

Brookfield
Properties

TENANT MANUAL

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BUILDING RULES & REGULATIONS

One Post Street • San Francisco, California

1. Rules Applied. These Rules and Regulations apply equally to Tenant's Affiliates and others permitted by Tenant to access, use, or occupy the Premises.

2. Right to Exclude. Landlord may require that Tenant, its Affiliates, and guests comply with each reasonable security measure that Landlord may establish as a condition entry to the Building, or Project. These measures may include submitting to a search by persons or devices employed by Landlord, presenting an identification card or pass issued by Landlord, or both, being announced to Tenant and accepted as a visitor by Tenant, and signing a register on entry and exit. Any person who cannot comply with these requirements may be excluded from the Project. If Landlord requires a Building pass issued by Landlord as a condition of entry to the Premises, Building, or Project, Landlord will furnish a Building pass to all persons reasonably designated by Tenant in writing. Landlord may exclude or expel from the Project any person who, in Landlord's reasonable opinion, is intoxicated or under the influence of alcohol or drugs.

3. Obstructions. Tenant will not cause the Common Areas, or sidewalks or driveways outside the Building to be obstructed. Landlord may, at Tenant's expense, remove any such obstruction without prior notice to Tenant.

4. Trash. Tenant may not litter. Tenant will reasonably participate in Landlord's recycling program. Tenant will place trash in proper receptacles in the Premises provided by Tenant at Tenant's cost, or in Building receptacles designated by Landlord for removal by Landlord; however, Tenant, at Tenant's cost, will be responsible for removing trash that results from large move-ins or deliveries.

5. Public Safety. Tenant will not throw anything out of doors, windows, or skylights, down passageways or over walls. Tenant will not use any fire exits or stairways in the Building except in case of emergency. Firearms and weapons (except by authorized employees or agents of Tenant), explosives, flammable materials and other hazardous liquids and materials may not be brought into or stored in the Premises, Building, or Project without the prior written consent of Landlord, which Landlord may withhold or condition in Landlord's sole discretion, except reasonable quantities of customary office and cleaning supplies. Tenant must comply with all life safety programs established by Landlord or required by Laws and use commercially reasonable efforts to cause each of Tenant's employees, invitees, and guests to likewise comply, including participation in drills. Tenant will provide Landlord with the names and telephone numbers of representatives of Tenant

that may be contacted in an emergency, and of all changes in personnel that may access the Premises.

6. Keys, Access Cards, and Locks. Landlord may from time to time install and change locks on entrances to the Project, Building, or Common Areas, and will provide Tenant a number of keys to meet Tenant's reasonable requirements. Additional keys will be furnished by Landlord at Tenant's cost. At the end of the Term, Tenant will promptly return to Landlord all keys for the Building and Premises issued by Landlord to Tenant. If with Landlord's consent, Tenant installs any lock incompatible with the Building master locking system, Tenant will: relieve Landlord of each Lease obligation that requires access to each affected area; indemnify Landlord against any Claim resulting from forced entry to each affected area in an emergency; and, at the end of the Term, remove each incompatible lock and replace it with a Building Standard lock at Tenant's expense.

7. Aesthetics. Unless Tenant obtains Landlord's prior written consent (which may be withheld in Landlord's sole discretion), Tenant may not:

(a) Attach any awnings, signs, displays, or projections to either the outside walls or windows of the Building, or to any part of the Premises visible from outside the Premises.

(b) Hang any non-Building Standard curtains, blinds, shades, or screens in any window or door of the Premises.

(c) Coat or sunscreen the interior or exterior of any windows; or

(d) Place any objects on windowsills.

8. Directories and Signs. Tenant may list 1 trade name and suite number in each Building-wide electronic directory in the Building's main lobby. Tenant will keep all listings accurate and current. Tenant may install 1 Building Standard tenant identification sign containing Tenant's trade name and suite number at the entrance to each separately demised suite leased by Tenant. Tenant will reimburse Landlord for the cost of all directory listings and signs, plus Landlord's standard administration fee. Except as provided in this paragraph or elsewhere in the Lease, Tenant may not install any signs outside the Premises.

9. HVAC Operation. Tenant will not obstruct the HVAC convectors or diffusers or adjust or interfere with the HVAC system. Tenant will assist the HVAC system in maintaining comfort in the Premises by drawing shades, blinds and other window coverings in the Premises as may be reasonably required. Tenant may not use any method of heating or cooling the Premises other than that supplied by Landlord unless expressly consented to by Landlord.

10. Plumbing. Tenant will use plumbing fixtures only for the purpose for which they are constructed. Tenant will reimburse Landlord for any damage caused by Tenant's

misuse of plumbing fixtures. Tenant will promptly advise Landlord of any damage, defects or breakage of plumbing, electrical fixtures or HVAC equipment of which Tenant has knowledge. Tenant may not dispose of liquids, materials, or substances (including coffee grounds) that may damage plumbing in any rest rooms, kitchen sinks, water closets, or other plumbing fixtures serving the Premises or Building, and shall be responsible for the cost of repairs caused by any misuse or neglect of such fixtures.

11. Equipment Location. Landlord may specify the location of any of Tenant's Business machines, mechanical equipment, or other property that are unusually heavy, may damage the Building, or may cause vibration, noise, or annoyance to other tenants. Tenant will reimburse Landlord for any professional engineering certification or assistance reasonably required to determine the location of these items.

12. Bicycles. Tenant may not bring bicycles, scooters, or other means of personal conveyance (other than medically prescribed devices for use by the physically impaired) into the Building or Premises, and such devices must be parked in areas designated by Landlord.

13. Animals. Tenant may not keep in or bring into the Building or Premises any fish, birds, or animals, except assistance animals that are permitted and identified in accordance with Laws.

14. Carpet Protection. To protect carpeting in the Premises, Tenant will, at its own expense, install and maintain pads to protect the carpet under all chairs having castors other than carpet castors.

15. Elevators. Any use of the passenger elevators for purposes other than normal passenger use (such as moving to or from the Building or delivering freight), whether during or after Business Hours, must be scheduled through the office of the Property Manager. Tenant will reimburse Landlord for any extra costs incurred by Landlord in connection with any such non-passenger use of the elevators.

16. Moving and Deliveries. Moving of Tenant's Personal Property and deliveries of materials and supplies to the Premises must be made during the times and through the entrances, elevators, and corridors reasonably designated by Landlord. Moving and deliveries may not be made through any of the main entrances to the Building without Landlord's prior permission. Any hand truck or other conveyance used in the Common Areas must be equipped with rubber tires and rubber side guards to prevent damage to the Building and its property. Tenant will promptly reimburse Landlord for the cost of repairing any damage to the Building or its property caused by any person making deliveries to the Premises.

17. Solicitation. Canvassing, soliciting, and peddling in the Building are prohibited and Tenant will cooperate in preventing the same. Tenant may not post any notices or distribute any advertisements or handbills outside the Premises.

18. Food and Vending Machines. Except as may be specified in the Lease or on construction drawings for the Premises approved by Landlord, and except for microwave cooking and catering services to the Premises or for official functions, Tenant will not use the Premises for preparing or dispensing food, or soliciting of orders for sale, serving or distribution of food without the prior written approval of Landlord. Tenant may not place any vending machine or dispensing machine in the Premises without Landlord's prior written consent.

19. Pest Control. At Tenant's sole cost and expense, Tenant must keep the Premises free of insects, rodents, vermin and other pests and to keep insects, rodents, vermin, and other pests from infesting the Premises, other premises, and Common Areas. Tenant will use a pest control service that is approved by Landlord to perform work in the Building and, if Landlord requests coordinate Tenant's pest control efforts with Landlord. Tenant will comply with all requirements of Laws to post warnings in the Premises concerning the use of insecticides and other chemicals for pest control, and post in the Premises or distribute to occupants of the Premises any warnings provided by Landlord to Tenant concerning Landlord's pest control efforts. If Tenant fails or refuses to comply with this paragraph, then Landlord may provide pest control services to the Premises at Tenant's cost and expense, plus Landlord's standard administration fee; however, Landlord's performance of pest control on Tenant's behalf does not release Tenant from any obligation under this paragraph.

20. Work Orders and Service Requests. Only authorized representatives of Tenant may request services or work on behalf of Tenant. Tenant may not request that Building employees perform any work outside of their duties assigned by Landlord.

21. Smoking. Neither Tenant nor its Affiliates shall smoke or permit smoking in any part of the Project in which Landlord, in Landlord's sole discretion, prohibits smoking. Landlord may designate the entire Project a no-smoking area, excepting areas in which Landlord, in Landlord's sole discretion, permits smoking.

PHONE NUMBERS

Emergency 911

Security Console 415-434-4757

Building Office 415-434-4753

OVERVIEW

This booklet contains our building rules & regulations and emergency response information for floor wardens at One Post Street. Some important general information is in this overview, followed by a list of floor warden duties, and finally procedures for specific types of emergencies.

Reporting Emergencies

To report an emergency, dial 911.

Have someone else the Security Console 415-434-4757.

One Post Street Building

One Post Street is a 38-story steel and reinforced concrete office tower. Construction began in 1968 and was completed in 1969. The building was built to the highest standards and incorporated the most advanced technology available at the time. Since then, the life safety system has been constantly upgraded.

The building is owned and managed by Brookfield Office Properties which is located in Suite 450 and can be contacted at 415-434-4753 or OnePostStreet@Brookfield.com.

The life safety system includes a fire and smoke detection/alarm system, emergency communications system, elevator recall system, and fire control panel with computerized monitoring of the entire building. All floors are equipped with smoke detectors, pull stations, audible alarms, voice notification speakers, fire extinguishers, fire hoses and emergency lighting. Each floor also has posted an evacuation plan that indicates the route of exiting the building and identifies the location of all fire equipment. Stairway signs located at every landing in both stairwells indicate the floor number, availability of roof access, and an evacuation diagram. As floors are remodeled the life safety system is upgraded to include sprinklers and strobe alarms.

Security

Security is located in the main lobby of the building and can be contacted at 415-434-4757.

Using the Stairwells

In an emergency such as an earthquake or fire, the stairwell doors will be unlocked by building security in response to the alarm. When leaving your floor due to an emergency, go down four flights and enter the floor on that level.

FLOOR WARDEN DUTIES

Earn and maintain CPR/First Aid certification.

Attend Fire Department-sponsored Emergency Response Training.

Assign person(s) to perform the duties of assistant floor warden, stairwell monitor, elevator monitor, searcher and first aid coordinator. Appoint quadrant area wardens if floor is extremely large and beyond the control of one person.

Prior to an emergency, assign two people to assist each non-ambulatory and physically disabled person.

Teach each team member their responsibilities during an emergency and assume the leadership role in an emergency and during drills.

Inform fire safety director any time there are changes in emergency personnel.

Know the location of all fire and emergency-related equipment found on the floor.

Know the use of all fire and emergency related equipment found on floor.

Be completely familiar with the floor arrangement, the number of floor occupants, and the location of exits.

Monitor floor/suite for equipment malfunction or safety hazards and report any findings to building management. Make a daily check of fire exit doors and stairways to be sure they are unobstructed. Make a visual inspection of the exit lighting, and emergency lighting.

Train floor occupants in safe fire exit procedures.

Divide the floor population into groups and formulate the traffic patterns to be followed for leaving the floor by the stairways.

Instruct floor occupants in fire prevention.

Inform fire safety director and disaster preparedness team of the names of non-ambulatory and physically disabled persons or anyone who may need assistance vacating the floor in an emergency.

Keep an updated list of non-ambulatory and physically disabled individuals on the floor.

Conduct a quarterly inspection and inventory of the floor's safety supplies

FLOOR WARDEN DUTIES IN AN EMERGENCY

Take necessary action to prevent panic.

Listen for, and follow, instructions over the voice notification speaker.

Determine safe availability of exit stairway.

Direct individuals to stairways or designated evacuation routes and keep stairway exit accessible.

Instruct persons to form single file lines into the stairwell.

Take non-ambulatory or physically disabled person to the first landing in the stairwell, out of the way of the flow of traffic.

Inform Building Security Officer of physically disabled individual's location.

Stand in elevator area and direct occupants toward the stair exit.

Prevent anyone from using the elevator.

If possible, make sure all doors are closed and unlocked as floor is evacuated.

Maintain communication with key emergency personnel within the building. If relocated, communicate to the lobby vital information and communicate to the lobby upon arrival at the refuge area.

Determine by head count if there are any missing occupants. If so, relay this information to the lobby.

Inform the fire safety director or lobby attendant of the location of non-ambulatory and physically disabled individuals.

Conduct a search of offices, bathrooms, copy rooms, and kitchen areas during an evacuation, relocation, or drill. Notify and evacuate anyone found there.

Once a space is determined clear, close all doors to that space.

BUILDING COMMUNICATION SYSTEM

The occupants of One Post Street will be alerted to an emergency situation by audible alarm, strobe alarm lights, and emergency announcements made over the voice evacuation system. The building staff will use two-way radios to coordinate emergency action. Once the fire department has responded, they will communicate by using the red fire department phones with jacks located in the fire control room and stairwells.

When one of the pull stations, smoke detectors, or sprinklers is activated, an audible alarm will be heard on the floor of the alarm, the floor above, and the two floors below. **The sound of the audible alarm is a low-to-high whoop.** In addition, white flashing alarm lights bearing the word "fire" in red letters will also be activated in the alarm zone for the hearing impaired. At the Fire Control Panel located in the lobby, an alarm will sound and a visual signal will be activated, identifying the floors affected. An outside monitoring company will also receive the alarm and call the fire department.

Once an alarm comes into the Fire Control Panel, announcements will be made over the voice evacuation system. The four floors in the fire zone will be told what emergency procedures should be followed. The entire building will then be alerted and given instructions.

SCRIPT OF EMERGENCY ANNOUNCEMENTS

Situation:**Emergency Announcement:**

Relocation of the four floors in
The fire alarm zone

"Your attention please: We have just received an alarm indicating a problem on the __floor. Occupants on floors __, __, __ and __ please go calmly to the nearest stairwell and relocate down four floors. Do not use the elevators."

Floors receiving relocated
Persons

"Attention Floor Wardens on floors __, __, __ and __: please open stairwell doors and be prepared to receive occupants from the floors above who are relocating to your floor."

Evacuation

"Attention please: We have just received an alarm indicating A problem on the __floor. Occupants on floors __, __, __ and __ please go calmly to the nearest stairwell and proceed to leave the building. Do not use the elevators. Follow the instructions of your Floor Warden."

Building-wide notification

"Attention: There is a fire on the __ floor. Please remain Where you are unless instructed otherwise by your Floor Warden. The situation is under control and the Fire Department is responding."

MEDICAL EMERGENCY

Call 911. Stay on the line with the 911 operator. You will provide essential information that the paramedics need to determine the nature of the emergency and what kind of preparations to make before they reach the building.

Have someone else alert building security by calling 415-434-4757. That person should let Security know the exact nature of the medical problem, and exactly where in the building the victim is located.

Building security will recall an elevator to the lobby and have it waiting for the paramedics' arrival. Building security will tell the paramedics the floor number and location of the victim

FLOOR WARDEN DUTIES IN A MEDICAL EMERGENCY

Meet the paramedics at the elevator and direct them to the location of the victim.

If you are providing first aid to the victim, assign someone else to meet the paramedics.

FIRE

Reporting a Fire

Pull the fire alarm box located near the stairway exit doors.

Alert others on the floor.

Call the Fire Department at 911.

Responding to a Fire

If it is a small fire, attempt to put it out with a fire extinguisher. (Remember PASS: **P**-pull pin, **A**-aim hose at base of flame, **S**-squeeze handle, **S**-sweep from side to side.)

Keep yourself between the exit and the fire. Don't go past the fire to retrieve a fire extinguisher.

If the fire can't be put out, everyone on the floor is to leave the area and exit the floor by stairway. The floor warden will direct the evacuation of the floor. Proceed down the stairs four floors. Re-enter the building and remain in the lobby of that floor.

If You Hear the Audible Alarm (a low-to-high whoop)

Leave the area and exit the floor by stairway.

Close doors behind you as you leave to help arrest the spread of the fire. Proceed down the stairs four floors. Re-enter the building and remain in the lobby of that floor.

If Smoke is on Your Floor

Pull the fire alarm box. Call 911. While evacuating the floor, crawl on your hands and knees to the nearest stairwell exit. Touch closed doors with the back of your hand *prior to opening*. If the door feels warm, go to an alternate exit. Once in the stairwell, stand up and walk down four floors. Re-enter the building and remain in the lobby of that floor.

If Ordered to Evacuate

Exit by stairwell. Proceed as directed. Listen for further instructions over the voice notification system.

Use the Stairs, Don't Use the Elevators

Never go up the stairway unless specifically directed. Fire and smoke go up, you go down.
Always feel for heat before opening any door. If the door feels warm, go to an alternate exit.

Reason for Relocation

The occupants on the floor of the fire, the floor above the fire, and the two floors below the fire are relocated down four floors. Going down four floors ensures that relocated persons are not in the way of firefighters who use the two floors below the fire as staging areas.

A special graphic system has been placed on each stairwell door to make relocation easier. The symbols are yellow star, green circle, red square and blue triangle

Go down the stairwell until they see the same symbol as on the floor they left.

Example of relocation in which fire is reported on the 33rd floor:

35			
34	☆	Floor Above Fire	
33	○	FLOOR OF FIRE	
32	□	Fire Dept. Staging Area	
31	△	Fire Dept. Staging Area	
30	☆	Floor of Refuge	←
29	○	Floor of Refuge	←
28	□	Floor of Refuge	←
27	△	Floor of Refuge	←

FIRE PREVENTION

Floor wardens are responsible for performing their standard duties (p. 6) during a fire emergency. Additionally, the floor warden is responsible for keeping their floor free of common fire hazards:

Electrical Cords/Extension Cords

Patrol areas and look for deficient and overloaded cords. Allow tenants to use only UL-listed extension cords with their own overload protection. Promptly replace an electrical cord that is cracked, frayed, or has a broken plug. Never run electrical cords under carpets or chair pads.

Cigarettes

Smoking is not permitted in the building.

Electrical Equipment/Appliances

Be alert around electrical equipment. If it is not working or if it gives off an unusual odor, disconnect it and call the building office or maintenance. Pay special attention to coffee makers, hot plates, and portable heaters. Make sure they are turned off or unplugged at the end of each workday. It's best to assign one person to make this check every day.

Oily Cloths/Flammable Liquids

Cloths used in cleaning, particularly when used with chemicals, solvents, oils, and grease, should be stored in closed metal containers. They should not be allowed to accumulate. Flammable liquids such as paints, thinners, and solvents should be kept sealed in their proper containers and stored in a metal job box in a cool, well ventilated area away from heat and spark sources

Housekeeping

Cluttered papers on desks and in wastebaskets provide fuel for fires. Don't accumulate quantities of discarded files, cardboard boxes, or other paper trash in offices or storage areas. Paper accumulated for recycling should be hauled away regularly.

Blocked Emergency Exits/Equipment

Keep exit ways clear at all times. Don't use exit ways as storage areas. Ceiling sprinklers in designated storage areas should not be blocked or suffocated. Fire equipment such as fire extinguishers and hoses should be readily accessible at all times.

Fire Plan Maintenance

Once a year - the fire safety director will schedule and supervise a fire drill involving the building staff, floor wardens, their assistants, and all the occupants of the building.

BOMB THREAT

IF YOU RECEIVE A BOMB THREAT

1. **Get as much information as possible from the person**
2. Keep the caller on the line as long as possible and write down every spoken word, including background noises. Note the accent of the caller's voice. Try to get the caller to give you his name. The caller may seem hostile or uncooperative, but continue to try to get as much information as possible.
3. Ask the caller for the location of the explosive device and the time it will go off.
4. Advise the caller that the building is fully occupied and the detonation of a bomb could result in death or serious injury to many innocent people.
5. Ask the caller what type of explosive device is being used. Try to obtain as much information about the device as possible.
6. When the caller hangs up, call the Security Guard Desk at 415-434-4757 and advise them of the situation. They will contact the police. If you are unable to reach Security, call the San Francisco Police Department at **415-553-0123** and advise them of the situation.
7. Check your immediate area for suspicious packages or objects, but do not touch suspected items. Inform security of anything you find.
8. If security orders evacuation of your floor, listen for and follow their instructions carefully.

Do not use the elevators. Use the stairs.

BOMB THREAT CHECKLIST

- Keep the person talking.
- Note the date and time the call is received.
- Write down exact words used by caller.

Ask:

When is the bomb going off?
Where is the bomb?
What kind of bomb is it?
What does the bomb look like?
Why did you place the bomb?
Do you represent an organization?

Note:

Caller's GENDER – male or female?
MANNER – Calm - Angry - Rational - Deliberate - Irrational - Emotional - Nervous - Righteous -Laughing
VOICE – Loud Raspy Intoxicated Soft Deep Pleasant Accent
SPEECH – Fast Distinct Stuttered Slurred Slow Nasal
Background noises?

FLOOR WARDEN DUTIES IN A BOMB THREAT

Make contact with Security by calling the Security Console.

Follow the instructions of Security Staff.

Do not inform people that there has been a bomb threat. Security will inform people of the situation after they have been evacuated or the emergency has passed.

Floor wardens may be asked by Security to make a visual inspection of their floor for suspicious looking objects or devices. Under no circumstances should suspected objects be handled or touched. Anything found should be reported to the fire safety director or police.

EARTHQUAKE

During an Earthquake

Stay inside the building and move away from the windows.

Get under a desk or table. Or lie down along the baseboard facing the wall, covering your head.

Stay where you are. Do not go outside, where falling debris could cause injury.

After an Earthquake

Follow the instructions of the public address system.

Be prepared for aftershocks.

Check for injured persons and provide first aid.

Be alert for unsafe conditions (gas leaks, water leaks, shorting electrical wires.)

Follow the instructions under “Medical Emergencies” to report serious injuries.

If directed to evacuate, go to the ground floor of the building.

If an aftershock occurs when you are in the stairwell, stay in the stairwell – it is the safest place in the building. Don’t try to reenter a building floor.

Remember: You are safer inside the building during an earthquake than you are on the street. Don’t go outside until you are sure there will be no more serious aftershocks.

Do not use the elevators. Use the stairs.

FLOOR WARDEN DUTIES IN AN EARTHQUAKE

In addition to the standard floor warden emergency duties (p. 6), during Earthquake emergencies the floor warden is responsible for these procedures:

Remind people that they should stay indoors.

If there is an unsafe condition such as leaky water or a shorting electrical wire, turn off the related utility, if possible. (Note that the only natural gas in the building goes to Specialty’s Café.)

Ration food and water. Be prepared to go without emergency services for several days.

POWER FAILURE

In the event of a power failure, an emergency generator will provide enough power to operate the emergency lighting in the hallways, stairwells and office areas.

Turn off all electrical equipment, such as computers, to minimize possible damage caused by surges when the power is restored. The building office will keep you informed on the status of the power failure.

To leave the floor, use the stairs, or call the Security Console at 434-4757 to request elevator pickup. If you do not have a working telephone, you may call security by using one of the red phones located in the stairwells at every two landings.

ELEVATOR FAILURE

If you are an elevator that stops, stay calm. There is no danger. Each elevator is equipped with an alarm button and voice system connected to an operator. The operator will speak to you in any elevator where there is a problem.

Give the operator the elevator car number, which is located on the upper right hand panel of each elevator. The elevator company will be notified and trained personnel will restart the elevator.

NATURAL DISASTERS

WINDSTORM

Do not exit the building. Stay inside.

Be aware that windows can and will pop out.

Listen for instructions over the public address system.

Floor wardens will instruct people to move away from the window. People should gather in the central lobby area if the wind is very severe.

FLOOD

Do not exit the building. Stay inside.

Follow instructions from the floor warden.

Listen for instructions over the public address system.

CIVIL DISTURBANCES, RIOTS & DEMONSTRATIONS

Do not exit the building. Stay inside.

Listen for instructions over the public address system.

Also Security might activate the riot switch, with that means elevator service will be terminated to main lobby. But tenants can still use the elevators to travel between the 37th and 2nd floor. **(Security will notify tenants via PA. System)**

During non-peaceful civil disturbances, the building office may contact floor wardens to instruct them to lock office doors.