

Tenant Services Guide



TABLE OF CONTENTS

Contents

Table of Contents..... 2

Getting the Most Out of the Tenant Services Guide 5

Please Share..... 5

The Designated Tenant Contact..... 5

What’s Nearby 7

Property Management..... 8

Security and Lobby Attendants..... 9

Business Hours and Building Service Hours 9

Building access 9

 Access Cards 9

 Visitor Access..... 10

 Locked-out Tenant Employees..... 10

How Tenants and Their Employees can Prevent Crime..... 10

Incident Reporting 11

Sustainability and Green Practices 13

Bicycles 13

Elevators..... 13

 Summoning Assistance 13

 Reporting Service Needs 14

Solicitation Policy..... 14

Smoking Policy 14

Mail..... 14

Lost and Found..... 15

Leaks 15

Property Holidays..... 15

HVAC (heating, ventilation, and air conditioning) 16

PART TWO – THE DESIGNATED TENANT CONTACT.....17

Security of Access Cards..... 18

Active Shooter/Hostile Intruder 19

Rules for Tenants 19

Workspace 19

Service Requests.....20

Light Replacement20

Fire Safety – Heaters and Small Appliances..... 21

Deliveries 21

 Hand-delivered Items..... 21

 Hand Carts and Hand Trucks..... 21

Freight Elevators – Policy for Oversized Deliveries 21

Janitorial Service.....22

Special Cleaning Services 23

Carpet Cleaning 23

Trash Removal..... 23

Recycling and Composting..... 24

Recycling Electronics 24

Pest Control 24

Tenant Certificate of Insurance (COI) 25

Tenant Improvements..... 25

Tenant Events..... 25

Holiday Décor..... 27

Happy, Safe Holidays from Property Management..... 27

Positioning and Setting Up..... 27

Christmas Trees and Other Greenery 27

Décor and Trim..... 27

Electric Lights and Cords28

Taking it All Down28

Contractors and Service Providers, Including Telecommunications/Data 29

Emergency Service Requests 29

Signs 29

News Media and Commercial Photography30

Hard Keys30

Sustainability and Green Practices 31

 Energy Star and LEED Certifications..... 31

 Site Management Plan..... 31

 Water Efficiency Policy..... 31

 Solid Waste Management Policy 31

 Environmental Tobacco Smoke Control/Smoking Policy 32

 Green Cleaning Policy32

 Facility Maintenance and Renovations Policy 32

***A note for the local principal of the tenant:** Throughout this guide, we point the Tenant Contact to your lease agreement for details of the matter under discussion. We respectfully ask that the person you select as Primary Tenant Contact be someone who has access to the lease if possible.*

GETTING THE MOST OUT OF THE TENANT SERVICES GUIDE

Use this Guide to find who does what and learn how to satisfy everyday needs associated with your tenancy. This guide is informational; your lease agreement takes precedence.

PLEASE SHARE

Your employees are a primary intended readership of this handbook. The Tenant Services Guide is chock full of information we hope all property occupants will find helpful. We are supplying you with a version of the Guide expressly for your workforce, one that excludes this page and Part Two, the Designated Tenant Contact section. Would you kindly distribute that Employee copy?

Please distribute the TSG to employees.

THE DESIGNATED TENANT CONTACT

Our management team can deliver a quick and targeted response by centralizing certain communications and transactions between our staff and yours. Information for the representative you appoint to manage building services and transactions with Property Management is in *Part Two, The Designated Tenant Contact*. **Please complete the fillable Designation of Tenant Contact form** we sent you in the same email to which we attached this document and send it to MarketStManagement@LPC.com. The appointment of an Alternate Tenant Contact is imperative to ensure we can make contact for after-hours emergencies.

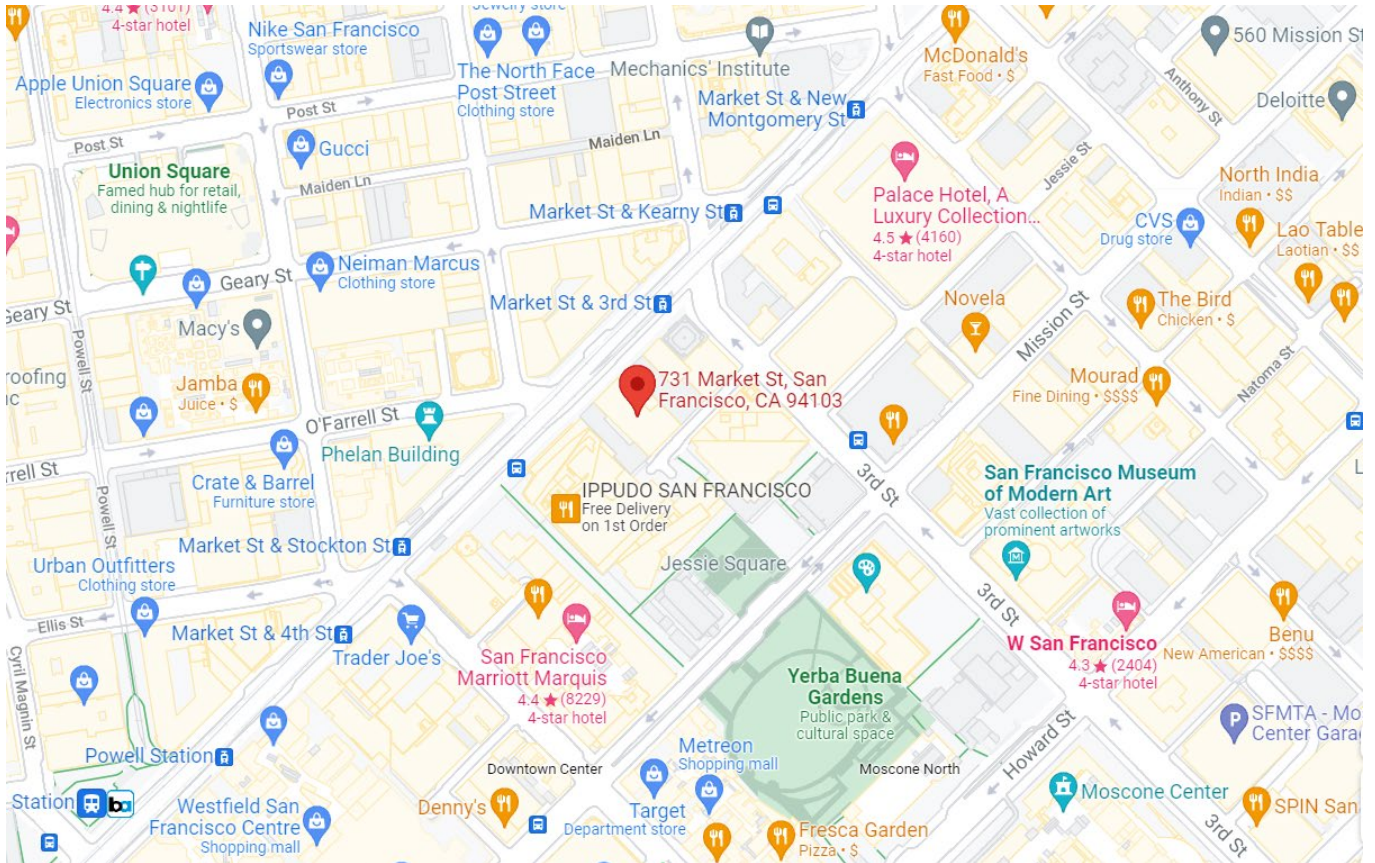
Please advise employees and other workforce members to address building-related service needs to the Tenant Contact, not the Management Office.



THIS IS A GREAT PLACE TO WORK

WHAT'S NEARBY

Area eateries and other places of interest. 731 Market is the red pin near the center.






[Click the image to make the map interactive.](#)

PROPERTY MANAGEMENT

Nothing is closer to the core mission of property management than delivering responsive service to tenants by seeing to their comfort, safety, and satisfaction. You can always find us if you need anything, either by phone or email. The management office is open from 9:00 am to 5:00 pm, Monday through Friday, and can be reached at **(415) 761-9354**. Property Management Contacts

After-hours emergency: 911. For urgent building issues after business hours, please call the after-hours answering service at 1-800-499-5749.

Management Group Email: MarketStManagement@LPC.com

 <p>Alex Brunet</p>	<p>Assistant Property Manager</p> <hr/> <p>Primary Contact for Tenants</p> <hr/> <p>415-761-3954 ABrunet@LPC.com Alex assists with day-to-day property management and operations of the property</p>
 <p>Laura Herrmann</p>	<p>Senior Property Manager</p> <p>415-813-2942 LHerrmann@LPC.com Laura oversees property management. She is responsible for ensuring operations run smoothly, and tenants are well-served.</p>
 <p>Matthew Leet</p>	<p>Building Engineer</p> <p>MLeet@LPC.com Matt is the building’s maintenance and engineering specialist, and he oversees the access and movement of tenant contractors and service providers.</p>

SECURITY AND LOBBY ATTENDANTS

Security officers staff the lobby desk from 7:00 am to 7:00 pm Monday through Friday, excluding holidays. You can reach the lobby desk at 415-583-8940.

The desk officers sign in visitors, deal with loitering, oversee deliveries, and are available to answer questions and direct guests to your suite. The duty officers may require that individuals departing the building present authorization for the removal of any equipment or material

Please call or visit the lobby desk during business hours to report building emergencies and security issues.

BUSINESS HOURS AND BUILDING SERVICE HOURS

“Business Hours” are 7:00 am to 7:00 pm Monday through Friday, excluding holidays. These are the times when the passenger elevator and front entrance doors are unlocked (see “Building Access,” below). Access cards are required at all other times. Address any emergency or urgent access needs to the Tenant Contact.

“Business Hours” are not the same as “Building Service Hours” or similar terms used in the lease agreement to denote the times when the landlord supplies specified building services, such as HVAC. Building Service Hours are from 7:00 am to 6:00 pm Monday through Friday, excluding holidays.

Other details on this topic are in [Property Holidays](#). Please refer questions to your Tenant Contact.

BUILDING ACCESS

Access Cards

Access card holders always have access to the building. The electronic locks of access control devices disengage when an access card is tapped on the reader.

Access card readers are at designated building entry doors. The passenger elevator is equipped with an access card reader to prevent unauthorized persons entering tenant spaces. After business hours, all tenants must use their access cards to reach their floor. Place the card next to the reader until the reader beeps and a small LED light on the reader

turns green. You then immediately press the button for your floor. You will only be able to access the floors your company occupies.

The access control system is our first line of security. The access cards issued are, in effect, keys to the building, and you should give them the same consideration and safeguards. The access card is required to enter the building or your suite after business hours.

We provide access cards and keys for tenant employees upon move-in free of charge. Cardholders may not re-issue or transfer access cards on their own. For lost, replacement, disablement, or additional cards, please ask your Tenant Contact.

Visitor Access

Visitors must sign in at the lobby desk. If the tenant has not provided prior notice, the security officer will allow access to the tenant suite entrance after confirming with the tenant that the visitor is expected. Doors to the building are secured after business hours. Visitors do not have access to tenant suites, so you must arrange for an escort if you host a visitor.



Locked-out Tenant Employees

We cannot accommodate anyone locked out of the tenant suite or whose access card does not work. Each access card holder should keep their card in a place that offers the same assurance of always having it on hand as does the wallet for their driver's license. Employees who cannot access the tenant suite on their own will have to leave unless they can contact an associate who will come to the building and open the suite door for them.

HOW TENANTS AND THEIR EMPLOYEES CAN PREVENT CRIME

Many office thefts and crimes against persons occur during business hours, and criminals may use the pretext of having a legitimate business purpose. Many weekend burglaries indicate the complacency of persons in control of keys and access cards as a contributing factor.

You can protect yourself and your assets by exercising certain precautions to improve security in the tenant space as well as the common areas:

- Never leave your reception area unattended. Do not allow visitors or delivery people to pass beyond the reception area unless you know them or are aware of the nature of their business.
- Be careful of someone who states they are to pick up a machine for repair. Check to see who authorized the service and ask for identification.
- Never leave purses, wallets, or other valuables on or under desks when unattended.
- Do not keep cash and valuables in an unlocked drawer.
- Avoid carrying large sums of money or other valuables in a jacket or coat hung over a chair or behind your door.
- Parking facilities are often unattended late at night, so when leaving the office, have your car keys in hand so you can enter your vehicle quickly. Be sure to lock your doors once inside.
- Watch for “piggybacking” at the building entry doors or suite doors. If a person or vehicle follows close behind to get access without an access card after hours, alert Security immediately.
- If you are concerned about a suspicious-looking person when you enter an elevator, either exit immediately under the pretense of forgetting something or stand close to the elevator panel and push all floor buttons if you are approached so that the doors will open at the next available floor. Please report any concerns to Security. If you know of or suspect criminal activity, please report it to the police and then inform Security as soon as possible.
- Periodically inspect locking hardware on suite and office doors and make necessary repairs immediately.
- Whenever possible, engrave your firm’s tax identification number on valuables.

INCIDENT REPORTING

Please help us keep 731 Market safe. If you witness an accident, incident, or possible criminal act that takes place on the property, report the event to Security or, after hours, our answering service (see Pages 8 and 9). If you ever feel there is an imminent threat, dial 911 immediately and notify Security or our answering service.



If you notice a suspicious person, please call Security or our answering service at once. Provide as much detailed information as possible, including a description of the person and their location. We will assess the situation, take appropriate action, and contact the police if necessary. If you see something you know shouldn't be there—or someone's behavior that doesn't seem quite right—say something. Informed, alert employees play a critical role in keeping everyone safe. We will help you report a crime to the police and render any assistance we can; however, please be advised that we do not investigate crimes or detain suspects.

Please share this information and direction with your co-workers.



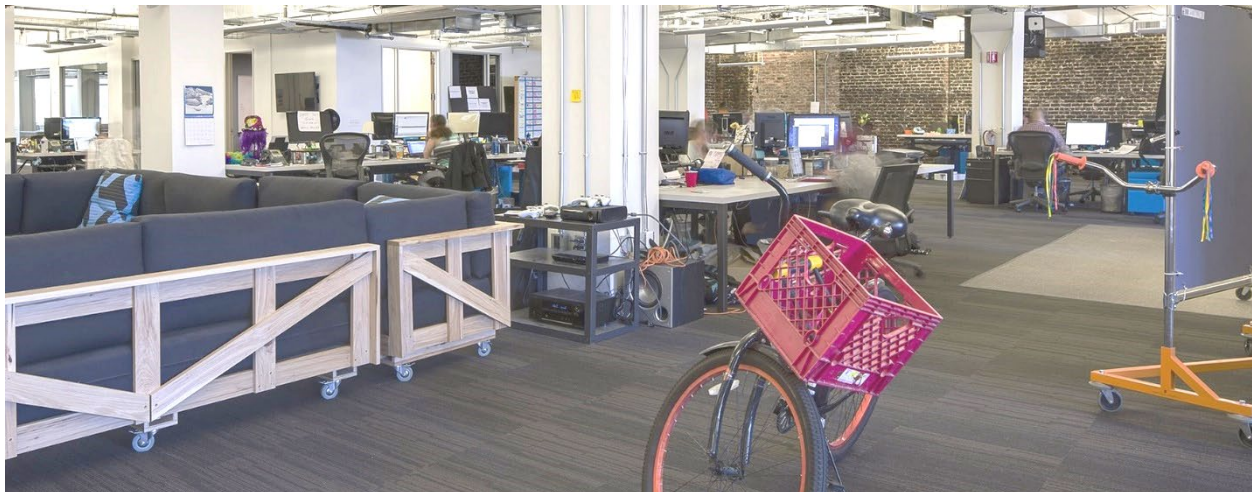
SUSTAINABILITY AND GREEN PRACTICES

We are proud to tell you that your building is Energy Star Certified and has been awarded LEED (Leadership in Energy and Environmental Design) Platinum status.



BICYCLES

Bicycles may not be carried, ridden, or wheeled into a passenger elevator, nor may they be stored or temporarily parked on stairwell landings or in other common areas. If your company allows your bicycle in its premises, you must transport it in the freight elevator. Please do not park a bicycle where it might obstruct fire exits or the paths to any fire exits in the tenant space.



ELEVATORS

Summoning Assistance

In the rare event of a malfunction, push the call button in the car, which will connect to our 24/7 elevator monitoring company. The light on the button will remain illuminated while the line is connected.

Reporting Service Needs

Please report any concerns or deficiencies to the Tenant Contact, who should inform Property Management by submitting a Workspace service request as soon as possible. We ask everyone to report any of the following problems, even though some may seem minor:

- Call buttons do not light up when pushed
- Lights or bells do not signal when the elevator arrives
- Elevator skips floors
- Doors hesitate when closing
- Floor of the elevator not level with building floor at stop

SOLICITATION POLICY

Uninvited solicitors are not permitted in the building. The distribution of material, except by invitation, also constitutes a solicitation. If you observe a solicitor, please call Security so we can respond promptly and remove the individual from the building.

SMOKING POLICY

San Francisco Ordinance No. 359-93 prohibits smoking in places of employment, and smoking is not permitted anywhere inside the building. Smokers should position themselves at least 20 feet from the building entrance or intake vents so that second-hand smoke does not infiltrate the building.

MAIL

The US Postal Service (USPS) delivers mail to the tenant's mailbox at the lobby security desk and picks up outgoing mail from the dropbox near the building entry doors.

FedEx and UPS drivers can pick up outgoing packages from your suite when they make deliveries. Drop boxes are in the Powell Street BART station.

Our employees and service providers, including Security, cannot accept mail or packages for tenants.

LOST AND FOUND

We keep found items at the lobby desk if we cannot determine their owner. You are welcome to leave your contact information and description of the lost item so we can contact you if it is turned in.

LEAKS

Please report leaks immediately to Property Management and the Tenant Contact.

PROPERTY HOLIDAYS

Observed holidays are designated in each lease of office space. The Management Office is closed, and we postpone the response to routine tenant work orders until the next business day.

In many office space leases, the designated holidays are those shown below and other days customarily observed as state or national holidays. Some of these holidays are observed on a Friday or Monday if the holiday date is Saturday or Sunday. Deviations, limitations, and conditions may apply to your lease – please ask the Tenant Contact.

HOLIDAYS	
New Year's Day	Martin Luther King Day
Presidents Day	Memorial Day
Independence Day	Labor Day
Thanksgiving Day	Christmas Day

On selected business days (meaning certain non-holiday weekdays), including the day after Thanksgiving and the business day after Christmas, we adjust normal operations, usually as follows: we secure the building with access controls in the same manner as for after business hours, limit property management staffing, close the management office, and postpone non-urgent engineering services, including routine service requests. We will notify tenants in advance of any other business days where services may be limited, or the building secured.

Barring emergencies or unavoidable circumstances, we follow the lease agreement for when to provide specific building services to office tenants. Please refer questions to the Tenant Contact regarding which landlord's services are specified in your lease for given days and circumstances.

HVAC (HEATING, VENTILATION, AND AIR CONDITIONING)

The Tenant Contact can arrange for after-hours air conditioning for an hourly charge.

Please do not adjust thermostats. We set the building temperature at the rooftop HVAC system and adjust it seasonally and as needed. If you are uncomfortably cold or warm, please inform your Tenant Contact.

PART TWO – THE DESIGNATED TENANT CONTACT

Our Attitude

We take pride in the way we view our place in your business life. As property managers, we occupy a role and a duty in helping your enterprise prosper. We promise to operate 731 Market in a way that keeps you and your staff free of distractions and inconveniences. We focus on our profession so you can focus on yours. That level of service is not a goal. It's our job, and you will find each of the service professionals on our team eager to deliver.

To the Tenant Contact from your friends on the 731 Market Management Team:

Congratulations on your assumption of these essential duties. Our success depends in part on your success, and we want to extend an offer of support and service for anything you might need to keep your senior management, staff, and employees happy with their workplace and surroundings. Please do not hesitate to call on us.

Please read this entire handbook, including the preceding pages directed to tenant employees. Although we had you in mind when we developed “Part Two – The Designated Tenant Contact,” you will find some content your associates will benefit from knowing. Please freely disseminate any of the material in this Part Two and let us know if we can improve the guide or our service delivery.

Alex Brunet

Laura Herrmann

Matt Leet

SECURITY OF ACCESS CARDS

It is imperative that the Tenant Contact promptly inform Property Management of employee terminations or changes. A lapse in that notification can compromise security and the safety of the property’s occupants. The system records each cardholder’s name, so any discrepancy in cardholder identity can result in adverse consequences.

Let us know right away of any employee terminations.

We issue access cards based on tenant requests for their staff, visitors, and service providers. We ask that you track and manage all access cards you received and if you need to transfer or modify access, please submit a Workspace service request, so the system accurately reflects the current cardholders. We urge tenants to conduct audits of keys and access cards no less frequently than once every three months to identify and disable access cards that have not been used for some time and those held by employees who have left the company.

ACTIVE SHOOTER/HOSTILE INTRUDER

We encourage every tenant to provide information and training to all employees on this subject. The Department of Homeland Security produces a web page with a link to the excellent 6-minute video RUN, HIDE, FIGHT: <https://www.ready.gov/active-shooter>. There can be no better investment of your time and your associates' time than this self-training initiative. You should show the video when onboarding new employees, when warranted by outside events, and at least once each year. In these sessions, you should discuss the video's application to your surroundings.

The ready.gov hyperlink above produces a web page that contains, among other things, checklists for *RUN*, for *HIDE*, and for *FIGHT*. You should add the following preparedness measure to "HIDE:" Tour the entire tenant space and adjoining common area in advance. Look for and advise employees of places of concealment, those with the best chance of being out of the shooter's view and providing protection if shots are fired in the direction of the person hiding.

In addition to these measures, tenants should make every effort to find additional sources they can draw on to educate their employees on this topic.

You can download the [Active Shooter Poster](#) and its accompanying Active Shooter Booklet from the following web addresses:

Poster: http://www.dhs.gov/xlibrary/assets/active_shooter_poster.pdf

Booklet: http://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf

RULES FOR TENANTS

The last thing we want is to subject our tenants to unpleasant surprises. Please familiarize yourself with the Rules and Regulations in your lease agreement and refer to them when you want to know what is or is not allowed.

WORKSPACE

We use Workspace, an application designed for efficient service delivery to tenants, including submission of service requests. We give the Tenant Contact login credentials upon move-in.

SERVICE REQUESTS

Submit service requests in Workspace, <http://my.workspace.cc/login/lpc-com>. If you need new login credentials or other assistance, please contact Property Management.

For maintenance, cleaning, or temperature comfort, please enter the following information in the Workspace service request:

- The nature and location of the problem
- The contact person name and phone number

It helps to know the following limitations that apply to tenant service requests:

- We have a building engineer available on non-holiday weekdays until 5:00 pm.
- Your lease specifies the services the landlord provides at no charge. For other “above-standard” work, we invoice once a month. Please contact Property Management for the current rates.
- Unless the bill rate for overtime HVAC is specified in your lease agreement, please call or email Property Management to find out the current charge. Submit the Workspace service request for overtime HVAC at least two business days in advance.
- We do not provide service for most improvements in your space that the landlord did not supply, such as appliances, tenant-installed plumbing, and specialty lighting. We do assist in identifying providers to service appliances, lighting, doors, and fixtures. To determine what services the landlord provides, please check your lease.
- You must submit any proposed contractors and service providers to Property Management for approval. We will provide our preferred provider list upon request. You may use a service provider not on our preferred list; however, our building and tenants must use union contractors for any work on the property. Service providers must be licensed in California and capable of being bonded. Please check your lease for additional details.

LIGHT REPLACEMENT

We try to replace burned-out lights on the same day reported. If you have a scheduled meeting or event in an area with lights out, please ask your Tenant Contact to submit a service request so we can respond promptly, if possible, before your event. Additional costs apply to non-building standard light replacements.

FIRE SAFETY – HEATERS AND SMALL APPLIANCES

Appliances such as refrigerators, microwaves, and toasters can throw off the central HVAC system when used near a thermostat. Please keep microwaves, toaster ovens, refrigerators, and other such appliances contained in kitchenettes that are adequately ventilated, have fire suppression, and a wiring system designed to handle the device.

DELIVERIES

Our simple rule: If you cannot carry it in your hands, you must bring use the freight elevator, not a passenger elevator.

The freight elevator is on Stevenson Street, near 3rd Street. Hours of operation are 7:00 am to 7:00 pm, Monday through Friday.

Hand-delivered Items

Couriers and delivery services may transit through the main entrance doors during regular business hours with hand-carried items, as may individuals with luggage, luggage carts, and computer carts.

Hand Carts and Hand Trucks

Individuals may not transit through the main entrance doors with carts or dollies at any time. They must use the delivery entrance at the loading dock.

FREIGHT ELEVATORS – POLICY FOR OVERSIZED DELIVERIES

If you wish to schedule delivery of oversized objects or those requiring multiple elevator trips, contact Property Management at least three days in advance to allow for coordination of other activities. Property Management can let you know whether the scope and size of your delivery constitute “oversized.” Inform Property Management of the dates and times needed. We require the contractor’s certificate of insurance before allowing the use of the freight.

We monitor and enforce the following activity rules:

- ❑ We must keep the loading dock available for routine deliveries to tenants during the business day. Accordingly, oversized deliveries are allowed only before 8:00 am or after 6:00 pm on business days or at a pre-approved time Saturday or Sunday. We may require on-site supervision or security oversight for a fee.
- ❑ Protect the delivery path with the same precautions required when you moved in.
 - Cover all floor areas of the delivery path, including the freight elevator, with Masonite or a similar product. Delivery agents are usually familiar with these requirements.
 - Protect all corners, including doors, door frames, freight elevator, and stone surfaces with Masonite or similar product.
- ❑ Clear common areas of debris after completing the delivery. Property Management will bill the tenant for all costs the property incurs to clear or clean the common area, make repairs to damages caused, or dispose of objects or debris left behind.
- ❑ The tenant must ensure the delivery driver or someone else removes pallets and trash from common areas and hauls them off the property. Nothing can be left at the delivery locations, and no one may use the property's trash removal facilities or equipment to dispose of pallets. Property Management will arrange to remove pallets, trash, or objects left behind at the Tenant's expense.

JANITORIAL SERVICE

Tenant Contact: Please share the following details with members of your workforce who may benefit from knowing them.

- ❑ A day porter is on-duty from 7:30 am to 3:30 pm, Monday through Friday, excluding holidays. The duties of the day porter include keeping the main lobby clean and cleaning elevators, restrooms, public areas, and building services areas.
- ❑ We provide janitorial service beginning approximately 6:00 pm on non-holiday Mondays through Friday, including cleaning the restrooms.
- ❑ All employees of the cleaning contractor are uniformed and carry photo identification badges. The cleaners have been instructed to lock doors behind themselves for security. If you see a door the cleaning staff left open, propped open, or unlocked, please notify us immediately. The following guidelines will help ensure a satisfactory cleaning of your office space:

- The cleaners will not clean any desk or vacuum any floor covered in papers, files, books, or other objects to prevent accidental disposal of important documents. Keep office space debris-free so the cleaners can dust and vacuum.
 - The cleaning staff empties all wastebaskets nightly, replacing wastebasket liners as needed. To prevent spillage and flooring stains, do not place cups or cans containing liquid in the waste receptacles.
 - Cleaners dry-mop or sweep non-carpeted floors nightly and damp-mop as needed. The cleaners periodically strip and wax applicable flooring types. We will give you notice of floor waxing to be done in your suite so you can clear the area of any boxes, furniture, or other objects.
- We wash the interior perimeter windows twice per year and their exteriors once a year, and we will notify you of each scheduled washing. Our janitorial service can clean interior glass (conference rooms and private offices, for example) for a charge. For a quote, please contact Property Management.

SPECIAL CLEANING SERVICES

Use Workspace to request cleaning services not provided for in your lease, including cleaning for events. Upon request, we can tell you the estimated charge for services such as dishwashing, refrigerator cleanout, carpet cleaning, stripping and waxing tile floors, partition glass cleaning, and other cleaning.

CARPET CLEANING

The maintenance and repair of floor coverings is the tenant's responsibility unless your lease says otherwise. Please contact Property Management if you would like us to refer a provider.

TRASH REMOVAL

Please use Workspace to create a service order if you need trash pickup during business hours. Please note the following requirements:

- You must break down boxes to be discarded; otherwise, the janitorial service may be unable to remove them, or the service might be subject to a fee.

- Our dumpster cannot accommodate large objects, such as furniture and lamps. You can create a Workspace service order to arrange a special pickup for large items. There are additional costs that will depend on the items to be discarded.

RECYCLING AND COMPOSTING

Composting and recycling are mandatory in the city of San Francisco. Our janitorial company handles both. We will provide two to four large blue bins for tenants to consolidate their recycling. Materials accepted are:

- Paper
- Cans
- Bottles
- Clean plastic
- Cardboard

The janitorial staff will empty the bins. We will also provide a green compost bin in the kitchen area for food waste and paper products that have food waste. The night janitorial crew empties the compost bin.

We conduct regular waste audits to evaluate our waste diversion performance. We will provide training to the tenants at the property and require that each tenant participates in at least one waste diversion training per year, organized by Property Management in coordination with our third-party vendor.

RECYCLING ELECTRONICS

We arrange for the pickup and recycling of electronic devices at least once a year. We will notify you of the scheduled date and which electronic items can be accepted.

PEST CONTROL

We regularly schedule extermination services for the building. To request additional service, please complete a service request in Workspace. Please describe the exact locations where pests were seen. We will arrange for a response from the pest control provider as quickly as possible. Please convey the following advice to all occupants of your suite for keeping office environments pest-free

- Dispose of all opened soda and drink receptacles daily.
- Do not store food or edible products in any office area.
- When watering plants, clean up spilled water that may have leaked from the bottom of pots.
- Immediately clean up any crumbs or food particles left behind after eating.
- Dispose of excess paper products, including boxes, bags, and newspapers, as quickly as possible.
- Report any leaks or abnormal building conditions to Property Management by creating a Workspace service request.

TENANT CERTIFICATE OF INSURANCE (COI)

Your lease agreement specifies all applicable details for the COI you are required to send to the Management Office before any coverage expires, including the designation of Additional Insureds. *Please mark your calendar with the expiration dates* of each coverage shown in the COI so that our copy is always current.

TENANT IMPROVEMENTS

Contact Property Management for expansion or changes to the interior of your space. Tenant improvements and space alterations require the landlord's approval. In some leases, "cosmetic alterations" are defined and excluded from approval requirements.

TENANT EVENTS

If you are planning a significant event or celebration, such as a party or reception, please provide the following information to Property Management at least two weeks in advance:

- Date and time of the event
- Number of guests
- Whether alcoholic beverages will be provided or available. If so, provide evidence of your host liquor liability coverage
- Overtime HVAC requirements
- Special janitorial services requested before or after the event
- Any electrical needs for sound equipment

- Security requirements
- Any other insurance coverages and evidence of insurance you must provide the landlord as required by the lease agreement

We do not allow private events in common areas or the building grounds without Property Management's prior written approval.

HOLIDAY DÉCOR

Happy, Safe Holidays from Property Management

We like to think that safety is in the DNA of property managers and building engineers, so we are passing along to tenants the tips we have learned about workplace fire safety for the holiday season. We also believe in setting the example, and you should know the guidance we deliver in this note is the policy we follow for the property and our staff.

If you need assistance with planning or examining your holiday décor, we would be happy to refer you to experts on electrical and fire safety.

This advisory promotes a simple theme: A little common sense can go a long way.

Positioning and Setting Up

Do not block emergency egress paths and never hang decorations on sprinkler pipes or sprinkler heads.

Do not obstruct the spray radius of any sprinkler head.

Christmas Trees and Other Greenery

Consider an artificial tree, which poses less risk than a live one.

Choose artificial trees and greenery made of fire-retardant materials. All decorations (including trees, wreaths, garlands, curtains/drapes, and hangings) should be non-combustible (not all artificial trees are), inherently flame-retardant (the label will say so), or treated with a flame-retardant solution.

Be diligent about checking the water in the tree stand daily. Keep the water level above the fresh-cut so the tree does not dry out and become a fire hazard.

Place the tree in the coolest location possible. Live trees do not belong within three feet of any heat sources that can dry them out, such as lights or heat vents.

Décor and Trim

Use only non-combustible or flame-retardant materials. Choose tinsel, artificial icicles, plastic, or non-leaded metals. Use a fire retardant spray on live garland and wreaths, and mist them with water daily. Never use explosive or highly flammable decorations, such as decorative crepe paper.

Keep décor away from ignition sources: open flames, electrical connections, light fixtures, and electrical receptacles.

Keep decorations away from exit signs, fire alarm devices (pull stations, smoke and heat detectors), fire extinguishers, and emergency and normal-use light fixtures.

Many authorities recommend against the use of snow spray. Until it dries, it can be flammable, and its solvents can cause illness if inhaled.

Candles: Candles are not safe to use in the workplace. We urge you to use only battery-operated candles, not candles with a live flame.

Electric Lights and Cords

It makes sense to replace incandescent miniature lights with cool-burning LEDs. In addition to being shatterproof and shock resistant, LEDs produce almost no heat, making them safe to touch, and reducing the risk of fire.

Inspect all lights, decorations, and extension cords for damage before using.

Do not daisy-chain extension cords or power strips.

Never exceed manufacturer's specifications for electrical cords and electrical equipment.

Avoid using multi-plug adapters. A power strip with a fuse or integral circuit breaker does the job more safely.

Nominate someone at your workplace whose job is to make sure all power cords for lights on trees and decorations are unplugged (not the lights just turned off) when people leave for the night. Unattended lights could short and start a fire.

Taking it All Down

In the interests of fire safety, declare a date by which all your workplace holiday decorations are to be taken down, preferably before New Year's Day.

Contact Property Management for guidance on disposal. Do not deposit trees in the property's compactors. Enter "where to recycle my Christmas tree" in a search engine, and you will find numerous drop-off sites.

A little common sense can go a long way

CONTRACTORS AND SERVICE PROVIDERS, INCLUDING TELECOMMUNICATIONS/DATA

Please submit a Workspace service request to notify us before any contractor performs work in your space.

You must obtain permission from Property Management if you wish to engage a firm or person for any work that affects or could affect the building's structural elements, infrastructure, systems, common area, or the real or personal property of the property owner. Contact Property Management for detailed requirements and procedures, including credentials required, insurance coverages, and the naming of additional insureds.

Tenants handle and maintain their own internet/phone service providers. You must coordinate riser closet access or telecommunication installations with our riser management service, Montgomery Technologies. Call Montgomery Technologies at 844-824-0100 or email details to service@montgomerytech.net. We cannot allow service providers access to MPOE/Riser Closets without a release from Montgomery Technologies.

Any contractor you engage must furnish a Certificate of Insurance to Property Management to be allowed to conduct the work. Your lease requires that any such COI for liability coverage name the landlord as additional insured. If you have questions about the required insurance terms and coverages, please consult your lease.

EMERGENCY SERVICE REQUESTS

For emergencies, such as fire, flood, crime, or widespread power outages, call 911 if applicable, and then contact the Management Office.

SIGNS

The Landlord supplies a building-standard suite plaque. Any additional signage must be approved by Property Management and will be at the tenant's expense. Property Management will provide a quote that includes any additional charge for custom graphics.

Please help us maintain the image of a prestigious property. Refrain from posting any paper signs that are visible from a common area.

NEWS MEDIA AND COMMERCIAL PHOTOGRAPHY

There can be no commercial filming or photography on the property, either by the tenant's agents or employees or by a third party, without the prior consent of Property Management. Please submit all requests to Property Management with at least 48 hours' advance notice. Anyone found filming or taking photographs on the property for commercial use without the proper approval will be escorted off-site.

There may be times when you wish to invite the media inside your premises for a special event, or the media may contact you to be the focus or a contributing source for a story. We ask that you inform us of any planned news media activity in your space. The more you keep us in the loop, the better we can facilitate the media's requests for facility access and common area filming requests. If you expect the media to attend an event, please let us know the basic information about the news media visit and specify:

- What is the article or story about?
- Which media will be involved?
- The proposed location of filming
- The day and time
- The planned use of any interviews
- Who else is being interviewed for the story?

Anytime the media is on the property for a tenant-related project, a tenant representative must escort the media representatives for the duration of the visit.

HARD KEYS

system. Therefore, tenants may not make or duplicate keys. Property Management can supply additional keys for \$25.00 per key, plus any related charges.

Use Workspace to submit requests to re-key a suite or office entry door to make sure the building master key opens the new lock and allows entry by the management staff, night cleaners, and building engineers. In an emergency, we will use any means necessary to gain access if the tenant re-keyed without consulting us. The expenses of any repairs will be the tenant's responsibility.

SUSTAINABILITY AND GREEN PRACTICES

Energy Star and LEED Certifications

731 Market is Energy Star Certified and has been awarded LEED Platinum status.

731 Market Street utilized Green Building Standards such as LEED to support high-performance operations and reduce expenses for tenants and ownership. We hope our efforts can be guidelines for tenants interested in more sustainable operations, and we ask your support and participation by taking steps to conserve energy, such as:

- Closing window treatments to offset the effects of direct sunlight when your space is occupied and before leaving for the evening or weekend.
- Turning off lights, computers, office equipment, machines, and applicable appliances when not in use and before leaving for the evening or weekend.

Specific sustainable building practices are addressed in the following policies:

Site Management Plan

Through the Site Management Plan, the property ensures that site, grounds, and exterior maintenance efforts support the following key concerns:

- Energy Efficiency:** Minimizing the environmental impact by choosing energy-efficient equipment, products, services, and practices.
- Water Conservation:** Reducing the use of potable water and contributing to the preservation of natural water supplies.
- Indoor Air Quality:** Eliminating or managing volatile organic compounds (VOCs) and toxic off-gassing to maintain a healthy work environment
- Improved Live/Work Environment:** Providing a safe, comfortable, pedestrian-friendly, and accessible live/work environment for employees and building occupants.
- Bottom Line Improvements:** Environmentally responsible practices will cut operational costs by minimizing energy and water usage.

Water Efficiency Policy

The goal of the Water Efficiency Policy is to reduce potable water use by encouraging the installation of water-conserving, high-efficiency plumbing fixtures and fittings.

Solid Waste Management Policy

The goal of the Solid Waste Management Policy is to reduce the amount of waste and toxins hauled to and disposed of in landfills or incineration facilities.

- Waste: Please dispose of all non-recyclable garbage in the waste bins that the night janitorial crew remove.
- Compost: Please compost all possible compostable material as allowed by San Francisco's regulations.
- Recycling:
 - Paper- We recycle all paper, newspapers, magazines, or other paper items that can be recycled.
 - Aluminum Cans/Plastic and Glass
- Tenants must have waste diversion training within one month of their move-in and each year after that. Please contact Property Management to set up the training.

Environmental Tobacco Smoke Control/Smoking Policy

731 Market does not allow smoking or vaping anywhere within the building.

The local ordinance does not allow smoking within 20 feet of any building entrance/exit or operable window.

Green Cleaning Policy

The Green Cleaning policy has been implemented to reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particulate contaminants.

All cleaning vendors working at the property are required to adhere to the Green Cleaning policies set forth by Jamestown and as required to meet the LEED Green Cleaning guidelines.

Facility Maintenance and Renovations Policy

731 Market requires that all ongoing facility maintenance and renovations adhere to the guidelines established by Jamestown and LEED requirements.

If you have any questions, concerns or inquiries regarding 731 Market's sustainability policies, please reach out to your Property Management team.