

**RUSSBUILDING**  
**Tenant Handbook**

# Table Of Contents

<b>Introduction</b>	<b>4</b>
Welcome	4
About Shorenstein	4
<b>FORMS</b>	<b>5</b>
<b>Building Operations</b>	<b>6</b>
Building Management Office	6
Building Hours and Access	6
Holidays	8
Insurance Requirements	8
Moving Procedures	9
Rental Remittance	9
<b>Building Services</b>	<b>11</b>
Conference Center	11
Deliveries and Freight Elevator	11
Elevator Service	12
HVAC	13
Janitorial	13
Light Bulb Replacement	13
Mail Service	14
Maintenance Requests	14
Parking and Bicycle Parking	14
Security	15
Signage and Directory	15
Storage	16
Telecom Providers	16
Retail Services	16
<b>Emergency Procedures</b>	<b>18</b>
Emergency Preparedness Resources and Training	18
Emergency Contacts	18
Emergency Notifications	18
Biological, Chemical, Radiologic Event, and Pandemic	18
Bomb Threat and Suspicious Device	21
Building Emergency Systems	22
Civil Disturbance	23
Elevator Malfunction	24
Evacuation Purpose	24
Fire and Life Safety Systems	26
Fire Emergency	27
Fire Prevention	28
Flooding	29
Homeland Security	30
Medical Emergency	30

Power Failure	31
SafetyMax	32
Severe Weather and Natural Disasters	32
Shelter In Place Plan	36
Threatening Person and Armed Intruder	37
Toxic Hazards	38
<b>Rules and Regulations</b>	<b>39</b>
Rule and Regulations Overview	39
Tenant Rules and Regulations	39
Vendor Rules and Regulations	45
Construction Standards	49
<b>Sustainability</b>	<b>50</b>

# Introduction

## Welcome

Welcome to the Russ Building. Shorenstein Properties is dedicated to bringing you the highest level of customer service and support. This tenant handbook is a resource of information you need for your building including operations, services, policies and procedures.

Please contact the Building Management Office with any questions regarding the information in this handbook. We are pleased to have you as a tenant in our building and look forward to providing you with the tenant services you require.

## About Shorenstein

### **Shorenstein Properties LLC (“Landlord”)**

Shorenstein Properties is a privately held, fully integrated real estate investment and management firm headquartered in San Francisco. Spanning three generations, we are one of the country’s most established and innovative real estate organizations. Our diverse portfolio of Class A office and mixed-use projects totals over 25 million square feet across the United States.

### **Creating the Right Spaces**

We provide asset management, leasing, property management, and construction services to our properties through our wholly owned property services affiliate, Shorenstein Realty Services. We are an experienced leader in creating compelling work environments for our tenants with a broad range of services to support and enhance their core business operations.

## FORMS

Please send completed forms to the Building Management Office at [RussBuilding@shorenstein.com](mailto:RussBuilding@shorenstein.com) or in person in suite 1125.

[Bicycle Room License Agreement](#)

[Lobby Lounge License Agreement](#)

[Tenant Contact Information Form](#)

[Tenant Move-In Form](#)

[Garage Monthly Parking Contract](#)

[Garage Parking Stamp Order Form](#)

# Building Operations

## Building Management Office

The Russ Building  
235 Montgomery Street, Suite 1125  
San Francisco, California, 94104

Building Management Office

415 421 7424

Building Management Fax

415 956 2011

Building Garage:

415 421 5358

Email:

[RussBuilding@shorenstein.com](mailto:RussBuilding@shorenstein.com)

### Building Manager

Shorenstein Realty Services, L.P. (“SRS”)

### General Manager

[Bill W. Whitfield](#)

### Assistant Property Manager

[Annie Chang](#)

### Tenant Services Administrator

[Erin Young](#)

### Tenant Services Coordinator

[Grace Raisin](#)

[Tory Ramirez](#)

## Building Hours and Access

### Customer Service Hours

8:00 a.m. – 5:30 p.m. M-F

### Building Hours

8:00 a.m. – 5:30 p.m. M-F

Closed Sat & Sun

### **Access Control System**

An access card is necessary to enter the building during non-business hours from 5:30 pm- 8:00 am Monday through Friday and all day Saturday and Sunday. The initial access card supply will be provided to the tenant, at no cost. Replacement access cards are available for a fee and can be ordered by entering a work order through the Tenant Services Portal. If an access card is lost or stolen, or when an employee leaves, please contact the Building Management Office immediately. To deactivate an access card, please enter a work order or contact the Building Management Office.

We recommend that you maintain an active access card list to ensure that all your company access cards are up to date.

### **After Hours Access**

When entering the building after-hours one of the following will be required:

- Active Building – Issued Access Card
- Access Memo Signed By Authorized Tenant Representative

If you or your employees need after-hours access on a regular basis, you can obtain access cards through the Building Office. The first access card for each employee is available to you at no charge. Replacements are \$25.00 each. Access cards are not transferable! Do not trade or reissue access cards without notifying the Building Office. If your employees, guests or contractors need after-hours access on an “as-needed” basis, please drop off or fax a request on your letterhead for Building Office approval before 4:00 pm to ensure access for that evening or the following morning/weekend.

An authorized tenant representative must sign access card requests and after-hours access memos. Please return Authorized Signature Cards to the Building Office and update them as needed. It is imperative that you keep the Building Office informed of employee status changes. Lost or stolen access cards should be reported immediately. The Building Office can provide you with a list of active access cards for your company. We need your cooperation in maintaining a safe environment for all Russ Building employees.

Uniformed security guards patrol the Russ Building 24 hours a day. They are trained in emergency response and can contact property management staff at any time. They are not authorized to enter tenant suites without prior authorization from the tenant and approval by the Building Office.

### **Lock-outs**

If you get locked out of your suite or office or forget your keys, you will be asked to present

identification and fill out a request form at the Building Office. Please note that multiple lockouts are subject to a \$10.00 fee.

## Holidays

The Buildings are closed in observance of the following holidays, or as identified in your lease:

### Observed Holidays:

- New Year's Day
- Martin Luther King Jr. Birthday
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Day

Please contact the Building Management Office within 48 hours-notice should you require any routine cleaning, heating, air conditioning or special services during the above referenced holidays. We will be glad to provide you with a cost estimate prior to any scheduled service.

\* The Building Management Office will send an email to confirm that Buildings may remain open on MLK and President's Day, however, the Building Management Office will likely be closed.

## Insurance Requirements

### **CERTIFICATE OF INSURANCE:**

Please provide a Certificate of Insurance to the Certificate Holder in accordance with the terms of your Lease Agreement. All liability policies shall name the following as additional insureds:

#### Additional Insured Wording:

Russ Building Venture LLC, Shorenstein Realty Services L.P., Shorenstein Properties LLC, Shorenstein Company LLC, Shorenstein Management LLC, Shorenstein MB Inc., and their respective Members, Partners, Officers, Directors, and Shareholders are included as additional insureds.

#### Certificate Holder:

Shorenstein Realty Services, L.P  
235 Montgomery Street, Suite 1125  
San Francisco, CA 94104



Shorenstein Realty Services, L.P. contracts with Business Credentialing Services (BCS), a third-party company, to validate all Tenant insurance certificates against Lease requirements. BCS representatives will work directly with your insurance agent to obtain appropriate coverage. Please notify your agent that BCS will be contacting them directly. If you would prefer to work directly with BCS, please notify the Building Office.

## Moving Procedures

Our goal is to provide a seamless transition during your move in. To facilitate this transition, please review and complete the following documents 2-3 weeks prior to your move in:

- [Tenant Move-In Checklist](#): This checklist contains important information and request for deposit, access cards, parking access, riser management, Building Management Office contact information, etc.
- [Building Moving Procedures](#): This document contains the building policies for a tenant move in. Please provide this information to your moving company and contractor(s).

## Rental Remittance

Rent should be paid by the first day of each calendar month during the term of the lease. Please send checks to the following address:

### All Payments Payable To:

Shorenstein Realty Services, L.P.

As Agent for Russ Building Venture, LLC

File 72806

P.O. Box 742736

Los Angeles, CA 90074-2736

### Remit via Electronic Fund Transfer Wire Transfers or ACH

Please contact the Building Management Office



# Building Services

## Conference Center

The Russ Building has a conference room available exclusively for tenant use. The conference facility consists of approximately 800 square feet of usable space, which is located at The Russ Building, 235 Montgomery Street, Suite 740. It can be set up any number of ways to meet your specifications and can accommodate up to 40 people. The facility offers numerous amenities to meet the needs encountered in today's business environment.

To reserve the facility for your event contact the Russ Building Office. It can be booked up to a year in advance, however there is a 24-hour-notice cancellation policy. Special arrangements can be made for after-hour use. For more information about the conference room, to request a brochure, or schedule a showing please contact the Building Office at 415 421 7424.

### Amenities

- Air Conditioning
- Video Conferencing
- 95" TV Screen
- Conference Telephone
- Wireless Internet
  - WiFi: russconf
  - Password: Suite740

### Uses

- Seminars
- Instructional classes
- Staff meeting
- Legal depositions
- Luncheons and office parties

### Cost

\$80.00 per hour

## Deliveries and Freight Elevator

All large deliveries of furniture, equipment, or material should be scheduled with the Building Management Office.

Deliveries to and from the Premises shall be made only at the times, in the areas, and through the entrances and exits reasonably designated by Landlord. Tenant shall not make deliveries to or from the Premises in a manner that might interfere with the use by any other tenant of its premises or of the Common Areas, any pedestrian use, or any use, which is inconsistent with good business practice.

## **Deliveries**

Handheld deliveries and those with small handcarts (such as luggage carts) can be made through the building lobby. Larger deliveries during the day must be made through the Bush Street sidewalk elevator. Daytime deliveries are limited to two freight elevator loads. Deliveries consisting of more than two freight elevator loads must be made after normal building hours. Arrangements for after-hours deliveries through the lobby can be made through the Building Office. Delivery companies will need to follow all after-hours procedures including the use of Masonite on all common area floors and proof of adequate insurance. Please inform your vendors of these restrictions.

Please note that the building staff cannot sign for packages or other deliveries to tenants. If you are expecting a delivery, please make alternate arrangements to have it delivered or picked up upon your return or rerouted to another address.

## **Freight Elevator**

Both freight elevators can be accessed from the basement, ground floor lobby (in the high rise bank) and at all tenant floors.

The building also has a service freight sidewalk elevator located on Bush Street. This elevator is used for deliveries to the building and operates between the sidewalk and the basement level.

## **Elevator Service**

Elevator service is available 24 hours a day. After normal business hours, you must use your access card to access the elevators at the lobby level. If an elevator fails to operate properly, please notify the Building Management Office or Security immediately.

The building has fifteen self-service elevators to service the lower, mid-range, and upper floors and two freight elevators serving all floors including the basement.

Five elevators serve the low rise and stops at all floors between the main lobby and the 11th Floor; five elevators serve the mid-rise and operate from the main lobby express to the 5th Floor and then express to the 11th Floor after which it stops on all floors up to the 16th Floor and four elevators serve the high rise traveling express from the lobby to the 17th Floor after which it stops on all floors up to the 30th Floor.

Both freight elevators can be accessed from the basement, ground floor lobby (in the high rise bank) and at all tenant floors.

The building also has a service freight sidewalk elevator located on Bush Street. This elevator is used for deliveries to the building and operates between the sidewalk and the basement level.

During a power outage, one car per bank and the service car will operate normally. All other cars will return one at a time and stay in the main lobby. Please reserve use of these cars for emergencies only.

The elevators are equipped with emergency alarm buttons and an intercom system in case of failure or emergency. In case of emergency or elevator failure, depress the alarm button, or emergency stop switch, and hold until building personnel makes contact with you via the intercom system. Trained personnel will reactivate the elevator.

## HVAC

After hours HVAC is available upon request. Submit your request to the Building Management Office twenty-four hours in advance through the [Tenant Services Portal](#).

## Janitorial

The Russ Building is responsible for maintaining a clean environment for all tenants per lease terms. This includes patrolling and pick-up of restrooms and common areas during business hours, and nightly cleaning services. Janitorial staff can also help out with emergency clean-ups of spills. Additional services such as carpet or tile cleaning, brass polishing, refrigerator cleaning, removal and disposal of excessive trash, and other special requests can be provided at additional charge to the tenant.

## Light Bulb Replacement

All building standard lights will be replaced at no charge. Any non-standard bulbs for tenant suites can be ordered, at tenant's expense, and kept in stock to be replaced as necessary.

## Mail Service

Individual tenant mailboxes are located in the Russ Building Mail Room on the ground floor across from the garage cashier. These boxes are for the delivery and distribution of mail from the U.S. Postal Service only. Courier and overnight delivery services should be directed to deliver packages directly to your office. If you need a key for your mailbox or the box itself is in need of repair, please contact the Building Office at 415 421 7424. All other problems regarding postal deliveries, including misdeliveries, should be directed to the Postal Service supervisor for this area who can be contacted at 415 536 6411 or through a drop box located in the mailroom.

The Post Office suggests that people wishing to correspond with your firm use your suite number and the 4-digit code at the end of your zip code for more efficient service. Since this 4-digit code varies according to suite number, you must call the postal service to obtain this code. For questions regarding postal service please dial 1 800 ASK USPS (1 800 275 8777).

For your convenience there are drop boxes for Overnite Express and UPS in the basement. For questions regarding these boxes, please call Overnite Express at 800 683 7648 and UPS at 1 800 PICK UPS (1 800 742 5877). For Federal Express locations and services call 1 800 GO FEDEX (1 800 463 3339).

If your company will be arranging nightly courier service, please provide the Building Office with vendor name, proof of insurance and schedule of pick-ups.

Please note that the building staff cannot sign for packages or other deliveries to tenants. If you are expecting a delivery, please make alternate arrangements to have it delivered or picked up upon your return or rerouted to another address.

## Maintenance Requests

The Russ Building utilizes MRI Angus Tenant Service Request system (Tenant Service Portal) accessed via <http://www.srstenantportal.com/>. This is a web enabled service management solution that allows tenants to enter service requests, view real-time tracking of the request, and view and download detailed billing information. Please contact the Building Management Office to learn how to become an Angus user for your organization.

## Parking and Bicycle Parking

## Monthly and Visitor Parking

The Russ Building has a 350-car garage that can be entered from Pine and Bush Streets. Valet parking is available from 5:00 AM until 8:00 PM, Monday through Friday. For information about rates, monthly parking, guest validations, and other information regarding the Russ Building Garage, please contact the Garage Manager at 415 421 5358.

## Bicycles

Free bicycle parking for tenants is available in the Bike Room on the mezzanine level. A building access card and a signed [Bicycle Room Agreement](#) is required to enter the bicycle parking room. Bike parking space is limited and will be provided on a first come first served basis. Additional bicycle parking is available in the Russ Building Garage. All bicycles parked in the designated areas must be locked. Bicycle parking is at the bicycle owner's risk. Building Management assumes no responsibility for the security or safety of bicycles parked at the property.

## Security

Landlord may from time to time adopt systems and procedures for the security and safety of the Building and Property, its occupants, entry, use and contents. Tenant, its agents, employees, contractors, guests and invitees shall comply with Landlord's systems and procedures.

The Russ Building is staffed 24 hours a day with on-site security. Security can be reached after-hours by dialing the Building Office and pressing extension 140. In case of emergency, calls will be forwarded as necessary. The Russ Building is staffed 24 hours a day with on-site security. Security can be reached after-hours by dialing the Building Office and pressing extension 140. In case of emergency, calls will be forwarded as necessary.

## Lost and Found

Please contact the Building Management Office to claim items that have been lost or found. Any item that is found should be brought to the Building Office (or left with security after-hours). Please indicate where and when the article was found. Every effort will be made to return property to the rightful owner. If a lost and found item is claimed, the security officer must complete an Incident Report on the person claiming the lost and found item. Should you lose something, please report it to the Building Office. Lost and found items will be held in the Building Office for 30 days, after which time they will be discarded or donated.

## Signage and Directory

To maintain quality and present a uniform appearance, Building directories and directional signage must be coordinated through the Building Management Office. Tenant suite door signage is subject to Building Management approval. Please submit renderings of proposed signage to the Building Management Office for approval.

## Storage

Storage may be available on a month-to-month basis. If you would like to inquire about potential storage space, please contact the Building Management Office.

## Telecom Providers

Russ Building has a riser system for telecommunication needs which runs from the main point of entry (MPOE) in the basement through telephone and equipment closets located on each floor. For security purposes, these doors are to remain locked at all times. In order to maintain the integrity of the building infrastructure, SRS has contracted with Montgomery Technologies to oversee all work in the telephone closets. Access to these closets will only be granted upon approval by Montgomery Technologies. Please contact Montgomery Technologies at 1 844 824 0100 to obtain a work order. Once the Building Office receives a work order from Montgomery Technologies, you or your vendor may enter the approved closet(s) after first signing in at the Building Office.

In addition, satellite television service is available through Comcast. Contact Comcast at 925-349-3371 for more information.

### Russ Building Technology Snap Shot

## Retail Services

We encourage you to patronize the fine retailers who make their home at the Russ Building:  
Food Services:

- Ladle & Leafe
- Joe & The Juice

Barbers/Hairstyling:

- Russ Building Barber Shop

Optometrist



- Dr. Lynn Valdez

Television:

- Satel, LLC

# Emergency Procedures

## Emergency Preparedness Resources and Training

As part of our commitment to safety and security, Shorenstein Realty Services has developed and curated training videos and other resources that will help you be the most prepared in the event of an emergency in our buildings, and to help your company facilitate or augment its own individualized emergency response plan. We invite you to use these resources by visiting the [Emergency Preparedness page](#) that is part of this website.

[Russ Building - Emergency Procedures](#)

## Emergency Contacts

Listed below are a number of important telephone numbers. In an emergency, call 911. After calling the appropriate emergency agency, please contact the Building Management Office.

All Emergencies	911
Local Police Department Non-Emergency	415 553 0123
Fire Department (Day)	415 861 8020
Fire Department Non-Emergency (Night)	415 558 3268
Ambulance (San Francisco)	415 431 2800
King American	415 775 4321
Building Management Office	415 421 7424

### Important notes

If you call 911 because of a medical emergency, please be sure to also notify the Management Office with your name, callback number, and location so that security may swiftly guide the paramedics to your exact location.

## Emergency Notifications

If you would like to receive Notifications during an emergency via phone call, text message, or email, please contact either your Tenant Administrator or Property Management office to subscribe. Notifications will be sent via MRI Angus.

## Biological, Chemical, Radiologic Event, and Pandemic

Biological and chemical threats require important and informed decisions that can affect the lives and safety of building staff, tenants, and visitors. The number of casualties from actual threats will depend on several factors, the most important being the potency or size of the weapon and the efficiency of the delivery system. While an incident involving a chemical agent would probably be quickly noticed, a biological or radiological attack may not be noticed for several days. Evidence of such threats can vary. The agent may appear as a solid, liquid, or gas. A biological or radiological agent release is nearly impossible to identify at the time of release.

In case of an emergency situation, including one related to a terrorist attack, the local and federal police and health systems would immediately take action. The building will follow the guidance of the police and health officials. Each situation warrants a different response. As the building receives information it will be immediately relayed to the tenants.

The building will rely on local emergency personnel to administer any necessary medications in response to an emergency situation, including but not limited to a dirty bomb, biological, chemical or other attack. These personnel have the medical expertise necessary to diagnose and provide the appropriate treatment in such situations.

### **Chemical Agent**

Since chemical agents are typically acutely toxic, their effects are typically abrupt and obvious. Determination as to whether an attack has occurred may be made by observation of the victims. The physiological impact on building occupants and visitors may lead to the immediate inference that they may have been exposed to a chemical agent. It is important to recognize key signs and symptoms of chemical exposure in order to react rapidly. More than any other type of attack, a chemical agent requires quick reaction because a rapid response will have a direct impact on the number of lives saved.

### **General rules for response to a chemical agent are:**

- Recognition of a potential chemical agent incident.
- You observe two or more people suddenly in physical distress with no obvious cause.  
For example:
  - Breathing difficulty or uncontrollable coughing
  - Collapse
  - Complaints of nausea
  - Seizures
  - Blurred vision
  - Complaints of an unusual odor

### **Actions to be taken in response to a biological or chemical agent event:**

- Notify 911
- Stop all personnel from entering the contaminated area.
- Evacuate people away (opposite direction) from the contaminated area/chemical cloud/area of release.
- Notify Building Management at [Phone number] of the release in your area.
- Ensure that people who need assistance receive help from emergency personnel.

### **Radiological Event**

The difficulty of responding to a nuclear or radiological incident is compounded by the nature of the radiation in an explosion. The fact that radioactive material was involved may or may not be obvious, depending upon the nature of the explosive device used. Other than an explosive device to disperse radiological material, a “carrier” could spread particles of radiological waste throughout the area. The effects of this type of event would not become evident for several days or weeks. Unless announced by public emergency officials or confirmed by radiological detection equipment, the presence of a radiation hazard is difficult to ascertain.

#### **Response to a radiological event:**

If the results of an investigation indicate that a radiological act of terrorism is a realistic possibility, the responsive actions will depend on the evidence discovered.

If a suspected material or a dispersal device is found and a threat is deemed credible, the general steps outlined for responding to a bomb should be taken.

### **Pandemic and Flu**

A pandemic of influenza, or flu, occurs when a new flu virus rapidly spreads from human-to-human and country-to-country around the world. A new virus can spread rapidly because most people are not immune to it. Pandemics are not just particularly bad flu seasons. In fact, they can happen any time of the year.

What is troubling is, whenever a flu strain infects people, there is a chance that the virus could mutate, or change, to a new virus that spreads easily from person-to-person and causes serious illness. Infections with new human flu strains cannot be prevented by the flu vaccine that people get each year. Making a safe vaccine that can prevent infections with a new human virus can take several months.

#### **There are precautions individuals can take in the event of a pandemic.**

- Frequently washing or sanitizing your hands.
- Covering up when coughing or sneezing.
- Be aware of others that exhibit flu symptoms.

- Most importantly, stay home if you feel sick.

**As a business it is important to develop a plan for:**

- The impact of a pandemic on your business.
- The impact of a pandemic on your employees and customers.
- Establishing policies to be implemented during a pandemic.
- Allocating resources to protect your employees and customers during a pandemic.
- Educating your employees.
- Coordinating with external organizations and helping your community.

### **Bomb Threat and Suspicious Device**

Once the Building Management Office has been notified of a bomb threat, it is our policy to advise your firm's manager or senior officer. It is up to the manager or senior officer to decide whether it is appropriate to evacuate the office.

#### **Bomb Threat Procedure**

If you receive a bomb threat by telephone, obtain the following information from the caller:

- Exact location of the device.
- Time set for explosion;
- Description of the device;
- Reason the caller has placed the bomb;
- Exact words used by the caller.
- Caller's name

Note the following:

- Time of call
- Was the caller male or female
- Describe voice and accent
- Background noises
- Was the caller angry or show other emotions

Upon hanging up with the caller:

1. Call 911
2. Inform Building Management immediately at [Phone number].
3. Notify your supervisor.
4. The Building Management Office will notify all tenant companies..
5. If advised to evacuate, do so quickly, and move at least three (3) blocks away.

### **Suspicious Device Procedure**

1. Do not attempt to move or touch it.
2. Ensure that all mobile phones/radio devices within 150 feet of the package are shut off.
3. Call 911.
4. Inform Building Security and Building Management immediately at [Phone number].
5. Evacuation of the immediate area is the responsibility of the Tenant.

### **Building Emergency Systems**

The Russ Building is equipped with an electronic fire/life safety system, which is monitored by on site personnel and remotely 24 hours a day. The fire annunciator panel located in the main lobby provides fire department personnel and building management with the location of the alarm in the event of a fire.

The main components of the fire/life safety system are smoke detectors, pull stations and a fire sprinkler system. Smoke detectors and pull stations function as early warning devices. When a smoke detector or pull station is activated, fire alarms sound on that floor, as well as one floor above and two floors below.

We must periodically test the life safety system, as required by city code. Smoke detector and sprinkler tests are usually performed with no interruption to tenants. Alarms and strobes are almost always tested on weekends.

An annual fire drill will be held for each floor. Drills may seem disruptive but this allows us to ensure that the system is working properly and repair any faults the system may have. It also allows you to practice what to do in the event of an emergency, without the panic of a true emergency. The Building Office will send out advanced notification of drill dates. Our Life Safety Director also hosts annual life safety training sessions for Tenant Fire Wardens. The meetings last for about 30 minutes. Prior to the class, a letter will be sent out with a list of dates. All Tenant Fire Wardens are encouraged to attend. Upon notification, you can sign up through the Building Office. The Life Safety Director is also available throughout the year to provide tenant staff training. Contact the Building Office for more information.

We request that you designate a Fire Warden for your office, as well as an alternate or two. Other life safety team members include stair exit wardens, elevator safety monitor, and

searchers. Click here to view the “Russ Building Life Safety Plan” for more detailed information about these positions. Names of all life-safety team members should be available to your company as well as kept on file at the Building Office and updated as necessary.

The office warden should be aware of any physically challenged individuals who would require assistance exiting the building. A confidential list should be forwarded to the Building Office for the fire department’s use in case of emergency.

If fire or smoke is detected in the building:

- Pull the nearest fire alarm
- Call 911
- Notify the Building Office
- Leave the floor via EXIT stairwell, as instructed over the public address system. Do not use elevators!

Located in the main lobby of the building is a Fire Command Center, which is the command center for the Life Safety System. This room provides a central location for emergency and building personnel to communicate with one another, building occupants, and emergency personnel en route to and at the emergency site. The following are housed in the Fire Command Center:

**Fire Alarm Panel:**

This illuminated display panel shows normal, fire or malfunction conditions at each floor. The panel constantly monitors the status of the manual pull stations and smoke detectors, and sprinkler flow alarms on each floor.

**Building Communication Panels:**

This consists of the P.A. System for the entire building. Should you hear the building alarm sound you should stand by for instructions that will be announced over the P.A. System. This system functions automatically and will begin relocation announcements to the affected floors.

**Elevator Control Panel:**

This panel monitors the floor position of each elevator in the building and its status. It also provides keyed switches for emergency personnel to use during an emergency and switches for emergency power control.

## Civil Disturbance

Should a riot or civil disturbance start outside the Building, the courtesy officer may lock all entrances to the building. The police will be notified. We will keep you informed. If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

## Elevator Malfunction

If you are in an elevator and it malfunctions, remain calm. Modern elevator technology makes it virtually impossible for the elevator to fall. There is no physical danger in a stalled elevator, only the inconvenience of waiting to be released. Pressing the emergency button within the cab will alert the elevator vendor that the elevator is malfunctioning. The elevator company will be notified immediately and a technician dispatched to correct the problem. Building Management staff and/or courtesy officers will make all attempts to remain in constant contact and let you know what is being done.

If the doors should open between floors, DO NOT attempt to climb out. Let security know that the doors are open so they can send someone to help you out. Most elevator related injuries are caused by people climbing out of the elevator cabs. Be safe and stay in the cab until instructed otherwise.

**IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.**

## Evacuation Purpose

The purpose of this plan is to provide for the safe and orderly evacuation of personnel and visitors in the event of an emergency situation. This plan contains procedures on how to report an emergency, what to do and who will assist you. The procedures outlined in this plan are to be followed unless otherwise directed by police or fire department officials. In order to establish a safe and orderly plan of evacuation, employees should become familiar with the building emergency equipment and this emergency plan.

### Statement of Policy

This plan has been developed with the knowledge that there is no such thing as a “fire-proof” building and that education, preparation and rehearsal are essential to a successful emergency evacuation plan.

### Evacuation Procedures

If an individual smells smoke or sees a fire, a pull station box must be pulled. If there is time, ensure that the Fire Department is alerted by calling 911. Then, call the Building Management Office at [Phone number].

Evacuation procedures shall begin upon hearing a fire alarm or as otherwise instructed by emergency personnel (i.e., Fire Wardens/Suite Monitors, Building Management or Fire



Department officials).

### **During an Evacuation: REMAIN CALM**

- Close, but **DO NOT LOCK**, each office door as you leave, if you have time. Walk quietly in an orderly manner to the nearest emergency exit.
- If your primary exit is blocked by smoke, use your secondary exit.
- Request assistance in evacuating impaired persons by implementing the Buddy System. Listen for instructions from the Fire Department and other Fire Wardens/Suite Monitors.
- **DO NOT USE ELEVATORS** during an alarm. They will recall to the first floor with the doors locked open. The elevator will not operate during a fire alarm.
- Feel the face of closed doors for heat before grabbing doorknobs and opening. If the door feels hot, **DO NOT OPEN**, but proceed to alternate exit route.
- Go to the nearest accessible stairwell exit; walk quietly on the **RIGHT** side of stairwell, holding on to handrails. **DO NOT RUN**. Emergency personnel are trained to use the **LEFT** side of the stairwell to come up so please stay out of their way.
- Be prepared to merge with other people evacuating from other floors. Do not prop open stairwell doors.
- Gather with co-workers in a predetermined assembly area once outside and away from the building. This will help facilitate head-count procedures.
- Walk to the predetermined gathering places. **DO NOT** congregate in the fire lanes, near building entrances, or otherwise impede the arrival of emergency equipment and personnel.
- Do not get in your car and drive away, as this will give a distorted head-count and interfere with arriving emergency equipment.
- Do not return to the building until the “all clear” is given by the Fire Department. Cessation of an audible alarm is not an “all clear.” Wait for specific instructions to re-enter the building.
- Directives issued by the Fire Department or other emergency personnel will take precedence over this plan.

### **Evacuation Procedure for Individuals with an Impairment or Disability**

The Fire Warden should maintain an up-to-date list of all persons with an impairment or disability on their floor and document it in (Insert Allied or BSS link). Please note that persons with an impairment or disability may not appear to be so. Such individuals may include those with a heart condition or other ailment(s), which are not immediately apparent. We recommend asking each individual if they would be able to evacuate without assistance in an emergency. Those individuals should be directed to a “safe room.” This room is a window office, preferably a corner office with a telephone. The Fire Warden should compile a list, which will include the

following information about the persons with an impairment or disability:

- Name
- Suite number, location and telephone extension of the safe room
- Type of impairment
- Type of equipment needed to evacuate, if any

A system should be implemented wherein the Fire Warden will assign two assistants to the person(s) with an impairment or disability. Assistant #1 will remain with the individual with an impairment or disability while Assistant #2 exits the building and provides information to the Fire Department personnel. The person(s) with an impairment or disability should not be left alone until the evacuation plans are in place.

**NOTE: Persons with an impairment or a physical disability may include any of the following:**

- Persons with a permanent disability (i.e., permanent back problem, wheelchair bound, etc.); persons with a temporary disability (i.e., broken leg, broken arm, sprained ankle, on crutches, etc.); or other impairments (mental or psychological);
- Pregnant women;
- Any other person who requests assistance;
- Once the Fire Department arrives, their instructions should be followed immediately.

## Fire and Life Safety Systems

### Central Fire Alarm System

The Russ Building is equipped with an electronic fire/life safety system, which is monitored by on site personnel and remotely 24 hours a day. The fire annunciator panel located in the main lobby provides fire department personnel and building management with the location of the alarm in the event of a fire.

The main components of the fire/life safety system are smoke detectors, pull stations and a fire sprinkler system. Smoke detectors and pull stations function as early warning devices. When a smoke detector or pull station is activated, fire alarms sound on that floor, as well as one floor above and two floors below.

We must periodically test the life safety system, as required by city code. Smoke detector and sprinkler tests are usually performed with no interruption to tenants. Alarms and strobes are almost always tested on weekends.

An annual fire drill will be held for each floor. Drills may seem disruptive but this allows us to ensure that the system is working properly and repair any faults the system may have. It also allows you to practice what to do in the event of an emergency, without the panic of a true emergency. The Building Office will send out advanced notification of drill dates. Our Life

Safety Director also hosts annual life safety training sessions for Tenant Fire Wardens. The meetings last for about 30 minutes. Prior to the class, a letter will be sent out with a list of dates. All Tenant Fire Wardens are encouraged to attend. Upon notification, you can sign up through the Building Office. The Life Safety Director is also available throughout the year to provide tenant staff training. Contact the Building Office for more information.

We request that you designate a Fire Warden for your office, as well as an alternate or two. Other life safety team members include stair exit wardens, elevator safety monitor, and searchers. Click [here](#) to view the “Russ Building Life Safety Plan” for more detailed information about these positions. Names of all life-safety team members should be available to your company as well as kept on file at the Building Office and updated as necessary.

The office warden should be aware of any physically challenged individuals who would require assistance exiting the building. A confidential list should be forwarded to the Building Office for the fire department’s use in case of emergency.

If fire or smoke is detected in the building:

- Pull the nearest fire alarm
- Call 911
- Notify the Building Office
- Leave the floor via EXIT stairwell, as instructed over the public address system. Do not use elevators!

### **Assisting Visitors Unfamiliar with Building**

Please be aware that if visitors are present during an emergency, your Emergency Team needs to assist the visitor in evacuating the premises. If a visitor sign-in sheet is maintained at your front desk, we suggest someone be assigned to bring that information to the Suite Monitor after evacuating the building in order to help facilitate an accurate head-count.

Above all, everyone involved needs to keep their own safety in mind and allow the Fire Department to take control.

## **Fire Emergency**

IF YOU DISCOVER A FIRE, you should remain calm and:

1. Pull the nearest fire alarm. Alarms are located in the corridors adjacent to the stairwells.
2. Call 911 from a safe location.

3. Evacuate or relocate and assist all others in the immediate area.
4. Close doors behind you to isolate fire.
5. Proceed to stairwells and listen for instructions. NEVER use the elevators.
6. Be cautious when opening doors so as not to spread the fire. Touch any door to see if it is hot before opening.
7. Quickly and quietly exit the building, via the enclosed stairways located at opposite ends of each side of the building, and remain outside until Building Management, Security or the responding authorities announce the “all clear.”

If smoke is present, stay low and crawl with your body against the floor. The clearest air is near the floor. If forced to make a dash through smoke or flame, hold your breath and cover your nose and mouth with an article of clothing.

## Fire Prevention

### Inspection Suggestions

While everyone needs to know how to respond in an emergency, it is also important to take steps to prevent emergencies from occurring. We recommend a monthly Fire Safety Inspection including, but not limited to, the following items:

Move flammable or combustible supplies off-site. If your Lease provides that chemicals or materials be stored on-site in quantities requiring MSDS sheets to be posted, they must be posted in central locations where they are visible to all. Flammable liquids should be kept in a flammable cabinet. Avoid using extension cords instead of permanent wiring. If used, extension cords need the three prong connections and no multiple outlets. Use breaker strips. All UL Listed authorized appliances and electrical cords should be in good repair. All electrical appliances for coffee, cooking or heating should be turned off every day before leaving the office. No smoking.

Candles or open flames are not allowed in the building at any time. Potential fire hazards including, but not limited to, blocked stairwells, faulty fire protection equipment, leaks, or damaged wiring should be reported to the Building Management Office immediately. Building Management does not allow space heaters, as they are a fire hazard. Please contact the management office if you are cold in your office. All emergency contact lists, physically impaired employee lists and other critical information lists should be kept current. Evacuation procedures should be reviewed among Suite Monitors for appropriateness, on a regular basis. Procedures should be communicated to occupants in your assigned area at least quarterly.

Do not accumulate quantities of discarded files or other paper trash in your office or storage area. Pay special attention to housekeeping in those departments that produce quantities of debris, such as duplication machines, mailing and receiving rooms.

Do not store large quantities of flammable solvents, duplicating fluids, or other combustible

fluids.

Keep electrical appliances in good repair. Report unsafe conditions to the building office.

When furnishing an office, consider the fire potential of materials used in large amounts, like overstuffed chairs, settees, couches or anything that could become a combustible item. Such furnishings should be flame proofed.

Where potential for fire is especially high, such as supply rooms, tenants may wish to consider installing additional fire extinguishers. Additionally, items being stored must maintain an 18" clearance between those items and the ceiling.

### **Windows**

In the event of a fire condition, windows should not be opened except for emergency ventilation. An open window supplies oxygen or fuel to the fire and a fire will burn towards an oxygen supply. If time or situation permits, windows and doors should be closed to isolate and contain the fire. However, the most important recommended procedure is to vacate the fire area immediately.

### **Fire Safety with Christmas Trees**

Christmas trees pose a major fire hazard if the proper precautions are not taken. Below are guidelines provided by the Fire Department. This list does not represent all the precautions and requirements, so before displaying any Christmas tree or ornament with lighting, please request the complete set of guidelines from the Fire Department. All artificial trees should be UL approved or labeled as flame-retardant/resistive by manufacturer. Decorations on trees must also be non-flammable.

Lights on Christmas trees must be UL listed. Small, low temperature bulbs are recommended. No candles or open flames are allowed on, or in the vicinity of, the tree, including portable heating devices. All tree lights should be turned off nightly. Live or cut trees must be watered and monitored. If a cut tree becomes too dry it must be removed promptly. Cut trees must also be disposed of properly via one of the numerous local organizations that offer services during the holidays. Do not dump cut trees in the trash enclosure.

### **Flooding**

In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by Building Management personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will commence. Tenants will need to contact their insurance carrier for any damage to their property.

**Follow these same procedures should the sprinkler system release within the building.**

## Homeland Security

Shorenstein recommends that each tenant have an emergency action plan in place to help their employees prepare for, and react quickly to, a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

Department of Homeland Security: [dhs.gov](https://dhs.gov)

Federal Emergency Management Agency: [fema.gov](https://fema.gov)

American Red Cross: [redcross.org](https://redcross.org)

Center for Disease Control and Prevention Emergency Preparedness and Response: [emergency.cdc.gov](https://emergency.cdc.gov)

Local media outlets will provide important information during an emergency situation.

KGO 7: <https://abc7news.com/>

KPIX 5: <http://sanfrancisco.cbslocal.com/station/cbs-5/>

KTVU TV2: <http://www.ktvu.com/>

### **Current information on conditions in San Francisco:**

CITYWATCH, Cable TV -54

KGO News Radio, 810 AM

KCBS, News Radio, 740 AM

[www.tmasf.org](http://www.tmasf.org)

### **Advisory Commute Information**

#### **San Francisco Street Closures**

Department of Parking and Traffic (DPT)

Engineering Division

<https://www.sfmta.com/drive-park>

415 554 2300

### **Highway Conditions**

California Department of Transportation (Caltrans)

[www.dot.ca.gov/dist4](http://www.dot.ca.gov/dist4)

800 427 7623

## Medical Emergency

In the event that an accident or illness befalls one of your employees, or a visitor to your office area, please:

1. Call Emergency Services at 911.
2. Provide the Emergency Dispatcher with the following information:
  - Your name
  - Your Building's name and address
  - Your specific floor number, and the exact location of the emergency
  - Any pertinent details of the accident or illness
3. Do not move the injured/ill person. Attempt to make them as comfortable as possible.
4. If feasible, send someone to meet the emergency unit upon its arrival in the lobby.
5. Call the Building Management Office at 415 421 7424.
  - Inform management that you have called 911 and briefly describe the nature of the emergency.
6. The emergency unit will be with you shortly and will administer all necessary medical assistance.
7. Determine, if possible:
  - Name, address and age of injured/ill person
  - The nature of the problem, as best you can surmise
  - All known allergies and current medications taken by the individual
  - A local doctor

The Management, Engineering and Security staff will do all we can to ensure the patient's comfort while awaiting the arrival of the medical rescue team. Although we assume no liability for our assistance, we strongly encourage Tenants and employees to become familiar with First Aid, as well as the contact information and protocol used to alert emergency services.

## Power Failure

The Russ Building is served by emergency generators. In the event of power failure, these generators will provide limited emergency power for certain basic building functions. Those functions include:

1. Activating emergency lights on each floor throughout the Building, including all Exit signs.
2. Activating all stairwell lighting.
3. Powering one elevator in each bank (to be reserved for emergencies).

If power failure should continue beyond the duration of the generator power, the building may

be deemed closed by Building Management and all occupants will be required to evacuate until the power can be restored and the building is safe for re-entry.

## SafetyMax

SafetyMax sells First Aid supplies and CPR, FA and AED Training. Shorenstein Realty Services has partnered with SafetyMax to provide our tenants a corporate rate. To take advantage of these savings, tenants can log in directly:

[SafetyMax.com](http://SafetyMax.com)

Username: tenant

Password: shorenstein

This program includes:

- First Aid Supplies
- Emergency Provisions and Kits
- AED Maintenance
- CPR, FA & AED Training

For customer service, please contact:

SafetyMax

e: [service@safetymax.com](mailto:service@safetymax.com)

p : 800 585 8506

Tony Lembo: [tony@safetymax.com](mailto:tony@safetymax.com), Director of National Accounts

## Severe Weather and Natural Disasters

The U.S. Weather Service reports the movement of severe weather that may present a threat to metropolitan area. Tenants have the choice of evacuating or remaining in the building during a severe weather alert. If your company decides to evacuate the building, notify the Floor Warden of your intention to do so. If an early alert is given by the U.S. Weather Service and a decision is made to remain in the building, certain steps can be taken to prepare for the severe weather.

Tenants should maintain an inventory of first aid and emergency supplies to be used during severe weather.

Notify the management office of all leaks, fires, and structural or other damage during or after the storm.

If informed by the U.S. Weather Service that severe weather is imminent, follow the steps below:



- Move to core areas of the building
- Take cover in an interior hallway
- Stay away from doors and windows
- Close perimeter doors behind you

## Major Natural Disasters

Disasters and emergencies affecting large areas can sometimes develop quickly. Flash floods and earthquakes, for example, can strike with little or no advance warning. Perhaps the most basic thing to remember is to KEEP CALM. In the event of a disaster or emergency: Keep your radio or television set tuned to hear weather reports and forecasts (issued by The National Weather Service) as well as other information and advice that may be broadcast by your local government. Use your telephone only to report disaster events to the [Local] Police Department or [Local] Fire Department (depending on the nature of the emergency) and Property Management. If you tie up phone lines simply to get information, you may prevent emergency calls from being completed. Stay away from disaster area. Follow the advice and instructions of authorities in charge.

## Earthquakes

### Earthquake Preparedness

- Keep an earthquake preparedness kit on hand. Include the following:
- Food and water– at minimum, a 3 day supply (a 7 day supply is ideal)
- First Aid kit and First Aid manual
- Large and small heavy-duty plastic bags, duct tape and scissors
- Extra prescriptions and eyewear
- Heavy-duty shoes and gloves
- Extra clothing, and a whistle
- Rescue tools
- Portable TV and/or radio with extra batteries
- Flashlights and extra batteries
- Cash (ATMs and credit cards may not work)
- Emergency Phone List, including family at work, school, daycare, etc.
- Cell phone

### During an Earthquake

Most earthquake-induced injuries are caused by falling objects or debris that has become dislodged by the quake. During an earthquake, please observe the following:

- Remain calm, do not panic.
- Stay in the office area.
- Take cover under tables, desks, or strong doorways.
- Keep away from windows and glass doors.
- Keep clear of filing cabinets, shelves and tall stacks of materials.
- Check for any injured personnel and administer first aid where necessary.
- Floor Wardens should assess damage and injuries and be prepared to expedite evacuation of serious cases.
- In the event of a fire resulting from an earthquake, follow the fire emergency procedures.

### **Following an Earthquake**

- Be prepared for aftershocks. While aftershocks are generally smaller than the earthquake that generates them, they can cause additional damage.
- If you smell gas, notify the Building Office or Security immediately.
- Check immediate location– make sure you are safe.
- Check for injuries and apply first aid as needed. Be prepared for an absence of immediate emergency services, and be prepared to help yourself and others.
- Extinguish any fires. Do not light matches. Do not smoke.
- Listen for news or pertinent instructions on the radio or television.
- Do not use the telephone unless you have a dire emergency; ensure that all telephone receivers are properly mated to their cradles.
- Conserve, and responsibly ration food and water.

### **Hurricanes**

Hurricanes are a potential threat from June through November in the Gulf Coast area. These tropical storms are characterized by winds in excess of 75 miles per hour and extremely heavy rain. The following suggestions and divisions of responsibilities are designed to provide for the safety of all, by reducing the chance of injury or death and minimizing the potential loss of assets.

#### **Alerts**

The U.S. Weather Service reports the movement of tropical depressions that may present a threat to the Gulf Coast area. Given an early alert, certain steps should be taken to prepare for the hurricane.

#### **Customer Duties**

It is advantageous both to our Customers and the property management staff that the building be evacuated as expediently as possible once hurricane preparations have been made in each

Customer's suite. (See below)

- It is advisable for all Customers to make necessary preparations for their suite as follows:
- Raise all mini-blinds within the suite.
- Disconnect all computers or other machines and remove any units located in window wall offices.
- Waterproof tarpaulins can be useful in covering desks and filing cabinets.
- Clear all desks, credenzas and filing cabinets of loose articles and store in file cabinets.
- All major Customers, and those with significant computer or after-hours operations are encouraged to implement their own written Hurricane Emergency plan to deal with operation and protection of their systems and personnel.

If a hurricane is imminent, Customers should initiate and complete office preparation in sufficient time to allow employees to leave work to secure their homes prior to the expected arrival of gale force winds. The Building Management will be monitoring U.S. Weather Bureau reports and will advise Customer companies of changes in weather conditions for their own evacuation decisions.

Always notify the Building Management Office upon evacuation of your space.

### **Public Utility Duties**

Auxiliary Power - Center Point Energy has provided primary power. During disasters that cause loss of primary power, the Power Company will work to restore service as quickly as possible. Customers with vital energy power requirement should consider auxiliary generators or surge protectors for their own use.

### **Telephone Service**

Telephone service may be interrupted during severe weather. Telephone companies are capable of installing emergency service lines to Customers having compatible switching equipment. Customers requiring emergency service should ask their telephone representative for specific information.

### **Building Duties**

**When a hurricane is imminent, the following action will be taken by the Building Management Staff:**

- Bring potential flying objects indoors
- Building auxiliary power for emergency lighting, etc. will be re-tested to ensure its availability.
- Supplies of building and other materials will be checked or obtained for availability to cover broken windows, etc.

**During the storm, the following actions will be taken by the Building Staff:**

- Frequent contact will be maintained with the U.S. Weather Service.
- Building Patrols will be performed continually by the security officer on duty, the property manager and engineering staff to monitor building damage.
- Emergency repairs will be made when weather permits.

**After the storm, the following actions will be taken by the Building Staff.**

- A thorough search for safety hazards will be conducted.
- Repairs will be made as quickly as possible.
- Constant communications will be maintained with Public Utilities until all disrupted service is restored.

**Tornado**

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. Keep a radio tuned in to hear whether the Weather Service will announce the approximate time of detection and direction of movement. In the Event of a Tornado Warning: REMAIN CALM. Stay away from the interior perimeter of the building and all exterior glass. Leave your exterior office and close the door. Go to an enclosed stairwell and move to basement level if time permits and it is safe to do so. Sit down in stairwell or core areas and protect yourself by putting head as close to your lap as possible, or kneel protecting your head. If you are trapped in an outside office, seek protection under a desk or sturdy table. Keep your own radio or television set tuned to a local station for updated information.

**Water Interruption**

A temporary interruption of the water supply may result in the disruption of building services. Without water, it is not possible to maintain sanitary conditions or building cooling systems. Additionally, water interruption limits the Fire Department's ability to extinguish fires.

**Shelter In Place Plan****Purpose of the Plan**

The [Local] Fire Code requires various buildings to develop a plan to shelter occupants inside the building in the event of a hazardous material, biological, or other emergency outside the building. The purpose of the shelter-in-place plan is to safeguard occupants during an emergency outside the building by preventing or limiting the infiltration of hazardous materials into the building by closing doors, shutting off air handling/HVAC systems and moving occupants away from perimeter windows and doors to safer locations in the building. Where possible these locations will be near restrooms. Once a year there will be a shelter-in-place

drill conducted to ensure occupants know what to do and where to go in an emergency. In addition to the Building Staff, Tenant Floor Wardens will be responsible for performing duties and shall be provided with training.

### **Procedures**

Building Management will announce via broadcast e-mail, phone tree and fire tower public address system when a shelter-in-place emergency is occurring. When an emergency is announced Tenant Safety Wardens will ensure that all occupants in their suite go to their designated shelter locations. Security will recall the elevators to the lobby level by manually initiating a fire recall sequence via the keyed override switches in the Lobby. They will also close and lock all outside doors at the lobby level and loading dock. In addition, Security will insure that all retail tenants that have direct access to the street level close and secure these doors. Please note that in accordance with City Fire Code, all fire exit doors will be accessible for egress. Designated re-entry stair tower doors (these doors will be labeled) will be unlocked during the emergency to allow for interfloor travel. In some types of emergencies occupants in the lower levels will be directed to the upper floors to avoid possible exposure to outside contaminants that are heavier than air. The Building Engineers will shut down all air handling equipment and close all outside air dampers. Building Management will monitor the emergency via the city's emergency broadcast network, local news radio, and cable TV emergency broadcast systems. Updates will be provided to the building occupants via the fire tower public address system.

### **Shelter Locations**

Occupants of multi-tenant floors should shelter-in-place in the area of the common corridor. Occupants of single tenant floors should shelter-in-place in the most interior of rooms or spaces within the confines of their respective floor.

### **Physically Disabled Persons**

As with fire emergency procedures, the Tenant Safety Wardens shall ensure that those with a physical disability be assisted to their shelter location.

### **All Clear**

When notified that the emergency is over, Building Management will direct all occupants via the fire tower public address system to evacuate the building until the building air handling systems are operated to remove any contaminants.

### **Annual Shelter-in-Place Drill**

The annual shelter-in-place drill will be scheduled through the Building Management Office. Please note that a full building evacuation is not required during this drill.

## Threatening Person and Armed Intruder

- Immediately report any situation involving a threatening person to the San Francisco Police Department by calling 911. Also notify the Building Management Office.
- Provide as much information as possible including a physical description of the person(s) and their location. Also, the statements made by said Person(s) and if they are armed.
- Also, report the presence of any suspicious individuals in or about the property to Property Management. A physical description of the person and the location they were last seen will also be important information to communicate.

## Toxic Hazards

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed and call 911. Give Building address, floor and phone number, and what type of spill has occurred. Take appropriate action to contain the hazard, close doors behind you, and always follow all safety procedures when working with toxic materials.

# Rules and Regulations

## Rule and Regulations Overview

Tenants and their visitors are required to comply with the Tenant Rules and Regulations.

All Building and Tenant Vendors performing work on-site are required to comply with the Vendor Rules and Regulations.

All Building and Tenant Vendors who are performing construction related services (Designing or Building) are required to comply with the Construction Standards.

The Tenant Rules and Regulations, Vendor Rules and Regulations, and Construction Standards may be modified by the Owner's Agent from time to time. Please refer to the Tenant Handbook for the most current version.

## Tenant Rules and Regulations

### Tenant Rules and Regulations

#### Russ Building

235 Montgomery Street

San Francisco, CA 94104

**ACCESS SYSTEM:** If Tenant requests wiring for an access control system, such wiring shall be installed by a Landlord approved electrician. Tenant's keying and proximity card access systems shall be approved by Landlord and coordinated with Landlord keying schedule.

**AIR QUALITY:** Tenant shall not cause or permit any foul or noxious gas or other odors to be produced upon or permeate from the Premises.

**BICYCLES, SKATEBOARDS, ROLLER SKATES, IN-LINE SKATES, SCOOTERS AND MOTORIZED VEHICLES:** Bicycles, skateboards, roller skates, in-line skates, scooters and motorized vehicles (excluding motorized wheelchairs) are not permitted inside the Building, elevators or on the walkways outside the Building, except in areas designated by Landlord.

Tenant may bring bicycles into the Premises so long as the bicycles are transported in the Building's freight elevator, are walked (not ridden) in the hallways. Tenant must ensure that bicycle tires are clean and do not leave tracks on the floors or carpets in the lobbies or hallways.

Free bicycle parking for tenants is available in the Bike Room on the Mezzanine level. A building access card and signed Bicycle Room Agreement is required to enter the bike room. Bike parking space is limited and is available on a first come first served basis. Additional bicycle parking is available in the Russ Building Garage. All bicycles parked in the designated areas must be locked. Bicycle parking is at the bicycle owner's risk. Building Management assumes no responsibility for the security or safety of bicycles parked at the property.

**BUILDING ACCESS:** Landlord may deny access to any portions of the Building or the Premises if the individual is not in compliance with Landlord's Visitor Access Program. Subject to applicable law, Landlord shall in no case be liable for damages for any error with regard to the admission to, or exclusion from, the Building of any person. Further, in the event of civil unrest or any other emergency situation, Landlord reserves the right to prevent access to all areas of the Building, as necessary, to mitigate the risk of damage to person or property. Such actions may include closing and locking the doors to the Building.

Every person, including Tenant, its employees and visitors, entering and leaving the Building may be questioned by security personnel as to that person's business therein and may be required to produce valid picture identification and to sign such person's name on a form provided by Landlord for registering such person; provided that, except for emergencies or other extraordinary circumstances, such procedures shall not be required between the hours of 8:00 a.m. and 5:30 p.m., on all days except Saturdays, Sundays, and Holidays. Landlord may also implement a card access security system to control access to the Building during such other times. Landlord shall not be liable for excluding any person from the Building during such other times, or for admission of any person to the Building at any time, or for damages or loss for theft resulting therefrom to any person, including Tenant.



**COMBUSTIBLE & FLAMMABLE:** Subject to the terms of the Lease as to the handling of permitted hazardous materials, Tenant shall not use or keep in the Premises or the Building any kerosene, gasoline, or flammable or combustible fluid or material, nor use any method of heating or air conditioning other than provided by Landlord or agreed to by Landlord pursuant to the provisions of the Lease. Holiday décor must meet fire department treatment standards.

**COOKING:** No cooking shall be done or permitted by Tenant in the Premises, except that Tenant may maintain and use in the breakroom/kitchen area microwave ovens, toaster ovens and equipment for brewing coffee, tea, hot chocolate and similar beverages, provided that Tenant shall (i) prevent the emission of any food or cooking odor from leaving the Premises, (ii) be solely responsible for cleaning the areas where such equipment is located, (iii) maintain and use such areas solely for Tenant's employees and business invitees, not as public facilities, and (iv) keep the Premises free of vermin and other pest infestation.

**CORRIDOR DOORS:** Corridor doors, when not in use, shall be kept closed and free of obstructions.

**DEFACEMENT:** Tenant shall not overload the floor of the Premises or mark, drive nails, screw or drill into the partitions, woodwork or plaster or in any way deface the Premises or any part thereof; provided, however, that Tenant may hang on the walls of the Premises artwork, whiteboards and other items typically hung in office premises using nails, hooks or other devices reasonably approved by Landlord for such purposes.

**DISORDERLY CONDUCT:** Landlord reserves the right to exclude or expel from the Building any person who, in the judgment of Landlord, is intoxicated or under the influence of liquor or drugs, or who shall in any manner act in violation of any of the Rules and Regulations.

**DOORS, KEYS AND LOCKS:** Tenant shall not place any locks or bolts (or alter any locks or bolts already in place) on any interior or exterior door in the Premises or Building without Landlord's prior written consent, and Landlord shall have the right at all times to retain and use keys or other access codes or devices to all locks within and into the Premises.

Upon the expiration or termination of the lease, Tenant shall return all Building issued keys to Landlord. If Tenant loses any previously issued key or pass card, Tenant shall pay the standard replacement charge to replace the same. Keys to the locks on the entry doors in the Premises shall be furnished by Landlord to Tenant at Tenant's cost and Tenant shall not make any duplicate keys.

**ELEVATOR - FREIGHT:** Tenant shall make prior arrangements with Landlord for use of the freight elevator for the purpose of moving heavy articles, large deliveries, or other items that are not appropriate for the passenger elevators. Deliveries shall occur during hours approved by Landlord and in accordance with the scheduling procedures for the freight elevator. Landlord reserves the right to inspect and, where deemed appropriate by Landlord, to open, freight coming into the Building and to exclude from entering the Building any freight that is in violation of any of these Rules and Regulations and any freight for which such inspection is not permitted. Tenant shall not cause the freight elevator to be loaded beyond rated capacities.

**ELEVATOR - PASSENGER:** The passenger elevator cars are designed solely to move people between floors of the Building. These cars are not intended to be used for freight or mail delivery unless coordinated specifically with Landlord for such use, in which case, special requirements/protection may be required.

**JANITORIAL, RECYCLING & TRASH:** Landlord's janitorial staff shall not be hindered from cleaning the Premises after 6PM on business days. The janitorial staff shall not clean occupied areas if it will create a disturbance to Tenant.

Unless expressly permitted by the Lease, Tenant shall not employ any person other than Landlord's contractors for the purpose of cleaning, maintaining and/or repairing the Premises.

Tenant shall comply with the Building's recycling guidelines. Electronic waste (E-waste) must not be disposed of in the Building's trash or recycling stream. E-waste must be collected and disposed of via an EPA certified e-waste recycler.

**LANDLORD APPROVAL OF TENANT CONTRACTORS:** All contractors or vendors, performing work in the Building shall be subject to Landlord's prior approval, which approval shall not be unreasonably withheld, and shall be required to comply with the Building's Conditions for Construction and Tenant Construction Standards. Contractors performing work must be licensed, union affiliated, and must necessary building

permits.

**LOST OR STOLEN ITEMS:** Landlord shall not be responsible for any loss, theft, disappearance of, or damage to, personal property in the Premises, however occurring.

**NUISANCES:** Tenant shall not generate any objectional noise, vibration, or other offensive conduct that interferes with the rights of the other tenants of the Building.

**PATH OF TRAVEL:** Sidewalks, doorways, vestibules, halls, stairways and other similar areas shall not be obstructed by Tenant, Tenant visitors, or used by Tenant for any purpose other than ingress and egress to and from the Premises. No rubbish, litter, trash, or material shall be placed, emptied, or thrown in those areas.

**PLUMBING:** Plumbing fixtures and appliances shall be used only for the purposes for which designed and the expense of any breakage, stoppage or damage resulting from the violation of this rule shall be borne by the tenant.

**RISER ACCESS:** Tenants are prohibited from installing any equipment in any riser room, utility and equipment rooms or any other rooms not leased to Tenant without Landlord's prior written approval. Russ Building has a riser system for telecommunication needs which runs from the main point of entry (MPOE) in the basement through telephone and equipment closets located on each floor. For security purposes, these doors are to remain locked at all times. In order to maintain the integrity of the building infrastructure, SRS has contracted with Montgomery Technologies to oversee all work in the telephone closets. Access to these closets will only be granted upon approval by Montgomery Technologies.

**SECURITY AND LIFE SAFETY:** Landlord may from time to time implement systems and procedures for the security and safety of the Building, the property and occupants and Tenant shall comply with the same. Tenants are responsible for life safety inside their respective Premises and must comply with all Building life safety programs, fire drills, and emergency preparedness programs.

**SIGNAGE & DIRECTORIES:** Signs, advertisements or notices shall not be painted or affixed to windows, doors or other parts of the Building or placed outside of tenant space without prior Landlord approval. Unless otherwise expressly provided in the Lease, Tenant shall be entitled to have the name of Tenant's company listed on (a) the Building directory situated in the lobby of the Building (if such a directory exists), and (b) the Tenant directory on each floor of the Building where the Premises are located, with the cost of any changes to Tenant's name on the directory during the Lease term to be at Tenant's cost.

Unless otherwise expressly provided in the Lease, all tenant identification and suite numbers at the entrance to the Premises shall be installed by Landlord using the standard graphics for the Building.

**SMOKING:** Tenants shall not smoke or permit smoking anywhere in the Building (including the Premises) or on the property. Smoking includes e cigarette, electronic cigarette, personal vaporizer or electronic nicotine delivery system.

**SOLICITING:** Canvassing, selling, soliciting, and distribution of handbills or any other written materials in the Building is prohibited, and Tenant shall cooperate to prevent the same.

**VENDING/BREAKROOM/KITCHEN EQUIPMENT:** Vending machines, water coolers, water filters, and coffee machines may be installed within the Premises only if the equipment and manner of installation is in accordance with the Building requirements and operational standards as defined in the Building's Conditions for Construction and Tenant Construction Standards.

**WEAPONS:** Weapons are prohibited in all areas of the Building and the Real Property.

**WINDOWS & WINDOW TREATMENTS:** Landlord shall have the right to designate and approve any curtains, blinds, shades or screens attached to or used in connection with any door or window of the Premises. Except for such approved coverings, nothing shall be attached to or hung on the windows or placed in windowsills of the Premises. Landlord may, from time to time, direct Tenant to open or close operable windows or window coverings

The Rules and Regulations may be modified or amended by Landlord from time to time. The Rules and Regulations are supplemental to the executed leases in the Building, provided that, ***IN THE EVENT OF ANY CONFLICT BETWEEN THE RULES AND REGULATIONS AND A TENANT'S WRITTEN LEASE, THE APPLICABLE TERMS OF THE LEASE SHALL CONTROL.***

## Vendor Rules and Regulations

### Vendor Rules and Regulations

#### Russ Building

#### San Francisco, CA

The term "Tenant" as used herein includes the Tenant's officers, agents, contractors, employees, licensees, and invitees. The term "Premises" refers to the defined premises in the Tenant's lease.

**ACCESS SYSTEM:** If Tenant requests wiring for an access control system, such wiring shall be installed by a Landlord approved electrician.

[Insert Property Specifics, If Applicable]

**AIR QUALITY:** Tenant shall not cause or permit any foul or noxious gas or other odors to be produced upon or permeate from the Premises.

[Insert Property Specifics, If Applicable]

**ANIMALS:** Animals are not permitted in the Building or the Premises unless they are service animals as defined under the Americans with Disabilities Act.

[Insert Property Specifics, If Applicable]

**BICYCLES, SKATEBOARDS, ROLLER SKATES, IN-LINE SKATES, SCOOTERS AND MOTORIZED VEHICLES:** Bicycles, skateboards, roller skates, in-line skates, scooters are not permitted to be inside the Building, elevators or on the walkways outside the Building.

Motorized vehicles (excluding motorized wheelchairs) are not permitted inside the Building, except in areas designated by Owner's Agent.

Tenant may bring bicycles into the Premises so long as the bicycles are transported in the Building's freight elevator, are walked (not ridden) in the hallways and the bicycle tires are wiped off so the tires do not leave tracks on the floors or carpets in the lobbies or hallways. If a secure bicycle parking area exists at the Building for use in common by tenants of the Building, Tenant shall be entitled to use of the same, subject to the applicable rules and

regulations imposed thereon by Landlord.  
[Insert Property Specifics, If Applicable]

**BUILDING ACCESS:** Landlord may deny access to any portions of the Building or the Premises if the individual is not in compliance with Landlord's Visitor Access Program. Subject to applicable law, Landlord shall in no case be liable for damages for any error with regard to the admission to, or exclusion from, the Building of any person. Further, in the event of civil unrest or any other emergency situation, Landlord reserves the right to prevent access to all areas of the Building, as necessary, to mitigate the risk of damage to person or property. Such actions may include closing and locking the doors to the Building.

**COMBUSTIBLE & FLAMMABLE:** Subject to the terms of the Lease as to the handling of permitted hazardous materials, Tenant shall not use or keep in the Premises or the Building any kerosene, gasoline, or flammable or combustible fluid or material, nor use any method of heating or air conditioning other than provided by Landlord or agreed to by Landlord pursuant to the provisions of the Lease.

**COOKING:** No cooking shall be done or permitted by Tenant in the Premises, except that Tenant may maintain and use in the breakroom/kitchen area microwave ovens, toaster ovens and equipment for brewing coffee, tea, hot chocolate and similar beverages, provided that Tenant shall (i) prevent the emission of any food or cooking odor from leaving the Premises, (ii) be solely responsible for cleaning the areas where such equipment is located, (iii) maintain and use such areas solely for Tenant's employees and business invitees, not as public facilities, and (iv) keep the Premises free of vermin and other pest infestation.

**CORRIDOR DOORS:** Corridor doors, when not in use, shall be kept closed and free of obstructions.

**DEFACEMENT:** Tenant shall not overload the floor of the Premises or mark, drive nails, screw or drill into the partitions, woodwork or plaster or in any way deface the Premises or any part thereof; provided, however, that Tenant may hang on the walls of the Premises artwork, whiteboards and other items typically hung in office premises using nails, hooks or other devices reasonably approved by Landlord for such purposes.

**DISORDERLY CONDUCT:** Landlord reserves the right to exclude or expel from the Building any person who, in the judgment of Landlord, is intoxicated or under the influence of liquor or drugs, or who shall in any manner act in violation of any of the Rules and Regulations.

**DOORS, KEYS AND LOCKS:** Tenant shall not place any locks or bolts (or alter any locks or bolts already in place) on any interior or exterior door in the Premises or Building without Landlord's prior written consent, and Landlord shall have the right at all times to retain and use keys or other access codes or devices to all locks within and into the Premises.

Upon the expiration or termination of the lease, Tenant shall return all Building issued keys to Landlord. If Tenant loses any previously issued key or passcard, Tenant shall pay the standard replacement charge to replace the same.

**ELEVATOR - FREIGHT:** Tenant shall make prior arrangements with Landlord for use of the freight elevator for the purpose of moving heavy articles, large deliveries, or other items that are not appropriate for the passenger elevators. Deliveries shall occur during hours approved by Landlord and in accordance with the scheduling procedures for the freight elevator. Landlord reserves the right to inspect and, where deemed appropriate by Landlord, to open, freight coming into the Building and to exclude from entering the Building any freight that is in violation of any of these Rules and Regulations and any freight for which such inspection is not permitted. Tenant shall not cause the freight elevator to be loaded beyond rated capacities.

**ELEVATOR - PASSENGER:** The passenger elevator cars are designed solely to move people between floors of the Building. These cars are not intended to be used for freight or mail delivery unless coordinated specifically with Landlord for such use, in which case, special requirements/protection may be required.

**JANITORIAL, RECYCLING & TRASH:** Landlord's janitorial staff shall not be hindered from cleaning the Premises after 5PM on business days. The janitorial staff shall not clean occupied areas if it will create a disturbance to Tenant.

Unless expressly permitted by the Lease, Tenant shall not employ any person other than Landlord's contractors for the purpose of cleaning, maintaining and/or repairing the Premises.

Tenant shall comply with the Building's recycling guidelines. Electronic waste (E-waste) must not be disposed of in the Building's trash or recycling stream. E-waste must be collected and disposed of via an EPA certified e-waste recycler.

**LOST OR STOLEN ITEMS:** Landlord shall not be responsible for any loss, theft, disappearance of, or damage to, personal property in the Premises, however occurring.

**NUISANCES:** Tenant shall not generate any objectional noise, vibration, or other offensive

conduct that interferes with the rights of the other tenants of the Building.

**PATH OF TRAVEL:** Sidewalks, doorways, vestibules, halls, stairways and other similar areas shall not be obstructed by Tenant or used by Tenant for any purpose other than ingress and egress to and from the Premises. No rubbish, litter, trash, or material shall be placed, emptied, or thrown in those areas.

**PLUMBING:** Plumbing fixtures and appliances shall be used only for the purposes for which designed and the expense of any breakage, stoppage or damage resulting from the violation of this rule shall be borne by the tenant.

**RISER ACCESS:** Tenants are prohibited from installing any equipment in any riser room, utility and equipment rooms or any other rooms not leased to Tenant without Landlord's prior written approval.

**SECURITY AND LIFE SAFETY:** Landlord may from time to time implement systems and procedures for the security and safety of the Building, the property and occupants and Tenant shall comply with the same. Tenants are responsible for life safety inside their respective Premises and must comply with all Building life safety programs, fire drills, and emergency preparedness programs.

**SIGNAGE & DIRECTORIES:** Signs, advertisements or notices shall not be painted or affixed to windows, doors or other parts of the Building or placed outside of tenant space without prior Landlord approval. Unless otherwise expressly provided in the Lease, Tenant shall be entitled to have the name of Tenant's company listed on (a) the Building directory situated in the lobby of the Building (if such a directory exists), and (b) the Tenant directory on each floor of the Building where the Premises are located, with the cost of any changes to Tenant's name on the directory during the Lease term to be at Tenant's cost.

Unless otherwise expressly provided in the Lease, all tenant identification and suite numbers at the entrance to the Premises shall be installed by Landlord using the standard graphics for the Building.

**SMOKING:** Tenants shall not smoke or permit smoking anywhere in the Building (including the Premises) or on the property, except in any Landlord-designated smoking area outside the Building. Smoking includes e cigarette, electronic cigarette, personal vaporizer or electronic nicotine delivery system.



**SOLICITING:** Canvassing, selling, soliciting, and distribution of handbills or any other written materials in the Building is prohibited, and Tenant shall cooperate to prevent the same.

**VENDING/BREAKROOM/KITCHEN EQUIPMENT:** Vending machines, water coolers and coffee machines may be installed within the Premises only if the equipment and manner of installation is in accordance with the Building requirements and operational standards as defined in the Building's Conditions for Construction and Tenant Construction Standards.

**VENDOR RULES AND REGULATIONS AND CONSTRUCTION STANDARDS:** All contractors or vendors, performing work in the Building shall be subject to Landlord's prior approval, which approval shall not be unreasonably withheld, and shall be required to comply with the Vendor Rules and Regulations and the Construction

**WEAPONS:** Weapons are prohibited in all areas of the Building and the Real Property.

**WINDOW TREATMENTS:** Landlord shall have the right to designate and approve any curtains, blinds, shades or screens attached to or used in connection with any door or window of the Premises. Except for such approved coverings, nothing shall be attached to or hung on the windows or placed in windowsills of the Premises.

The Rules and Regulations may be modified or amended by Landlord from time to time. The Rules and Regulations are supplemental to the executed leases in the Building, provided that, **IN THE EVENT OF ANY CONFLICT BETWEEN THE RULES AND REGULATIONS AND A TENANT'S WRITTEN LEASE, THE APPLICABLE TERMS OF THE LEASE SHALL CONTROL.**

## Construction Standards

[Tenant Construction Standards](#)

## Sustainability

**Overview:** As the building owner, Shorenstein is committed to sustainability. For Shorenstein, this means enhancing investment performance, operational resilience, and business governance for the benefit of the company's properties, tenants, employees, investors and communities. You can find more information about Shorenstein's sustainable operations on the building's [Green Scorecard](#).

As a tenant, we hope that you will recognize and take ownership of the critical role you play in minimizing our building's impact on the environment as it relates to reducing energy and water use, and sorting waste. Please review and adhere to the below guidelines within your office.

**Waste Recycling:** Tenants must adhere to the building's waste recycling program. This means sorting waste properly into recycling, compost (if applicable), and landfill bins. If you would like informational signage for your space, please view the Recycling Guidelines on the Sustainability tab at the top of this page or reach out to the Property Management Office for additional guidance.

**Electronic Waste (e-waste) Recycling:** Electronic waste (e-waste) contains hazardous material that must NOT be disposed of in the building's trash or recycling stream. E-waste must be collected and disposed of via a certified e-waste recycler. Reach out to the Property Management Office for more information about collection times and/or the e-waste collection location at the building. All drop off of personal or business e-waste for recycling at the building is at your own risk. Before dropping off the equipment for reuse/recycling, it is your responsibility to: (a) delete the data on the hard-disk drives and any other storage devices in the equipment; (b) back up or transfer any data prior to deletion; and (c) remove any removable media, such as diskettes, CDs, or PC cards. Neither the Owner nor Owner's Agent will verify removal of confidential data that may be stored on Tenant's personal or business electronic equipment before being recycled. Owner and Owner's Agent, Shorenstein Realty Services, L.P., accept no liability for loss of confidential data or software.

**Green Construction:** Tenants must adhere to the "Green Construction Standards" included in Shorenstein's [Tenant Alterations & Construction Standards](#) document. This applies to the initial buildout of a tenant space and any and all subsequent improvements and/or renovations.

**Sustainability Data-Sharing:** In order to facilitate ENERGY STAR certification, tenants must provide the Property Management Office with the following figures upon request (on an annual basis).

1. Number of computers in tenant space
2. Number of employees/occupants in tenant space

Energy Disclosure Requirements: In order for the building owner to comply with federal, state, or local law, tenants must deliver energy use information related to the tenant's space upon Property Management's request (on an annual basis).

Additional Resources: Shorenstein property management teams are equipped with resources to assist tenants in optimizing sustainability in their space.

1. Refer to the sustainability tab above for additional resources.
  2. Reach out to the Property Management Office if you have additional questions/comments/suggestions for enhancing sustainability within your space, and Shorenstein's building as a whole.
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