

201 California

Tenant Handbook



INTRODUCTION

On behalf of Columbia Property Trust, we would like to welcome you to 201 California. We are thrilled that you have chosen our property for your office workplace, and we look forward to a long-lasting and successful relationship.

This Tenant Handbook has been developed to provide you and your team with a convenient reference guide for commonly asked questions about the operations, procedures, and policies at 201 California. From time to time, the Property Management Team may issue new or revised material for you to include with this information.

Many sections in this Handbook reference forms that should be completed by each tenant company and provided to the Property Management Office. For your easy reference, we have included a complete set of these forms at the end of this Handbook. You may also access this Handbook, as well as pertinent electronic forms, digitally by visiting the property website at <https://www.201california.com>.

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

If you have additional questions or concerns, please feel free to contact the Property Management Office at 415.247.2100. Your tenancy makes our jobs possible, and it is our pleasure to assist you.

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PROPERTY MANAGEMENT OFFICE INFO & DIGITAL RESOURCES

YOUR PROPERTY MANAGEMENT TEAM

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

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

Management Office

P 415.247.2100

The Property Management Office is open Monday through Friday, 8:30 AM to 5:30 PM, excluding holidays, and is located at 201 California Street on the 4th floor in suite 440.

Property Management Team Members

Cecile Ramos, Director - Property Management

P 415.247.2100 E cecile.ramos@columbia.reit

Anastasia Novikova, Senior Property Financial Manager

P 415.247.2100 E anastasia.novikova@columbia.reit

Antonio Sakkis, Assistant Property Manager

P 415.247.2100 E antonio.sakkis@columbia.reit

Security

P 415.421.1002

Engineering

P 415.247.2105

Other Building Staff

Colton Daly, Chief Engineer

P 415.247.2105 E colton.daly@abm.com

Trino Victoria, Journeyman Engineer

P 415.247.2105 E trinidad.victoria@abm.com

Eric Sunga, Parking Attendant

P 415.392.6618 E 201californiastreetgarage@gmail.com

EMERGENCY PHONE NUMBERS

Fire Department

911 or 415.558.3300

Police Department/Precinct

911 or 415.553.0123

Paramedics

911

Poison Control

911 or 800.878.4766

Building Security

415.421.1002

HOURS OF OPERATION

Building Hours

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

Building Holidays

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

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

HOLIDAYS

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

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

PROPERTY WEBSITE

The website for 201 California Street is: <https://www.201california.com>. Here you will find information about the building, onsite and neighborhood amenities, contact and leasing information, access to the Work Order System, and a digital copy of this handbook.

AMENITIES

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

BICYCLE ROOMS/RACKS

A card access-controlled bicycle storage room with a capacity for up to 45 bicycles is located in the garage. There is no charge for use of the bike racks, but bicycle parking is first-come, first-served.

All tenants using the bicycle room are required to register their bicycle with the Property Management Office and complete the Bicycle Parking Agreement and Release of Liability form before card access will be granted. Release of Liability Form can be signed and submitted through the work order system or e-mailed to the Management Office.

Bicyclists are directed to enter and exit the garage through the parking ramp located on Front Street. Please use caution and walk all bikes up and down the garage ramp.

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

BUILDING TECHNOLOGY

WiredScore Certification

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

201 California is Wired Certified Silver.

Wired Certified Silver guarantees that fiber connectivity is available in the building, as well as a choice of internet service providers to support diverse connections. The technology infrastructure in place will ensure connectivity is protected and secure, and your building is equipped to deliver the connectivity you need.

On our property website, 201california.com, you will find an overview fact sheet of the connectivity and digital infrastructure features of the building. Available carriers are listed in case you are looking for a new or secondary internet connection.

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

For direct assistance from WiredScore's highly knowledgeable team, call 646.869.6000 or email wsconnect@wiredscore.com, or visit wiredscore.com/wiredscore-connect/ to learn more.

Telecom & Data Providers

AT&T, Lumen and Comcast provide physical cable into the building. All carriers provide fiber connection into the building.

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

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

Telephone Closets

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

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

CONFERENCE ROOM/CENTER

The conference center located on the 2nd floor offers a flexible space plan, audio/visual, complimentary Wi-Fi and access to the 2nd floor patio. All reservations are on a first-come, first-serve basis between the hours of 8:00 AM – 6:00 PM, Monday through Friday. 48-hour advance reservation is required. An executed Rules and Regulations agreement must be submitted by the meeting host prior to the reservation date. Conference Room Rules and Regulations agreement can be signed and submitted directly through e-mail to the property management office. There is no fee to reserve the conference room, but fees for engineering, janitorial, or security may be required.

2ND FLOOR PATIO

The patio is located on the 2nd floor just outside the conference center and provides ample seating. This outdoor space is exclusively for tenant use and may be used for private functions by contacting the Property Management Office.

ELECTRIC VEHICLE CHARGING STATIONS

There are five 240V Electric Vehicle Charging Station (EVCS) located in the parking garage. They are managed through ABM Parking. For usage, please contact the parking agent.

FITNESS CENTER

The fitness center gym is available to tenant employees 24/7. The gym is equipped with workout machines & equipment including but not limited to two peloton stationary bikes, a peloton rowing machine, stair masters, treadmills, weights & racks and weight balls. The gym is also equipped with two shower restrooms and lockers. The fitness center is accessible to tenant employees only. No visitors are permitted access to the gym. For access, all employees must fill out a waiver with the Property Management Office agreeing to the rules and terms and conditions.

LOCKER ROOMS/SHOWERS

You will find Lockers and a Shower for Tenant use in the basement. These facilities can be accessed via access card. If you would like to access to these facilities, please ask the main point of contact from your office to place a Work Order on your behalf and indicate which facility (Bike Room and/or Shower Room) you would like access to.

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

LOST & FOUND

Please report any lost or missing items to the Property Management Office. Items found on the premises are kept in the management office for 30 days.

MAIL SERVICES & DELIVERIES

Incoming Mail

Regular U.S. mail is delivered directly to your suite's assigned mailbox. The mailroom is located on the basement level. For questions relating to delivered material or delivery times, call the Post Office directly. The Postal Station numbers for service to this area are 800.275.8777 or 1-800-ASK-USPS.

All incoming mail should be addressed as follows:

Tenant Name

201 California Street, Tenant Suite Number

City, State and Zip

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

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

Outgoing Mail

201 California doesn't contain an outgoing e-mail zone for pickup. Packages will need to be picked up at the nearest fulfillment center. The nearest Post Office is located at 150 Sutter St, San Francisco.

PARKING LOT/GARAGE

The Parking Garage is managed by ABM Parking and is entered via the Front Street side of the building. The Parking Garage is available to monthly parkers 24/7 and available to daily parkers weekdays from 7:30am to 5:30pm. Monthly parkers can access the garage off hours by access card key. Please do not allow guests to park in the Parking Garage unless they have been pre-registered/approved.

Please reach out to ABM Parking for current availability and pricing.

Please keep in mind when using the Parking Garage:

- Vehicles must be less than 7 feet in height, under 18 feet in length and have a width less than 8 feet for entry
- Speed limit is 5 miles per hour
- Be conscious of other Tenants and Visitors
- Obey all posted signs
- Keep your vehicle locked at all times
- Do not leave your vehicle in the garage overnight

SECURITY ESCORT SERVICE

To ensure tenant safety, evening parking garage escorts are available between the hours of 8:00pm and 10:00pm Monday through Friday upon request. This service may be arranged by visiting the Main Lobby Desk and speaking with the Security Guard.

WORK&MOTHER SUITE

A private, fully equipped and professionally managed mother's room is located on the 2nd floor and is available for tenants and their guests.

BUILDING SYSTEMS & OPERATIONS

BUILDING ACCESS

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

Building Hours & After Hours

The exterior doors to the building are open from 7:00 AM to 6:00 PM Monday through Friday, after which time the building is automatically locked by the computerized building access system. The building will also be locked during building-recognized holidays.

Access Card System

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

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

1. Should you require additional or replacement cards, please submit a work order in Building Engines. There will be a \$20.00 fee for any replaced access cards.
2. All employees should be instructed not to lend their card to others and to keep the card in a safe place.
3. Should an employee be terminated or leave the company and not return their card, please promptly complete a work order with the name of the person and the card number so that we may deactivate the card.
4. Although the system has a record of card numbers and holders, we strongly recommend that each tenant maintain a record of employee names and card numbers for your files.
5. Upon move-out, all access cards must be immediately turned in to the Management Office.
6. All access card requests must be accompanied by a photo. Employees who need an access card may see security in main lobby to take a picture or provide a picture of their own to attach to the work order request.

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

Visitor Access

Visitors must be entered into Building Engines with their full name prior to arrival at the building. After a visitor has shown his or her photo ID to the lobby desk attendant(s), Security will notify the Tenant's main contact of their arrival, to confirm if the visitor can be sent up to the Tenant's

premises at that time. Please be sure to enter all dates/times that each visitor will be onsite, as this will help make the process as seamless as possible.

BUILDING SECURITY

Hours & Contacts

Security services at 201 California are provided 24 hours a day, seven days a week. Security officers assist visitors, monitor access, and prevent solicitors from entering the building. The security console is located at the front lobby desk. Building entrances are secured after business hours and unlocked between 7:00 AM to 6:00 PM Monday through Friday.

You may call the lobby security console directly at 415.421.1002 or after hours at 415.676.1537. You may also contact the Property Management Office at 415.247.2100 to provide a radio dispatch.

Good Security Practices

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

WORK ORDER SYSTEM OVERVIEW / SERVICE REQUESTS

201 California uses the Building Engines work order system, which allows tenants to submit work orders, make reservations for the Conference Center, and notify the security console of expected visitors. Building Engines immediately alerts the Property Management Office to an issue and is the preferred way to receive maintenance requests. Building Engines can also be conveniently accessed on our website at 201california.com/tenant-resources/.

Tenant Administrator

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

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

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

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

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

Service Requests

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

As a reminder, the Property Management Office is open 8:30 AM until 5:30 PM Monday through Friday, excluding holidays. After hours and on weekends, on-site security can be reached at 415.421.1002. In the event of an emergency, a member of the Property Management or Engineering teams can be reached after hours through on-site security.

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

1. Report the problem/request to your in-house Tenant Administrator
2. Tenant Administrator submits a request via Building Engines and follows up with a call to the Property Management Office
3. Identify the nature of problem/request, i.e., “office too hot/cold, light out, toilet overflow, needs special cleaning”
4. Identify location of problem/request, e.g., “18th Floor, Keith Hyde’s office, Northwest corner”, always report the name of the person experiencing the problem so that we can follow up with that person
5. Indicate the priority level of the request

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

Maintenance Request Priority Levels

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

Priority Levels:

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

Routine service requests include:

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

Please note, building personnel are not authorized to repair any personal property items including furniture, equipment, etc. The response time for common requests will be responded to as soon as possible but may take up to 24 hours depending on building activities.

Special Requests

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

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

HEATING, VENTILATION, & AIR CONDITIONING (HVAC) SYSTEMS

Hours of Operation

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

After-Hours Request

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

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

Personal Heaters

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

INDOOR AIR QUALITY (IAQ)

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

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

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

JANITORIAL SERVICES

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

Porter Hours & Services

Day porters are on duty Monday through Friday from 6:30 AM to 2:30 PM to keep the lobbies, corridors, restrooms and building perimeter clean during working hours. If you observe a janitorial problem in any of these areas or otherwise, please call our office so that we may immediately dispatch a day porter.

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

Dumpster/Bin Request

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

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

Night Cleaning

The night janitorial crew typically starts at 5:00PM and will reach your office any time from 6:00PM to 11:00PM for their first series of chores. Please be sure that the last person to leave at night locks your office door as it may be an hour or more before the janitorial crew reaches your office. All interior office doors will be left unlocked by janitorial unless otherwise instructed.

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

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

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

Green Cleaning Policies & Products

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

Window Cleaning

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

GARBAGE & RECYCLING POLICIES & PROCEDURES

Centralized Waste

Local Rules & Regulations for Separating

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

E-Waste

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

PEST CONTROL SERVICE

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

- Do not keep open, unsealed food in desks or file cabinets.
- Clean up crumbs or spilled drinks — even a few crumbs or a small spill can attract unwanted pests.
- Do not over-water plants.
- Rinse and dry recyclables before placing in bins.

- Keep work areas neat and organized.
- If you do see a pest, call the Property Management Office promptly.

ELEVATORS (PASSENGER/SHUTTLE/FREIGHT)

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

Delivery of all large materials and supplies must be done via the freight elevator. Please note that the freight elevator is restricted to building staff, contractors, delivery companies, and movers; if tenant employees need to move large items, please notify the Property Management Office. Vendors arriving during business hours (7:00 AM – 6:00 PM) are limited to one trip in the service elevator. More information about the service elevator can be found under “Move and Delivery procedures” in this Handbook.

Elevator Malfunction / Entrapment

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

If you become trapped in an elevator –

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

If Electrical Service Is Interrupted:

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

STAIRS

There are two emergency stairwells that service the building. Stairwells are for emergency use only and should not be used under normal circumstances.

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

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

DELIVERY PROCEDURES

Deliveries of packages, supplies, or office equipment requiring the use of dollies or carts should be delivered via the garage ramp, between the hours of 7:00 AM and 6:00 PM, Monday through Friday. Use of the freight elevator(s) during this time is on a first-come, first-serve basis. Please note that no pallet jacks are allowed in the building.

Any large deliveries (i.e. more than one trip on an elevator or deliveries requiring the use of elevator pads) should be made after hours Monday through Friday, 6:00 PM – 7:00 AM, or by appointment Saturday or Sunday. These deliveries should be coordinated through the Property Management Office.

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

Freight Elevator Measurements

- Entrance: 41.5" wide x 97.5" high
- Cab Dimensions: 78" wide x 119" high x 54" deep
- The freight elevator has a capacity of 3000 lbs and serves all floors

SIGNAGE

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

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

BUILDING POLICIES & PROCEDURES

MOVE-IN & MOVE-OUT INFORMATION

All moves are to be made via the garage ramp. The garage entrance is accessible from Front Street between Pine and California. Freight elevator access is monitored by on-site security.

1. Hours for unlimited use of the freight elevator are:
 - Weekdays: 6:00 PM – 7:00 AM
 - Saturday and/or Sunday: Anytime
2. Freight Elevator dimensions are:
 - Entrance: 41.5" wide x 97.5" high
 - Cab Dimensions: 78" wide x 119" high x 54" deep
 - The freight elevator has a capacity of 3000 lbs. and serves all floors
3. Please give five (5) business days (if possible) written notice to the Property Management Office prior to scheduling your move or large delivery to access the freight elevator. This will prevent any scheduling conflicts with other tenants in the building.
4. Additional security may be required for any moves/deliveries requiring more than one (1) trip or 30 minutes in the freight elevator. The additional security will be billed to the tenant at an hourly rate to be determined by the building's security contractor.
5. Include the following information in your notice to the Property Management Office:
 - Tenant name & suite #
 - Date of move and approximate start and finish times
 - Name and telephone number of person in charge of move
 - Moving company name, contact person and telephone number
6. The tenant and/or their moving contractor are responsible for protecting all floors, doors, frames and jambs in their path of travel. Masonite or other hard surface moving material should be used for floor protection with carpet vacuumed after the move. Floor protection should not be taped to the carpet as this leaves a glue residue.
7. Boxes and other rubbish are to be removed completely from the building by the moving contractor via the freight elevator and within the hours set forth above in item #1. Tenants and their contractors are not permitted to use the building waste containers to dispose of their own rubbish.
8. Please be sure that your moving contractor adheres to the above procedures as any damage to the common areas of the building will be the responsibility of the tenant.
9. A Certificate of Insurance is to be provided by the moving contractor prior to the move. Insurance Requirements can be obtained from the Property Management Office.

The preceding moving procedures have been provided with the safety and convenience of all building tenants in mind. Please telephone the Management Office (415) 247-2100 as soon as you are aware of your need for the freight elevator so that we can coordinate it right away.

TENANT ALTERATION & CONSTRUCTION GUIDELINES

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

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

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

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

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

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

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

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

Site Condition and Protection: Contractor will provide floor, wall, and ceiling protection from the freight elevator to the entrance of the suite where the work is to take place. The type of protection is to be Masonite, with ends taped together to prevent tripping hazards. Protection will be provided by contractor for the freight elevator doorframe on the floor where the work is to take place. All carpet and elevator protection should be installed prior to the start of demolition or remodeling. Protection shall be maintained in a clean, safe manner and be left in-place throughout the duration of the work. The construction area is to be broom swept and all trash

removed at the end of each work shift. Public areas leading to construction areas will be thoroughly cleaned at the end of each work shift at the contractor's expense. Contractor shall correct and repair any damages at their own cost.

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

Demolition debris can only be removed from the building. The freight elevator must be reserved in advance through the property's Work Order system. Paint and patching materials shall not be disposed of through the buildings plumbing.

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

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

Egress and Ingress: All movement of contractors and subcontractor materials will be through the garage ramp, service corridors and freight elevator. No passenger elevator(s) are to be used. The freight elevator may be used for small material movement during business hours with prior written approval from the Property Management Office.

Large material deliveries or debris removal must be approved by and coordinated with the Property Management Office and be performed after hours. Access to the property outside of normal business hours must be requested at least 48-hours in advance and receive written approval from the Property Management Office. Delivery or removal of materials that are too large for the freight elevator must be coordinated with the Property Management Office.

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

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

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

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

VENDOR RULES & REGULATIONS

Vendor Insurance Requirements

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

Preferred Vendor Lists

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

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

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

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

PROHIBITED ITEMS & BEHAVIOR

Smoking

Columbia is committed to providing healthy buildings to all occupants. In compliance with local compliance/regulations and certification standards, smoking and the use of e-cigarettes and tobacco products is strictly prohibited in all areas of the building and anywhere onsite, including within 25 feet of any building entrance, operable windows, doors, outdoor air intakes, or outdoor seating areas.

Flammables

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

Loitering & Solicitors

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

Non-Permitted Holiday Decoration

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

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

EMERGENCY PREPAREDNESS & PROCEDURES

LIFE SAFETY EQUIPMENT

Sprinkler System and Fire Pump

201 California Street has an automatic sprinkler system with water flow and tamper alarms. An electric and diesel fire pump located on the garage level of the basement provides system pressure. Activation of any sprinkler head will sound an alarm on the affected floor, the floor above and two floors below and will notify the security and engineering personnel via the life safety panel located in the FCC Rom at the main lobby. In addition, alarms are monitored 24/7 by an off-site alarm company that will notify the San Francisco Fire Department in the event of an alarm. There are no public fire hoses in the building.

Fire Alarm and Smoke Detection

Fire Alarm Manual Pull Stations are located at all stairwells and elevator lobbies. Activation will send an audio-visual signal to the fire control panel identifying the location and cause of the alarm. An audible whooping sound alarm will sound on the affected floor, the floor above and two floors below (four floors will go into alarm). The pull station does not directly call the Fire Department; the alarm monitoring company notifies the Fire Department.

Smoke detectors are in all elevator lobbies, corridors, floor main return air dampers, and the basement area. Activation will send an audio/visual signal to the fire control panel, and security console identifying the location and type of alarm. Smoke detected in elevator lobbies floors 1-17 will recall elevators 1-6 to the first floor.

The Hydraulic Elevator (single elevator car located on the north end of building, accesses the basement to 3rd floor) will only recall when detectors are activated in its respective lobby on each floor.

All floor core areas and elevator lobbies are equipped with fire alarm activated strobe lights. All floors have fire alarm activated strobe lights throughout the floor with the exception of floors 16 and 17 which have a KBS Flashing Light System that utilizes overhead ceiling lights.

EMERGENCY ACTION PLAN

As required by Title 19 California Code of Regulations; California Fire Code; California Health and Safety Code; and the San Francisco Fire Code, an emergency plan shall be prepared,

implemented, maintained and annually reviewed for this building. Sections of the plan are available below; contact the Property Management Office for full plan.

Evacuation/Fire Drills

Evacuation Plan

201 California is **a relocation building**. Tenants located on the 6th – 17th floors enter the stairwell and go down four floors and reenter the building (unless instructed otherwise on the public address system). Tenants on the lobby level – 5th floor will evacuate the building and go to their company's pre-designated meeting area.

Listen for, and follow, the instructions on the public address system. Follow the relocation symbols in the stairwell to confirm that you have relocated correctly (for example green square matches green square or blue circle matches blue circle on both your floor and the relocation floor stairwell).

For other reasons full building egress is required, below are the points of exit.

Egress routes exiting from roof and basement floor to street level:

Stairwell #1 (North) to California Street

Stairwell #2 (South) to Front Street

Lobby level to California Street, tenant internal Egress (Canon) Front Street

FIRE SAFETY REMINDERS/PREVENTION TIPS

- Do not accumulate discarded files and paper trash in your office or storage areas. Pay special attention to housekeeping in areas that produce lots of trash such as storage areas, copy areas or kitchens.
- Keep electrical cords in good repair. Inspect periodically and report frayed cords to your facilities team.
- Flammable solvents are not allowed in the building as noted in the lease.
- Areas with sprinklers must be at least an 18-inch clearance from the bottom of the sprinkler head to the top of any object underneath the sprinkler head.
- In areas with electrical panels or sub-panels there must be 36 inches of clearance around all boxes.
- Keep all hallways free of boxes and trash. They must be kept open to provide for a quick exit.
- Blocking fire doors open is a direct violation of the Fire Code and will allow smoke and fire to spread throughout the floor.
- Check all electrical equipment at the end of the day, to make sure it is turned off. This includes copiers, coffee pots, typewriters, computers and printers.

Use of Extinguishers

Dry chemical fire extinguishers are located at strategic points around the building. They are the first line of defense against fires. Each extinguisher is the proper type for the fire that will most likely occur in that vicinity. Extinguishers should only be used on small fires. Small is defined as

no larger than a small office trash can. If a fire is discovered while it is still *small*, an extinguisher may be effective:

- Remove the extinguisher from its place and hold it upright. Stand back 8 to 10 feet from the fire. Follow the acronym **P A S S**.
 - **P**ull the retaining pin.
 - **A**im the nozzle at the base of the flames, and
 - **S**queeze the handle completely. This will discharge the extinguishing agent at the fire. Use a sweeping motion from side-to-side.
 - **S**weep from side to side. Go slightly beyond the fire area with each pass. Once the fire is out wait before leaving the area. You may need to make a further application; in case the fire re-ignites.

Actions

Follow instructions in this order:

1. Remain calm.
2. Pull or activate the fire alarm (fire pull station), located by the stairwells on each floor and building entrance.
3. Call 9-1-1 from a safe location.
4. Assist others in exiting, if safe to do so.
5. Extinguish small fires, only if safe to do so and you are trained.
6. Evacuate and restrict the spread of fire by closing doors behind you.
7. Follow all directions given by Floor Warden or Fire Safety Director
8. Do not re-enter building until Fire Department approves re-entry.

Exiting Procedures

1. Team members will meet quickly at a pre-designated area to assemble and then perform the emergency duties: Disabled Assistant, Elevator Monitor and Searchers.
2. Do not use elevators. Move in an orderly fashion toward the stairs.
3. Do not hold fire stairwell doors open. Stairwells must be kept closed to prevent smoke from entering.
4. 201 California is **a relocation building**. Tenants located on the 6th – 17th floor enter the stairwell and do down four floors and reenter the building (unless instructed otherwise on the public address system). Tenants on the lobby level – 5th floor will evacuate the building and go to their company's pre-designated meeting area.
5. Report status of your floor when exiting the building to a security officer or fire fighter.
6. Move at least 100 feet away from the building. Do not stand directly outside the building. Avoid crossing the street; this will slow traffic and potentially slow emergency responders
7. Be prepared to take a head count. No person is to leave the area of the building until they are recognized and accounted for.
8. When evacuating, use caution when approaching a closed door:
 - Carefully check for heat with the back of your hand by lightly touching the doorframe near the top. Then check the doorknob. If it is hot, go to an alternate exit.
 - Brace yourself and open the door slowly if it is cool to the touch. You may need to shut it quickly if you encounter flame or smoke.

- Enter the area carefully and close the door behind you if you find it filled with smoke.
 - Drop to your hands and knees and keep your face near the floor whenever there is heavy smoke.
 - Follow the wall to the nearest exit and leave the building.
9. What to do if you are trapped in a building?
- First, stay calm. Try to go to a room with an outside window and stay there. Close the door.
 - If there is a working telephone in the room, call the Fire Department, 9-1-1, and tell them exactly where you are, even if you see fire trucks below.
 - To help rescuers find you, stay where they can see you and wave something bright and light-colored to attract their attention.
 - To keep smoke out of your refuge area, use clothing, towels, or newspapers to stuff the cracks around the door and cover the air vents.
 - Above all, **think** before you act and be patient until help arrives. Rescue will take time, and rescuers will try to begin with those who are in the most immediate danger.

Persons in need of Evacuation Assistance

Persons in need of evacuation assistance to a safe area of refuge or area of evacuation assistance (e.g. enclosed stairwells or defend in place) should have persons pre-assigned to them in advance of an emergency.

If Trapped in Smoke-Filled Room or Corridor/Defend Place

If possible, crawl on hands and knees to a safe area. Try to get to an enclosed stairway or get into a smoke free room and defend in place (stay where you are and await rescue).

1. Seal doors or transoms with wet towels.
2. Call 9-1-1 to report location and condition.
3. Open window for fresh air if possible. Do not break windows unless you are in severe danger of smoke inhalation.
4. Hang a bright object from window.
5. Breathe through wet towel and stay low.

Fire Extinguisher Location & Basic Info

ABC fire extinguishers are located throughout the building. Typically, a fire extinguisher is located in the west core hallway near the South Stairwell on all floors. Notify the building management if you have used an extinguisher so that a full replacement can be secured.

MEDICAL EMERGENCY PROCEDURE

Upon feeling that you need medical help:

1. Immediately inform the closest person to call 9-1-1 and summon medical help.
2. If no one is around, immediately call 9-1-1 and request medical help.

3. GIVE YOUR BUILDING ADDRESS, FLOOR, SUITE NUMBERS AND YOUR PHONE NUMBER.
4. If possible, call Security (415) 850-4979 to inform them of the arriving medical units. Security will hold an elevator in the lobby for emergency personnel.

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

1. Immediately call 9-1-1.
2. GIVE YOUR BUILDING ADDRESS, FLOOR, SUITE NUMBERS AND YOUR PHONE NUMBER.
3. Make ill person as comfortable as possible. Assist a victim to the degree you are trained. If blood is present, be sure to have a pair of latex gloves on. Know where latex gloves are kept on your floor. If there are no gloves, use plastic trash bags to prevent fluids from getting on skin.
4. If possible, call Security (415) 850-4979 to inform them of the arriving medical units. Security will hold an elevator in the lobby for emergency personnel.
5. Get victim near elevator if possible.
6. Or send someone to wait at the elevator lobby to guide the medical units.

Security upon receiving information that someone in the building needs medical help:

1. Call 9-1-1 to ensure medical response
2. Prop open front doors
3. Recall one elevator for responding medical units
4. If possible, guide medical units to victim

Medical Tips

1. Assist the victim to the degree you are trained
2. If blood is present, wear latex gloves
3. Check breathing; clear airway
4. Apply direct pressure to stop bleeding
5. Cool a burn with cool running water

BOMB THREATS/EXPLOSIONS/SUSPICIOUS PACKAGES

Upon receiving a bomb threat, remain calm and try to retrieve the following information from the caller:

1. What time will the bomb go off?
2. Where is the bomb?
3. What type of bomb is it?
4. Why was the bomb planted?
5. Did the caller plant the bomb?
6. What is the caller's name?

Note the following:

1. Time of the call
2. Was the caller male or female?
3. Describe the voice or accent
4. Background noises
5. Was the caller angry or did s/he show other emotions?

Upon hanging up:

1. Leave the phone off the hook. Do not use it to make phone calls. You may be able to dial *69 and trace the call back.
2. Notify the San Francisco Police 9-1-1
3. Call Security (415) 850-4979.
4. Notify your supervisor/manager.
5. Calmly wait for further instructions from your supervisor, Police or Security.
6. Do not mention the call to anyone else.

High-Level Threat or Suspicious Article Found

If a suspicious article is found:

- Notify Security (415) 850-4979
- Notify 9-1-1
- Do not pick up or move the article. Wait for the authorities. Keep persons away from the object.

TERRORIST ATTACKS/HOMELAND SECURITY

Chemical Attack

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

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

Before a Chemical Emergency

Build an Emergency Supply Kit and include:

1. Duct tape
2. Scissors
3. Plastic (to cover doors, windows and vents)

Make an Emergency Plan.

During a Chemical Attack

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

Biological Attack

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

DO NOT PANIC

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

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

Suspicious Unopened letter or PACKAGE MARKED WITH THREATENING MESSAGE SUCH AS “ANTHRAX”:

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

Envelope with powder and powder spills out onto surface:

1. DO NOT try to CLEAN UP the powder. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!
2. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
3. WASH your hands with soap and water to prevent spreading any powder to your face.
4. What to do next...
 - If you are at HOME, then report the incident to local police.

- If you are at WORK, then report the incident to local police, and notify your building security official or an available supervisor.
- 5. REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
- 6. SHOWER with soap and water as soon as possible. Do Not Use Bleach Or Other Disinfectant On Your Skin.
- 7. If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

QUESTION OF ROOM CONTAMINATION BY AEROSOLIZATION:

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

1. Turn off local fans or ventilation units in the area.
2. LEAVE area immediately.
3. CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
4. What to do next:
 - If you are at HOME, then dial “911” to report the incident to local police and the local FBI field office.
 - If you are at WORK, then dial “911” to report the incident to local police and the local FBI field office and notify your building security official or an available supervisor.
5. SHUT down air handling system in the building, if possible.
6. If possible, list all people who were in the room or area. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

Source: Center for Disease Control

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

Radiological Attack

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

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

Before a Radiological Dispersion Device (RDD) Event

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

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

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

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

During an Radiological Dispersion Device (RDD) Event

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

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

Outdoors

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

Indoors

- If you have time, turn off ventilation and heating systems, close windows, vents, fireplace dampers, exhaust fans, and clothes dryer vents.

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

After a Radiological Dispersion Device (RDD) Event

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

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

Follow these additional guidelines after an RDD event:

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

CIVIL UNREST/DISTURBANCES

Civil disorders are an unlikely occurrence. However, if a riot situation developed, these are the likely steps that would ensure your safety.

- Notify Security by dialing 415.421.1002
- Remain within the building. Do nothing to antagonize the crowd. Inform all other personnel to do likewise. Do not travel to other buildings, unless you are directed to do so by Security or the Police.
- Close all blinds in exterior rooms and then avoid window areas. You could become a target. Lock all doors.
- Focus your attention away from the incident. Leave the area of disturbance to prevent injury or possible arrest.
- Report to the core area of the building (away from the exterior of the building).
- Stay off the phone. Avoid unnecessary inquiries that tie up communications systems.
- Use good judgment and remain calm. Stay in your office/department unless you are in an unsafe position or instructed to leave by Security or the Police.
- Secure all valuable materials in a safe place or at least out of sight.

- Cooperate. Certain services may be limited during a disturbance. Access will be restricted. Withdraw from the area until it is safe to enter. Your safety is the primary concern.
- If demonstrators enter the premises, keep calm, be courteous, and avoid an incident. Avoid actions or verbal responses that may provoke the situation. Avoid arguments, provocative statements or engaging in a debate with participants. They have entered the building to propagandize, confront or agitate the building's occupants. Let them make their point. Frustrating them is dangerous and provocative. Do not try to reason with them. Call the Police to have individuals removed if you can do so without incident.

POWER FAILURES

Emergency Power/Lighting

Extended power outages may impact the whole community and the economy. A power outage is when the electrical power goes out unexpectedly.

A power outage may:

- Disrupt communications, water, and transportation.
- Close retail businesses, grocery stores, gas stations, ATMs, banks and other services.
- Cause food spoilage and water contamination.
- Prevent use of medical devices.

Power Outage Tips

- Keep freezers and refrigerators closed.
- Use a generator, but ONLY outdoors and away from windows.
- Do not use a gas stove or oven to heat your home.
- Disconnect appliances and electronics to avoid damage from electrical surges.
- Have alternate plans for refrigerating medicines or using power-dependent medical devices.
- Check with local officials about heating and cooling locations open near you.

How to Protect Yourself During a Power Outage

Go to a community location with power if heat or cold is extreme.

Preparing for a Power Outage

Take an inventory of the items you need that rely on electricity. Plan for batteries and other alternative power sources to meet your needs when the power goes out, such as a portable charger or power bank. Have flashlights for every household member. Determine whether your home phone will work in a power outage and how long battery backup will last.

Know Your Medical Needs

Talk to your medical provider about a power outage plan for medical devices powered by electricity and refrigerated medicines. Find out how long medication can be stored at higher temperatures and get specific guidance for any medications that are critical for life.

Food Storage

Have enough nonperishable food and water. Keep freezers and refrigerators closed. The refrigerator will keep food cold for about four hours. A full freezer will keep the temperature for about 48 hours. Use coolers with ice if necessary. Monitor temperatures with a thermometer. Throw out food if the temperature is 40 degrees or higher.

Using Appliances During Power Outages

Install carbon monoxide detectors with battery backup in central locations on every level of your home. Avoid carbon monoxide poisoning. Generators, camp stoves or charcoal grills should always be used outdoors and at least 20 feet away from windows. Never use a gas stovetop or oven to heat your home. Turn off or disconnect appliances, equipment, or electronics. Power may return with momentary surges or spikes that can cause damage.

SEVERE WEATHER & NATURAL DISASTERS

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

Lightning and Thunderstorms

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

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

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

Know Your Risk

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

Make an Emergency Plan

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

Stay Safe During Thunderstorms & Lightning

If you are under a thunderstorm warning:

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

Floods

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

Floods may:

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

Know Your Risk for Floods

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

Purchase Flood Insurance

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

Preparing for a Flood

Make a plan for your household, including your pets, so that you and your family know what to do, where to go, and what you will need to protect yourselves from flooding. Learn and practice evacuation routes, shelter plans, and flash flood response. Gather supplies, including non-

perishable foods, cleaning supplies, and water for several days, in case you must leave immediately or if services are cut off in your area.

In Case of Emergency

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

If you are under a flood warning:

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

Depending on the type of flooding:

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

Earthquakes

Before The Earthquake

As recommended by the San Francisco Fire Department:

Earthquake proofing

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

Supplies: The building has emergency supplies in the basement and various other locations.

Tenants should store

1. Food and water for three days minimum (7-day supply is ideal)
2. First aid kit and first aid manual
3. Large and small heavy-duty plastic bags, duct tape and scissors
4. Prescribed medication and extra eyeglasses
5. Heavy duty shoes and leather palmed gloves
6. Extra warm clothing and a whistle
7. Rescue tools
8. Portable TV or radio and extra batteries
9. Flashlights with extra batteries
10. Cash (ATM's and credit cards may not work and you may need to purchase emergency supplies)

Communications

Individuals

1. Emergency phone list
2. Family: work, school, play and day care
3. Long distance message check-in phone number
4. Cell phone

Company/Tenant

1. Emergency phone list of vendors (to minimize downtime)
2. Emergency phone list of employees

Drill

1. Know safe, take-cover locations

During The Earthquake (Defend in Place)

1. Stay calm.
2. Move away from windows, glass partitions, bookcase, filing cabinets and any objects that might fall if jarred.
3. Stay inside, duck and cover under a hard surface like a table.
4. If you are unable to get under a sturdy object, move to an interior wall (a corner is best as it provides more shelter and protection) and sit with your back against it. Lean forward and cover the back of your head and neck with your arms and hands. Pull your legs up to your chest to provide the best protection available under the circumstances.
5. Face away from any windows.
6. Stay clear of tall objects that may tilt and topple over.
7. STAY IN THE BUILDING. Do not run outside. Debris may be falling.
8. Calm others.

After A Devastating/Damaging Earthquake

1. Remain calm, be prepared for aftershocks. Make sure that you are OK.
2. Check immediate location (Are you safe?)
3. Check for injuries and give first aid. You have no duty to come to the aid of a stricken person. However, you may voluntarily assist the victim to the degree that you are trained.
4. Check your immediate area for safety hazards and report to Floor Warden, Supervisor and Building Management.
5. Extinguish any fires if possible and you are trained to do so. Don't light matches or flames. No smoking.
6. Report any gas odors to Building Management. All though there is no gas at 201 California, gas odors from other locations may drift into the building.
7. Turn off water or electricity if it is causing a hazard or pipe is broken.
8. Listen for news or instructions over radio or TV.
9. Ration food and water.
10. Use telephone only for dire emergencies. Check to make sure that all telephones are in their respective phone cradles.
11. Do not use the stairwells until they are safety checked and you are notified that they are safe.
12. Help others stay calm.
13. Do turn off all electrical devices.
14. Don't use the elevators.

ACTIVE SHOOTER

The below resources are prepared for you and available on the www.ready.gov website:

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

PANDEMIC RESPONSE

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

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

If a Pandemic is declared:

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

How to Prepare Yourself for a Pandemic

- Learn how diseases spread to help protect yourself and others. Viruses can be spread from person to person, from a non-living object to a person and by people who are infected but don't have any symptoms.
- Prepare for the possibility of schools, workplaces and community centers being closed. Investigate and prepare for virtual coordination for school, work (telework) and social activities.
- Gather supplies in case you need to stay home for several days or weeks. Supplies may include cleaning supplies, non-perishable foods, prescriptions and bottled water. Buy supplies slowly to ensure that everyone has the opportunity to buy what they need.

- Create an emergency plan so that you and your family know what to do and what you will need in case an outbreak happens. Consider how a pandemic may affect your plans for other emergencies.
- Review your health insurance policies to understand what they cover, including telemedicine options.
- Create password-protected digital copies of important documents and store in a safe place. Watch out for scams and fraud.

Stay Safe During a Pandemic

- Get vaccinated. Vaccines stimulate your immune system to produce antibodies, so vaccines actually prevent diseases.
- Take actions to prevent the spread of disease. Cover coughs and sneezes. Wear a mask in public. Stay home when sick (except to get medical care). Disinfect surfaces. Wash hands with soap and water for at least 20 seconds. If soap and water are not available, use a hand sanitizer that contains at least 60 percent alcohol. Stay six feet away from people who are not part of your household.
- If you believe you've been exposed to the disease, contact your doctor, follow the quarantine instructions from medical providers and monitor your symptoms. If you're experiencing a medical emergency, call 9-1-1 and shelter in place with a mask, if possible, until help arrives.
- Share accurate information about the disease with friends, family and people on social media. Sharing bad information about the disease or treatments for the disease may have serious health outcomes. Remember that stigma hurts everyone and can cause discrimination against people, places or nations.

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

SUSTAINABILITY & SOCIAL IMPACT AT YOUR BUILDING

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

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

SUSTAINABILITY, ENERGY CONSERVATION & GREEN SERVICES

Operating Healthy Buildings

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

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

WELL Health-Safety Rating

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

LEED Gold Certification

Leadership in Energy and Environmental Design (LEED) is a green building certification program run by the U.S. Green Building Council (USGBC). LEED-certified buildings use less energy and water, put out less waste, save on maintenance costs, offer improved indoor air quality, and focus on health and wellness. To learn more about LEED certification, visit usgbc.org.

ENERGY STAR Certification

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

ENERGY STAR for Tenants

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

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

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

Tenant Compliance for Resource Management and Reporting

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

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

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

Energy and Water Use Data

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

In turn, Columbia provides all tenants access to the building's ENERGY STAR score on our website at <https://www.201california.com/>. We also can provide additional select energy and water performance data to tenants upon request, for use in your company's own environmental tracking and reporting programs. To make such a request on your company's behalf, please contact the Property Management Office.

Our Green Cleaning Policy

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

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

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

At 201 California, we employ the following measures and products as part of our Green Cleaning program:

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

SOCIAL PROGRAMS

Diversity, Equity, & Inclusion (DEI)

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

IMPORTANT FORMS

BUILDING AMENITIES FORMS

All forms are available through the 201 California website at www.201california.com/tenant-resources/ and/or can be requested from the Property Management Office.

Bicycle Agreement

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

Conference Center Reservations / Room Set-Ups

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

Contractor Access Request Form

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

Fitness Center Waiver of Liability

A waiver of liability must be signed by each individual user in order to use the gym.

TENANT HOLIDAY SCHEDULE FORM

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

TENANT SERVICES CHARGE SCHEDULE

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