- Deposit incoming checks and cash each day so that you do not keep large sums in the office overnight. Never leave a petty cash fund in an unlocked drawer or cabinet.

- Clear all desks of important papers every night and place them in locked, fireproof safes or cabinets.
- When working alone in the office at night, set the front door lock to prevent anyone else from entering (excluding janitorial personnel).
- Keep the police, fire department, and Building Security telephone numbers posted and handy.
- Double-check to see that all doors are securely locked before you leave.
- Have an inventory listing all office equipment in your space including serial number and identification.
- Require written authorization by an authorized person before any office equipment is released for repair or maintenance.
- For those offices that are equipped with an alarm system or protected by a security alarm service, make sure the alarm equipment is properly set each night.

Access Cards

The exterior doors to the building are open from 7:00 A.M. to 6:00 P.M. Monday through Friday, after which time the building is automatically locked by the computerized building access system. The Building will also be locked during building recognized holidays. Upon your move-in, access cards will be issued that will provide building entry after hours. Initial cards at move-in will be at no cost to you.

Below is a list of guidelines and rules that should be followed for building access cards:

- 1. If you should require additional or replacement cards, we ask that you complete a Card Access Form which needs to be signed by the Tenant Administrator and returned to the Management Office. There will be a \$25.00 fee for any replaced access cards.
- 2. All employees should be instructed not to lend their card to others, and to keep the card in a safe place.
- 3. Should an employee be terminated or leave the company and not return their card, please provide written notice of the card number to our office so that we may terminate access to the Building.
- 4. Should you wish to transfer a card from one employee to another employee, please notify the Management Office in writing.
- 5. Although the system has a record of card numbers and holders, we strongly recommend that each tenant maintain a record of employee names and card numbers for your files.

6. Upon move-out, all access cards must be immediately turned in to the Management Office.

The card access system is a "proximity system." This means that you only need to hold the card in close proximity to the reader in order for the card to be recognized by the system. The card reader is located next to the main lobby entrance and throughout your building in the elevators and other areas. This is an extremely reliable system, but should you have any problems with your card please contact the Management Office.

You will need to make accommodations for visitor access after business hours.

Janitorial Service

Nightly Janitorial Service

Nightly janitorial services are provided at University Circle Monday through Friday evenings. Routine cleaning includes dusting, vacuuming, emptying wastebaskets and damp-mopping your kitchen area. In addition, all restrooms and common areas are cleaned and stocked each night. Additional cleaning services are provided on a monthly, quarterly, and annual basis. If you discover that an area in your suite has been overlooked please advise the Management Office so that we can ensure better service for you in the future.

Day Porters

Accidents happen to everyone. If something spills in your suite that requires immediate attention, please notify the Management Office through the Building Engines system. We can dispatch a Day Porter to assist you.

Carpet Cleaning

Please call the Management Office to bring "carpet spots" to our attention so that the nightly cleaning crew can treat them. If you would like to have your entire carpet shampooed, an additional charge will be determined and submitted for your approval prior to the rendering of the service.

Window Cleaning

Interior windows are cleaned on a semi-annual basis. Exterior and interior windows are cleaned each quarter.

Trash Disposal

Never place any object near, against, or on top of trash receptacles if the material is not intended for disposal.

If you will be disposing of "unusual" items that will not fit into a standard trash receptacle, clearly mark the items for disposal and place them in a logical area. The Management Office has bilingual "Trash" stickers available free of charge for this purpose.

Annual memorandums will be distributed relative to holiday tree disposal.

Recycling

University Circle has recycling for paper, bottles and cans. Please see the property manager to discuss ways to customize the recycling service to meet your needs.

Emergency Procedures

University Circle has developed Fire and Life Safety Emergency Procedures as a guide to understanding the life safety systems and procedures pertaining to the building.

Please ensure that all occupants are familiar with the Fire and Life Safety Emergency Procedures. Each Tenant is required to provide the Management Office with its own emergency team response information by utilizing the Emergency Response Information form. We are required to have this information on file for inspection by the Menlo Park Fire Department upon request.

The building staff conducts an annual fire drill as required by the State of California. We are also required to conduct annual training for all Emergency Team members. Tenants will be provided with advance notification of the scheduled classes and drills.

Participation is mandatory.

Testing of the building's life safety system equipment is conducted on a quarterly basis for your safety. Whenever possible, the Management Office will notify tenants in advance of the testing dates. Audible announcements will be provided prior to each actual test. In the event of an actual emergency during this testing process you will be notified via the public address system.

Emergency Contact List

University Circle requests that each firm submit an Emergency Contact List for our records. This information is considered confidential and will be used to notify designated individuals in the event of an after-hours emergency.