

TheMartSF
Tenant Handbook

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Introduction

Welcome

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

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

About Shorenstein

Shorenstein Properties LLC (“Landlord”)

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

Creating the Right Spaces

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

Forms

Please send completed forms to the Building Management Office at 1355 Market Street, Suite 250 San Francisco, CA 94103 or email to themartsf@shorenstein.com.

[Tenant Move-In Form](#)

[Contractor Vendor Access Form](#)

[Bicycle Parking Waiver of Liability](#)

[Locker Room Access and Waiver Form](#)

Building Operations

Building Management Office

The Mart SF
1355 Market Street, Suite 250
San Francisco, California 94103

Building Management Office	415 437 7100
Building Management Fax	415 522 1002
Building Security (24 hours)	415 437 7101 or 415 255 7362

Building Manager

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

General Manager

Lindsay Goldstone lgoldstone@shorenstein.com

Property Manager

Richard Chan rchan@shorenstein.com

Tenant Services Administrator

Sarah St. Clair sstclair@shorenstein.com

Tenant Services Coordinator

Kieran Linnane klinnane@shorenstein.com

Building Hours and Access

Building Management Office Hours

8:00 a.m. – 5:00 p.m. M-F

Closed Sat & Sun

Building is accessible 24/7 for tenants.

Loading Dock Hours: Monday – Friday, 5:00am – 6:00pm

Freight Hours: Monday – Friday, 5:00am – 1:00pm

Gurney Hours: Monday – Friday, 5:00am – 6:00pm

Garage Hours: Monday – Friday, 6:00am – 12:00am and Saturday, 9:00am – 6:00pm

Access Control System

The Mart SF is a closed building which requires an access card at all times. The Historic Lobby is staffed 24/7 by building security. The 6-Pack Lobby, closest to 9th street, can be accessed after hours by using an access card on the reader to the right of the door. Tenant visitors must be registered on the MRI Angus Visitor Request system prior to arrival. On arrival, guests are required to show valid photo identification to the security guard on duty. A Visitor Badge will be provided to the guest to wear and an email will be automatically sent to the tenant host notifying of the guest's arrival. Security will call upstairs to the tenant if they do not have an MRI Angus Visitor request confirming access to the tenant's suite. For inquiries or assistance with the Visitor Request system, please contact the management office.

Tenants may access the building after-hours by using their building access card on the reader at the side door closest to the security guard desk. No person will be allowed to enter the building and gain access to the floors after business hours, weekends or holidays, without using a building access card.

Visitor Access Rules:

- Tenants must register all guests in visitor management system.
- Visitors will be required to check in with building security and must show form of identification.
- Visitors will only be granted access to a tenant floor if they are registered in the visitor management system.
- If a visitor is not registered in the system, building security will make one phone call to tenant's designated contact. If the designated tenant contact cannot be reached, the visitor will have to contact tenant directly for access

Vendor/Contractor Access Rules:

- Scope of work and drawings (if applicable) need to be submitted to landlord for review for all noncosmetic work. Landlord has 10 business days to respond to tenant with comments and/or questions.
- Once scope of work is approved by landlord, the Contractor Access Request Form must be filled out by tenant and submitted to the Property Management Office 48 hours in advance of scheduling approved work and a certificate of insurance must be in place.

- Vendors will be required to check in with security prior to starting approved work. If a key or access
- card is required, vendor must leave driver license with security in exchange for a key or access card.
- Vendors are not authorized to schedule work directly with Property Management on behalf of tenants.
- Noisy, dusty or odorous work is not permitted during business hours. This type of work must follow the guidelines provided in The Mart SF Construction Standards manual.

Small Deliveries:

- All small deliveries (not more than two (2) trips on the elevator and 30 minutes in the loading dock) can be made between the hours of 5:00am to 6:00pm, Monday through Friday via the gurney elevator.
- Use of the gurney elevator is on a first come, first serve basis during this time frame.
- Delivery personnel will be required to check in with security located at the loading dock. Small deliveries do not need to be scheduled in advance; however, tenants are to provide the Property Management Office with a list of vendors that will be performing such deliveries on a regular basis.
- If a delivery must be made outside the above mentioned time frame, it must be scheduled at least 72 hours in advance through the Property Management Office and subject to a gurney elevator fee.

Large Deliveries/Moves/Construction Deliveries & Haul Outs:

- Large deliveries and/or moves must be scheduled to take place after hours (before 5:00am or after 6:00pm). This must be coordinated 72 hours in advance through the Property Management Office and subject to gurney/freight elevator fee.
- The freight elevator and/or the gurney elevator may be used for large deliveries.

Holidays

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

Observed Holidays:

- New Year's Day
- Martin Luther King Jr. Birthday
- President's Day
- Memorial Day
- Juneteenth

- Independence Day
- Labor Day
- Thanksgiving
- Day After Thanksgiving
- Christmas Day
- Day After Christmas

Certain services are not provided on weekends and the holidays listed above. A Building Security Officer will be on duty 24 hours a day and may be contacted at 415 552 2323.

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

Insurance Requirements

CERTIFICATE OF INSURANCE:

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

Additional Insured Wording:

SRI Nine Market Square LLC, J.P. Morgan Investment Management Inc. Barclays Bank PLC, Shorenstein Realty Services L.P., Shorenstein Properties LLC, Shorenstein Company LLC, Shorenstein Management LLC, Shorenstein MB Inc., and their respective Members, Partners, Officers, Directors, and Shareholders are included as additional insureds.

Certificate Holder:

Shorenstein Realty Services, L.P

SRI Nine Market Square LLC c/o Shorenstein Realty Services, L.P. 1355 Market Street, Suite 250 San Francisco, CA 94103

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

Moving Procedures

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

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

Rental Remittance

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

All Payments Payable To:

Shorenstein Realty Services LP AAF SRI Nine Market Square LLC
P.O Box 745856
Los Angeles, CA 90074-5856

Remit via Electronic Fund Transfer Wire Transfers or ACH

Please contact the Building Management Office

Remit via U.S. Postal Service

Shorenstein Realty Services LP AAF SRI Nine Market Square LLC
P.O Box 745856
Los Angeles, CA 90074-5856

Building Services

Deliveries, Freight Elevator and Loading Dock

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

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

Hours and Access

The loading dock area or delivery entrance is located on Jessie Street. Loading dock hours are Monday – Friday 5:00 am – 6:00pm, large deliveries or installation of furniture must be conducted after regular loading dock hours. To reserve the loading dock please contact the Building Management Office.

1355 Market:

Building Hours: Monday – Sunday, 7:00am – 1:00am (all entry doors unlocked at this time except holidays)

Freight Hours: Monday – Friday, 5:00am – 1:00pm

Gurney Hours: Monday – Friday, 5:00am – 6:00pm

Garage Hours: Monday – Friday, 6:00am – 12:00 am and Saturday, 9:00am – 9:00pm

1 Tenth:

Building Hours: Monday – Sunday, 8:00am – 6:00pm (all entry doors unlocked at this time except holidays)

Loading Dock Hours: Monday – Friday, 5:00am – 6:00pm

Freight Hours: Monday – Friday, 5:00am – 5:00pm

Garage Hours: Monday – Friday, 6:00am – 12:00 am and Saturday, 9:00am – 9:00pm

Please have all deliveries made through the loading dock. To avoid delays, we have found it helpful to notify vendors of loading dock procedures in advance.

These include:

1. All deliveries must be scheduled through the Building Management Office at 415 437 7100.

2. Freight elevator access available with pre-scheduled request for no-hand carried deliveries.
3. Two and four wheel dollies, carts, and conveyors may not be taken in the passenger elevators. Only hand-held packages may be transported in passenger elevators during normal business hours.

Tenants requiring the use of four-wheeled carts for their mail deliveries must use the freight elevator.

Deliveries

All deliveries must be made through the building loading dock located at the rear of the building. The loading dock can be accessed via Jessie Street, (hours listed above. Small deliveries (not more than 2 trips on the elevator and 30 minutes in the loading dock) can be made during hours listed above, on a first come, first serve basis via the gurney elevator. Large deliveries or installation of furniture must be conducted after regular loading dock hours. This must be coordinated 48 hours in advance through the Building Management Office and subject to gurney/freight elevator fee. Landlord has 10 business days to respond to tenant with comments and/or questions.

Tenants must contact the Management Office to reserve time on the freight elevator. Reservations are made on a first-come, first-served basis.

No vendor or moving company will be allowed access to the building without prior approval of building management. The freight elevator may not be reserved during business hours listed under hours and access.

The following dock and freight elevator rules must be adhered to by all companies accessing our property. Our staff will ask any company that can't abide by these rules to leave the property.

1. . Access to the dock is off Jessie Street. Due to the limited number of parking spaces, the dock is only used for loading and unloading. Please make sure your team understands these spaces can't be used as a place to simply park a vehicle for the day.
2. If you require dock access, it should be scheduled in advance through the Management Office. All loading and unloading for major moves must be scheduled with the Management Office by submitting the vendor access request form.
3. Work commencing after hours requires the lead person to check in with our lobby attendants upon arrival and departure of the ground floor lobby. The company must provide the name of the lead person on the crew and a telephone number.
4. Access to the office tower is limited to the freight elevator. If multiple moves are scheduled, we will work with the different companies involved have a schedule in place

allowing everyone to complete their project as quickly as possible.

5. You must leave room for others to get on and off the elevator as needed. If multiple parties are using the freight elevator, you cannot take up more than 1/2 of the freight elevator at any given time. In the evenings Monday through Friday you will be sharing the freight elevator with our janitorial crew.
6. The freight elevator should never be held for extended periods of time. All items that need to be relocated should be near the freight elevator and ready to be loaded when the elevator is called to your floor.
7. Construction and moving companies must place Masonite on the floor from the freight elevator to the tenant space. The Masonite will remain on the floor until the project is complete. Please use masking tape to secure the Masonite and eliminate tripping hazards. In addition, care should be exercised to ensure all walls and corners are protected.

Elevator Service

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

HVAC

After hours HVAC is available upon request. Submit your request to the Building Management Office twenty-four hours in advance through the Tenant Services Portal. Your request will be dispatched immediately to engineering personnel. Hourly charges apply at the current HVAC Overtime rate.

HVAC Standard Hours:

Monday – Friday, 8:00am – 7:00pm

Weekend Hours: Please contact Building Management Office.

Overtime HVAC:

Heating or cooling that is required after standard hours (overtime HVAC) must be scheduled in Tenant Service Portal.

Please give at least 24 hour notice in order for arrangements to be made.

Hourly charges apply at the current HVAC Overtime rate.

This service is billed with the monthly Tenant Service Requests (TSR's)

Janitorial

Metro Services Group provides janitorial services of all common areas. Tenants are responsible for contracting janitorial service for their office space. If you need recommendations for your janitorial services, please contact the Building Management Office.

If a small cleaning problem should arise, or if you have any questions or comments regarding

the cleaning services, please notify the Building Management Office.

Recycling and Waste Removal

Your janitorial service provider is responsible for sorting waste appropriately. Please contact the Building Management Office for details.

For more information on recycling, please contact the Management Office.

Window Cleaning

Exterior and interior window washing is done on a periodic basis. A memorandum is sent out in advance of the cleaners arriving.

Light Bulb Replacement

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

Mail Service

Mail delivery service is available in the 1st Floor by the 6-Pack Lobby of the 1355 Market Street building. One mailbox key is provided to each tenant. Should you require additional keys, please contact the Building Management Office. A FedEx pick up box and a UPS pick up box are also located on the 1st Floor. The 1 Tenth mail room is located in the freight hallway of 1 Tenth.

Maintenance Requests

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

Parking, EV Charging and Bicycle Parking

Monthly and Visitor Parking

The Mart SF provides parking at its 350 space attended indoor parking garage.

EV Charging Stations

EV charging stations are located at The Mart SF in the parking garage.

Bicycles

Bicycle hooks, lockers, and/or racks are provided for securing bicycles.

Security

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

The Mart SF is a closed building which requires an access card at all times. The Historic Lobby is staffed 24/7 by building security. The 6-Pack Lobby, closest to 9th street, can be accessed after hours by using an access card on the reader to the right of the door. Tenant visitors must be registered on the MRI Angus Visitor Request system prior to arrival. On arrival, guests are required to show valid photo identification to the security guard on duty. A Visitor Badge will be provided to the guest to wear and an email will be automatically sent to the tenant host notifying of the guest's arrival. Security will call upstairs to the tenant if they do not have an MRI Angus Visitor request confirming access to the tenant's suite. For inquiries or assistance with the Visitor Request system, please contact the management office.

Tenants may access the building after-hours by using their building access card on the reader at the side door closest to the security guard desk. No person will be allowed to enter the building and gain access to the floors after business hours, weekends or holidays, without using a building access card.

Lost and Found

Please contact the Building Management Office at 415 437 7100 to claim items that have been lost or found.

Signage and Directory

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

Telecom Providers

All voice and data work must now be logged by the management office. If work is required in the risers, (cabling or wiring work) all work must go through the building's vendor, IMG Technology. Please call the management office to have this arranged, allowing at least two days lead time.

If you have any questions, please contact building management by email to themartsf@shorenstein.com or by phone at 415 437 7100. We would be happy to assist you with any inquiries or requests.

Transportation

Caltrain Bus Shuttle - Temporarily Suspended

<http://www.transmetro.org/marketsquare/>

A bus service is provided between CalTrain and The Mart SF at rush hour.

Emergency Procedures

Emergency Preparedness Resources and Training

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

Emergency Contacts

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

All Emergencies	911
Poison Control Center	800 222 1222
Building Management Office	415 437 7100
After Hours Building Emergency Number	415 255 7362
Tenant Emergency Number	1 800 589 2554

Important notes

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

Emergency Notifications

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

Biological, Chemical, Radiologic Event and Pandemic

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

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

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

Chemical Agent

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

General rules for response to a chemical agent are:

- Recognition of a potential chemical agent incident.
- You observe two or more people suddenly in physical distress with no obvious cause.

For example:

- Breathing difficulty or uncontrollable coughing
- Collapse
- Complaints of nausea
- Seizures
- Blurred vision
- Complaints of an unusual odor

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

- Notify 911
- Stop all personnel from entering the contaminated area.
- Evacuate people away (opposite direction) from the contaminated area/chemical cloud/area of release.
- Notify Building Management Office at 415 437 7100 of the release in your area.
- Ensure that people who need assistance receive help from emergency personnel.

Radiological Event

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

Response to a radiological event:

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

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

Pandemic and Flu

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

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

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

- Frequently washing or sanitizing your hands.
- Covering up when coughing or sneezing.
- Be aware of others that exhibit flu symptoms.
- Most importantly, stay home if you feel sick.

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

- The impact of a pandemic on your business.
- The impact of a pandemic on your employees and customers.
- Establishing policies to be implemented during a pandemic.

- Allocating resources to protect your employees and customers during a pandemic.
- Educating your employees.
- Coordinating with external organizations and helping your community.

Bomb Threat and Suspicious Device

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

Bomb Threat Procedure

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

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

Note the following:

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

Upon hanging up with the caller:

1. Call 911
2. Inform Building Management immediately at 415 437 7100.
3. Notify your supervisor.
4. The Building Management Office will notify all tenant companies.
5. If advised to evacuate, do so quickly, and move at least three (3) blocks away.

Suspicious Device Procedure

1. Do not attempt to move or touch it.
2. Ensure that all mobile phones/radio devices within 150 feet of the package are shut off.
3. Call 911.
4. Inform Building Security and Building Management immediately at 415 437 7100.
5. Evacuation of the immediate area is the responsibility of the Tenant.

Building Emergency Systems

Fire Alarm Pull Stations

There are two pull stations located at The Mart SF. One is located in the front of Walgreens and the other is located in the 1355 FCC room behind the Historic Lobby desk. In addition, call the Fire Department and Building Security.

Fire Life Safety Speaker System

The building is equipped with a life safety speaker system with the capability of notifying all floors, simultaneously or individually, of emergency situations. For the hearing impaired, strobe lighting will be activated, signifying an alarm situation. Special instructions may be broadcast from the Fire Control Room through the ceiling speaker system, which is audible in all tenant spaces and public area.

Sprinklers and Smoke Detectors

The building is fully sprinklered and each floor is equipped with smoke detectors. Each system operates independently and automatically. Smoke or heat will activate the alarm signal on that floor, the floor above and the floor below. The alarm will also be activated in the Fire Control Room.

Building Emergency Status Line

1800 589 2554 (Shorenstein National Tenant Information Number)

In the event of an emergency, this line will be updated with recorded messages as new information is received by the building office.

Civil Disturbance

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

Elevator Malfunction

If you are in an elevator and it malfunctions, remain calm. Modern elevator technology makes it virtually impossible for the elevator to fall. There is no physical danger in a stalled elevator, only the inconvenience of waiting to be released. Pressing the emergency call button located at the bottom of the operator panel of the cab. Depending on which building you are in, this will alert KONE or Otis Support that the elevator is malfunctioning. KONE or Otis will be notified immediately and a technician dispatched to correct the problem. Building Management

staff and/or courtesy officers will make all attempts to remain in constant contact and let you know what is being done.

If there is an entrapment during after hours, security will stay in constant communication just outside of the elevator.

Evacuation Purpose

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

Statement of Policy

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

Evacuation Procedures

If an individual smells smoke or sees a fire, a pull station box must be pulled. If there is time, ensure that the Fire Department is alerted by calling 911. Then, call the Building Management Office at 415 437 7100.

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

During an Evacuation: REMAIN CALM

- Close, but DO NOT LOCK, each office door as you leave, if you have time. Walk quietly in an orderly manner to the nearest emergency exit.
- If your primary exit is blocked by smoke, use your secondary exit.
- Request assistance in evacuating impaired persons by implementing the Buddy System. Listen for instructions from the Fire Department and other Fire Wardens/Suite Monitors.
- DO NOT USE ELEVATORS during an alarm. They will recall to the first floor with the doors locked open. The elevator will not operate during a fire alarm.
- Feel the face of closed doors for heat before grabbing doorknobs and opening. If the door feels hot, DO NOT OPEN, but proceed to alternate exit route.
- Go to the nearest accessible stairwell exit; walk quietly on the RIGHT side of stairwell, holding on to handrails. DO NOT RUN. Emergency personnel are trained to use the

- LEFT side of the stairwell to come up so please stay out of their way.
- Be prepared to merge with other people evacuating from other floors. Do not prop open stairwell doors.
 - Gather with co-workers in a predetermined assembly area once outside and away from the building. This will help facilitate head-count procedures.
 - Walk to the predetermined gathering places. DO NOT congregate in the fire lanes, near building entrances, or otherwise impede the arrival of emergency equipment and personnel.
 - Do not get in your car and drive away, as this will give a distorted head-count and interfere with arriving emergency equipment.
 - Do not return to the building until the “all clear” is given by the Fire Department. Cessation of an audible alarm is not an “all clear.” Wait for specific instructions to re-enter the building.
 - Directives issued by the Fire Department or other emergency personnel will take precedence over this plan.

Evacuation Procedure for Individuals with an Impairment or Disability

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

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

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

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

- Persons with a permanent disability (i.e., permanent back problem, wheelchair user,

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

Fire and Life Safety Systems

Central Fire Alarm System

Once a building fire alarm is received, a series of audible horns and visual strobe lights will be activated notifying occupants that a building fire alarm has been received. The horns will sound throughout the building for approximately 40 seconds. After which a recorded message will be broadcast over the building public address system notifying the entire building of the following: "ATTENTION PLEASE. THE SIGNAL TONE YOU HAVE JUST HEARD INDICATES A REPORT OF AN EMERGENCY IN THIS BUILDING. IF YOUR FLOOR EVACUATION SIGNAL SOUNDS AFTER THIS MESSAGE, WALK TO NEAREST STAIRWAY AND LEAVE THE FLOOR. WHILE THE REPORT IS BEING VERIFIED, OCCUPANTS ON OTHER FLOORS SHOULD AWAIT FURTHER INSTRUCTIONS."

This message is repeated twice.

After the message the evacuation signal (a slow whooping alarm) will sound on the affected floor and the floor above the affected floor indicating evacuation should begin as per the Building Evacuation Plan. All other floors will receive a flashing strobe alerting people to stand by for further instructions. In the event of confirmed fire, a building general evacuation will be sounded, noted by the slow whooping alarm on your floor. At this time you are to immediately leave the building via the nearest exit stairwell.

FOR YOUR SAFETY, PLEASE DO NOT USE THE ELEVATORS!

Once you have reached the main lobby level, a security guard will direct you to the proper exit. Tenants should proceed to the gathering area that has been designated by their company. PLEASE NOTE: PROPERTY MANAGEMENT PERSONNEL CANNOT RESET THE FIRE ALARM UNTIL THE SAN FRANCISCO FIRE DEPARTMENT ARRIVES AND DETERMINES THE CAUSE OF THE ALARM. PLEASE BE PATIENT DURING THIS TIME.

Assisting Visitors Unfamiliar with Building

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

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

Department to take control.

Fire Emergency

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

1. Pull the nearest fire alarm. Alarms are located in the corridors adjacent to the stairwells.
2. Call 911 from a safe location.
3. Evacuate or relocate and assist all others in the immediate area.
4. Close doors behind you to isolate fire.
5. Proceed to stairwells and listen for instructions. NEVER use the elevators.
6. Be cautious when opening doors so as not to spread the fire. Touch any door to see if it is hot before opening.
7. Quickly and quietly exit the building, via the enclosed stairways located at opposite ends of each side of the building, and remain outside until Building Management, Security or the responding authorities announce the "all clear."

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

Fire Prevention

Inspection Suggestions

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

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

Candles or open flames are not allowed in the building at any time. Potential fire hazards including, but not limited to, blocked stairwells, faulty fire protection equipment, leaks, or damaged wiring should be reported to the Building Management Office immediately. Building Management does not allow space heaters, as they are a fire hazard. Please contact the management office if you are cold in your office. All emergency contact lists, physically

impaired employee lists and other critical information lists should be kept current. Evacuation procedures should be reviewed among Suite Monitors for appropriateness, on a regular basis. Procedures should be communicated to occupants in your assigned area at least quarterly.

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

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

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

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

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

Windows

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

Fire Safety with Christmas Trees

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

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

Flooding

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

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

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

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

Homeland Security

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

Department of Homeland Security: dhs.gov

Federal Emergency Management Agency: fema.gov

American Red Cross: redcross.org

Center for Diseases Control and Prevention Emergency Preparedness and Response: bt.cdc.gov

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

KGO 7: <http://abclocal.go.com/kgo/index>

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

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

Current information on conditions in San Francisco:

CITYWATCH, Cable TV -54

KGO News Radio, 810 AM

KCBS, News Radio, 740 AM

www.tmasf.org

Advisory Commute Information

San Francisco Street Closures

Department of Parking and Traffic (DPT)

Engineering Division

www.ci.sf.ca.us/dpt/

415 554 2300

Highway Conditions
California Department of Transportation (Caltrans)
www.dot.ca.gov/dist4
800 427 7623

Medical Emergency

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

1. Call Emergency Services at 911.
2. Provide the Emergency Dispatcher with the following information:
 - Your name
 - Your Building's name and address
 - Your specific floor number, and the exact location of the emergency
 - Any pertinent details of the accident or illness
3. Do not move the injured/ill person. Attempt to make them as comfortable as possible.
4. If feasible, send someone to meet the emergency unit upon its arrival in the lobby.
5. Call the Building Management Office at 415 437 7100.
 - Inform management that you have called 911 and briefly describe the nature of the emergency.
6. The emergency unit will be with you shortly and will administer all necessary medical assistance.
7. Determine, if possible:
 - Name, address and age of injured/ill person
 - The nature of the problem, as best you can surmise
 - All known allergies and current medications taken by the individual
 - A local doctor

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

Power Failure

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

1. Activating emergency lights on each floor throughout the Building, including all Exit signs.
2. Activating all stairwell lighting.
3. Activating the Building's emergency Fire, Life and Safety Systems as well as the Building's communication systems.
4. Recalling all elevators to the ground floor lobby. (One elevator will remain operative for use by security to assist handicapped persons or to take service crews and Equipment into the building, as needed.)

If power failure should continue beyond the duration of the generator power, the building may be deemed closed by Building Management and all occupants will be required to evacuate until the power can be restored and the building is safe for re-entry.

SafetyMax

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

[SafetyMax.com](https://www.safetymax.com)

Username: tenant

Password: shorenstein

This program includes:

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

For customer service, please contact:

SafetyMax

e: service@safetymax.com

p : 800 585 8506

Tony Lembo: tony@safetymax.com, Director of National Accounts

Severe Weather and Natural Disasters

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

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

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

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

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

Major Natural Disasters

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

Earthquakes

Earthquake Preparedness

- Keep an earthquake preparedness kit on hand. Include the following:
- Food and water— at minimum, a 3 day supply (a 7 day supply is ideal)
- First Aid kit and First Aid manual
- Large and small heavy-duty plastic bags, duct tape and scissors
- Extra prescriptions and eyewear
- Heavy-duty shoes and gloves
- Extra clothing, and a whistle

- Rescue tools
- Portable TV and/or radio with extra batteries
- Flashlights and extra batteries
- Cash (ATMs and credit cards may not work)
- Emergency Phone List, including family at work, school, daycare, etc.
- Cell phone

During an Earthquake

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

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

Following an Earthquake

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

Public Utility Duties

Auxiliary Power - Center Point Energy has provided primary power. During disasters that

cause loss of primary power, the Power Company will work to restore service as quickly as possible. Customers with vital energy power requirement should consider auxiliary generators or surge protectors for their own use.

Telephone Service

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

Water Interruption

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

If confined to the building for several days, occupants may need to utilize life safety methods.

If the temperature becomes cold:

- Wall to wall carpets can be used as a sleeping bag. Use sharp instrument, i.e., letter opener, scissors, or knife to cut edge near wall or window and along sidewall, lap approximately in half. Use heavy items to weigh down open sides, i.e., typewriters.
- Paper stuffed inside clothing can be used as insulation against the cold.
- Drapes can be used as blankets or as windbreakers. To use as windbreakers, use tape to affix drape over the broken windows.
- Cardboard boxes can act as insulation used as a blanket, mattress, or clothing stuffer.
- Please do not light fires for heat. There may be a large amount of natural gas released during a quake. Normal fire resistant building equipment may be damaged due to quake. NO FIRES.

Water: Canned vegetables and fruits contain large amounts of water. A sharp scissors can be used as an opener, hammer sharp point in with heavy book. Once inserted, use a rocking motion forward to open lid. Some small cans now come with a breakaway top. These items are inexpensive and can be stored for approximately three (3) years.

Food: Canned fruits and vegetables are an excellent choice for emergency food storage as they also contain water.

Injury: If there are injuries due to the earthquake, centralize injured into one room. This will cut down on the apprehension of the non-injured as well as make it easier for emergency

personnel to operate. Bandages can be made out of toilet paper, paper towels, sanitized toilet seat covers, sanitary napkins and clothing. Injured should be moved to an inside room for warmth. Notify emergency personnel of location of room and severity of injuries.

Fatalities: Victims should be moved into a separate room, distant from injured and non-injured persons.

Preferably into an exterior room with broken windows.

Toilet Facilities: Use an exterior room that has broken windows. Use trashcans for deposit and cover with a towel, blanket or article of clothing to prevent bacteria.

Shelter In Place Plan

Purpose of the Plan

The San Francisco Fire Code requires various buildings to develop a plan to shelter occupants inside the building in the event of a hazardous material, biological, or other emergency outside the building. The purpose of the shelter-in-place plan is to safeguard occupants during an emergency outside the building by preventing or limiting the infiltration of hazardous materials into the building by closing doors, shutting off air handling/HVAC systems and moving occupants away from perimeter windows and doors to safer locations in the building. Where possible these locations will be near restrooms. Once a year there will be a shelter-in-place drill conducted to ensure occupants know what to do and where to go in an emergency. In addition to the Building Staff, Tenant Floor Wardens will be responsible for performing duties and shall be provided with training.

Procedures

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

Shelter Locations

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

Physically Disabled Persons

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

All Clear

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

Annual Shelter-in-Place Drill

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

Threatening Person and Armed Intruder

- Immediately report any situation involving a threatening person to the San Francisco Police Department by calling 911. Also notify the Building Management Office.
- Provide as much information as possible including a physical description of the person(s) and their location. Also, the statements made by said Person(s) and if they are armed.
- Also, report the presence of any suspicious individuals in or about the property to Property Management. A physical description of the person and the location they were last seen will also be important information to communicate.
- Please be aware of strangers in your Tenant areas and halls. Quite often a question such as "May I help you locate someone?" will be enough to deter a potential thief. Suspicious encounters of this type should be reported to the Office of the Building immediately.

Toxic Hazards

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

Rules and Regulations

Rule and Regulations Overview

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

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

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

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

Tenant Rules and Regulations

Tenant Rules and Regulations

The Mart SF

1355 Market Street

San Francisco, CA 94103

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

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

A scope of work must be submitted for review to Landlord. Landlord must approve scope of work prior to

installation. Any vendor associated with the installation, must be licensed and unionized.

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

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

Dogs are permitted onsite, adhering to the dog policies in the Tenant lease.

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

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

Bicycle parking is offered as an accommodation and a convenience to the Tenants of The Mart SF only. If you wish to use the bicycle parking, please complete the "Bike Waiver" and submit the waiver to Property Management. [Bicycle Parking Waiver of Liability](#)

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

All Tenant visitors must be registered in BluSky. Building security will validate the visitor by cross-referencing the daily visitor roster, with a valid form of identification.

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

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

CORRIDOR AND ELEVATOR LOBBY DOORS: Corridor and elevator lobby doors, when not in use, shall be kept closed and free of obstructions.

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

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

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

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

Any new locks must be approved by Landlord prior to installation. All additional keys for the premises must be ordered through Property Management, via the MRI Angus Work Order portal.

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

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

JANITORIAL, RECYCLING & TRASH: Landlord's janitorial staff shall not be hindered from cleaning common areas of the Premises after 5 PM on business days.

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

Property Management will reach out to Tenants on a quarterly basis in regards to a building wide E-waste pickup. Restrictions may apply to some items.

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

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

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

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

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

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

Tenants must reach out to the buildings riser management vendor, IMG Technologies, for approval and coordination to access the MPOE or any base building riser room. IMG Technologies can be reached at 888-464-5520 or imgservice@imgtechnologies.com.

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

SIGNAGE & DIRECTORIES: Signs, advertisements or notices shall not be painted or affixed to windows, doors or other parts of the Building or placed outside of tenant space without prior Landlord approval.

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

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

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

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

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

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

Vendor Rules and Regulations

Vendor Rules and Regulations

The Mart SF

San Francisco, CA

The Vendor Rules and Regulations may be modified or amended by the Owner's Agent from time to time. The Vendor Rules and Regulations are supplemental to the executed Owner's Agent vendor contract or Tenant lease, provided that, in the event of any conflict between the rules and regulations and the lease or contract, the applicable terms of the lease or contract shall control.

AIR QUALITY: Vendor shall not cause or permit any odors to be produced upon or permeate from the Premises.

At Owner's Agent's sole discretion any work that will produce odors and/or compromise building air quality shall be performed after the Building's normal business hours and may require specialized air evacuation controls, as Owner's Agent shall direct.

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

Animals are allowed in Chictael Plaza, but are not allowed to relieve themselves in the plaza. Please take your animals offsite to relieve themselves.

APPROVAL OF VENDORS & CONTRACTORS: All contractors or vendors, performing work at the Building/Property, shall be subject to Owner's Agent's prior approval. Owner's Agent must be notified 48 hours in advance of any work commencing. Approval shall not be unreasonably withheld and shall be required to comply with these Vendor Rules and Regulations, Tenant Rules and Regulations or building's Construction Standards, as applicable.

ARTIFICIAL INTELLIGENCE (AI): Public Artificial Intelligence ("Public AI") may not be used with any non-public Shorenstein-related business information, including tenant information,

lease information, employee information, investor information, or financial information. It is important to use Public AI responsibly and in accordance with Shorenstein's policies and values.

A) Under no circumstances should contractors or vendors submit or upload any Shorenstein data, including but not limited to, tenant information, lease information, employee information, financial records, investor data, strategic plans, or any other sensitive information to Public AI tools or platforms unless explicitly authorized by the Property Manager.

(B) Use Public AI as a supplementary tool: Public AI may be utilized as a support tool to enhance productivity, creativity, and problem-solving, rather than as a replacement for critical thinking or human judgment.

(C) Ensure data privacy and compliance: Be mindful of privacy and compliance regulations when using Public AI. Do not use employee data or sensitive company information in Public AI interactions.

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

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

BUILDING ACCESS: Owner's Agent at its sole discretion, reserves the right to refuse entrance to employees of Vendor who cannot meet and maintain the requisite standard of the building visitor policy. Contact the Building Management Office, if applicable.

CONDITION OF PREMISES: All work shall be done in a neat and orderly manner. Vendor shall be responsible for replacing disturbed materials back to their original condition. The work shall only be done by tradesperson experienced and skilled for the work involved.

Vendor shall protect all existing areas from damage, dust, and debris. It is Vendor's responsibility to protect and maintain all existing base building work and finishes which may or may not be included in Vendor's scope of work.

CYBERSECURITY: [Vendor Cybersecurity Network Rules](#)

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

DOORS, KEYS AND LOCKS: Vendor shall not place any locks or bolts (or alter any locks or bolts already in place) on any interior or exterior door in the Premises or Building without Owner's Agent's prior consent, and Owner's Agent shall have the right at all times to retain and use keys or other access codes or devices to all locks within and into the Premises. Any new lock cores must be ordered through building management. Keying schedules must be provided to building management 30 days prior to reoccupancy of space.

ELEVATOR: Vendor shall make prior arrangements with Owner's Agent for use of the freight elevator. Deliveries shall occur during hours approved by Owner's Agent and in accordance with the scheduling procedures for the freight elevator. Owner's Agent reserves the right to inspect and, where deemed appropriate by Owner's Agent, to open, freight coming into the Building and to exclude from entering the Building any freight that is in violation of any of these Rules and Regulations and any freight for which such inspection is not permitted. Vendor shall not cause the freight elevator to be loaded beyond rated capacities.

The passenger elevator cars are designed solely to move people between floors of the Building. These cars are not intended to be used for freight or vendors unless coordinated specifically with Owner's Agent for such use, in which case, special requirements/protection may be required.

Damage to any elevator caused by vandalism or negligence by vendor shall be repaired at Vendor's and/or Tenant's cost. If operators are required for elevators and/or on premium time, the cost shall be charged to Vendor or Tenant at Owner's Agent's prevailing labor and material rate.

Owner's Agent may require Vendor or Tenant to directly contract with elevator maintenance Vendor for elevator related work. Vendor or Tenant should arrange with elevator maintenance Vendor at least 72 hours in advance.

HAZARDOUS MATERIALS: If Hazardous Materials are present, the related work shall be performed in accordance with recommendations of the National Institute of Occupational/Safety and Health (NIOSH), the requirements of the Occupational Safety and Health Administration (OSHA) asbestos standard, and Landlord's Hazardous Materials Operations and Maintenance Manual. Unless approved by Landlord in writing, all asbestos-related work shall be done before or after the Building's normal business hours, achieving clean air prior to commencement of the Building's normal business hours.

If requested by Owner's Agent, Vendor shall provide and retain on the job site Safety Data Sheets (SDS) for all chemicals being used, with copies provided to Owner's Agent. Deliveries of hazardous materials require prior approval from Owner's Agent.

INCIDENT REPORTING: In case of an accident, involving personnel or property, Tenant and Vendor shall inform Owner's Agent immediately. Notification shall state the location of the accident, and any actions taken.

JOB PREPERATION: Field verification is required for all scopes of work. Vendor to verify field conditions. Vendor shall arrange a job walk prior to start of work and provide an accurate and comprehensive schedule of all work, including phasing, if applicable, from project start through completion. Owner's Agent must approve all on-site staging areas. For all job walks, please input a request in the MRI Angus work order system.

LOST OR STOLEN ITEMS: Owner's Agent shall not be responsible for any disappearance of, or damage to, personal property, however occurring. Vendor is responsible for security of its own materials and equipment.

NUISANCES: Vendor shall not generate any objectionable noise, vibration, or other offensive conduct while at the property. Work performed shall not interrupt or disturb building operations. The use of Radios, CD players or similar pieces of equipment, used in such a way that can disrupt others, are not allowed.

PATH OF TRAVEL: Sidewalks, doorways, vestibules, halls, stairways, and other similar areas shall not be obstructed by Vendor or used by Vendor for any purpose other than ingress and egress. No rubbish, litter, trash, or material shall be placed, emptied, or thrown in those areas. Corridor doors, when not in use, shall be kept closed and free of obstructions.

Public areas are to be kept clean at all times. Vendor shall not clutter or block hallways, exits, service elevator lobbies or electrical closets. Failure to do so will result in Owner's Agent's clean up at Vendor's and Tenant's joint and several cost.

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

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

RESTRICTED AREAS: Vendors are to restrict themselves to the work area and designated areas. Vendor is to use specified restrooms only. Use of restrooms on Tenant floors is not allowed. Vendor's use of equipment, lunchrooms, vending machines, copiers, telephones, etc. in occupied space is not allowed.

RISER ACCESS: Vendors are prohibited from installing any equipment in any riser room, utility and equipment rooms or any other rooms not leased to Vendor without Owner's Agent's prior approval. Contact the building Riser Manager, if applicable.

SCOPE OF WORK: All cost required to support the project on behalf of tenant including but not limited to building engineering, security, elevator, dumpster, parking, maintenance, or after-hours costs shall be the responsibility of the Tenant and is to be paid at Owner's Agent's prevailing rate for labor and materials.

No work shall be performed that would alter the building's exterior appearance or common areas without Owner's Agent's approval.

No changes to the perimeter window treatment are permitted unless pre-approved by Owner's Agent at its sole discretion.

SECURITY AND LIFE SAFETY: Vendor will comply with Building Security, Emergency Preparedness and Fire and Life Safety Protocols. Vendor takes responsibility for the understanding and implementation of Building Protocols related to their personnel and for the locations involved in their scope of work.

Vendor will comply with all Local, State and Federal safety and health regulations (including OSHA) that pertain to any work, in this Locality/Municipality and the Building.

Vendor shall take special measures to prevent false alarms and inform Owner's Agent in a

timely manner if such an event occurs. Vendors must always check-in with security to have the life safety system disabled and rearmed.

Vendor will view the online life safety training video specific to the building and location. For access contact the Building Office.

SIGNAGE: Signs, advertisements or notices shall not be affixed to windows, doors or other parts of the Building and real Property or placed at the location involved in their scope of work unless approved by Owner's Agent.

SMOKING: Vendors shall not smoke or permit smoking anywhere in the Building or the Real Property except in any Owner's Agent-designated smoking area located outside. Smoking includes smokeless tobacco, pipes, cigarettes, cigars, electronic cigarettes, personal vaporizers, and nicotine delivery systems.

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

UNION AFFILIATION: Vendor to verify Union affiliation, if requested by Owner's Agent.

VENDOR IDENTIFICATION: All Vendors shall wear company supplied identification and may be required to wear building supplied building passes. Vendors must also wear the vendor sticker badges that are given to them, when they check-in with security.

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

Construction Standards

[1355 Construction Standards](#)

[One Tenth Construction Standards](#)

[MEPF Alteration Procedures](#)

Sustainability

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

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

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

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

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

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

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

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

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

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