

# 221 Main

# Tenant Handbook



# INTRODUCTION

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On behalf of Columbia Property Trust, we would like to welcome you to 221 Main. We are thrilled that you have chosen our property for your office workplace, and we look forward to a long-lasting and successful relationship.

This Tenant Handbook has been developed to provide you and your team with a convenient reference guide for commonly asked questions about the operations, procedures, and policies at 221 Main. From time to time, the Property Management Team may issue new or revised material for you to include with this information.

Many sections in this Handbook reference forms that should be completed by each tenant company and provided to the Property Management Office. For your easy reference, we have included a complete set of these forms at the end of this Handbook. You may also access this Handbook, as well as pertinent electronic forms, digitally by visiting the property website at [www.221main.com](http://www.221main.com).

Additionally, we have included property emergency procedures in this Handbook for easy reference. Please note that the emergency procedures are of critical importance, so we encourage you to share this information with every employee in your office.

If you have additional questions or concerns, please feel free to contact the Property Management Office at 415.615.0285. Your tenancy makes our jobs possible, and it is our pleasure to assist you.

Last Updated	March 2026
Owner	Cecile Ramos <a href="mailto:cecile.ramos@columbia.reit">cecile.ramos@columbia.reit</a>

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# PROPERTY MANAGEMENT OFFICE INFO & DIGITAL RESOURCES

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## YOUR PROPERTY MANAGEMENT TEAM

At Columbia Property Trust, we strive to design every detail of our buildings to enhance your workday and foster productivity for you and your team, including our carefully cultivated onsite property management team. They provide both a familiar face to welcome you to your building each day and a highly competent operational team, prepared to respond to your engineering, accounting, and other needs, whether day-to-day or long-term.

We invite you to get to know your property management team listed below. Our goal is to anticipate your workplace needs and exceed your expectations, and please never hesitate to let us know how we can serve you better.

### Management Office

P 415.615.0285

The Property Management Office is open Monday through Friday, 8:30 AM to 5:30 PM, excluding holidays, and is located at 221 Main Street on the 1st floor in Suite 100.

### Property Management Team Members

**Cecile Ramos**, Director - Property Manager

P 415.615.0739 E [cecile.ramos@columbia.reit](mailto:cecile.ramos@columbia.reit)

**Antonio Sakkis**, Assistant Property Manager

P 415.615.0285 E [antonio.sakkis@columbia.reit](mailto:antonio.sakkis@columbia.reit)

**Taniya Richardson**, Property Administrator

P 415.615.0285 E [taniya.richardson@columbia.reit](mailto:taniya.richardson@columbia.reit)

## Security

P 415.615.0199 Main Lobby Console

P 463.701.0051 Security Cell Phone

## Engineering

**Brandon Zoetewey**, Chief Engineer

P 415.615.0383 E [brandon.zoetewey@abm.com](mailto:brandon.zoetewey@abm.com)

## Parking

P 415.615.0285 Ask to be transferred to Parking

# EMERGENCY PHONE NUMBERS

## Fire Department

911 or 415.558.3300

## Police Department/Precinct

911 or 415.553.0123

## Paramedics

911 or 415.431.2800

## Poison Control

911 or 800.222.1222

## Building Security

415.615.0199

463.701.0051 Security Cell Phone

# HOURS OF OPERATION

## Building Hours

221 Main provides access to tenants and their employees 24-hours per day, 7-days per week via keycard access. Regular building hours are 8:00 AM - 6:00 PM Monday through Friday. All entrances to the building will be locked from 6:00 PM - 7:00 AM daily; however, the building lobby is staffed with security guards 24/7, should you need assistance with access.

## Building Holidays

The holidays listed below are recognized annually. On these dates, the Property Management Office will be closed, the building entrances will be locked (although access is still available via building access cards), and janitorial and engineering services will be unavailable. Heating and cooling are lowered to the after-hours levels.

Should you require HVAC, Security, Engineering or Janitorial services on any of the following holidays, after business hours, or on a weekend, please schedule with the Property Management Office with at least 48-hours' notice.

### **HOLIDAYS**

- New Year's Day (January 1<sup>st</sup>)
- MLK Jr. Day (3<sup>rd</sup> Monday in January)
- Presidents' Day (3<sup>rd</sup> Monday in February)
- Memorial Day (Last Monday in May)
- Juneteenth (June 19<sup>th</sup>)
- Independence Day (July 4<sup>th</sup>)
- Labor Day (1<sup>st</sup> Monday in September)
- Thanksgiving (4<sup>th</sup> Thursday and Friday in November)
- Christmas Eve and Day (December 24<sup>th</sup> and 25<sup>th</sup>)

If your company or office recognizes any additional holiday(s) or planned closure(s) not listed above, please inform your Property Management Team of the specific date(s), so that we may ensure services are adjusted accordingly.

## PROPERTY WEBSITE

The website for 221 Main is [www.221main.com](http://www.221main.com). Here you will find information about the building, onsite and neighborhood amenities, contact and leasing information, access to the Work Order System, and a digital copy of this handbook.

# AMENITIES

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To complement your workday, we strive to provide a mix of convenient services, programs, and amenities that foster a thriving, connected community at your building, one that reflects the unique personality of your company and colleagues, as well as the surrounding neighborhood. We are pleased to provide you and your team with onsite services and amenities, which you can access and utilize as follows.

## BICYCLE ROOMS/RACKS

A "Fix It" station and a secured bicycle storage room with a capacity for up to 39 bicycles is located in the garage. There is no charge for use of the bike racks, but bicycle parking is first-come, first-served. While bikes cannot be left overnight, bike locks can be left overnight in the designated area located by the entry door.

All tenants using the bicycle room are required to register their bicycle with the Property Management Office and complete the Bicycle Parking Agreement and Release of Liability form before a key code will be provided. Release of Liability Form can be found on the website and submitted by email or in person to the Property Management Office.

Bicyclists are directed to enter and exit the garage through the parking ramp located on Main Street. If the gate is closed, employees on bikes should scan their access badge at the card reader on the left side of the entry lane and security will open the garage gate. Please use caution and walk all bikes up and down the garage ramp.

***As a reminder, bicycles are not allowed into tenant spaces or in passenger elevators.***

## BUILDING TECHNOLOGY

### WiredScore Certification

At Columbia, we rate our buildings through WiredScore, an international digital connectivity rating platform for commercial real estate that champions cutting-edge technology in office buildings. Certification through the WiredScore program provides you with the reassurance that your building can meet your team's technology needs and gives you an easy resource to find the technology providers and points of access available at your building.

221 Main is Wired Certified Gold.

**Wired Certified Gold** means a building provides you with access to multiple high-quality internet service providers and a variety of cabling types, including fiber. The infrastructure

measures in place ensure connectivity sources are protected, redundant, and prepared to meet your current and future connectivity needs.

On the Tenant Resources page of our website, [www.221main.com](http://www.221main.com) you will find an overview fact sheet of the connectivity and digital infrastructure features of the building. Available carriers are listed in case you are looking for a new or secondary internet connection.

Because your building is WiredScore Certified, you also have access to WiredScore Connect. This complimentary concierge service is designed to help any tenant get quickly and easily set up with the internet service providers in their building, and compare service and pricing available to find the best alignment with your company's specific needs.

For direct assistance from WiredScore's highly knowledgeable team, call 646.869.6000 or email [wsconnect@wiredscore.com](mailto:wsconnect@wiredscore.com), or visit [wiredscore.com/wiredscore-connect/](http://wiredscore.com/wiredscore-connect/) to learn more.

## Telecom & Data Providers

AT&T and Comcast Business provide physical cable into the building. Both carriers provide fiber optic and coaxial connection into the building, and Comcast provides a coaxial connection for cable television. Other companies that provide fiber optic connection includes Century Link, Webpass, and Zayo. Services are also available from other companies that can utilize connections from the main providers into the building.

Many other services may be brought into the building via one of the carriers with a physical presence. Tenants seeking additional or alternative services should contact the desired provider and notify the Property Management Office.

More details about the available services can be found on our WiredScore Fact Sheet, available on our website or through the Property Management Office.

## Telephone Closets

Capitol Communications is the Building's Riser Manager, who will work with you and your service providers to arrange and approve access into the riser (telephone) closets and the MPOE. If you or your service providers need access into these spaces, please contact Capitol Communications at 415.861.1727.

Before any contractor may check out a key to a riser closet, they must first have clearance from our riser manager and present a valid certificate of insurance to the Property Management Office.

## CAFE

The Lightbox Café is located on Main Street and is open Monday through Friday from 7:30AM to 3PM. The Lightbox Café serves breakfast and lunch, along with a variety of drinks, pastries and deserts.

## CONFERENCE ROOM/CENTER

The conference center located on the 4th floor offers a flexible space plan, audio/visual, complimentary Wi-Fi and access to the 4th floor roof terrace. All reservations are on a first-come, first-serve basis between the hours of 8 AM - 5 PM, Monday through Friday. 48-hour advance reservation is required. An executed Rules and Regulations agreement must be submitted by the meeting host prior to the reservation date. There is no fee to reserve the conference room, but fees for engineering, janitorial, or security may be required. A pre-function lounge is available for your guests to use before, during, or after the meeting.

## ELECTRIC VEHICLE CHARGING STATIONS

There are 2 Electric Vehicle Charging Stations (EVCS) located in the parking garage. They are managed through Blink. A Blink account is required for use.

## FITNESS CENTER

221 Main has a fitness center gym available to tenant employees 24 hours a day on weekdays and weekends. The gym is equipped with workout machines & equipment including but not limited to a peloton rowing machine, stair masters, treadmills, weights & racks and weight balls. The gym is also equipped with three shower restrooms, a yoga room and lockers. The fitness center is accessible to tenant employees only. No visitors are permitted access to the gym. For access, all employees must fill out a waiver with the Property Management Office agreeing to the rules and terms and conditions.

## LOST & FOUND

The Lost & Found is located in the Property Management Office and is available to visit during normal business hours. Please be prepared to have supporting documentation/evidence to claim your item(s).

If you believe you have found an item that may have been lost by another Tenant or Visitor, please bring it to the Lobby Desk or the Property Management Office for safe keeping. Please include the location of where the item was found, as well date/time if possible.

If you believe you have lost an item, please contact the Property Management Office to report the missing item, and we will try our best to help recover the missing item(s).

## LOUNGES

The Tenant Lounges on 1<sup>st</sup> and 4<sup>th</sup> floor offer Tenants an area to congregate and get work done. Unless reserved for a special event, the Tenant Lounge is available to Tenants and Tenant Visitors at any time.

The 1<sup>st</sup> floor lounge includes comfortable seating, furniture, phone room, kitchen, dishwasher, projector, television and pool table. Tenants may make reservations after hours (6PM to 8AM) on weekdays for events.

The 4<sup>th</sup> floor lounge includes comfortable seating, power outlets, and task tables with built-in USB ports. Tenants may use the lounge while they reserve the conference center. Note that the lounge cannot be reserved during business hours.

The Tenant Lounges are intended exclusively for Tenants and their Visitors.

If you would like to reserve the Tenant Lounge for a private event, please contact the Property Management Office for additional information/cost.

## MAIL SERVICES & DELIVERIES

### Incoming Mail

Regular U.S. mail is delivered directly to assigned mailboxes. The mailroom is located on the Basement level which can be accessed via the low-rise elevator bank (elevators one, two, and three). For questions relating to delivered material or delivery times, call the Post Office directly. The Postal Station numbers for service to this area are 800.275.8777 or 1.800.ASK.USPS.

All incoming mail should be addressed as follows:

Person's Name

**Tenant Company Name**

221 Main Street & **Tenant Suite Number**

San Francisco, CA 94105

Please notify all client and other business associates of your proper mailing address.

Security does not accept or sign for tenant packages. Additionally, Property Management does not keep track of inbound and outbound packages. If a package is marked as delivered and is not found in the mailroom or tenant suite, please reach out to the freight company the parcel was shipped through.

### **Outgoing Mail**

An outgoing mailbox is located on the sidewalk behind the building on Spear Street. The Post Office projects one morning pick up and one afternoon pickup, based on route scheduling of the postal service.

The nearest Post Office is located at 180 Steuart Street, San Francisco, CA 94105.

### **Express Mail Services**

There is one FedEx drop box and one UPS box located in the Mail Room. Both are serviced Monday through Friday at 5:00 PM.

## **PARKING GARAGE**

The Parking Garage is managed by Tower Valet Parking and is located on Main Street. The parking garage is open to the public Monday – Friday from 6:00AM – 8:00PM. Although the garage is patrolled by building security, management is not responsible for vehicle theft or damage. Please lock your vehicle at all times, and do not leave it in the garage overnight.

After 8 PM, access is granted by access badge.

Please keep in mind when using the Parking Garage:

- Speed limit is 5 miles per hour
- Be conscious of other Tenants and Visitors
- Obey all posted signs

### **Parking rates are as follows:**

- All Day Maximum      \$35.00
- Oversized Vehicles    \$45.00
- Monthly Parking        \$600.00

*\*Please note rates are subject to change at any time.*

## **Monthly Parking**

Monthly parkers arriving before 6:00AM on weekdays will need to leave their keys with building security at the desk in the lobby. Monthly parkers who leave the garage after 8:00PM will be able to pick up their keys from building security at the front desk.

Monthly parkers can use their access cards to enter and exit the garage after hours. Daily transient parkers will need to retrieve their vehicles before the garage closes at 8:00PM or call 415.341.1592 or 415.850.7391 to retrieve their vehicles after garage hours. Special arrangements can be made for after-hour retrieval.

Monthly parking can be paid with cash, credit card (Visa or MasterCard), or check. Payment will still be due by the 1st of every month.

Checks should be made payable to: Tower Valet Parking, Inc. Please include your parking location (221 Main Street) on the check.

You can remit monthly parking checks to the address below or leave payment with the attendant at the garage booth.

Tower Valet Parking, Inc.  
660 4<sup>th</sup> Street #808  
San Francisco, CA 94107

For more information, please email [info@towervalet.com](mailto:info@towervalet.com).

## ROOFTOP TERRACE

The Rooftop Terrace is available to Tenant employees and their Visitors (when accompanied by a Tenant employee) and can be accessed with an access badge.

The Terrace is to be shared by all Tenants unless it has been reserved for a special event, after hours by a Tenant through the Property Management Office

If you would like to schedule a private event on the Terrace, please reach out to the Property Management Office for additional information.

For a full list of the Rules and Regulations for the Terrace please see the Forms section following the handbook or reach out to the Property Management Office.

## SECURITY ESCORT SERVICE

To ensure all Tenants' safety, Security Escort Services to the Parking Garage is available between the hours of 8:00 PM and 10:00 PM, Monday through Friday (excluding Building Holidays) upon request. This service may be arranged by visiting the Main Lobby Desk and speaking with the Security Guard(s).

Please reach out to the Property Management Office with any questions.

## SHOWERS

You will find Showers for Tenant use located on the first floor. Showers can be accessed via access badge. This amenity is available to all tenants and their employees. If your access badge does not have access, please ask the main point of contact from your office to place a

Work Order on your behalf and indicate which facility (Men's or Women's) you would like access to.

Please ensure that all doors close behind you when entering/exiting the Showers for your and other Tenants' safety.

## Building Systems & Operations

### BUILDING ACCESS

221 Main features an electronic perimeter access control system monitored by a third-party monitoring system. Outside business hours, tenants have access to the garage(s) and building entrances through the access control system.

### Building Hours & After Hours

The exterior doors to the building are open from 7:00 AM to 6:00 PM 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.

### Access Card System

Upon your move-in, access cards will be issued which provide building entry after hours.

The following guidelines and rules should be followed for building access cards:

1. Should you require additional or replacement cards, please submit a work order in Building Engines. 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 promptly complete a work order with the name of the person and the card number so that we may deactivate the card.
4. 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.
5. Upon move-out, all access cards must be immediately turned in to the Management Office.
6. All access card requests must be accompanied by a photo. Employees who need an access card may see security in main lobby to take a picture or provide a picture of their own to attach to the work order request.

Your building may be equipped to allow mobile credentials at building access points. Please contact the Property Management Office to inquire about this feature.

### Visitor Access

Visitors must be entered into Building Engines with their full name prior to arrival at the building. After a visitor has shown his or her photo ID to the lobby desk attendant(s), Security will then

allow access to the tenant's floor. In the case that the visitor has not been entered in Building Engines, Security will notify the Tenant's main contact of their arrival, to confirm if the visitor can be sent up to the Tenant's premises at that time.

## BUILDING SECURITY

### Hours & Contacts

Security services at 221 Main are provided 24 hours a day, seven days a week. Security officers assist visitors, monitor access, and prevent solicitors from entering the building. The security console is located in the main lobby on the first floor. Building entrances are secured after business hours and unlocked between 7:00AM to 6:00PM Monday through Friday.

You may call the lobby security console directly at 415.615.0199 or the security site cell phone at 463.701.0051. You may also contact the Property Management Office at 415.615.0285 to provide a radio dispatch.

### Good Security Practices

For your safety, we ask that you review and follow our recommended building safety guidelines available at the back of this book. While not exhaustive in scope, the list may be used as an aid in establishing adequate internal security procedures.

### Property Removal Procedures

A Property Removal Pass is required for the removal of any large office equipment from the Building (including but not limited to computers, printers, furniture) by individuals. The Property Removal Pass must be signed by an authorized Tenant representative, and Property Management, and left with the Lobby Desk Attendants. Please contact the Property Management Office to request a Property Removal Pass.

For a sample Property Removal Pass, please see the Important Forms section at the end of this Tenant Handbook.

## WORK ORDER SYSTEM OVERVIEW / SERVICE REQUESTS

221 Main uses the Building Engines work order system, which allows tenants to submit work orders, make reservations for the Conference Center, and notify the security console of expected visitors. Building Engines immediately alerts the Property Management Office to an issue and is the preferred way to receive maintenance requests. Building Engines can also be conveniently accessed on our website at <https://221main.com/tenant-resources/>.

## Tenant Administrator

Each Tenant is responsible for designating at least two Tenant Administrators to authorize certain types of activities on behalf of the Tenant, including work orders.

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 Property Management Office immediately to ensure that we have up-to-date records.

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

## Service Requests

Your Property Management Team is dedicated to servicing the needs of each tenant. We encourage you to share your questions, comments, concerns, and complaints with our team, so that we can best respond to ensure we maintain our standard of exceptional service.

As a reminder, the Property Management Office is open 8:30 AM until 5:30 PM, Monday through Friday, excluding holidays. After hours and on weekends, on-site security can be reached at 415.615.0199. In the event of an emergency, a member of the Property Management or Engineering teams can be reached after hours through on-site security.

### **How to report a building problem/request (of any nature):**

1. Report the problem/request to your in-house Tenant Administrator
2. Tenant Administrator submits a request via Building Engines and follows up with a call to the Property Management Office

3. Identify the nature of problem/request, i.e., “office too hot/cold, light out, toilet overflow, needs special cleaning”
4. Identify location of problem/request, e.g., “18th Floor, Keith Hyde’s office, Northwest corner”, always report the name of the person experiencing the problem so that we can follow up with that person
5. Indicate the priority level of the request

The Property Management Team logs all calls and dispatches them to the appropriate party (engineering, cleaning, etc.).

## Maintenance Request Priority Levels

All problems/requests are handled on a priority basis and will be responded to as quickly as possible. For any situations that require our immediate attention, please also contact the Property Management Office.

### Priority Levels:

- **Priority 3:** Immediate concern for safety and integrity of staff and items in your area.
- **Priority 2:** Zero concern for safety of staff and some concern for integrity and items and your area.
- **Priority 1:** Zero concern for safety of staff or integrity of your area but would like attention of building staff as soon as someone becomes available.

Routine service requests include:

- Lock and key requests (must be coordinated by the building)
- Lighting requests (bulb out....)
- Plumbing requests
- Temperature/HVAC requests (too hot or too cold...)
- Electrical problems
- Mechanical problems
- Daytime janitorial “clean-ups”
- Restroom supply requests
- Telephone Closet/Electrical Closet Access

Please note, building personnel are not authorized to repair any personal property items including furniture, equipment, etc. 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.

## Special Requests

From time-to-time, tenants may require additional services not provided for in their lease agreement. Should you require this type of service, our maintenance staff would be happy to assist you for a fee. Jobs scheduled after normal business hours will be charged at an overtime rate. Please contact the Property Management Office for current pricing for these services.

Tenants may also require special services including minor remodeling or other construction work. Such alterations require approval by the Property Management Team prior to work commencement. Should you require an outside contractor, the Property Management Team will be happy to provide you with a list of approved contractors. Tenants with specific questions regarding alteration work should consult their Lease to familiarize themselves with applicable terms and conditions and contact the Property Management Office for assistance.

## HEATING, VENTILATION, & AIR CONDITIONING (HVAC) SYSTEMS

### Hours of Operation

HVAC services are provided Monday through Friday, from 7:00 AM to 6:00 PM, excluding holidays.

### After-Hours Request

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 HVAC services, engineering labor must be scheduled in advance. To make sure that an engineer is available to provide requested services, please submit your request through the Columbia Tenant Work Order System at least 48 hours in advance.
- Invoices for after - hours HVAC service will be sent to your firm following the date of service based upon the rated defined within your Lease.

### Personal Heaters

As a reminder, personal heaters of any kind are not permitted anywhere in the building.

## INDOOR AIR QUALITY (IAQ)

Indoor environmental quality is a critical component of healthy buildings. Numerous studies have confirmed the effect of the indoor environment on the health and productivity of building occupants. Ventilation, thermal comfort, air quality, and access to daylight and views are all factors which play a role in determining indoor environmental quality.

Your building's base systems, building common areas, and individual elevator cabs have been equipped with the latest bipolar ionization (BPI) technology. BPI is an air purification system that restores clean air to indoor space by safely emitting both positively and negatively charged particulates that attach to and deactivate harmful substances like bacteria, allergens, smoke, mold, and viruses.

We regularly test the IAQ of your building to ensure our efforts are achieving an optimal indoor environmental quality for you and your team. For more information on your building's IAQ, please contact your Property Management Team.

## JANITORIAL SERVICES

Common areas are maintained by the Building Janitorial team. Night cleaning is provided as per the scope of work defined in your company's Lease. Additional porter services are available on request. Invoices for additional service will be sent to your firm following the date of service based upon the current rates.

### Porter Hours & Services

Day porters are on duty Monday through Friday from 7:00 AM to 3:00 PM to keep the lobbies, corridors, restrooms and building perimeter clean during working hours. If you observe a janitorial problem in any of these areas or otherwise, please call our office so that we may immediately dispatch a day porter.

A tenant may request Day Porter assistance by submitting a request through Building Engines.

### Dumpster/Bin Request

If you have excess trash from either the move-in or move-out of the building or general "house cleaning", you may arrange removal of excess trash with the Property Management Office. There is a charge of approximately \$60.00 per bin for the janitorial time to remove and dispose of the trash. Please note that arrangements must be made at least 24 hours in advance. In addition, trash must be sorted (compost/recycle/landfill) prior to removal. Additional charges may apply if waste is not sorted correctly.

We recommend that all trash generated as a result of the move be hauled off the property by the moving company during the same time as the move.

All tenant requests for bins must be completed via Building Engines.

## Night Cleaning

Nightly janitorial services are provided Monday through Friday evenings. The night janitorial crew typically starts at 6:00PM and will reach your office any time from 6:00PM to 11:00PM for their first series of chores. Please be sure that the last person to leave at night locks your office door as it may be an hour or more before the janitorial crew reaches your office. All interior office doors will be left unlocked by janitorial unless otherwise instructed.

If you require cleaning beyond the basic cleaning program (i.e., parquet floors, glass partitions), or have any special cleaning requests (i.e. carpet shampooing, dishwashing, stripping/waxing of vinyl floors, etc.) please contact the Property Management Office. Please note that there may be an additional charge for special services. If you have any janitorial requests or comments, please submit your request by using the Building Engines online work order system.

Please note that the janitorial staff has explicit instruction not to discard anything unless it is in a trash can or recycle bin. Any heavy or unusual trash items must be clearly marked with the word “trash” in order for it to be picked up. Note, we do not dispose of furniture, electronics, or pallets. Be aware that janitors are only instructed to service desktops if papers are stacked neatly. They will not move or disrupt any items on desktops. Please be aware of this policy. If a desk is cluttered, it may not receive the attention it needs.

Moving companies and vendors must remove their boxes and pallets from the premises after deliveries. If you have boxes to be disposed of, please flatten them, stack them within your office space and clearly mark them with “trash”. You can make special arrangements for the disposal of large boxes or large quantities of boxes by contacting the Property Management Office. Please note that additional charges for this service may apply. At no time should boxes, trash or excess materials/equipment of any kind be left in the hallways, lobbies, or any area designated as a fire exit.

## Green Cleaning Policies & Products

221 Main has a green cleaning policy and plan in place focused on reducing the overall impact of cleaning on health and the environment through a variety of measures, including the use of low-environmental impact cleaning products. For details, please see “Our Green Cleaning Policy” in this Handbook under “Sustainability, Energy Conservation, and Green Services.”

## Window Cleaning

Exterior window cleaning is performed biannually, and interior window cleaning is performed annually. The Property Management Team will notify all Tenants in advance of the date(s) on which the window cleanings will occur. To protect your office and team's belongings, we ask that all personal property, boxes, and equipment be moved away from the windows prior to when the window cleaning begins.

## GARBAGE & RECYCLING POLICIES & PROCEDURES

### Centralized Waste

#### **Local Rules & Regulations for Separating**

The building operates a centralized waste system for all tenant spaces. This means that waste bins can be found in common areas of the suite, such as breakrooms and kitchens, instead of under individual desks. This allows for trash to be picked up more efficiently, as well as monitoring of our waste diversion rates to ensure we are in accordance with city regulations.

#### **E-Waste**

The city does not permit any electronic waste in the regular trash flow. Electronic waste includes computers, printers, copiers, telephones, remote controls, etc. An outside vendor must be contacted to pick up e-waste. The Property Management Office can provide contact information for e-waste vendors. Property Management also hosts an e-waste pickup event for all tenants quarterly. Tenants will be able to drop off e-waste at the loading dock during this event.

## PEST CONTROL SERVICE

221 Main manages indoor pests in a way that protects human health and the surrounding environment by adhering to the principles of the Integrated Pest Management (IPM) system. IPM is a sustainable, science-based, decision-making process that considers the life cycles of pests and the environments in which they thrive to control pest damage with minimal harm to people and the environment. IPM includes preventative measures to avoid the need for extermination while using safe, environmentally friendly pest control practices. Below are a few tips to help do your part:

- Do not keep open, unsealed food in desks or file cabinets.
- Clean up crumbs or spilled drinks — even a few crumbs or a small spill can attract unwanted pests.

- Do not over-water plants.
- Rinse and dry recyclables before placing in bins.
- Keep work areas neat and organized.
- If you do see a pest, call the Property Management Office promptly.

## ELEVATORS (FREIGHT/PASSENGER/SHUTTLE)

The building is equipped with 8 passenger elevators and 1 service elevator. Passenger elevators are for the exclusive use of people. Carts, dollies, hand trucks, large packages, etc. are not permitted on passenger elevators and must be transported via the service elevators.

Delivery of all large materials and supplies must be done via the service elevators. Please note service elevators are restricted to building staff, contractors, delivery companies, and movers; if tenant employees need to move large items, please notify the Property Management Office. Vendors arriving during business hours (8:00 AM – 6:00 PM) are limited to one trip in the service elevator. More information about the service elevator can be found under “Loading Dock and Deliveries” in this Handbook.

### Elevator Malfunction / Entrapment

All passenger and service elevators are professionally maintained and are inspected regularly to ensure proper operation and safety. Should you encounter any irregularity or interruption in the operation of the elevators, please note the car number and notify building security or the property management office immediately.

If you become trapped in an elevator –

1. Remain calm.
2. Use the car emergency call button, intercom or telephone to contact building or emergency personnel.
3. Please be prepared to provide the car number and location of the car if it is known.
4. Never attempt to force the elevator doors or exit the elevator yourself and never accept the help of anyone except building personnel, elevator company personnel or emergency responders to exit the car. Doing so can be highly dangerous and may result in serious injury. Wait for help to arrive.

### **If Electrical Service Is Interrupted:**

If normal electrical service to the building is interrupted, elevator lights will blink, and elevators will stop temporarily. They will then automatically return to the lobby level one-by-one and open doors for you.

## STAIRS

There are 2 emergency stairwells that service the building, located on the north and south sides of the building on each floor.

Never prop stairwell doors open, as this may compromise the balance of the HVAC system and may create a serious breach to security and fire protection. The only way out of a stairwell is to go down to the ground floor and exit the building.

Stairwell doors are locked at all times to prevent entry onto a tenant floor. Stairwells are for emergency use only and should not be used under normal circumstances.

## LOADING DOCK & DELIVERIES

Deliveries of packages, supplies, or office equipment requiring the use of dollies or carts should be delivered via the Loading Dock and service elevator, between the hours of 6:30 AM and 6:00 PM, Monday through Friday. The loading dock entrance is located on Spear Street. Upon arrival, vendors should use the call button next to the gate to contact lobby Security to request access. Loading dock use is limited to 30 minutes during business hours on weekdays, and available on first-come, first-served basis. All vendors who use the loading dock must have a valid certificate of insurance on file with the Property Management Office. Please note that no pallet jacks are allowed in the main lobby or the B1/Concourse level.

Any large deliveries (i.e. more than one trip on an elevator or deliveries requiring the use of elevator pads) should be made after hours Monday through Friday, 6:00 PM – 8:00 AM, or by appointment Saturday or Sunday. These deliveries should be coordinated through the Property Management Office.

Building personnel including Engineering and Security are not permitted to accept deliveries of any kind (furniture, supplies, etc.) on your behalf. The Property Management Team cannot be held responsible for deliveries made to the building lobby.

Loading Dock Measurements: Trucks up to 18' in length and 15' in height can be accommodated inside the loading dock.

Service Elevator Measurements:

- Cab: 64" W x 93" D x 9" H
- Entrance: 52" W x 84" H

## SIGNAGE

221 Main has standard signage guidelines 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 Property 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.

# BUILDING POLICIES & PROCEDURES

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## BUILDING RULES & REGULATIONS

Building rules and regulations can be found in the tenants' fully executed lease.

## MOVE-IN & MOVE-OUT INFORMATION

All deliveries are to be made via the loading dock. The loading dock entrance is accessible from Spear Street between Howard and Folsom. Service elevator access is monitored by on-site security. Trucks up to 18' in length and 15' in height can be accommodated inside the loading dock. There is a 30-minute limit per delivery.

1. Hours for unlimited use of the service elevator are:
  - a. Weekdays from 6:00PM – 8:00AM
  - b. Saturday and/or Sunday – Anytime
2. Service Elevator dimensions are:
  - a. Entrance: 52" wide x 84" high
  - b. Cab Dimensions: 64" wide x 9' high x 93" deep
  - c. The elevator has a capacity of 3000 lbs. and serves all floors
3. Please give five (5) business days (if possible) written notice to the Property Management Office prior to scheduling your move or large delivery. This will prevent any scheduling conflicts with other tenants in the building.
4. Include the following information in your notice to the Property Management Office:
  - a. Tenant name & suite number
  - b. Date of move and approximate start and finish times
  - c. Name and telephone number of person in charge of move
  - d. Moving company name, contact person and telephone number

5. Additional security may be required for any moves/deliveries requiring more than one (1) trip or 30 minutes in the freight elevator. The additional security will be billed to the tenant at an hourly rate to be determined by the building's security contractor.
6. The tenant and/or their moving contractor are responsible for protecting all floors, doors, frames and jambs in their path of travel. Masonite or other hard surface moving material should be used for floor protection with carpet vacuumed after the move. Floor protection should not be taped to the carpet as this leaves adhesive residue.
7. Boxes and other rubbish are to be removed completely from the building by the moving contractor via the freight elevator and within the hours set forth above in item #1.
  - Please be sure that your moving contractor adheres to the above procedures as any damage to the common areas of the building will be the responsibility of the tenant.
  - A Certificate of Insurance and Vendor Letter Agreement are to be provided by the moving contractor prior to the move. Insurance Certificate Requirements for Contractor/Vendor are enclosed with this package.

The preceding moving procedures have been provided with the safety and convenience of all building tenants in mind. Please call the Management Office at 415.615.0285 as soon as you are aware of your need for the freight elevator so it can be coordinated.

## TENANT ALTERATION & CONSTRUCTION GUIDELINES

The purpose of these Rules and Regulations is to inform the Contractors of their responsibility to this property during construction or remodeling of tenant spaces. Construction companies, electricians, plumbers, and personnel providing remodeling or repair services must be approved by the Property Management Office. It should be understood that the General Contractor is totally responsible for the action of its employees and subcontractors, and their compliance with these Rules and Regulations. At all times, General Contractor's personnel should be aware that this property is not a construction site, but rather an occupied office building and therefore appropriate precautions to protect the property, the tenants, and the business atmosphere must be adhered to.

The Property Management Office maintains a list of qualified contractors who have performed work in the building and fulfilled the requirements listed below. If you prefer to use a contractor who is not pre-qualified, please contact the Property Management Office.

All Contractors must be well-established with at least 5 years in business, be licensed in the jurisdiction of the property location to perform their trade work and provide references for comparable work in Class A commercial office space for the scope and quality of work tenant is proposing to complete.

The scope of these Rules and Regulations shall include, but not be limited to the following:

**General:** Work to be performed by any contractor within the property must be approved and scheduled in advance with the Property Management Office. All contractors must check in with the {{SELECT ONE, IF APPLICABLE: Property Management Office or Building Security}} and obtain a Contractor Identification Badge on a daily basis. 48-hour notice shall be given for any work request that involves the Fire/Life Safety systems at the property.

All required permits must be obtained prior to the start of any work and copies provided to the Property Management Office.

Upon completion, certificates of final approval must be obtained. Duplicates of all such permits, approvals, and certificates must be delivered to the Property Management Office as soon as they become available.

**Insurance:** All general contractors and subcontractors must provide a current certificate of insurance evidencing adequate workman's compensation, general liability, and property damage coverage.

**Site Condition and Protection:** Contractor will provide floor, wall, and ceiling protection from the freight elevator to the entrance of the suite where the work is to take place. The type of protection is to be Masonite, with ends taped together to prevent tripping hazards. Protection will be provided by contractor for the freight elevator doorframe on the floor where the work is to take place. All carpet and elevator protection should be installed prior to the start of demolition or remodeling. Protection shall be maintained in a clean, safe manner and be left in-place throughout the duration of the work. The construction area is to be broom swept and all trash removed at the end of each work shift. Public areas leading to construction areas will be thoroughly cleaned at the end of each work shift at the contractor's expense. Contractor shall correct and repair any damages at their own cost.

**Debris:** Contractors will provide their own means of debris storage and removal. Contractor's dumpster must be placed in the loading dock area with prior written approval from the Property Management Office as to the specific location. Debris must not spill or be left around the dumpster. Contractor is responsible for cleanliness of the area. The Property Management Office reserves the right to require Contractor to remove the dumpster with 24-hour notice.

Demolition debris can only be removed from the building on weekends or between the hours of 6:00 PM and 8:00 AM Monday through Friday. The freight elevator must be reserved in advance through the property's Work Order system. Paint and patching materials shall not be disposed of through the buildings plumbing.

**Noise and Noxious Odors:** Particularly noisy work such as core drilling (or fume producing work such as oil-based painting) must be approved by and coordinated with the Property Management Office and performed on weekends or between the hours of 6:00 PM and 8:00 AM Monday through Friday. Odor producing work, such as staining of doors, must be approved by and coordinated with the Property Management Office so action can be taken to dissipate fumes, protect/disable the smoke detectors, and arrange for additional security, if necessary. If security is necessary, contractor is to pay for said cost.

If contractors or subcontractors personnel use radios or other music playing devices, they must be turned down to a level not audible in any occupied or public areas. No loud or obscene language will be tolerated, and violators will be asked to leave the property.

**Egress and Ingress:** All movement of contractors and subcontractor materials will be through the loading dock, service corridors and freight elevator. No passenger elevator(s) are to be used. The freight elevator may be used for small material movement during business hours with prior written approval from the Property Management Office. The loading dock is located at Spear Street, between Howard and Folsom.

Large material deliveries or debris removal must be approved by and coordinated with the Property Management Office and be performed on weekends or between the hours of 6:00 PM and 8:00 AM Monday through Friday . Access to the property outside of normal business hours must be requested at least 48-hours in advance and receive written approval from the Property Management Office. Delivery or removal of materials that are too large for the freight elevator must be coordinated with the Property Management Office.

A more detailed Building Work Rules and Regulations for Contractors will be distributed to contractors prior to the commencement of any work and acknowledgement of and agreement to Work Rules and Regulations must be received by the Property Management Office prior to commencement of any work.

**Sustainability Considerations:** All renovation and new construction projects of a scope that meets any of the following criteria shall also be required to comply with Columbia's Sustainable Design & Construction Guidelines, which are available from the Property Management Office.

For projects which do not meet any of the criteria below, tenants are encouraged to implement any sustainable design and construction practices described in the guideline document to the extent that it is practical to do so.

- New construction (including additions) 10,000 sf or greater.
- Alterations of 20,000 sf or greater.
- New, replaced, or relocated mechanical, electrical, or plumbing equipment that serves 20,000 sf or larger.
- Projects having a new, replaced, and/or relocated, HVAC system with heating equipment size of 480,000 BTU's or greater, or with a cooling equipment size of 600,000 BTUs or greater.
- Projects are pursuing LEED, WELL, or other sustainable building certification.

# VENDOR RULES & REGULATIONS

## Vendor Insurance Requirements

Please contact the Property Management Office for the insurance contractor insurance requirements and refer to your Lease for Vendor Insurance requirements and information.

## Preferred Vendor Lists

At Columbia, we recognize the vital role our suppliers play in helping us meet the needs and expectations of our many stakeholders. We rely on our suppliers to deliver the level of quality, service, value, efficiency, integrity, and innovation that we ourselves strive to provide to our tenants, investors, partners, employees, and communities. Therefore, we seek to build and maintain a diverse, competitive, and highly capable network of suppliers in and across the regions in which we operate.

Our supplier selection process is stringent and helps us identify and build relationships with suppliers that meet our needs and expectations, align with our goals, and share our values. We actively manage our suppliers and monitor their ongoing performance to promote and build the best possible relationship between our organizations. We also seek to work with suppliers from a diverse range of backgrounds, in order to drive innovation and create a more resilient supplier network for Columbia.

We are committed to holding ourselves and our supplier community to the highest standards of business conduct and integrity, and we expect all suppliers with whom we engage to operate in accordance with our Vendor Code of Conduct. Visit our website at [www.columbia.reit/responsibility/overview/](http://www.columbia.reit/responsibility/overview/) for more details.

We encourage our tenants to follow these same guidelines when selecting suppliers and invite you to utilize our list of preferred vendors that meet these requirements for excellence, capability, competitiveness, and diversity. Please contact the Property Management Office for a current list of preferred vendors for this property.

# PROHIBITED ITEMS & BEHAVIOR

## Smoking

Columbia is committed to providing healthy buildings to all occupants. In compliance with local compliance/regulations and WELL Health Safety certification standards, smoking and the use of e-cigarettes and tobacco products is strictly prohibited in all areas of the building and anywhere

onsite, including within 25 feet of any building entrance, operable windows, doors, outdoor air intakes, or outdoor seating areas.

## Flammables

Flammable materials are not permitted anywhere on the premises. If, for any reason, you have any materials necessary for the operation of normal office equipment that require special care, they must be stored in safety containers, and the Property Management Team must be notified.

## Loitering & Solicitors

Canvassing, soliciting, peddling, and loitering are not allowed within the building. If you are approached by a solicitor of any kind, contact the Property Management Office immediately and we will make every attempt to escort the individual from the building.

## Non-Permitted Holiday Decoration

All holiday decoration must meet local and state authorities' requirements regarding the use of or restriction against live materials. In addition, decorations may not impede any means of egress, and nothing is to be hung from or cover exit signs or sprinklers.

If you are interested in adding holiday décor in your office space or the building, please contact the Property Management Office for specific guidelines and recommendations.

# EMERGENCY PREPAREDNESS & PROCEDURES

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## LIFE SAFETY EQUIPMENT

The life safety system at 221 Main includes a fire detection and alarm system, public address (PA) system, fire sprinklers and a computerized Fire Alarm Control Panel (FACP) that monitors the entire building. The FACP is located in the Fire Control Center on the ground floor of the Building adjacent to the high-rise elevators, and is monitored twenty-four hours a day by an off-site monitoring company. The various alarm and smoke/heat detection devices are located throughout the building. Manual pull stations are located on every floor; one next to every stairwell exit. Water flow and tamper devices are located on each sprinkler riser at every floor level. Smoke detectors are located in the elevator lobbies, and some return air ducts and in some fan rooms, as well as some server rooms in tenant spaces.

### **Activation of any manual pull station will initiate the following events:**

- Provide alarm indication at FACP and remote annunciator
- Activates strobes and strobe/horns on that floor
- Send alarm signal to dialer which calls the off-site monitoring company

### **Activation of an area smoke detector will:**

- Provide alarm indication at FACP and remote annunciator
- Activate strobes and strobe/horns on that floor
- Close smoke/fire dampers in areas covered by smoke detectors
- Send alarm signal to dialer which calls the off-site monitoring company

### **Activation of a water flow device will:**

- Provide alarm indication at FACP and remote annunciator
- Activates strobes and strobe/horns on that floor
- Send alarm signal to dialer which calls the off-site monitoring company

### **Activation of an elevator lobby smoke detector will:**

- Provide alarm indication at FACP and remote annunciator
- Activate strobes and strobe/horns on that floor
- Recall the elevators to the ground floor
- Send alarm signal to dialer which calls the off-site monitoring company

In the event of a fire, floor occupants will be alerted by a temporal audible alarm which sounds like a loud whooping tone (or loud horn) and the strobe lights will flash. These alarms will be

heard and seen on the affected floor and receiving floor (if applicable). A PA announcement will also be given. In the event of an alarm, the affected floor tenants are to relocate to another floor or evacuate the building and meet at their pre-designated location as determined by your company's personalized emergency plan.

To assist with emergency exiting, green exit signs are located throughout the entire floor and above the stairwell exits. These exit signs will direct tenants to the nearest stairwell exit. To further assist evacuating tenants, evacuation signs are posted in every elevator lobby and at each stairwell exit. These evacuation signs indicate the locations of the stairwell exits, manual pull stations and fire extinguishers. The enclosed stairwells are rated for two hours, which will allow more than enough time for the tenants to evacuate the area. During an emergency use the stairwells; **DO NOT ATTEMPT TO USE THE ELEVATORS**. The elevators may be recalled to the ground floor to be used by the fire department if necessary.

## EMERGENCY ACTION PLAN

As required by Title 19 California Code of Regulations; California Fire Code; California Health and Safety Code; and the San Francisco Fire Code, an emergency plan shall be prepared, implemented, maintained and annually reviewed for this building. Contact the Property Management Office for full plan.

### Evacuation/Fire Drills

221 Main is a **relocation building**. Tenants located on the 8th – 16th floors enter the stairwell and go down four floors and reenter the building (unless instructed otherwise on the public address system). Tenants on the lobby level – 7th floor will evacuate the building and go to their company's pre-designated meeting area.

Listen for, and follow, the instructions on the public address system. Follow the relocation symbols in the stairwell to confirm that you have relocated correctly. Floors 8-16 has a color marked in the stairwell and reads which floor to relocate to. Your relocating floor color should match the floor which you have evacuated (for example: if your floor color shows blue, your relocating floor should also show blue).

Floors 7 - Basement should evacuate the entire building using either the north or south stairwells if an alarm sounds.

Each tenant should assign at least two Floor Wardens who will help to evacuate/relocate their employees. Tenants should also submit an Emergency Evacuation Location Form and an Emergency Relocation Assistance Form (mentioned below).

## Associated Forms (EAP Personnel, etc.)

### All tenants should have the following updated forms listed below:

- **Floor Warden Form:** This form identifies the assigned Floor Wardens for each tenant.
- **Emergency Evacuation Location Form:** This form informs Building Management where all evacuated employees will meet. This information should also be discussed with tenants in case of an emergency.
- **Emergency Relocation Assistance Form:** This form notifies building management of any employee with a disability that will need assistance evacuating/relocating in case of an emergency.

## FIRE SAFETY REMINDERS/PREVENTION TIPS

### DO'S

- Become familiar with your work area(s)
- Eliminate extension cords and unplug small appliances when not in use
- Check electrical equipment
- Know the location of fire extinguishers
- Know the location of stairwell exits
- Keep areas clean
- Keep exits clear
- Keep exit paths clear
- Keep fire equipment clear
- Report problems to the Building Management

### DON'TS

- No Smoking in building
- Do not over use extension cords
- Do not block doors in open position
- Do not block fire equipment or exiting paths
- Do not block sprinklers
- Do not store combustible materials
- Do not stack anything within 18" of the ceiling
- Do not use an open flame for light
- Do not use unauthorized appliances such as space heaters, rice cookers or hot plates
- Do not allow trash or boxes of paper to accumulate in storage or other enclosed areas

## FIRE EXTINGUISHER LOCATION & BASIC INFO

Fire Extinguishers are located through-out the building on each floor.

To use a fire extinguisher:

- Ensure that the alarm has been sounded
- Alert your neighbors

- Check the fire extinguisher. Make sure that it is in good condition.
- Carry the fire extinguisher to the fire: Remember the acronym **PASS**
  - **PULL** the pin
  - **AIM** at the base of the fire
  - **SQUEEZE** the handle
  - **SWEEP** side to side at the base of the fire
- REMEMBER TO KEEP SPACE BETWEEN THE FIRE AND YOUR EXIT DOOR.

## MEDICAL EMERGENCY PROCEDURE

Time is extremely important in the case of a medical emergency. Building Management recommends that all tenants keep a first aid kit unlocked and fully stocked in their suite. It is the tenant's responsibility to also make sure that employees are aware of its location.

If you need medical help:

- Immediately inform the closest person to call 911 and summon medical help.
- If no one is around, immediately call 911 and request medical help.
- GIVE THE BUILDING ADDRESS, FLOOR AND SUITE NUMBERS, and YOUR PHONE NUMBER.
- Call Property Management at 415.615.0285 and report the arriving medical units or send someone to the lobby to notify building staff. Give your location and your phone number.

Upon seeing or being informed of another person in need of medical help:

- Immediately call 911
- GIVE BUILDING ADDRESS, FLOOR or SUITE, and PHONE NUMBERS
- Make the ill person as comfortable as possible
- Make a call to the Property Management Office at 415.615.0285
- Give location and phone number
- If possible, get victim as close to the elevator as you can
- Or send someone to wait at the elevator to guide the arriving medical units.

The front desk or other building staff upon receiving information that someone in the building is in need of medical help:

- Call 911 to ensure medical response
- Prop open front doors
- Recall one elevator for the responding medical units
- If possible, guide the medical units to the victim.

Medical tips:

- Check breathing; clear airway
- Stop bleeding; apply direct pressure
- Cool a burn with cool running water

*Note: This is intended to provide basic tips only. Please consult a first aid professional for details.*

# BOMB THREATS/EXPLOSIONS/SUSPICIOUS PACKAGES

## General Information

Fortunately, the vast majority of bomb threats are false alarms. Unfortunately, it is difficult to differentiate false alarms from genuine threats. As little publicity as possible should be given to the incident, since the objective of the caller is usually to disrupt normal business functions by causing the building to be evacuated.

There are at least two reasons why bomb threats are a serious problem:

1. Serious personal injury can result if an explosive or fire-generating device is set off.
2. Valuable work time is lost during building evacuations.

The Management staff will endeavor to control unauthorized access to this facility. The success of the preventive strategy requires full cooperation from all tenants. All suspicious individuals or situations should be reported at once to the Management Office at 415.615.0285.

## Tenant Responsibilities

1. Evacuation. If a non-descriptive general bomb threat is received, the building will remain open. The decision to evacuate is then the responsibility of each tenant.
2. Search office area for suspicious objects.
3. Develop a Bomb Threat Search Plan to be executed upon receipt or notification of a threat and select people to participate in it.

## Building Staff Responsibilities

The Property Manager will:

- Assist tenants who have received a bomb threat. Requesting:
  - Specifics of the threat.
  - If 911 has been called. (If not, the Property Manager will call 911.)
  - If a bomb search has been initiated. (Since the Property Manager is unfamiliar with the daily intricate set-up of a tenant's space, it is the tenant's responsibility to search their own leased space for suspicious packages.)
  - If employees have been notified of the threat.
- Notify the floor wardens, security and the evacuation team.

## Preventative Measures

- Conduct regular inspections in every suite for suspicious objects. Neat offices that are free from debris and boxes can make a foreign object easier to detect.
- Encourage all employees to report any suspicious persons wandering about the offices, corridors and restrooms to the management office at 415.615.0285.
- Monitor all delivery people and repairmen while in your office. Do not leave your office unattended and unlocked for any reason. All drawers, cabinets, compartments, closets, etc. fitted with locks should be kept locked.
- Encourage all employees to comply with the building security access control measures.

## Procedure

The person who receives the bomb threat call should:

- Get as much information from the caller as possible using The Bomb Threat Checklist as a guideline. (A copy of this checklist is at the end of this guide.)
- Dial 911 and reports the threat to the local police or fire department.
- Call the Property Management Office at 415.615.0285.

If a non-descriptive general bomb threat is received (no description of bomb, no detonation time, no location, etc.), the building will remain open. The decision to evacuate is then the responsibility of each tenant. Total evacuation may be necessary when the threat is specific in nature, the call cannot be resolved as a hoax, or a suspicious object is located. If total evacuation is necessary, instructions to do so will be provided by building management or the local police and/or fire department.

Tenant wardens notify employees in a calm and deliberate manner.

Carefully worded pre-planned statements can convey the urgency of the situation without causing panic. An appropriate statement might be, "Employees are directed to immediately cease work, gather their personal belongings and proceed to (the emergency stairwell or floor [X]). This is not a drill."

### **Conducting a Search**

For optimum effectiveness, the search should be conducted by individuals familiar with the area involved. Floor wardens should search their suites and building facilities personnel should search common areas and equipment rooms.

1. Two-way radios or cell phones should not be used as they can activate a detonator.
2. Don't rush your search, you may miss something.
3. Remember, you are looking for anything "out of the ordinary" or that which "does not belong."

Search from:

- Floor-level to waist-level (then re-search the area from)
- Waist-level to eye-level (then re-search the area from)
- Eye-level to ceiling-level

Begin the search by circling your area and working toward the center of the room. Look for anything "out of the ordinary" or anything that "does not belong." For example:

- Packages
- Package of cigarettes
- Boxes (lunch, shoe, etc.)
- Pieces of pipe
- Briefcases
- Thermos bottle/flask
- Suitcases
- Flashlights
- Books
- Purses/wallets

**Finding a Suspicious Object:**

If a suspicious object is found, do not touch it! Clear all personnel from the area immediately and notify the Police Department and the building manager, and prepare for building evacuation.

Do not evacuate your suite/floor until building management has conducted a search of the stairwells and cleared them for use. Do not use an exit located near a suspicious object. Use an alternate exit.

Once outside, proceed to the safe refuge area to avoid interfering with Police Department activities and to avoid being hit by flying glass or debris.

NOTE: If your company decides to evacuate the building, use the stairways to evacuate. The tenant warden must confirm with the Property Manager that your company has evacuated the building.

#### Suspicious Packages:

1. Identifying a suspicious package/mail:
  - a. Origin – Postmark or name of sender is unusual, unknown, or no further address is given.
  - b. Postage – Excessive or inadequate postage.
  - c. Balance – The letter is lopsided or unusually thick.
  - d. Weight – The letter or package seems heavy for its size.
  - e. Contents – Stiffness or springiness of contents; protruding wires or components; oily outer wrapping or envelope; feels like it contains powdery substance (When checking, do not bend excessively.)
  - f. Writing – Handwriting of sender is not familiar or indicates a foreign style not normally received by recipient. Common words or names are misspelled.
  - g. Rub-on block lettering
2. Handling a suspicious package/mail:
  - a. Do not excessively handle or open a suspicious package.
  - b. Immediately segregate it in an unused room or space.
  - c. Attempt to verify the sender and/or the legitimacy of the package (i.e. ask the recipient if he/she was expecting a package that matches the suspect's package size and shape.)
  - d. If the letter or parcel remains suspect, call the Property Management Office at 415.615.0285 and 911.

If the threat is received in the form of a letter, the letter should be preserved for investigation by the Police. To preserve the evidence for possible fingerprinting by Police, minimize any handling of the letter.

## TERRORIST ATTACKS/HOMELAND SECURITY

### Chemical Attack

Chemical agents are poisonous vapors, aerosols, liquids and solids that have toxic effects on people, animals or plants. Chemical agents are unlikely to cause death because they dissipate quickly outdoors and are hard to produce.

Signs of a chemical release include difficulty breathing, eye irritation, loss of coordination, nausea or burning in the nose, throat and lungs. The presence of many dead insects or birds may indicate a chemical agent release.

## **Before a Chemical Emergency**

Build an Emergency Supply Kit and include:

- Duct tape
- Scissors
- Plastic (to cover doors, windows and vents)

Make an Emergency Plan.

## **During a Chemical Attack**

- Quickly try to figure out which areas are affected or where the chemical is coming from, if possible.
- Get away immediately.
- If the chemical is inside your building, get out of the building without passing through the contaminated area, if possible.
- If you can't get out of the building or find clean air without passing through the affected area, move as far away as possible and shelter-in-place.

## Biological Attack

Many facilities in communities around the country have received anthrax threat letters. Most were empty envelopes; some have contained powdery substances. The purpose of these guidelines is to recommend procedures for handling such incidents.

### ***DO NOT PANIC***

Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do so the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is not spread from one person to another person.

For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.

### **Suspicious Unopened letter or PACKAGE MARKED WITH THREATENING MESSAGE SUCH AS "ANTHRAX":**

1. Do not shake or empty the contents of any suspicious envelope or package.
2. PLACE the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.

3. If you do not have any container, then COVER the envelope or package with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
4. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
5. WASH your hands with soap and water to prevent spreading any powder to your face.
6. What to do next...
  - If you are at HOME, then report the incident to local police.
  - If you are at WORK, then report the incident to local police, and notify your building security official or an available supervisor.
7. LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the local public health authorities and law enforcement officials for follow-up investigations and advice.

**Envelope with powder and powder spills out onto surface:**

1. DO NOT try to CLEAN UP the powder. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!
2. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
3. WASH your hands with soap and water to prevent spreading any powder to your face.
4. What to do next...
  - If you are at HOME, then report the incident to local police.
  - If you are at WORK, then report the incident to local police, and notify your building security official or an available supervisor.
5. REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
6. SHOWER with soap and water as soon as possible. Do Not Use Bleach Or Other Disinfectant On Your Skin.
7. If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

**QUESTION OF ROOM CONTAMINATION BY AEROSOLIZATION:**

For example: small device triggered, warning that air-handling system is contaminated, or warning that a biological agent released in a public space.

1. Turn off local fans or ventilation units in the area.
2. LEAVE area immediately.
3. CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
4. What to do next:

- If you are at HOME, then dial “911” to report the incident to local police and the local FBI field office.
  - If you are at WORK, then dial “911” to report the incident to local police and the local FBI field office, and notify your building security official or an available supervisor.
5. SHUT down air handling system in the building, if possible.
  6. If possible, list all people who were in the room or area. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

**Source: Center for Disease Control**

<https://emergency.cdc.gov/bioterrorism/>

## Radiological Attack

A Radiological Dispersion Device (RDD) combines a conventional explosive device — such as a bomb — with radioactive material. It is designed to scatter dangerous and sub-lethal amounts of radioactive material over a general area.

Such RDDs appeal to terrorists because they require limited technical knowledge to build and deploy compared to a nuclear device. The size of the affected area and the level of destruction caused by an RDD would depend on the sophistication and size of the conventional bomb and other factors. The area affected could be placed off-limits to the public for several months during cleanup efforts.

### **Before a Radiological Dispersion Device (RDD) Event**

There is no way of knowing how much warning time there will be before an attack by terrorists using a Radiological Dispersion Device (RDD), so being prepared in advance and knowing what to do and when is important. To prepare for an RDD event, you should do the following:

- Build an Emergency Supply Kit with the addition of duct tape and scissors.
- Make a Family Emergency Plan.
- Find out from officials if any public buildings in your community have been designated as fallout shelters. If none have been designated, make your own list of potential shelters near your home, workplace, and school, such as basements, subways, tunnels, or the windowless center area of middle floors in high-rise buildings.
- If you live in an apartment building or high-rise, talk to the manager about the safest place in the building for sheltering and about providing for building occupants until it is safe to go out.

Taking shelter during an RDD event is absolutely necessary. There are two kinds of shelters - blast and fallout. The following describes the two kinds of shelters:

- Blast shelters are specifically constructed to offer some protection against blast pressure, initial radiation, heat, and fire. But even a blast shelter cannot withstand a direct hit from a nuclear explosion.
- Fallout shelters do not need to be specially constructed for protecting against fallout. They can be any protected space, provided that the walls and roof are thick and dense enough to absorb the radiation given off by fallout particles.

### **During a Radiological Dispersion Device (RDD) Event**

While the explosive blast will be immediately obvious, the presence of radiation will not be known until trained personnel with specialized equipment are on the scene.

If the explosion or radiological release occurs inside, get out immediately and seek safe shelter. Otherwise, if you are:

#### **Outdoors**

- Seek shelter indoors immediately in the nearest undamaged building.
- If appropriate shelter is not available, cover your nose and mouth and move as rapidly as is safe upwind, away from the location of the explosive blast. Then, seek appropriate shelter as soon as possible.
- Listen for official instructions and follow directions.

#### **Indoors**

- If you have time, turn off ventilation and heating systems, close windows, vents, fireplace dampers, exhaust fans, and clothes dryer vents.
- Retrieve your disaster supplies kit and a battery-powered radio and take them to your shelter room.
- Seek shelter immediately, preferably underground or in an interior room of a building, placing as much distance and dense shielding as possible between you and the outdoors where the radioactive material may be.
- Seal windows and external doors that do not fit snugly with duct tape to reduce infiltration of radioactive particles. Plastic sheeting will not provide shielding from radioactivity nor from blast effects of a nearby explosion.
- Listen for official instructions and follow directions.

### **After a Radiological Dispersion Device (RDD) Event**

After finding safe shelter, those who may have been exposed to radioactive material should decontaminate themselves. To do this, remove and bag your clothing (and isolate the bag away from you and others), and shower thoroughly with soap and water. Seek medical attention after officials indicate it is safe to leave shelter.

Contamination from an RDD event could affect a wide area, depending on the amount of conventional explosives used, the quantity and type of radioactive material released, and meteorological conditions.

Follow these additional guidelines after an RDD event:

- Continue listening to your radio or watch the television for instructions from local officials, whether you have evacuated or sheltered-in-place.
- Do not return to or visit an RDD incident location for any reason.

## CIVIL UNREST/DISTURBANCES

In the event of a civil disturbance or riot, the Building Management Office may find it necessary to limit or restrict access to the Building to protect occupants and property.

### General Precautions:

- Do not go through a violent crowd to leave or enter the building
- If participants enter your Office, do not provoke an incident
- Call 911 and inform of the situation
- Call the Property Management Office
- Keep communication lines open for emergency information
  - Will be advised to shelter in place if building needs to be put on lock down. Tenant can choose to evacuate but access will not be allowed back in until situation is clear.

## POWER FAILURES

### General Information

In the event the building sustains a power failure, emergency lighting is available in tenant suites, common corridors and the stairwells. Power to one elevator will be available. All HVAC equipment, general lighting, receptacles, elevators and most telephone equipment will not be operational.

### Procedure

1. The Chief Engineer or Property Manager will contact PG&E to find out the duration of the power outage.
2. Security will monitor all elevators from the security console.
3. Floor Wardens will standby for building announcements.
4. If the power is not restored within 15-30 minutes, a PA announcement will be made by building management with instructions. This delay will allow management to obtain information from PG&E about the anticipated restoration of power.

**NOTE:** If the electric company does not know how long the power will be out, or if power will be out for longer than one hour, the building may need to be totally evacuated.

If total evacuation is necessary, it is conducted according to the fire procedure. (For greater detail on the fire procedure, refer to the Fire section of the Tenant Emergency Guide).

The building is equipped with an emergency generator that is designed to start automatically in the event of loss in power. The emergency generator will supply power for emergency lighting in tenant suites & stairwells, power to the life safety equipment, and power to one elevator.

**Actions to Follow:**

- Remain calm
- Keep flashlights with extra batteries and bulbs in the office
- Do not use the elevators, use stairwell if you must exit and you will not be allowed back in until power is restored.
- Turn off or unplug electrical equipment to reduce the load on the Building when power is restored and to prevent damage from possible electrical surge
- Place absorbent materials around the base of refrigerator
- For periodic updates 6:00 am – 6:00 pm M-F please call the Property Management Office at 415.615.0285. The Property Management Office is equipped with emergency power that services the office phones and computers.
- The answering service will be provided information by Property Management if the building will be closed due to a power outage.

**ELEVATOR FAILURE**

If the elevator fails and you are inside:

- Remain calm.
- If the elevator stopped due to a mechanical problem, you will need to call for help. To make a call press the call button on the lower right elevator panel outlined in red, this will call the building security console. Give security your name, the elevator you are in (listed on the intercom) and security will notify the appropriate personnel.
- If a power failure, all elevators will stop. One bank at a time the elevators will go to the lobby and their doors will open. This will happen until all elevators are down. One elevator will be selected (usually the freight) to remain running on emergency power.
- If an earthquake, all elevators traveling will stop then travel to the nearest floor opposite the counterweight and their doors will open.

## SEVERE WEATHER & NATURAL DISASTERS

Severe weather can happen anytime, in any part of the country. Severe weather can include hazardous conditions produced by thunderstorms, including damaging winds, tornadoes, large hail, flooding and flash flooding, and winter storms associated with freezing rain, sleet, snow, and strong winds.

### Lightning and Thunderstorms

Lightning is a leading cause of injury and death from weather-related hazards. Although most lightning victims survive, people struck by lightning often report a variety of long-term, debilitating symptoms.

Thunderstorms are dangerous storms that include lightning and can create or cause:

- Powerful winds over 50 mph
- Hail
- Flash flooding and/or tornadoes

## **Know Your Risk**

Know your area's risk for thunderstorms. In most places they can occur year-round and at any hour. Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.

## **Make an Emergency Plan**

Create an emergency plan so that you and your family know what to do, where to go and what you will need to protect yourselves from the effects of a thunderstorm. Identify sturdy buildings close to where you live, work, study and play.

## **Stay Safe During Thunderstorms & Lightning**

If you are under a thunderstorm warning:

- Move from outdoors into a building or car with a roof.
- Pay attention to alerts and warnings.
- Avoid using electronic devices connected to an electrical outlet.
- Avoid running water.
- Do not drive through flooded roadways. Just six inches of fast-moving water can knock you down, and one foot of moving water can sweep your vehicle away.

## **FLOODS**

Flooding is a temporary overflow of water onto land that is normally dry. Floods are the most common natural disaster in the United States. Failing to evacuate flooded areas or entering flood waters can lead to injury or death.

Floods may:

- Result from rain, snow, coastal storms, storm surges and overflows of dams and other water systems.
- Develop slowly or quickly. Flash floods can come with no warning.
- Cause outages, disrupt transportation, damage buildings, and create landslides.

## **Know Your Risk for Floods**

Visit FEMA's Flood Map Service Center to know types of flood risk in your area. Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.

## **Purchase Flood Insurance**

Purchase or renew a flood insurance policy. Homeowner's insurance policies do not cover flooding. It typically takes up to 30 days for a policy to go into effect so the time to buy is well before a disaster. Get flood coverage under the National Flood Insurance Program (NFIP).

## **Preparing for a Flood**

Make a plan for your household, including your pets, so that you and your family know what to do, where to go, and what you will need to protect yourselves from flooding. Learn and practice evacuation routes, shelter plans, and flash flood response. Gather supplies, including non-perishable foods, cleaning supplies, and water for several days, in case you must leave immediately or if services are cut off in your area.

## **In Case of Emergency**

Keep important documents in a waterproof container. Create password-protected digital copies. Protect your property. Move valuables to higher levels. Declutter drains and gutters. Install check valves. Consider a sump pump with a battery.

### **If you are under a flood warning:**

- Find safe shelter right away.
- Do not walk, swim or drive through flood waters. Turn Around, Don't Drown!
- Remember, just six inches of moving water can knock you down, and one foot of moving water can sweep your vehicle away.
- Stay off bridges over fast-moving water.

### **Depending on the type of flooding:**

- Evacuate if told to do so.
- Move to higher ground or a higher floor.
- Stay where you are.

## **EARTHQUAKES**

A study conducted by the United States Geological Survey in 1999, reports that there is a 90% chance of another earthquake the size of the Loma Prieta (7.1) earthquake centered in Northern California during the next 30 years. There is also a sizable risk of seismic activity in the Pacific Northwest region that could affect other West Coast areas.

Studies indicate that following a quake of high magnitude, our emergency service agencies (Fire Department, Police, Emergency Medical Services, etc.) will be severely overwhelmed and may not be able to respond to local areas for at least 72 hours. In addition, a severe earthquake may cause interruption in transportation and/or communications, as well as damage to gas and/or power lines, sewer and/or water mains.

Each tenant should train to be self sufficient for at least 72 hours with regard to water, food, and first aid capabilities. The following procedures provide specific information for rendering assistance, ensuring the safety of personnel and the protection of property during and following an earthquake.

**Definitions:**

- **Aftershock** - Earthquakes of similar or lesser intensity related to and following the main earthquake.
- **Earthquake** - The shaking or trembling of the crust of the earth, caused by underground volcanic forces and/or the breaking and shifting of rock beneath the surface of the earth.
- **Earthquake Fault** - A zone of weakness in the earth's crust, where two crystal blocks or rock formations part.
- **Epicenter** - That point of the earth's surface directly above the center of the earth's movement.
- **Richter Scale/Earthquake Magnitude** - The energy released by the earthquake as expressed on a scale measured in terms of magnitude.

**BEFORE**

**Earthquake proofing:**

- Secure larger shelves or furniture to wall or floor
- Laminate glass which can shatter
- Lower heavy objects or displays which could fall and injure or block exit ways
- Keep drawers and cabinets latched
- Secure TV's, computers, monitors, and other expensive electronics to their bases

**Supplies:**

- The building office only provides emergency supplies for the building staff. Each tenant is responsible for providing emergency supplies for their employees. For a complete list of recommended supplies, please see the enclosed list following this section.

**Communications:**

Individual, tenants, or employees should prepare:

- Emergency Phone List which includes but is not limited to family, work, school, day care and friends
- Long distance message check-in phone number
- If possible, carry a cell phone

Company:

- Compile an emergency list of vendors to minimize downtime
- Compile an emergency list of employees.

**Drill:**

- Know safe, take-cover locations.

**DURING**

The first priority during an earthquake or aftershock is to protect yourself from falling glass or debris. At the first indication that an earthquake is occurring:

- Remain calm – do not panic.

- Act quickly, moving away from windows and/or glass partitions.
- Take cover and protect yourself from falling glass and debris. Get underneath a sturdy desk or table and hold on to it. If you are unable to get underneath a sturdy object, move to an interior wall and sit with your back against it. Lean forward and cover the back of your head and neck with your hands to protect yourself.
- Stay put, remain in the “take cover” position for a few minutes until you are sure that the earthquake is over.
- If you are outside when the earthquake occurs and cannot immediately get to a safe place, move away from buildings, broken glass from buildings, walls, power lines, lamp post, etc., or any other object that could fall and injure you.
- Don’t rush. Many injuries result from hasty attempts to take cover.
- Do not run outside during the shaking or use the stairways or elevators. There is the hazard of injuries just outside of buildings from falling bricks and other debris.
- If you are driving when an earthquake strikes, move to the shoulder of the highway and away from bridges, overpasses, power lines and large buildings as quickly as is safe. Stay in your car and wait for the shaking to stop.
- Stay put, remain in the “take cover” position for a few minutes until you are sure that the earthquake is over.

## **AFTER**

### **Damage Assessment**

There is always the potential for a fire occurring after any earthquake. This can be caused by a ruptured gas line, electrical shorts, flammable liquids, overturned appliances and hazardous materials, etc. If a fire occurs, all available resources, personnel and fire fighting equipment should be used to extinguish the fire.

Survey around your floor for dangerous conditions and potential safety hazards. Check for the following:

- Fires or fire hazards
- Smoke
- Loose wires
- Ruptured pipes
- Toppled furniture
- Hanging ceiling tiles
- Structural damage
- Light fixtures

### **Triage**

If occupants are injured, a triage area will need to be established. This is an area to sort and prioritize the treatment of those injured. If a person is seriously injured, they should be treated where they are.

Once the order of treatment has been determined, first aid should begin immediately. Follow the instructions of the emergency team members and provide assistance as needed.

### **Sanitation/Maintenance**

In the event roads are out of use and you are unable to leave the premises for an extended period of time and plumbing and sewage services are damaged or inaccessible, occupants should secure infectious waste plastic bags around the rims of the toilets. After use, the bags

should be secured and placed in lined infectious waste containers. The infectious waste containers should contain spill proof lids to secure containment of infectious waste materials. The infectious waste containers should be removed three times per day and disposed of in the trash bins outside the building to be permanently removed by the sanitation company. Tenants are responsible for maintaining their own sanitation, hygiene and emergency supplies.

When the situation begins to stabilize, clean up operations should begin. The first priority should be the removal of glass and debris which may cause a threat during an aftershock. These items should be piled in a specific location on each floor for removal at a later time.

**Note:** There is a great need to assess the damages and to prepare documentation (when safe to do so), before clean-up operations begin. If clean-up begins too soon, useful information can be easily lost. Examples of good documentation may include the use of pictures or better yet, a video recorder to collect accurate damage information.

## ACTIVE SHOOTER

The below resources are prepared for you and available on the [www.ready.gov](http://www.ready.gov) website:

1. [RUN, HIDE, FIGHT - Surviving an Active Shooter Event](#)
2. [Active Shooter Information Sheet](#)
3. [If you see something say something](#)
4. [Active Shooter Preparedness Resources](#)

## PANDEMIC RESPONSE

A pandemic is a disease outbreak that spans several countries and affects a large number of people. Pandemics are most often caused by viruses, like Coronavirus Disease 2019 (COVID-19), which can easily spread from person to person.

A new virus, like COVID-19, can emerge from anywhere and quickly spread around the world. It is hard to predict when or where the next new pandemic will emerge.

### **If a Pandemic is declared:**

- Wash your hands often with soap and water for at least 20 seconds and try not to touch your eyes, nose or mouth.
- Keep a distance of at least six feet between yourself and people who are not part of your household.
- Cover your mouth and nose with a mask when in public.
- Clean and disinfect high-touch objects and surfaces.
- Stay at home as much as possible to prevent the spread of disease.
- Follow the guidance of the Centers for Disease Control and Prevention (CDC).

## **How to Prepare Yourself for a Pandemic**

- Learn how diseases spread to help protect yourself and others. Viruses can be spread from person to person, from a non-living object to a person and by people who are infected but don't have any symptoms.
- Prepare for the possibility of schools, workplaces and community centers being closed. Investigate and prepare for virtual coordination for school, work (telework) and social activities.
- Gather supplies in case you need to stay home for several days or weeks. Supplies may include cleaning supplies, non-perishable foods, prescriptions and bottled water. Buy supplies slowly to ensure that everyone has the opportunity to buy what they need.
- Create an emergency plan so that you and your family know what to do and what you will need in case an outbreak happens. Consider how a pandemic may affect your plans for other emergencies.
- Review your health insurance policies to understand what they cover, including telemedicine options.
- Create password-protected digital copies of important documents and store in a safe place. Watch out for scams and fraud.

## **Stay Safe During a Pandemic**

- Get vaccinated. Vaccines stimulate your immune system to produce antibodies, so vaccines actually prevent diseases.
- Take actions to prevent the spread of disease. Cover coughs and sneezes. Wear a mask in public. Stay home when sick (except to get medical care). Disinfect surfaces. Wash hands with soap and water for at least 20 seconds. If soap and water are not available, use a hand sanitizer that contains at least 60 percent alcohol. Stay six feet away from people who are not part of your household.
- If you believe you've been exposed to the disease, contact your doctor, follow the quarantine instructions from medical providers and monitor your symptoms. If you're experiencing a medical emergency, call 911 and shelter in place with a mask, if possible, until help arrives.
- Share accurate information about the disease with friends, family and people on social media. Sharing bad information about the disease or treatments for the disease may have serious health outcomes. Remember that stigma hurts everyone and can cause discrimination against people, places or nations.

Know that it's normal to feel anxious or stressed. Engage virtually with your community through video and phone calls. Take care of your body and talk to someone if you are feeling upset.

# SUSTAINABILITY & SOCIAL IMPACT AT YOUR BUILDING

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As a company, all of us at Columbia are committed to making a positive impact on all our stakeholders and the communities in which we operate. We work to engage all those who work in our buildings in this process, and believe that, by working together to achieve our shared goals, we can reduce our collective negative impacts on the environment, create positive change, and build a more sustainable and equitable future.

We also take a comprehensive approach to ensuring our buildings are equipped to provide healthy, efficient, productive, and sustainable experiences across our portfolio. Through sustainability focused programs, green/clean services, and community engagement, we partner with our tenants to achieve environmental goals, encourage efficient operations and conservation of resources, and promote sustainable, healthy communities.

## SUSTAINABILITY, ENERGY CONSERVATION & GREEN SERVICES

### Operating Healthy Buildings

Columbia Property Trust is committed to pursuing a comprehensive approach to health and wellness at our buildings and to providing our tenants and their employees confidence that their buildings offer safe and supportive work environments.

221 Main has earned the following third-party recognition for best-in-class health, wellness, and safety programs at the building.

#### **WELL Health-Safety Rating**

WELL Health-Safety Rating is an evidence-based, third-party verified rating for all new and existing building types focused on operational policies, maintenance protocols, stakeholder engagement and emergency plans. To learn more about the WELL Building Standard, visit [wellcertified.com](https://wellcertified.com).

#### **LEED Platinum Certification**

Leadership in Energy and Environmental Design (LEED) is a green building certification program run by the U.S. Green Building Council (USGBC). LEED-certified buildings use less

energy and water, put out less waste, save on maintenance costs, offer improved indoor air quality, and focus on health and wellness. To learn more about LEED certification, visit [usgbc.org](http://usgbc.org).

### **ENERGY STAR Certification**

The U.S. Environmental Protection Agency's (EPA) ENERGY STAR® program certifies properties that implement superior energy efficiency practices, follow responsible water usage, and reduce greenhouse gas emissions. ENERGY STAR-certified buildings use 35% less energy and cause 35% fewer greenhouse emissions than their peers on average. To learn more about the EPA's ENERGY STAR certification program, visit [energystar.gov](http://energystar.gov).

### **Renewable Energy**

221 Main uses 100% renewable energy from solar and wind through CleanPowerSF's SuperGreen program.

## ENERGY STAR for Tenants

Columbia is proud to have been recognized the Environmental Protection Agency's (EPA) ENERGY STAR program as an ENERGY STAR Partner of the Year for Sustained Excellence. We invite all our tenant companies to join us in advancing the program's efforts to reduce energy and water usage and create more efficient operations at our buildings.

The best way you can join this effort is by participating in ENERGY STAR® Tenant Space, a new EPA recognition program for sustainability efforts in your leased office space. Energy efficient office spaces can lead to lower utility bills and fewer greenhouse gas emissions in our atmosphere.

New Legislation will soon require that tenants in many major cities like New York and Washington, D.C., report benchmarking and energy efficiency grading of their own office spaces. The ENERGY STAR® Tenant Space program is a great first step to meeting this requirement. Your Property Management Team is here to partner with you, provide guidance and answer questions. To learn more about the program, criteria, and tips on how to prepare, visit [www.energystar.gov/buildings/tenants/about\\_tenant\\_space](http://www.energystar.gov/buildings/tenants/about_tenant_space).

## Tenant Compliance for Resource Management and Reporting

Your assistance toward our goal of conserving energy and water and increasing efficiency is important. In addition to the obvious environmental benefits of energy conservation, your efforts can help to lower building operating costs.

Please help us reduce our energy and water usage by complying with the following suggestions for resource management, as well as any additional requirements that may be included in your company's lease language:

- Electricity consumed by lighting fixtures is the second-highest component of our buildings' total energy consumption (following HVAC-related use). Please turn your office lights off whenever you leave your office for a period of more than thirty minutes, and do not leave lighting turned on when departing your office for the evening.
- Turn off computer and printing equipment when not in use or set to the "sleep" setting.
- Turn off appliances and machinery such as coffee warmers, copiers, and coffee pots when not in use – grouping appliances onto power strips can make it easier to switch off those that aren't needed.
- Control your window coverings to maintain your office temperature. Close draperies/blinds during periods of direct sunlight and when departing your office for the evening. Your office will remain more comfortable, particularly after a weekend, if you use your draperies/blinds to insulate/screen the window area.
- Use ENERGY STAR-rated appliances and LED lighting whenever possible.
- Report any water drip or leak immediately to the Property Management Office, to help us reduce water losses.

### **Energy and Water Use Data**

Tenants are asked to share their energy and water use data with the landlord for use in reporting whole building performance data to ENERGY STAR Portfolio Manager, for purposes of compliance with local laws and tracking progress toward Columbia's energy efficiency goals.

In turn, Columbia provides all tenants access to the building's ENERGY STAR score on our website at <https://221main.com/>. We also can provide additional select energy and water performance data to tenants upon request, for use in your company's own environmental tracking and reporting programs. To make such a request on your company's behalf, please contact the Property Management Office.

### **Our Green Cleaning Policy**

Columbia's comprehensive Green Cleaning program includes sustainable cleaning systems and products to maintain a clean and healthy indoor environment for all occupants and foster longevity and efficient performance of our facilities and materials.

We strive to coordinate cleaning with other basic environmental management strategies in place, including controlling pollution and waste by reducing consumables, limiting indoor-polluting activities, ventilating buildings to reduce indoor contaminants, and designing buildings and ventilations systems to optimize indoor air quality.

Our protocols require the use of cleaning products, hygiene supplies, and hand soaps and sanitizers that meet the applicable standards for Green Seal, UL Ecologo, EPA Safer Choice, or similar programs, and we are committed to minimizing environmental impacts by ensuring procurement of products that have reduced toxicity, conserve natural resources, energy, and materials, and maximize recyclability and recycled content. Our cleaning products and materials are regularly logged and audited, and we also provide regular training for our team members and service providers to help ensure full compliance.

At 221 Main, we employ the following measures and products as part of our Green Cleaning program:

- Identifying and removing harmful contaminants such as particulates, mold spores, bacteria, and viruses from the environment
- Reducing exposure to cleaning processes and chemicals that themselves may cause adverse health impacts, either to the building occupants, including cleaning staff, or the environment at large
- Using low environmental impact cleaning products and equipment with dust/particulate control, including HEPA-filter vacuum cleaners and micro-fiber rags
- Procurement of eco-friendly, locally sourced products and cleaning agents
- Use of refillable, pre-diluted cleaning products and containers
- Microfiber rags and recycled content paper towels and toilet paper

## SOCIAL PROGRAMS

### Diversity, Equity, & Inclusion (DEI)

At Columbia, we believe that valuing individual differences, maintaining equality, and creating an environment of inclusion across all facets of our business is essential to our success. We embrace our responsibility to have a positive impact on the communities in which we operate and weave that obligation into the fibers of our business. To better understand our commitment, we invite you to visit the Responsibility section on our website, [www.columbia.reit](http://www.columbia.reit).

# IMPORTANT FORMS

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## AUTHORIZED USERS FOR WORK ORDER SYSTEM

Each Tenant is responsible for designating at least two Tenant Administrators to authorize certain types of activities on behalf of the Tenant, including work orders. This form is to be completed and submitted to the Property Management Office to set-up access into Building Engines.

## BUILDING AMENITIES FORMS

All building amenity forms are available through the 221 Main website at [www.221main.com/tenant-resources/](http://www.221main.com/tenant-resources/) and/or can be requested from the Property Management Office.

### Bicycle Agreement

A bike agreement must be signed by the tenant employee to access the bike room.

### Conference Center Reservations / Room Set-Ups

A signed Conference Room Rules and Regulation form is required before the facilities can be used. A conference center reservation and boardroom layout form can be viewed and requested from the Management office.

## CONTRACTOR ACCESS REQUEST FORM

A contractor request form is used to notify the management team on any incoming vendors or contractors. Access request forms must be submitted to the Property Management Office prior to accessing the building. Failure to provide adequate notice may result in delays.

## FLOOR WARDEN CONTACT FORM

Each tenant should assign at least two Floor Wardens who will help to evacuate/relocate their employees. This form identifies the assigned Floor Wardens for each tenant.

## PROPERTY REMOVAL PASS

A signed Property Removal Pass is required for the removal of any large office equipment from the Building (including but not limited to computers, printers, furniture) by individuals.

## TENANT HOLIDAY SCHEDULE FORM

Upon moving in, a Holiday schedule form will be provided by the Property Management Office. Please check the box next to the holidays your company will be observing. If your company will be taking a half-day on any of these days, just note "1/2" in the space provided. Also, please note the actual date that the holiday is observed. Once the form is completed, please submit it to the Property Management Office.

## TENANT SERVICES CHARGE SCHEDULE

Charges available for Engineering, After-hours HVAC, Security, and Janitorial services, Lock & Keys, and Access Cards can be found on our website or by contacting the Property Management Office.