



The Cove Tenant Handbook  
South San Francisco, CA 94080  
<http://covessf.com>

# THE COVE: TENANT HANDBOOK

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# I. MANAGEMENT OFFICE INFORMATION

## MANAGEMENT OFFICE CONTACT INFORMATION

Please submit all building service requests (including keycard changes, fitness center access, electrical, HVAC, general maintenance, plumbing, leaks, and moving requests) through the Request Service link on The Cove’s website: <http://covessf.com/toc.cfm>.

By using the web-based Tenant Portal, your request is formally documented and dated. The system will auto-assign the request by service type so that you never have to worry about who is responsible for what request type. Lastly, all members of The Cove’s engineering and management team have access to all requests and receive notifications regarding the requests.

For matters unrelated to building maintenance, please contact Property Management.

### Management Office:

Healthpeak Properties  
 101 Oyster Point  
 South San Francisco, CA 94080

### Management Office Staff:

Meghan Fauss	Director, Property Management	<a href="mailto:mfauss@healthpeak.com">mfauss@healthpeak.com</a>	650-208-0712
Stacey Daniels	Property Manager	<a href="mailto:sdaniels@healthpeak.com">sdaniels@healthpeak.com</a>	510-467-2330
Laurie Glynn	Assistant Property Manager	<a href="mailto:lglynn@healthpeak.com">lglynn@healthpeak.com</a>	650-759-2032

## BUSINESS HOURS & HOLIDAYS

### Office Hours:

9am to 5pm, Monday – Friday

### HEALTHPEAK OBSERVES THE FOLLOWING COMPANY HOLIDAYS

New Year’s Day	Thanksgiving Day
Martin Luther King Jr.	Day After Thanksgiving
Day President’s Day	Christmas Eve
Memorial Day	Christmas Day
Juneteenth	New Year’s Eve
Independence Day	
Labor Day	

## II. BUILDING OPERATIONS

### HOURS OF OPERATION AND SECURITY INFORMATION

**Security Manager: Mirza Dedic**

Mobile Phone: (650) 642-8160

Mobile Phone: (510) 928-4217

**Shift Supervisor: Shawn Keary**

Mobile Phone: (925) 497-1247

**151 Oyster Point Blvd.**

Building Lobby Hours: 7:00 am – 7:00 pm

Lobby Phone: (650) 866-3959

Guard Hours: 7:30 am-12:00 am, M-F

**171 Oyster Point Blvd.**

Building Lobby Hours: 7:00 am – 5:00 pm

Lobby Phone: (650) 873-3767

Guard Hours: 7:00 am-5:00 pm, M-F

**151/171 Loading Dock**

Loading Dock Hours: 6:00 am-6:00 pm, M-F

Loading Dock Phone: (510) 209-3646

Guard Hours: 6:00 am-6:00 pm, M-F

**131 Oyster Point Blvd.**

Building Lobby Hours: 7:00 am – 7:00 pm

Lobby Phone: (510) 209-3596

Guard Hours: 7:00 am – 7:30 pm, M-F

**131/161 Loading Dock**

Loading Dock Hours: 6:00 am-6:00 pm, M-F

Loading Dock Phone: (510) 377-3782

Guard Hours: 6:00 am-6:00 pm, M-F

**101 Garage**

Phone: (650) 452-8623

Garage Hours: 5:00 am-10:00 pm, M-F

Guard Hours: 5:00 am-10:00 pm, M-F

**Roving Security for The Cove is 24/7**

Phone (650) 642-8160

**Security Escort**

Should any tenant request a security escort to their car, please contact:

Security Management at (650) 642-8160

When requesting a security escort, please be prepared to provide the following information:

1. Your name, company name and address
2. Contact phone number

## AFTER HOURS PROCEDURES

Tenants must use their key card for after hour entry. Due to security protocol, Management does not assist with lockouts. If an employee does not have their key or key card, they must reach out to a colleague for access into the Project and their Premises.

## GENERAL SAFETY GUIDELINES

For your safety, your cooperation is asked to observe the following building safety guidelines:

- Notify the Management Office of loiterers or suspicious persons on the premises.
- Avoid letting unknown persons piggyback into the elevators, stairwells, and your Premises.
- Turn away all solicitors and report solicitors to the Management Office.
- Always lock your building when there is no one in the office –even if you have just stepped out for a quick moment.
- Always remember to take your building keys and building access card with you when you leave the premises.
- Do not leave personal valuables unguarded in reception areas, on desktops or in unlocked drawers.
- Notify the police and the Management Office of any crimes.
- Notify management office asap and collect keys and building access cards from employees who have resigned or have been terminated from your firm so access cards can be deactivated.
- Copy and distribute these general guidelines to your entire office staff.

## BUILDING MAINTENANCE

Building Engineers are available to maintain campus operations and to complete work orders. Facilities teams should log-in to <http://covessf.com/toc.cfm> to enter a work order. Please try to enter a work order before contacting a Building Engineer directly. Please refer to the Lease to determine Tenant responsibility of maintenance items.

When requesting Maintenance, please be prepared to provide the following information:

1. Your name, company name and address
2. Contact phone number and email
3. Clearly identify the nature and location of the problem

### General Maintenance Requests

For general maintenance requests not requiring immediate attention, please login to <http://covessf.com/> to complete a work order request. An engineer or property staff will then be assigned the work order to respond to the issue.

## ENGINEERING CONTACT INFORMATION

Erin Thompson, Chief Engineer  
Cell Phone: (510) 377-3608  
Email: [ethompson@metroservices.com](mailto:ethompson@metroservices.com)  
Hours: 7:30 am to 4:00 pm, M-F

Darrick Hom, Building Engineer  
Cell Phone: (510)-760-7710  
Email: [darrick@metroservices.com](mailto:darrick@metroservices.com)  
Hours: 7:30 am to 4:00 pm, M-F

## **MAIL ROOM**

The mailroom is keycard access only. Tenants are responsible for retrieving their mail. USPS will be provided with a keycard.

## **Incoming Packages**

All special deliveries to tenants must go through the freight elevator. Please inform and update the Management Office on who the shipping and receiving contact is per each floor. All tenants are responsible for signing, accepting and removing all packages from the loading dock area. FedEx and UPS drop boxes are in the loading dock.

## **LOADING DOCK AND FREIGHT ELEVATOR**

### **Hours of Loading Dock/ Freight Elevator Officer**

Varies by multi-tenant building, please refer to Building Hours

### **Gate Hours of Operation**

Varies by multi-tenant building, please refer to Building Hours

### **Gate After-Hours Access**

Access if available upon request. Please contact management 48 hours in advance if you are requesting access through the Load Dock after-hours. A security guard will be dispatched to open the gate. Additional expenses may be applied for security at the discretion of Healthpeak.

### **Freight Elevator Access**

Access is programmed through tenant keycards by the Management Office. The freight elevator is the only elevator that can be used for moving. It must remain padded during the move, TI project or for large deliveries.

### **Large Deliveries of Furniture & Equipment**

All deliveries requiring use of the loading dock and freight elevator for more than one-half hour must reserve the loading dock and freight elevator in advance with the Management Office. All Vendor's must provide a Certificate of Insurance for these deliveries.

For major furniture and equipment deliveries (or pick-ups), tenants must schedule vendors to stage in the loading dock outside of normal business hours to allow for regular weekday scheduled freight. Please notify building management of any deliveries scheduled outside of business hours so we can securely monitor the situation.

Please upload the vendor's Certificates of Insurance including the listed endorsements in the tenant portal at <http://covessf.com/>.

You may also inquire with the Management Office to see if the vendor has a valid and complete COI submitted for work/service at The Cove.

**Every-Day Nature Deliveries**

No reservation required if the delivery is no more than 30 minutes. (Example: Staples delivering office supplies)

*\*\*During business hours, the loading dock security will assist with tenant notification and admittance. Afterhours, special arrangements must be made.*

**Reservations for The Loading Dock & Freight Elevator**

For reservations and requests, please login to <http://covessf.com/> to complete a reservation request. Please be prepared to upload the vendor's Certificate of Insurance.

When requesting a reservation, please be prepared to provide the following information:

1. Your name, company name and address
2. Shipping and receiving contact phone number and email
3. Date of service/reservation
4. Start and End Time of delivery/unload that will be reserving the loading dock & freight elevator
5. Vendor name
6. Delivery purpose
7. Valid Certificate of Insurance for vendor meeting Healthpeak's requirements and specifications

**Damages to the Loading Dock**

Any damage done to the dock must be fixed by the parties involved through approved vendors of the Healthpeak management team. Notification to property management must be in writing within 24-hours of the incident which occurred.

The below items must be included in the report:

- A photocopy of the driver's license
- Photos of the company truck responsible for the damage
- Company name
- License plate
- Truck VIN number
- Damage to the vehicle
- Photos of the damaged area(s) in the loading dock
- A written description of the incident including full names of witnesses and contact info must be included in the report.

The report must clearly state who documented the incident, full name, contact info, date of incident, time of incident and date of report.



## PARKING

(See Exhibit D for our Commuter Program and additional transportation information)

### Parking Guidelines & Reminders

To ensure the safety of our visitors and proper use of our parking lot please adhere to the following guidelines:

1. Phone the Management Office if you observe any hazards in the parking areas.
2. Remember to always lock your vehicle and remove any valuables including cellular phones. We are not responsible for any damages to or theft from your vehicle.
3. Please be considerate and ask your guests to be considerate of short-term parking restrictions.
4. Please observe all directional, speed limit and stop signs throughout the parking area.
5. Do not park illegally or in fire lanes. Cars parked in these areas are subject to citation and/or towing.
6. Employees of The Cove, who need to park their vehicles overnight at the premises, please submit the following vehicle information to [bayareaparking@healthpeak.com](mailto:bayareaparking@healthpeak.com)
  - Vehicle Color:
  - Vehicle Make:
  - Vehicle Model:
  - Vehicle License:
  - Location where the vehicle is parked (4th floor or above):
  - Contact Information (phone and email):
  - Dates when vehicle will be parked onsite:
  - Badge # (first five numbers):
7. Trailers and towed vehicles are not permitted in the parking areas.
8. Handicapped spaces are reserved for disabled persons only. Cars illegally parked in these areas are subject to citation and/or towing.
9. All vehicles must be parked in designated stalls and should occupy only one space.

### EV CHARGERS (See Exhibit B)

Please follow the instructions listed in Exhibit B to sign up and register your vehicle. The EV Chargers at The Cove are for tenants and guests. Each station charges \$0.17 per kilowatt hour for tenants and \$0.25 per kilowatt hour for guests.

In the exterior parking lot and podium garage, **any ChargePoint user lingering over 4-hours will be charged \$25 per hour**. Over-parking in these stations will be noticed and your vehicles will be cited as violating campus policy.

Please be courteous to fellow tenants and remove your car from the charging stations/parking spots once fully charged.

The 101-parking garage does not have a lingering fee if you wish to charge over 4 hours.

**VENDOR REGULATIONS**

When arranging for services provided by an outside vendor for work in the building, tenants and vendors are asked to please comply with the following guidelines:

- In accordance to the Lease, inform the Management Office in advance of performing any work. The vendor will need to provide a Certificate of Insurance, and depending on the scope of work, the Property Manager may request additional information, including drawings, detailed scope of work, copies of permits, etc.
- The Vendor must provide a Certificate of Insurance to the Management Office prior to starting any work.

**HCP Oyster Point III LLC, Healthpeak Properties, Inc., HCP LSE Property Manager, LLC, its subsidiaries and its affiliates** must be named as Additional Insureds and Certificate Holder. An **Additional Insured Endorsement Form** (found in Section VIII of this Manual) must be included as part of, but separate from, the Certificate of Insurance for it to be acceptable. A copy of the certificate may be uploaded to the tenant portal at <http://covessf.com/> or emailed to [lglynn@healthpeak.com](mailto:lglynn@healthpeak.com)

**TENANTS RIGHTS**

Construction within a suite, which may cause disturbances to the neighbors, must be approved by building management 3-days prior to the work being scheduled. This includes but is not limited to; the moving of large equipment, floor coring, wall drilling, ceiling work, and restroom restorations.

Management is happy to meet to discuss The Cove moving requirements further. Please contact us for further questions.

**RENT PAYMENT INFORMATION**

Rent statements will be sent electronically before the 1<sup>st</sup> of each month. Your monthly rent statement will list amounts due for the month, including past due charges and outstanding credits. Your monthly rent statement will include a return remittance slip with our lock box address and a return envelope. Please include the remittance slip to ensure appropriate credit to your account.

<p><b><i>If by check, remit to:</i></b>                  HCP Life Science REIT                  File 51142                  Los Angeles, CA 90074 -1142</p>	<p><b><i>If by Wire, remit to:</i></b>                  HCP Life Science REIT                  Bank of America                  ABA: 026009593                  Acct: 1235928034</p>	<p><b><i>If by Bill.com:</i></b>  <a href="https://www.bill.com/network/hcplifesciencesreit">https://www.bill.com/network/hcplifesciencesreit</a>                  Payment Network ID:                  0130767986618033</p>
<p><b><i>If by ACH, remit to:</i></b>                  HCP Life Science REIT                  Bank of America                  ABA:121000358                  Acct: 1235928034</p>	<p><b><i>If by overnight, remit to:</i></b>                  Bank of America Lockbox Services                  Lockbox 51142                  2706 Media Center Drive                  Los Angeles, CA 90065-1733                  (213) 345-0662</p>	

**SMOKING**

In compliance with State Law, smoking is prohibited inside the building and within 20 feet from entrances, exits, operable windows, and vents. Please use designated smoking areas and deposit all smoke related debris in the respective receptacles. Do not discard of cigarette waste on walkways, planters or building landscaping.

**SOLICITORS**

The campus has adopted a "No Solicitors" policy. Please notify the Management Office of any solicitors on the premises.

## III. SUSTAINABILITY

Healthpeak is committed to sustainability and have made significant efforts to implement sustainability practices within the Britannia Life Science portfolio in the Bay Area.

### ENERGY AND WATER CONSERVATION

Please see below a list of tips on how to better utilize your space while conserving resources. Many of these tips are low-cost or no-cost solutions. We recommend considering what green upgrades will be a good fit for your space and contacting PG&E to find out what rebate programs are available.

#### Tips for Space Utilization – Toward a Greener Tomorrow

##### Energy and Lighting

- Install interior lighting sensors that lower lights during peak sunlight hours.
- Install motion detectors in offices and conference rooms to ensure lights are only in use when rooms are occupied.
- Install timers and program lighting to turn off at set times/or based on use.
- Retrofit all T12 lamps to high-efficiency T8 or T5 lamps.
- Harvest daylight by installing light sensors in atriums and along window lines.
- Install high efficiency LED exit signs.
- Conduct an energy audit.
- Work with janitorial staff and occupants to ensure all energy-consuming equipment is turned off when not in use.

##### HVAC

- Ask your HVAC vendor to inspect thermostats semi-annually to ensure they are working properly.
- Set thermostats to energy-efficient heating/cooling levels during weekends and evenings.
- Turn off heating, cooling and lights in unoccupied spaces.
- Utilize air and water economizers to take full advantage of free cooling.
- Reduce food facility set points (HVAC and hot water) during closed hours.
- Avoid placing lamps near the thermostats in your space (heat requires HVAC to work harder than necessary).

##### Water Conservation

- Use aerators and water restrictors on all faucets.
- Use low-flow toilets for all restrooms and waterless or low-flow urinals.
- Monitor your water bill for unusually high use. Your bill and water meter are tools that can help you discover leaks.

### ENERGY STAR

All buildings in the portfolio are benchmarked through Energy Star, pursuant to California law, AB 1103 that requires all commercial building owners in the state to benchmark the energy consumption of their properties. The benchmarking is done through an interactive energy management tool called Energy Star Portfolio Manager maintained by the US EPA, which tracks energy and water consumption. This legislation will enable anyone looking to purchase, finance or lease a commercial property the ability to compare performance in terms of energy consumption.

Tenant Participation: In many cases, the utility meters and accounts are in the tenant's name. Therefore, we require our tenant's participation to enable Healthpeak to input your utility information into EPA Energy Star Portfolio Manager and satisfy the mandate of AB1103. Please see Section VIII for a copy of the *Data Release Authorization for Benchmarking Analysis Form*.

## RECYCLING

Healthpeak encourages our tenants to recycle. It not only helps save the environment, but it will also help reduce your trash expenses. Please contact the local waste disposal company to order your recycling and composting bins. To encourage recycling in the office, set-up clearly-labeled recycling stations in break-rooms and copy-rooms. We also suggest providing a recycling bin at each desk and designating an area in the office to collect batteries, cell phones, and other electronics for recycling.

The multi-tenant building trash enclosures include designated Styrofoam bins which are picked up 2x a week by [Green Citizen](#).

## COMMUTE ALTERNATIVES

(See Exhibit D for our Commuter Program and additional transportation information)

As part of the effort to reduce our carbon footprint, we encourage tenants to utilize mass transit and alternate commute methods to get to work. At our South San Francisco properties, we have a valuable Transportation Demand Management program in place that provides information on commute options in the South San Francisco area; please visit <http://britanniacommute.org/> for more information on shuttle routes, transit, carpools, vanpools, bike parking, etc.

Local Resources for Bay Area Commute Information:

- 511.org, services Bay Area – Ride matching services, transit information, traffic status and trip planning call 511 or visit [www.511.org](http://www.511.org)
- Alliance - Peninsula Traffic Congestion Relief - Commute options and financial incentives, [www.commute.org](http://www.commute.org)

## IV. BUILDING RULES & REGULATIONS

These Rules & Regulations, as amended from time-to-time by HCP Oyster Point III, LLC (“Landlord”), shall govern all activities which take place at The Cove in South San Francisco, California (“The Cove”). As used in these Rules & Regulations, the term “Tenant” includes any person or entity that leases space in the Center from Landlord and any person or entity that subleases spaced in the Center from another occupied by a particular Tenant under that Tenant’s Lease with Landlord or sublease from another Tenant.

1. All loading and unloading of goods shall be done only at such times, in such areas, and through such entrances as may be designated for such purposes from time-to-time by Landlord. Each Tenant shall load and unload goods only in the areas and through the entrances assigned to that Tenant by Landlord for that purpose. No Tenant shall in any way obstruct any other Tenant’s designated location for loading and unloading of goods nor otherwise impede or hinder any other Tenant’s ability to use its designated location for the loading and unloading of goods.

2. All garbage and refuse shall be kept in containers specified or approved by Landlord, shall be placed in the location or designation by Landlord and shall be prepared for collection in the manner and at the times and places required by the trash collection service for the Center. Tenant shall refrain from placing any of its garbage or refuse in receptacles assigned to any other Tenant or, on the ground in or around the trash enclosure. Each Tenant shall pay the cost of removal of its refuse or garbage. If Landlord shall designate a service for picking up refuse and garbage, each Tenant shall use the same at that Tenant’s cost. No Tenant shall place in any trash receptacle any material, which cannot be disposed of, in the ordinary practice of trash disposal. Trash receptacles in the Center are intended solely for the disposal of refuse or debris from the respective Tenant’s business activities conducted within its Premises and are not to be used for refuse or debris generated by a Tenant’s off-site activities.

3. No Tenant shall, without first obtaining the written consent of Landlord, (i) erect any antenna or dish, loudspeaker, recreational equipment, or other improvement, on the roof or exterior walls of the Premises or, on the grounds of the Center, or, (ii) make any penetration in the roof or exterior walls of the Premises. Any such work or improvement that is completed without first obtaining the written consent of the Landlord may be removed without notice at any time at the sole cost of the Tenant who completed the work or improvement.

4. No Tenant shall, without first obtaining the written consent of Landlord, use any loudspeaker, television, phonograph, radio, or other similar device in such a manner that the device may be heard or seen outside of the Premises. Each Tenant shall conduct its business in a quiet and orderly manner so as to not create unreasonable noise.

5. No Tenant shall, without first obtaining the written consent of Landlord, inscribe, display, print or affix any sign, placard, picture, advertisement, name or notice on or to any part of the Center or of the Premises if that sign, placard, picture, advertisement, name or notice would be visible from the outside of the Premises. All Tenants’ identification signs and lettering shall be completed in accordance with all applicable laws and restrictions. All approved signs or lettering on doors shall be printed, painted, affixed or inscribed at the expense of the respective Tenant by a person approved by the Landlord.

6. The sidewalks, driveways, passages, parking lots, exits and entrances in the Center shall not be obstructed by any Tenant or used by any Tenant for any purpose other than ingress and egress to and from the Center and parking adjacent to the Tenant's Premises. No Tenant shall in any way impede, obstruct or restrict any other Tenant's ingress or egress from that other Tenant's Premises or related facilities. The sidewalks, driveways, passages, parking lots, exits and entrances of the Center are not for the use of the general public. Landlord retains the right to control and prevent access to such areas by any and all persons whose presence, in Landlord's judgment, might be prejudicial to the safety, character, reputation, and interests of the Center and its Tenants. However, nothing contained within this paragraph shall be construed to prevent such access by any person with whom a Tenant normally deals in the ordinary course of the Tenant's business, unless such person is engaged in illegal activities, is engaged in activities not permitted by the terms of the Tenant's Lease with Landlord, or is creating a nuisance.

7. The outside areas immediately adjoining each Tenant's Premises shall be kept unobstructed and clear and free from dirt and rubbish.

8. No Tenant shall park or permit the parking of any vehicle under its control or the control of any employee, invitee, contractor or agent of that Tenant in any parking area assigned by Landlord to another Tenant. The only vehicles allowed to be parked in the parking area are automobiles, motorcycles, motor-driven or non-motor-driven bicycles or trucks. All vehicles must be parked entirely within the painted stall lines of a single parking stall. Each Tenant shall be responsible for insuring that its employees, invitees, contractors and agents observe all parking regulations as stated by Landlord from time-to-time. Vehicles parked in violation of the foregoing Rules shall be subject to removal by Landlord at the sole cost and expense of the vehicle owner.

9. Each Tenant shall be responsible for insuring that its employees, invitees, contractors, and agents refrain from conducting any of the following activities in the common areas: auto detailing or cleaning, oil changes, glass repair or replacement, auto mechanical or maintenance work, and vehicle storage. The above does not include towing an inoperable vehicle from the site, flat tire repair, or emergency use of jumper cables.

10. The plumbing facilities in the Center shall not be used for any other purpose other than that for which they are constructed, and no foreign substances of any kind whatsoever shall be placed therein. Each Tenant shall bear the cost of any breakage, stoppage, or damage resulting from the violation of this Rule by that Tenant or by that Tenant's employees, invitees, contractors, or agents.

11. Each Tenant shall use, at that Tenant's cost, such pest extermination contractor as Landlord may direct and at such intervals as Landlord may require.

12. No Tenant shall cause or permit any obnoxious or foul odors that disturb the public or other Tenants. If any such odors occur from time-to-time, the Tenant shall, upon written notice from Landlord, take immediate steps to remedy the problem and prevent a recurrence thereof.

13. The Premises shall not be used for the storage of merchandise by any Tenant or its employees, invitees, contractors or agents, except as such storage may be incidental to the use of the Premises authorized by the Lease between the Tenant and Landlord. In no event shall goods or materials of any kind be stored by a Tenant in any common areas of the Center or in any other location visible from the exterior of the Premises.

14. No portion of the Center shall be used for lodging, including (but not limited to) sleeping overnight in the Premises or sleeping in any vehicle parking in the parking area of the Center.

15. No Tenant, nor any Tenant's agents, servants, employees, contractors, visitors, or licensees, shall at any time bring or keep any live animal in or about the Premises or the Center. This policy is used to protect Tenant research initiatives. Animals brought on to a research site may introduce disease or infection that could endanger discovery/research endeavors, thus creating a risk to Tenant business. In addition, this policy is in place to protect employees from animal-induced allergic reactions and other hazards.

16. No Tenant, nor any Tenant's agents, servants, employees, contractors, visitors or licensees, shall at any time bring or keep upon the Premises or in or about the Center any inflammable, combustible or explosive fluid, chemical, or substance, except such fluids, chemicals, or substances reasonably related to the use of the Premises expressly authorized in the Lease between that Tenant and Landlord, or required for use with that Tenant's office and printing equipment. Any such fluids, chemicals, or substances shall be stored only in amounts that are reasonable for such approved use, and only in compliance with all applicable federal, state, and local laws, codes, ordinances, rules, and regulations.

17. Landlord will furnish each Tenant with two (2) keys to each door lock in such Tenant's Premises free of charge. Landlord may make a reasonable charge for any additional keys made at the request of the Tenant. No Tenant shall, without the prior written consent of Landlord, (i) place any additional lock, bolt, or mail slot upon any of the doors or windows of the Premises, nor (ii) make any change in the existing locks or the mechanism of those locks. If Landlord gives its written consent to any change listed in the previous sentence, the Tenant shall furnish Landlord with a key for any such lock.

18. Each Tenant shall ensure that the doors of its Premises are closed and locked, that all water faucets, water apparatus, all equipment, lights and other utilities are shut off before the Tenant or its employees leave the Premises, so as to prevent waste or damage.

19. Employees, agents, and contractors of Landlord shall have no obligation to perform work for any Tenant or to do anything outside the scope of their regular duties for Landlord at the request of any Tenant, unless under specific written instructions from Landlord.

20. Each Tenant shall comply with all safety, fire protection, and evacuation procedures and regulations established by Landlord and any governmental agency. Each Tenant agrees that it shall comply with all fire and security regulations that may be issued from time-to-time by Landlord or by any such governmental agency, and each Tenant shall also provide Landlord with the name of a designated responsible employee to represent the Tenant in all matters pertaining to such fire or security regulations.

21. Each Tenant assumes all responsibility for protecting its Premises from theft, robbery, and pilferage, which responsibility includes keeping doors, and other means of entry to the Premises, closed and locked when the Premises are unattended.

22. Each Tenant shall comply with any and all federal, state, or local laws, rules, regulations, ordinances, or other enactments regarding conservation of water, electricity, or other utilities.

23. Water, electrical and, other utility connections in the common areas of the Center are for use solely by the Landlord and its agents and contractors in providing maintenance, lighting, and other services to the common areas of the Center, and shall not be used by any Tenant or its employees, invitees, agents, or contractors.

24. Landlord shall not be responsible to any Tenant for the non-observance or violation of these Rules & Regulations by any other Tenant.

25. Each Tenant shall be responsible for the observance of these Rules & Regulations by that Tenant's employees, agents, contractors, customers, invitees, visitors, and guests.

26. Landlord may waive any one or more of these Rules & Regulations for the benefit of any particular Tenant or Tenants, but no such waiver by Landlord shall be construed as a waiver of such Rules & Regulations in favor of any such other Tenant or Tenants, nor prevent Landlord from thereafter enforcing any such Rules & Regulations against any and all of the Tenants of the Properties.

27. Each Tenant shall ensure that its employees, agents, contractors, customers, invitees, visitors, and guests do not rollerblade or skateboard in any parking lots or common areas of the Center. Trespassers seen using the property for the above activities should be immediately reported to Healthpeak.

28. These Rules & Regulations are in addition to, and shall not be construed to modify or amend in any way, the terms, covenants, agreements, and conditions of (i) any Lease of any Premises in the Center, and/or (ii) any Declarations of Covenants, Conditions and Restrictions, or similar documents applicable to the Center, including (but not limited to) the Declaration of Covenants, Conditions and Restrictions for The Cove, as amended from time-to-time.

29. Landlord reserves the right to issue such other reasonable Rules & Regulations as, in its judgment, may from time-to-time be necessary or appropriate for the safety, care and cleanliness of the Center, and for the preservation of order therein.



## **BUILDING KEYS, ACCESS CARDS AND SURVEILLANCE CAMERAS**

### **General:**

- 1) Control keys and key cards are necessary to maintain appropriate security and safety measures and to safeguard all buildings, equipment and other facilities.
- 2) All key access cards are the responsibility of property management and Tenants
- 3) Maintenance of all access systems including locking devices, electronic access control devices, and cameras, is the responsibility of Property Management and Engineering.
- 4) The possession and use of interior building keys and access cards is the responsibility of Prop Mgr & Engineering.
  - This does not apply to inside Tenant suites
- 5) Exterior door master keys are restricted and not issued without the authorization of Healthpeak.

### **Responsibility:**

- 1) When an employee is terminated, property management is notified to begin key recall process. The notice shall indicate day on which the staff person will bring their keys to Management office to turn them in.
- 2) If the keys are not recovered by the responsible party when employment relationship ends, fees will be incurred and charged to allow door hardware modifications and re-keying to commence
- 3) Access cards that were issued to employees who are terminated or end their employment relationship will be rendered inactive on the employee's last working day, or at the time requested by Tenant Contact.
- 4) Should loss of theft occur, the incident must be reported to Property Management immediately.

### **Fee Assessment:**

In lieu of key deposit, a fee assessment schedule is implemented with the fee appropriate to the access level of the key. This fee shall be assessed when a person or department cannot account for the keys issued to them. The fee schedule is as follows:

- Lockset replacement (including keys/labor)
  - \$100/set to a maximum of \$1,000
  - Lost Key Card Replacement Fee = \$20

Lost cards should be reported immediately to Healthpeak and notify a security officer that the card was lost. Refunds will not be given for found cards.

Lost cards will be deactivated as Healthpeak is notified.

### **Exterior Building Access**

All employees are expected to utilize their access control cards for entry into buildings.

### **Grand Master Keys**

Exterior door building master keys will only be issued to Healthpeak.

Building specific master keys will be installed in a "knox" boxes to allow Fire Department Emergency Response access per regulatory compliance requirements.

**Tenant Improvements/Renovations/Contractor Access**

Exterior door master keys will not be issued at any time to any consultants or contractors. No exceptions. Access cards will however be issued as needed, and when authorized in writing by responsible Healthpeak manager.

Leased spaces will be keyed as needed and in alignment with building policies.

Public Safety shall facilitate access control cards for tenants. Should a tenant require a temporary “generic” access control card, the property management company shall issue the card. Typically, temporary access control shall remain active for a maximum of 72 hours, however, exceptional requests.

## V. AMENITIES AND SERVICES

### THE COVE AMENITIES

The below amenities are available to the public, tenants and all appropriate guests of The Cove.

#### **Building Amenities:**

- Café
- Dining Hall
- Lounge
- Full-Service Bar
- Indoor & Outdoor Fire Pits
- Outdoor Lounge Chairs & Seating
- 11-Big Screen TV's and a Wall Projector

#### **Sports & Extracurricular Amenities:**

- Bowling Lanes
- Pool Table
- Bocce Ball
- Basketball
- Volleyball
- Tennis
- Whiffle Ball
- Mini Golf
- Ping Pong (Table Tennis)
- Horseshoe
- Corn-hole
- Amphitheater
- Bay Trail direct access

#### **Business Amenities:**

- Private Dining Room
- Free Wifi
- Multitude of comfortable sitting areas; large & small
- Lobby Ambassador
- Security Personable
- AC Hotel

## GENERAL OUTDOOR AMENITY HOURS

7:00 am to Sunset

Playground equipment is available first come first serve basis and will be located at the outdoor amenity area in the rolling carts. Please return all equipment to the carts once you are through using it. Some sports and amenity equipment may require checking in with Foundry & Lux hostess and a hold of a personal ID.

## ROOFTOP 2<sup>nd</sup> FLOOR PATIO

Max occupancy is 274. Reservations are required for exclusive use on a case by case basis.

## POOL TABLE

First-come-first-serve basis

## BOWLING ALLEY

The bowling alley is free and open to the public on a first-come-first-serve basis. Post your name on the adjacent chalkboard to designate your spot in line. Private events are permitted in the lounge bowling alley and lounge between the hours of 11:00 am and 3:00 pm by contacting Foundry & Lux.

## PRIVATE DINING ROOM

The private dining room must be reserved through Foundry & Lux by calling (650) 866-3924.

### Seating

The table comfortably seats 12 people. The room may accommodate up to 20 with extra chairs needing advanced request.

## WIFI

Amenities WiFi available for tenant and public use.

## FIRE PITS

Fire pits are available to reserve for use. Facilities Teams can reach out to Property Management to request.

## FITNESS CENTER

Tenants have access of the fitness center via keycard. Keycards will be programed for tenant access once building management receives the signed waiver of release from the individual tenant. Please use the cleaning wipes provided to sanitize all equipment after each use. Please notify the Management Office to report any errors in equipment.

### Hours

6:00 am to 9:00 pm, Monday - Friday

### Lockers

Lockers are available for tenant use only while tenant is working out or remains in the gym vicinity. All lockers must be cleared of all belongings after fitness center use. If anything remains in the lockers overnight, it will be removed, and tenant can retrieve these items in the lost & found.

Lockers have a keypad combo that tenants can program per each individual use. Instructions for programing are found on the lockers.

Gym towels will be provided for tenant use on the gym floor only. Shampoo, conditioner and soap will be provided for after workout showers.

### Yoga Room

Yoga Room is available on a first-come-first-serve basis.

**FOUNDRY & LUX:**

Please contact Foundry & Lux directly for catering and special events.

WEBSITE: <http://foundryandlux.com/>

Catering & Events Manager: Mariana Atwood  
[mariana.atwood@cafebonappetit.com](mailto:mariana.atwood@cafebonappetit.com)

Director of Operations: Nathan Carraway  
[nathan.carraway@cafebonappetit.com](mailto:nathan.carraway@cafebonappetit.com)

District Manager: Carrie Pearl  
[carrie.pearl@cafebonappetit.com](mailto:carrie.pearl@cafebonappetit.com)

**HOURS OF OPERATION**

**The Café / Mobile orders**

7:00 am to 3:00 pm, Monday – Friday

**Main Dining Hall**

11:00 am to 2:00 pm, Monday - Friday

**Outdoor Patio**

11:30 am to 7:30 pm, Monday - Friday

**Lounge**

11:30 am to 7 pm, Monday - Friday

**TRANSPORTATION**

<http://www.britanniacommute.org/>

(Please see Exhibit D for our Commuter Program and additional transportation information)

**BICYCLE STORAGE**

Tenants need to store bikes at designated bike storage areas throughout the campus.

The 101 parking structure has a public bike room. The podium garages at 131, 161 and 171 have bicycle storage and are accessible by badge access of those building tenants.

*\*\*Please do not store your bikes in any stairwell. You may bring your bike into your office space but please bring your bikes through the freight elevator and not through the lobby.*

**Bicycle Room**

The public bike room is located on the ground floor of the parking structure - 101 Oyster Point Blvd. The bike room is only for day use and is not meant for long-term bike storage. Only tenants can be approved for bike room access and can be requested through the contacts below. Once approved, the employee keycard will be able to unlock the room, 24-hours a day, 7-days a week.

All bicycles must be secured and locked properly. Healthpeak and TDM are not responsible for lost or stolen belongings.

**Bicycle Lockers**

Tenants may request a personal bicycle locker. Please contact property management:

Laurie Glynn  
[lglynn@healthpeak.com](mailto:lglynn@healthpeak.com)

Or you may contact Karen Sumner, our Commuter Coordinator:

Karen Sumner  
TDM Specialists, Inc.  
[Karen.sumner@tdmspecialists.com](mailto:Karen.sumner@tdmspecialists.com)

cc: Mimi Attias  
TDM Specialists, Inc.  
[mimi.attias@tdmspecialists.com](mailto:mimi.attias@tdmspecialists.com)

The Cove Commuter Program  
[commute@britanniacommute.org](mailto:commute@britanniacommute.org)

ONSITE RETAIL 101 OYSTER POINT

Tenant	Address	Phone	Service
Starbucks	Suite 108	(650) 872-6677	Coffeehouse
Truffle Poke Bar	Suite 107	(650) 741-6180	Restaurant
Guapa's Mexican Grill	Suite 106	(650) 745-8042	Restaurant
Nick The Greek	Suite 104	(650) 534-3382	Restaurant
YogaSix	Suite 103	(650) 534-2692	Fitness
Orange Theory	Suite 101	(650) 826-2009	Fitness



## VI. AMENITIES RULES & REGULATIONS

### AFTER HOURS PROCEDURES

Amenities are closed after hours.

### GENERAL SAFETY GUIDELINES

For your safety, your cooperation is asked in observing the following amenity safety guidelines.

Our Tenant Amenities Policy Guide outlines general policies that have been established to ensure comfort, safety and enjoyment of The Cove facility. We reserve the right to deny privileges for failure to comply with these rules.

#### **Fitness Center Hours**

Regular hours of operation are Monday – Friday 6:00 a.m. – 9:00 p.m. Occasionally fitness center hours will vary to accommodate holidays or other special occasions. We will post any schedule changes at least one week in advance.

#### **Authorized Employees**

Only on-site Cove employees who have signed the Fitness Center Waiver and have been issued an access card are allowed access to use the facilities. No visitors, guests, spouses, children or pets are permitted inside the facilities at any time.

#### **Fitness Center:**

- Tenants are required to complete the Fitness Center Waiver forms prior to use of the facility.
- Proper clothing attire and athletic shoes (no open-toed shoes) must be worn at all times when using the facilities.
- Beverages in plastic, non-spill containers are permitted in the fitness center; food items are not permitted.
- Please use a locker in the locker room to store your athletic bag or other personal items.
- Please adhere to a 30-minute time limit on cardio equipment when others are waiting.
- Perform weightlifting exercises properly, safely, and under control at all times. Please do not drop or slam weights.
- Towels and sanitizing wipes are provided; please wipe off each equipment after use.
- Please return all dumbbells, weight plates, and handles to racks after use.
- No equipment (i.e., dumbbells, stretching mats, etc.) in the Fitness Center may be taken to other parts of the amenity areas.
- Cell phones must be placed on mute or vibrate mode when used in the Fitness Center.

#### **Locker Rooms:**

- Lockers are for day use only. Please do not leave your belongings in lockers overnight.
- Do not leave valuables in day-use lockers. The Cove is not responsible for any items lost or damaged on the property.
- Locker room amenities are provided for your use while at the amenity center. No amenities or containers may be removed from the locker rooms.
- Use caution when walking on tile surfaces as floors may be slippery when wet.



**General Policies:**

Our policies have been established for the benefit of all tenants. The rules contained herein are not all inclusive. Additional rules may be posted in the club or on printed notices.

- The Cove observes a no smoking policy.
- We do not allow any solicitation of any kind. Outside materials may not be posted or distributed in the club, unless authorized by management.
- Instruction of training by unauthorized personnel is prohibited.
- The Cove Amenity Center is your club and your assistance in identifying destructive behavior is greatly appreciated. Vandalism or mistreatment of the property is costly and will not be tolerated.
- We maintain a Lost and Found system. If you have misplaced an item inquire at the Concierge Desk. All found items will be held for a minimum of 15 days. Unclaimed items will be donated to charity.
- The Cove Management reserves the right to revise policies and fees as deemed appropriate.

**Emergency Procedures:**

Your safety is our first concern. Please take a moment to review these emergency procedures.

- If you witness an emergency or accident, please advise a staff member immediately or call 9-1-1.
- In the event of a facility-wide emergency (i.e., fire, bomb threat, earthquake, etc.), we require the cooperation of all occupants in the amenity center to follow the direction of management staff, and to evacuate the building immediately, if requested to do so.
- First aid kits are located at the Front Desk.

# THE COVE: TENANT HANDBOOK

## Emergency Preparedness and Life Safety

- I. FIRE
  - Interior
  - Fires
  - Exterior
  - Fires
- II. EARTHQUAKES
- III. EXPLOSIONS
- IV. MEDICAL EMERGENCIES
- V. BOMB THREATS
- VI. SUSPECTED BOMB THREATS
- VII. EVACUATIONS
- VIII. CIVIL DISTURBANCES
- IX. ACTIVE SHOOTER RESPONSE
- X. POWER FAILURES
- XI. HAZARDOUS MATERIALS

## VIII. EMERGENCY PROCEDURES

### EMERGENCY PHONE NUMBERS

Emergency:	911 Cellular Phone Users: (650) 873-3333
Fire Department:	911
Police Department:	Non-Emergency: (650) 877-8900 Emergencies: 911
Cove Campus Security Property Manager, Stacey Daniels	(650) 642-8160 (510) 467-2330

### FIRE

IF A FIRE IS DISCOVERED INSIDE YOUR SUITE:

1. Advise others and move everyone away from the fire
2. Confine the fire by closing all doors in the area
3. Notify the Fire Department (911) and provide the following information:
  - Building Name
  - Building Address
  - Nearest Cross Street
  - Suite Number or Exact Location of Fire
  - Your call back number

NOTE: Do not hang up until the Emergency Operator does so.

4. Notify the Management Office
5. Attempt to extinguish the fire only under the following conditions:
  - If the fire is small and can easily be extinguished.
  - You are familiar with the operation of an extinguisher and it can be done safely.
  - You have someone with you.
  - You have your back facing an exit.
6. Proceed to the nearest exit to evacuate. Exit via stairwells; do not use the elevators.
7. Once outside the building, move to a safe refuge area away from the building and Fire Department operations.

**NOTE:** FIRES NEED FUEL, HEAT AND OXYGEN TO SURVIVE. YOU CAN REDUCE OR EXTINGUISH FIRE BY REMOVING ANY ONE OF THESE ELEMENTS. FOR EXAMPLE, CLOSE DOORS AND USE EXTINGUISHER TO

REDUCE OXYGEN, THROW WATER ON THE FIRE TO REDUCE HEAT, AND ELIMINATE FUEL SOURCES BY REMOVING NEARBY PAPER, PLASTICS, AND OTHER FLAMMABLES.

### IF A FIRE IS DISCOVERED OUTSIDE OF YOUR SUITE

If you are in your suite, smoke or heat is evident in the corridor, and you are not able to exit, proceed as follows:

1. Call 911 and provide the following information:

- Building Name
- Building Address
- Nearest Cross Street
- Suite Number or Exact Location of Fire
- Your call back number

NOTE: Do not hang up until the Emergency Operator does so.

2. Call the Property Manager

- Report your building number, floor and suite number.

3. FEEL THE DOOR. If it is hot or warm, DO NOT OPEN IT!

4. CLOSE AS MANY DOORS AS POSSIBLE BETWEEN YOU AND THE FIRE.

5. IF SMOKE ENTERS YOUR SUITE FROM BENEATH THE DOOR, seal the area with a fire blanket, wet towel or other misted material.

6. IF SMOKE IN YOUR SUITE BECOMES UNBEARABLE, break a window for additional oxygen.

7. IF YOUR TELEPHONE STOPS WORKING, display brightly colored material from the window. Wave it to make it more visible to rescuers.

8. DO NOT JUMP!

### FIRE SAFETY REMINDERS

1. Post Emergency Phone Numbers for all employees.

2. Make sure all employees are aware of the location of fire extinguishers and are familiar with how an extinguisher operates.

3. In a fire or other emergency, follow the instruction of your designated Floor Warden and other Emergency Personnel.

4. Never use the elevators.

5. While it is usually advised to go downward in a building during a fire, there are occasions when it may be necessary to go to an upper floor or the roof. For example, if smoke enters the stairwell, you may be driven upwards toward cleaner air.

6. If you encounter smoke, get down on your hands and knees. Air is cleaner and cooler near the floor. Crawl to the nearest stairwell and exit if it is safe to do so.

7. Few people are burned to death in fires. Most fire-related deaths are the result of smoke inhalation, poisonous gas or panic. Panic can be avoided by being well prepared for an emergency. Learn all the emergency procedures as if they were second nature.

## **FIRE PREVENTION TIPS**

1. Replace any electrical cord that has cracked insulation or a broken connector.
2. Do not pinch electrical cords under or behind furniture.
3. Do not run electrical extension cords under chair mats or across doorways where they can be stepped on or chaffed.
4. Leave space for air to circulate around heaters and other heat-producing equipment such as copiers and computer terminals.
5. Turn off or unplug all appliances, including coffee makers and hot plates at the end of each workday.
6. Keep exits, storage areas and stairways free from waste paper, empty boxes, dirty rags and other fire hazards.
7. Know the locations of fire extinguishers in the building and your work area.
8. Remove trash on a regular basis.
9. Close all doors after working hours.
10. Discard all flammable liquids.
11. Observe the building's NO SMOKING policies. Never throw matches or cigarette butts into waste containers (inside or outside of building).

### **Operating a Fire Extinguisher:**

- To open the cabinet, turn the handle and pull open.
- Remember the "P-A-S-S" method for effective fire extinguisher use:

**P** – Pull the safety pin. This is usually the pin with a string attached.

**A** – Aim the hose, nozzle or horn at the base of the fire.

**S** – Squeeze the trigger handle

**S** – Sweep from side to side and watch for the re-flash of the fire.

**NOTE:** ALWAYS MAINTAIN A THREE-FOOT CLEARANCE AREA AROUND FIRE EQUIPMENT. ONCE THE EQUIPMENT HAS BEEN USED, DO NOT TRY TO RE-HANG IT, EVEN FOR A FEW SECONDS. USED EXTINGUISHERS SHOULD BE SERVICED IMMEDIATELY!

## EARTHQUAKES

### Earthquake Preparedness

While the office building is structurally designed to minimize earthquake damage, it is wise for all occupants to be well prepared as well as keenly aware of the earthquake emergency procedures.

The following **SUPPLIES** will be necessary to protect and sustain your employees in the event of an earthquake:

- ❑ **Food** – stock your office with non-perishable and easy-to-store food products such as dehydrated foods and food bars.
- ❑ **Water** – keep at least a three-day supply of purified water. It is recommended that you stock two quarts of water per day, per employee.
- ❑ **Emergency Lighting** – flashlights, flares, light sticks.
- ❑ **Batteries** – keep a fresh supply
- ❑ **Medical** – keep a well-stocked First Aid Kit. Choose kits designed to treat earthquake-related injuries such as heavy bleeding, shock and broken bones.
- ❑ **Blankets** – lightweight fire and shock retardant emergency blankets.
- ❑ **Radios** – portable transistor radios with extra batteries and two-way radios.
- ❑ **Fire Extinguisher**
- ❑ **Medications** – persons on medication should keep a 72-hour supply in their desk.

### Additional Supplies to Consider

- ❑ Heavy work gloves
- ❑ Hard Hats & Goggles
- ❑ Work shoes
- ❑ Generator
- ❑ Shovels, crowbars
- ❑ Catalytic heater
- ❑ Dust masks
- ❑ Chemical toilets, waste bags, lime
- ❑ Water purification tablets
- ❑ Sleeping bags & Cots
- ❑ Portable stove
- ❑ Eating utensils
- ❑ Instant ice pack
- ❑ Pre-moistened towelettes

### During an Earthquake

While Earthquake Emergency Procedures are similar to those of a fire, one specific difference should be communicated to all building occupants: Evacuation during fire is highly probable, whereas **EVACUATION DURING AND EARTHQUAKE IS NOT PROBABLE.**

Please adhere to the following safety procedures during an earthquake:

1. Take shelter away from windows and seek protection under tables, desks, or other objects that offer shelter from flying glass and debris.
2. Do not leave the sheltered area or exit the building until the quake is over. Seek safety where you are and leave calmly afterward if evacuation is necessary. Do not dash for exits – stairwells may be unsafe.
3. Never attempt to use elevators during an earthquake. Afterwards, do not use elevators until they are checked for safety.
4. Stay clear of bookcases, file cabinets, windows and other heavy objects.
5. Turn off electrical equipment. Do not be surprised if electricity goes off or alarm systems are activated.
6. Do not smoke or use matches in case of gas leaks. If power fails, use battery operated lights.

### **If You Are Outside of the Building When an Earthquake Occurs**

1. Move away from buildings, utility wires and poles, debris and areas subject to falling glass.
2. If you are unable to reach a clear area, stand in a doorway or archway.
3. If threatened by falling debris, cover face with one forearm and the back of the head with the other.
4. The most dangerous place to be is on a sidewalk subject to falling debris such as glass and masonry.

### **After an Earthquake**

1. Check for injured persons. DO NOT attempt to move a seriously injured person unless they are in immediate danger.
2. DO NOT use matches, candles or other open flames.
3. DO NOT turn on electrical switches or appliances.
4. Inspect your area for damage. Check for fire. Check utilities for gas and water leaks or electrical shorts. Stay clear of wires that are shorting out.
5. If you smell gas, open all windows. Evacuate the building if possible and report the leak to the Fire Department first, if possible, and then Management Office.
6. Clean up any dangerous spills.
7. Replace telephone receivers to restore communications. However, do not use telephones, except to reach Management Office or the Fire Department.
8. Listen to the radio for emergency reports.
9. DO NOT spread false rumors regarding the condition of the building or anything else that may cause panic.
10. Cooperate with Management personnel and Fire Department representatives.
11. Be prepared and stay alert for aftershocks.

## **EXPLOSIONS**

If an explosion occurs, please adhere to the following procedures:

1. IMMEDIATELY report the explosion to the Management Office. Remain calm and provide the following information:
  - Your name, location (building and suite number) and phone number.
  - Your company name.
  - Exact location of explosion.
  - Cause (if known) of explosion.
  - Extent of casualties, and number and type of injuries.
  - Whether explosion caused fire and if so, location of fire.

2. Evacuate all persons from the area if necessary.

The Management Office will immediately contact the Fire and Police Departments and will dispatch emergency personnel to the scene.

## MEDICAL EMERGENCIES

Should a medical emergency situation develop which requires immediate intervention by trained personnel, proceed as follows:

1. Call 911. Reassure the injured person that help is on the way. Remain calm and provide the following information:
  - Nature of medical emergency.
  - Building name and address
  - Exact location and name of sick or injured person.

**NOTE:** Do not hang up until the emergency operator does so.
2. Call the Management Office. Provide the following information:
  - Your name and company name
  - Nature of medical emergency
  - Exact location and name of sick or injured person
  - Whether or not you have called for trained assistance
  - A number where you can be reached
3. Direct any on-lookers away from the area of the injured person. Clear the area of any objects that might impede the rescue or interfere with emergency personnel.
4. Remain with the victim. DO NOT move the victim unless there is immediate danger of further injury. Keep the victim comfortable and warm.
5. Designate a responsible person to do the following:
  - Wait at the building's main entrance for medical personnel. When they arrive, direct them to the injured person.
  - Whenever possible, have an elevator standing for the rescue team.

**NOTE:** CPR training and first aid courses are available through your local American Red Cross and are sometimes offered through the Management Office. All occupants are encouraged to participate.

## BOMB THREATS

Bomb threats should always be taken seriously. Do not assume that a bomb threat is a prank call or that they are only made to the Management Office. Anyone can receive a bomb threat and all building occupants should be prepared.



### Telephone Bomb Threats

1. The person receiving the call should try to get as much information as possible from the caller and should WRITE OUT THE MESSAGE EXACTLY AS RECEIVED FROM THE CALLER.
2. LISTEN CAREFULLY. You may be able to help authorities identify the caller, his location, or the location of the explosive by his comments, vocal characteristics and any background noise.
3. Keep the caller on the phone for as long as possible. Ask the caller to repeat the message.
4. Obtain as much information from the caller as possible such as location of bomb, time of detonation, appearance of bomb, and callers' reason for planting the bomb (please see the **Bomb Threat Questionnaire** found in section VIII of this manual).
5. Remind the caller that the building is occupied and that the bomb might cause the deaths of innocent people.
6. Once the caller has hung up, immediately contact the Management Office at (415) 772-0481 and provide the following information:
  - Your name
  - Your location (building and suite number)
  - Your phone number
  - Name of any other person who heard the threat
  - Name of any employee threatened by the caller and his/her work location
  - Time the bomb is to detonate if known
  - Location and description of the bomb if known
  - Any reason given for planting the bomb
  - Any other information received from the bomb threat perpetrator
7. Complete the Bomb Threat Questionnaire and provide it to management personnel as soon as possible after the call was received.

### Written Bomb Threats

Upon receipt of a written bomb threat:

1. Immediately notify the Management Office at (415) 772-0481
2. Do not destroy the note
3. Do not let others handle the note
4. Turn the note over to building management or emergency personnel

### Personal Receipt of Bomb Threats

When a bomb threat is directed to a specific individual, he/she should immediately search his/her own workstation or office for unidentifiable or suspicious items. Please remember the following:

- Look for anything out of the ordinary or out of place.
- Look high and low – not just at eye level.
- Methodically search from one end of your work area to the other.

### Searching Your Suite for A Suspected Bomb

Once a telephone or written bomb threat has been reported to the Management Office, occupants should search their suites for any suspicious packages. Following are some search guidelines:

- Do not rely on random searches in logical places.
- Explosives are concealed most easily in areas that have the easiest access
- Be aware of out of the ordinary articles that are foreign to the area.
- The bomb is likely to be packaged in a common container such as a shoe box, cigar box, a book, a grocery bag, an athletic bag, and airline bag, a suitcase or briefcase.
- Anything that does not belong, such as a book in the restroom, should be considered a suspicious object.
- When searching individual rooms/offices, start at the outside walls and move towards the center of the room.

**NOTE:** If a suspicious object is found, **DO NOT TOUCH IT**. Report the finding immediately to your designated emergency personnel and to Management Office.

### **Suspicious Packages**

Upon the delivery of all packages always be aware and:

- Do not accept the contents of any container as bona fide simply because it was delivered in a routine manner.
- Do not assume that container marking and/or appearance is sole evidence of its content, identification or legitimacy.
- Be aware of packages with incorrect titles or those marked “Confidential” or “Personal”.
- Do not open any suspicious package. Do not cut any cord, rope or wire on a suspicious package.

Be aware of the following signs that a package may include a bomb:

- Excessive postage
- No return address
- Excessive weight
- Incorrect titles
- Restrictive markings (such as “Confidential” or “Personal”)
- Oily stains or discoloration

### **Upon Receipt of a Suspicious Package**

1. Do not allow anyone to handle the package.
2. Immediately call the Management Office at (415) 772-0481

### **SUSPECTED BOMB SAFETY PRECAUTIONS**

The following safety precautions will acquaint all occupants with the dangers inherent in a bomb threat, bomb search, discovery and handling of all suspected bombs, or if you have any other reason to suspect a bomb is in the building.

While some of the precautions may seem elementary, do not dismiss them as unimportant. Adequate knowledge of these precautions may save your life as well as the lives of other persons working in or visiting the building.

1. If it is suspected that a bomb is in the building:
  - Do not use radio equipment to transmit messages
  - Do not change lighting conditions
  - Remove all flammables
2. Please make only necessary phone calls. Open phone lines are essential to effectively controlling the emergency.
3. If a suspected bomb is identified:
  - Do not touch it
  - Do not attempt to move or carry it
  - Remove all flammable material from the area
4. During a bomb threat emergency, cooperate with all fire department instructions, including building evacuation.

## EVACUATION

In the event of an emergency, it may become necessary to evacuate the office building. All Floor Response Team personnel as well as general personnel should be completely familiar with the following evacuation procedures.

- In an emergency situation, wait until management or designated Floor Response Team personnel indicated that it is safe and appropriate to evacuate the building.
- If you are directed to evacuate, closely follow the instructions of all Floor Response Team personnel including Floor Wardens, Elevator Monitors, Searchers and Stairwell Monitors.
- Do not exit via the elevators.
- Exit via stairwells only after a Stairwell Monitor has deemed it safe to do so.
- Familiarize yourself with the location of all stairwell exits; in the event a stairwell is blocked, proceed to an alternate stairwell.
- Use safe stairwell exit procedures including:
  - Remain calm and quiet
  - Remove high heeled shoes
  - Exit in a single file and keep to the right using hand rails
  - Move quickly, but do not run
  - Assist those who may have trouble on the stairs or who have been injured
  - Treat injuries on stairwell landings only and only when safe to do so

## Evacuating the Injured

If you are alone with an injured person who is unable to leave the area unassisted, you may find that a “blanket drag” will provide you with the means to remove the person from the hazardous area. The drag can also be accomplished with a coat. If you are unable to carry the person, the “blanket drag” may be your only means of moving the person out of danger.

To get the person onto the blanket, turn the person on his/her side and roll the blanket up, lengthwise, so that when you roll them over to the other side, you can open the blanket. Grasp the corners nearest the head of the injured and pull the person out of the area.

## CIVIL DISTURBANCES

Although riots and civil disturbances are rare, there is still a need for a planned course of action in the event a civil disturbance erupts. Should a disturbance start outside the building, the Management Office will:

- Secure all building entrances.
- Notify the police.
- Notify the tenants.
- Prevent access to all suites.

In the event that a civil disturbance initiates inside the building:

- Make sure all occupants are in your office and lock your suite doors including the main entrance. Assign a responsible individual to stand by the entrance door with a key allowing authorized personnel only to enter and leave.
- Immediately notify the Management Office at (415) 772-0481 and provide the following information:
  - Exact location of the disturbance, demonstrators and/or rioters
  - Approximate number of demonstrators or rioters
  - Your name, company name and call back number

## ACTIVE SHOOTER RESPONSE

### Profile of an Active Shooter

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined or populated area; in most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

Active Shooter situations are unpredictable and evolve quickly. Typically, the deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because Active Shooter situations are often over within 10-15 minutes, before law enforcement arrives on the scene, individuals must be prepared mentally and physically to deal with an active shooter situation.

### **Good Practices for Coping with an Active Shooter Situation**

- Be aware of your environment and any possible dangers.
- Take note of the two (2) nearest exits in any facility you visit.
- If you are in an office, stay there and secure the door.
- If you are in a hallway, get into a room and secure the door.
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.
- CALL 911 WHEN IT IS SAFE TO DO SO!

### **How to Respond when an Active Shooter is in Your Vicinity**

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

#### **1. RUN**

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Prevent individuals from entering an area where the active shooter may be.
- Keep your hands visible.
- Follow the instructions of any police officers.
- Do not attempt to move wounded people.
- Call the 911 when you are safe.

#### **2. HIDE**

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter's view.
- Provide protections if shots are fired in your direction (i.e., an office with a closed and locked door).
- Not trap you or restrict your options for movement.

**To prevent an active shooter from entering your hiding place:**

- Lock the door.
- Blockade the door with heavy furniture.

**If the active shooter is nearby:**

- Lock the door.
- Silence your cell phone.
- Turn off any source of noise (i.e., radios, televisions).
- Hide behind large items (i.e., cabinets, desks).
- Remain quiet.

**If evacuation and hiding out are not possible:**

- Remain calm.
- Dial the 911, if possible, to alert police to active shooter's location.
- If you cannot speak, leave the line open and allow the dispatcher to listen.

### **3. FIGHT**

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against the active shooter.
- Throwing items and improvising weapons.
- Yelling.
- Committing to your actions.

#### **How to Respond when Law Enforcement Arrives**

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4).

- Officer may wear regular patrol uniforms or external bullet proof vests, Kevlar helmets, and other tactical equipment.
- Officers may be armed with rifles, shotguns, and handguns.
- Officers may use pepper spray or tear gas to control the situation.
- Officers may shout commands, and safely push individuals to the ground.

### **How to React when Law Enforcement Arrives**

- Remain calm, and follow officers' instructions.
- Put down any items in your hands (i.e., bags, jackets).
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers such as attempting to hold on to them for safety.
- Avoid pointing, screaming, and/or yelling.
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises.

### **Information to Provide Law Enforcement or 911 Operator**

- Location of the active shooter.
- Number of shooters, if more than one.
- Physical description of shooter(s).
- Number and type of weapons held by the shooter(s).
- Number of potential victims at the location.

The first officers to arrive to the scene may not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. Rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave the safe location or

## POWER FAILURE

In the event of a power failure (name of building) is equipped with emergency systems which will provide power for emergency lighting, selected elevator service, life and safety security systems and water for the restrooms.

If you experience loss of power in your suite, immediately contact the Management Office. An engineer will be dispatched to assist in restoring power, if the entire building is affected, the Electric Utility Company will be contacted for assistance and building personnel will keep all tenants advised.

If the power failure occurs during daylight hours, open the blinds to utilize available sunlight. This should be avoided, however, in emergency situations where procedures call for closed blinds.

Following is a list of items that all tenants should keep on hand in case an emergency of any kind causes the loss of power:

**Emergency Lighting** – flashlights, flares, light sticks.

**Batteries** – keep a fresh supply

**Blankets** – lightweight fire and shock retardant emergency blankets.

**Radios** – portable transistor radios with extra batteries and two-way radios

## HAZARDOUS MATERIAL

Every year management will request an updated submission of the Hazardous Materials Questionnaire (Exhibit F). Please submit this upon move-in and update frequently to keep in compliance with State Law. Please fill it out as best as possible. If you have questions on any of the items on the questionnaire, please contact Property Management.

In the event of a spill:

- Notify Management Office at (415) 772-0481.
- Give your name, the exact location of the incident, your telephone number and extension.
- Identify materials involved, if known.
- If required, evacuate the immediate area and keep others out.
- Assist those who cannot leave on their own.
- Refrain from smoking, eating, drinking and applying cosmetics.
- Await instructions.



## IX. IMPORTANT FORMS

- ✓ Tenant Contact Information Sheet
- ✓ PG&E Energy Star Authorization Form
- ✓ Bomb Threat Questionnaire (Exhibit A)
- ✓ ChargePoint Setup & Log-In (Exhibit B)
- ✓ Certificate of Insurance Requirements & Examples (Exhibit C)
- ✓ Employee Commuter Program by TDM (Exhibit D)
- ✓ Hazardous Materials Questionnaire (Exhibit F)

**CONTACT INFORMATION FORM**

Please **fill out** this form and return via email to [lglynn@healthpeak.com](mailto:lglynn@healthpeak.com)  
 We recommend that you fill out this form on your computer and save it for your records and future updates. Please call or email if you need a blank copy of the form emailed to you. Thank you.

Tenant Name		Date		# of Onsite Employees	
Address		Suite #			
City, Zip		Type of Business			
Main Phone		Main Fax			

**PRIMARY CONTACTS** - Please provide the names, email addresses and *daytime* telephone numbers of the following individuals:

Primary Daily Contact		Title	
Email		Telephone	
Secondary Daily Contact		Title	
Email		Telephone	
Executive Contact (Decision maker for leasing issues, etc.)		Title	
Email		Telephone	
Accounting/Billing Contact		Title	
Email		Telephone	
Emergency Coordinator		Office Phone	
Email		Cell Phone	

**EMERGENCY CONTACTS** - Please list the *after-hours* emergency contacts in the order you would like us to attempt contact. Please include the after-hours contact information for your company's decision maker as one of the contacts. All information is kept strictly confidential.

Emergency Contact #1		<b>Decision Maker?</b>
Home Phone		Cell Phone
After Hours Email Address		Other Phone
Emergency Contact #2		<b>Decision Maker?</b>
Home Phone		Cell Phone
After Hours Email Address		Other Phone
Emergency Contact #3		<b>Decision Maker?</b>
Home Phone		Cell Phone
After Hours Email Address		Other Phone

**ALARM NOTIFICATION**

Is your suite alarmed?	Yes	No	Alarm Contact
------------------------	-----	----	---------------

**SERVICE REQUEST CONTACTS** – Please list and include the signature of individuals who are *authorized to request services* from Healthpeak. The service requestors listed below shall be authorized to incur charges on behalf of the tenant for all building services other than construction services. We will only accept work orders from the contacts listed below. (Please use an additional page for contacts if necessary.)

Requestor #1		Telephone	
Title		Email	
Requestor #2		Telephone	
Title		Email	
Requestor #3		Telephone	
Title		Signature	
Requestor #4		Telephone	
Title		Signature	
Requestor #5		Telephone	
Title		Signature	

**TENANT NOTIFICATION EMAIL CONTACTS** – Since the Management Office disseminates building information and updates via tenant notification e-mails, it is necessary to list at least one e-mail contact. This person will be responsible for forwarding the information to all employees in your office. It is suggested that you list at least one secondary contact in case the primary contact is out of the office. (Please use an additional page for contacts if necessary.)

Contact #1		Telephone	
Title		Email	
Contact #2		Telephone	
Title		Email	
Contact #3		Telephone	
Title		Email	
Contact #4		Telephone	
Title		Email	

**ACCOUNTING CONTACTS** – Please provide contact information for who should receive monthly Rent statements.

Contact #1		Telephone	
Title		Email	
Contact #2		Telephone	
Title		Email	

**FORM COMPLETED BY:**

Name		Title		Date	
------	--	-------	--	------	--

PLEASE PROVIDE THE MANAGEMENT OFFICE WITH AN UPDATED FORM FOR ANY CONTACT CHANGES.  
THANK YOU.

\* Please return the completed form via email, [lglynn@healthpeak.com](mailto:lglynn@healthpeak.com)

**MANAGEMENT OFFICE ONLY:**

All contact lists (tenant contact list, Outlook & ETS) updated on:		By:	
--	--	-----	--



**PACIFIC GAS AND ELECTRIC COMPANY  
DATA RELEASE AUTHORIZATION FOR  
BENCHMARKING ANALYSIS FORM**

*Automated benchmarking is a powerful tool that makes it easy for building owners and utilities to get the information they need to identify the best energy efficiency measures that can improve building energy performance.*

**DATA RELEASE AUTHORIZATION FOR BENCHMARKING ANALYSIS**

I, \_\_\_\_\_  
NAME TITLE (IF APPLICABLE)

of \_\_\_\_\_ (Customer) have the following mailing address  
NAME OF CUSTOMER OF RECORD

\_\_\_\_\_ and wish to participate  
MAILING ADDRESS CITY, STATE, ZIP

in the U.S. Environmental Protection Agency's (EPA) national energy performance benchmarking program, an element of the ENERGY STAR® program. I understand, on behalf of Customer, that the EPA requires information about Customer's facility (which Customer will provide directly to the EPA), and also Customer's monthly utility billing data and other data as may be required by Portfolio Manager in order to calculate Customer's benchmarking score and other energy information that will help Customer track the energy usage and efficiency of its facilities. I understand, on behalf of Customer, that it is convenient and desirable to have PG&E automatically release such data on Customer's behalf directly to the EPA, so that Customer's benchmarking information will remain up-to-date. I also understand, on behalf of Customer, that it is desirable for Utility to have access to Customer's benchmarking information, so that Utility may better assist Customer in managing its facility energy use and efficiency.

I authorize, on behalf of Customer, the disclosure by Utility of Customer's monthly billing data, building square footage, occupancy type and operational characteristics as may be required by the EPA in order to benchmark Customer's facilities. A list of these facilities and their account information is provided herewith (see back). I authorize, on behalf of Customer, Utility to electronically transfer such data for the accounts listed herein to the EPA's ENERGY STAR® Portfolio Manager application. This data transfer is at the request and on behalf of Customer and as such, Customer agrees to release and hold harmless the Utility from any liability, claims, demands, causes of action, damages or expenses resulting from: 1) any release of information or data to the EPA for the national energy performance benchmarking program pursuant to this authorization; 2) the unauthorized use of this information or data by the EPA; and 3) from any actions taken by the EPA with respect to such information or data. I understand that Customer may cancel this authorization at any time by submitting a written request to Utility.

I, \_\_\_\_\_ (print name of authorized signatory), declare that I am authorized to execute this document on behalf of the Customer of Record listed at the top of this form. I understand that the Utility reserves the right to verify any authorization request submitted before releasing information or data or taking any action pursuant to this authorization. I understand that Customer may cancel this authorization at any time by submitting a written request to Utility. *[This form must be signed by someone who has authority to legally bind the customer in these matters.]*

\_\_\_\_\_  
AUTHORIZED CUSTOMER SIGNATURE TELEPHONE

Executed this \_\_\_\_\_ day of \_\_\_\_\_ at \_\_\_\_\_  
MONTH YEAR CITY AND STATE WHERE EXECUTED

**SUBMIT FORM TO:**  
 Benchmarking Program Office  
 245 Market Street, Mail Code N8A  
 San Francisco, CA 94105

## FACILITY INFORMATION

Company Name as it appears on PG&E bill	PG&E Account #	Building Name
Building Address	City	State    Zip + 4
Electric SA ID #1	Gas SA ID #1	
Electric SA ID #2	Gas SA ID #2	
Electric SA ID #3	Gas SA ID #3	
Operating hrs/week	Number of Occupants	Gross Square Footage
Number of PCs	Percent of space with air conditioning	
If computer data center included:	Data center floor area	Operating hrs/week
If parking garage included:	Parking floor area	Operating hrs/week

Company Name as it appears on PG&E bill	PG&E Account #	Building Name
Building Address	City	State    Zip + 4
Electric SA ID #1	Gas SA ID #1	
Electric SA ID #2	Gas SA ID #2	
Electric SA ID #3	Gas SA ID #3	
Operating hrs/week	Number of Occupants	Gross Square Footage
Number of PCs	Percent of space with air conditioning	
If computer data center included:	Data center floor area	Operating hrs/week
If parking garage included:	Parking floor area	Operating hrs/week

Company Name as it appears on PG&E bill	PG&E Account #	Building Name
Building Address	City	State    Zip + 4
Electric SA ID #1	Gas SA ID #1	
Electric SA ID #2	Gas SA ID #2	
Electric SA ID #3	Gas SA ID #3	
Operating hrs/week	Number of Occupants	Gross Square Footage
Number of PCs	Percent of space with air conditioning	
If computer data center included:	Data center floor area	Operating hrs/week
If parking garage included:	Parking floor area	Operating hrs/week

**(To benchmark additional locations, copy this side while blank, then submit completed copies with original benchmarking authorization form.)**



"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. Funding for this program is provided by California utility customers and administered by PG&E, under the auspices of the California Public Utilities Commission.

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January 2009

C-4470

**EXHIBIT A**

**BOMB THREAT INFORMATION FORM**

**QUESTIONS TO ASK:**

When is bomb going to explode?

Did you place the bomb?

Where is it right now?

Why?

What does it look like?

What is your name?

What kind of bomb is it?

What is your address?

What will cause it to explode?

**EXACT WORDS USED BY CALLER:**

**DESCRIPTION OF CALLER:**

Sex:

Race:

Age:

**DESCRIPTION OF CALL:**

Number at which call was received:

Time:

Date:

**CALLER'S VOICE:**

- |                                   |                                   |  |
|-----------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Calm     | <input type="checkbox"/> Crying   | <input type="checkbox"/> Deep            |
| <input type="checkbox"/> Angry    | <input type="checkbox"/> Normal   | <input type="checkbox"/> Ragged          |
| <input type="checkbox"/> Excited  | <input type="checkbox"/> Distinct | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Slow     | <input type="checkbox"/> Slurred  | <input type="checkbox"/> Deep Breathing  |
| <input type="checkbox"/> Rapid    | <input type="checkbox"/> Nasal    | <input type="checkbox"/> Cracking Voice  |
| <input type="checkbox"/> Soft     | <input type="checkbox"/> Stutter  | <input type="checkbox"/> Disguised       |
| <input type="checkbox"/> Loud     | <input type="checkbox"/> Lisp     | <input type="checkbox"/> Accent          |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Raspy    | <input type="checkbox"/> Familiar        |

If voice was familiar, who did it sound like?

**BACKGROUND SOUNDS:**

- |                                       |  |   |
|---------------------------------------|--|---|
| <input type="checkbox"/> Street Noise | <input type="checkbox"/> Animal Noises | <input type="checkbox"/> Phone Booth      |
| <input type="checkbox"/> Crockery     | <input type="checkbox"/> Music         | <input type="checkbox"/> Office Machinery |
| <input type="checkbox"/> PA System    | <input type="checkbox"/> House Noises  | <input type="checkbox"/> Railroad         |
| <input type="checkbox"/> Factory      | <input type="checkbox"/> Motor         | <input type="checkbox"/> Airplane         |
| <input type="checkbox"/> Machinery    | <input type="checkbox"/> Static        | <input type="checkbox"/> Other:           |

**THREAT LANGUAGE:**

- |   |                                     |                                       |
|---|-------------------------------------|---------------------------------------|
| <input type="checkbox"/> Well Spoken (educated) | <input type="checkbox"/> Irrational | <input type="checkbox"/> Taped        |
| <input type="checkbox"/> Foul                   | <input type="checkbox"/> Incoherent | <input type="checkbox"/> Message Read |

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date: \_\_\_\_\_

BOMBTH

EXHIBIT "A"

## EXHIBIT B

### ChargePoint – Connecting A Tenant Vehicle – The Cove

#### Instruction to Drivers:

1. Log in or Sign Up for ChargePoint account (if you already have an account, go to step 3)
2. How to Sign Up for ChargePoint account:
  - a. ChargePoint website at [www.chargepoint.com](http://www.chargepoint.com)
  - b. ChargePoint Mobile App on iPhone or Android
3. Connecting to **HCP – THE COVE**
  - a. Click on Connections tab
  - b. Locate Connection Code field (see below image)

#### Got a Connection Code?

If you've been provided a Connection Code by an organization (such as your employer), enter that code here to make their Connection offer visible to you.

Apply

Enter your connection code

- c. Enter connection code provided: **HCP THE COVE**
- d. Click Apply
- e. Request connection prompt will appear, click Request

Show/Hide Columns ▾

Organization	Benefits	Available To	Information Required	Connect	Status
 HCP - The Cove	Access	Tenants	Employer/Supervisor/Cell#	<input type="button" value="Request"/>	

- f. Agree to the Terms and Conditions
- g. Click Request Connection

Request Connection



**Available to**  
Tenants

**Benefits**  
Access

**Employer/Supervisor/Cell#**

I agree to the ChargePoint Connections Terms and Conditions 

Cancel

Submit Request

4. Wait for approval. Once approved, connection will be listed in the table under the Connections tab with status marked Approved
5. You are now authorized to use stations





## EXHIBIT D

# Employee Commute Program

As an amenity service, tenants are supported by The Cove Commute Coordinators. The goal of The Cove Commuter Program is to promote transit and alternative commute options for tenants and their employees.

Please contact Karen Sumner at [commute@britanniacommute.org](mailto:commute@britanniacommute.org) for more information and assistance:

Commute Program Manager: Karen Sumner  
Phone: (650) 333-7569  
Email: [karen.sumner@tdmspecialists.com](mailto:karen.sumner@tdmspecialists.com)

Commute Coordinator: Elizabeth Hughes  
Phone: (408) 420-2411  
Email: [elizabeth.hughes@tdmspecialists.com](mailto:elizabeth.hughes@tdmspecialists.com)

**FREE Caltrain and BART Shuttles** – Shuttle services from South San Francisco BART and Caltrain stations can be found under “Shuttle Info” tab at [www.commute.org](http://www.commute.org).

The Cove is accessible via shuttle **during commute hours**. Services are provided by Commute.org and Genentech.

To utilize the Commute.org BART or Caltrain shuttles on a regular basis, a shuttle pass is required. Please see your Office Manager to request a shuttle pass or contact [commute@britanniacommute.org](mailto:commute@britanniacommute.org).

[Oyster Point – BART Shuttle](#)  
[Oyster Point – Caltrain Shuttle](#)  
[Oyster Point - Ferry Shuttle](#)

The following Genentech shuttles are available for use to the site and do not require a shuttle pass. For more information on gRide, additional information can be found [HERE](#):

[Genentech Millbrae Shuttle](#)  
[Genentech Glen Park Shuttle](#)

[FREE Trial Transit or Ferry Tickets](#) – Try Caltrain, Ferry or SamTrans.

[FREE Transit Trip Planner](#) - Find the best transit option to fit your schedule.

[FREE Bike Mapper](#) - Find a safe route for you bike trip or find a bike buddy to share the ride.

[Commuter Rewards](#) – Earn rewards by logging your commute.

**FREE Bike Lockers** – Register for a secure bike locker with the Commute Coordinator.

**FREE Carpool Matching Services** – Visit [www.commute.org](http://www.commute.org) to find for a carpool partner.

[Scoop Carpool](#)  
[Waze Carpool](#)  
[511 Carpool Matching system](#)

## EXHIBIT E

### **HOW TO EXERCISE SAFELY**

By Dennis Thompson, Jr., HealthDay News [<http://www.everydayhealth.com/fitness/basics/tips/how-to-exercise-safely.aspx>]

Your fitness level depends on getting regular exercise, but how you approach an exercise program will determine whether it enhances your well-being or actually causes a problem — the exact opposite of your intention. Push yourself too hard or use the wrong equipment, even the wrong shoes, and you can injure yourself.

The first tip to remember: Resist plowing full steam ahead into an exercise program. That's a surefire way to overexert and hurt yourself. A safe fitness plan always starts slowly and develops at a steady pace as you learn proper form and build endurance. As you gain more strength, skill, and stamina, you will be able to ramp up the intensity of your routine.

#### **Exercise Program Safety Tip No. 1: Warm Up, Cool Down**

You need to prepare your body for exercise by going through a warm-up period. Performing 5 to 10 minutes of low-level aerobic activity will get your blood flowing, increase the temperature of your muscles, and start you breathing faster, all of which help your body adjust to the demands you will be placing on it during exercise. Every workout session should end the same way: Cool down following moderate or intense exercise by gradually decreasing your pace, allowing your heart rate and your breathing to return to normal.

#### **Exercise Program Safety Tip No. 2: Stretch**

Stretching before you move into the intense portion of your workout will help you get the most out of your fitness routine and stay flexible in general. Just remember that stretching follows your warm-up — you can injure yourself if you try stretching cold muscles.

Just as you want to cool down after exercise, you also want to stretch after you cool down. Since your muscles will be warm, you will gain even more flexibility from after-exercise stretching.

Get the most out of every stretch with these tips:

- Perform each stretch slowly and gently — and hold for up to 30 seconds.
- Never bounce during a stretch; relax into it and hold it.
- Ease into each stretch; if you feel any discomfort, you're pushing the stretch too hard.

#### **Exercise Program Safety Tip No. 3: Get the Right Gear**

You don't have to buy expensive exercise apparel to work out, but you should have the right gear or equipment for the activity you've chosen, both for your comfort and safety. Consult a fitness expert or trainer for specifics, but in general, here's what you'll need:

- Athletic shoes appropriate to the activity, such as walking or running shoes. Keep in mind that workout shoes should be replaced every six months or possibly sooner if you're pounding away at them.
- Weather-appropriate clothing. In warm weather, wear comfortable clothing that allows you to move freely and is light enough to release body heat. In cold weather, dress in layers that can easily peel off, if needed, as your body temperature rises.

- Any necessary protective equipment, such as a helmet for cycling or reflective clothing for street running.

#### **Exercise Program Safety Tip No. 4: Add Variety**

Overuse injuries can occur when you do the same type of exercise over and over again. For example, swimmers place a lot of repetitive strain on their shoulders, while runners pound away at their knees, ankles, and feet. Another negative of "too much of a good thing": Your body will adapt if you do only one type of exercise, and you will find yourself getting less benefit from it.

The best exercise programs involve a mix of aerobic activity and strength training, along with stretching. According to guidelines from the U.S. Centers for Disease Prevention and Control, each week you should aim for a total of 150 minutes of aerobic exercise at a moderate intensity or 75 minutes at high intensity, plus a minimum of two strength-training sessions. Always take off at least one day between strength training sessions to allow your muscles to recover. And consider varying your aerobic activity — swimming, brisk walking, basketball, to name a few — to keep it interesting.

#### **Exercise Program Safety Tip No. 5: Hydrate**

Make sure you're replacing the fluids you are losing through sweat. If you don't, you could end up dehydrated or with heat exhaustion. A good rule of thumb is to drink 2 cups (16 ounces) of water about 15 minutes prior to your exercise program and another 16 ounces after you cool down. Be sure to drink during exercise, too — a quick sip every 15 to 20 minutes will help you stay hydrated.

#### **Exercise Program Safety Tip No. 6: Listen to Your Body Language**

It's normal for your muscles to feel sore 12 to 24 hours after a good workout. But if you have pain that occurs during your workout or immediately afterward, talk to your doctor. The same goes for muscle soreness that persists for more than a week or two. And while it's good to be dedicated to your exercise program, don't work out when you're not feeling well or are extremely tired.

Remember that if you exercise smart and gradually increase the length and intensity of your workouts, you'll stay in the game, stay challenged, and stay safe.

**ENVIRONMENTAL QUESTIONNAIRE**  
**FOR COMMERCIAL AND INDUSTRIAL PROPERTIES**  
 (Page 1 of 7)

Tenant Name:

Lease Address:

Lease Type (check correct box – *right click to properties*):  Primary Lease/Lessee  
 Sublease from:

**Instructions:** The following questionnaire is to be completed by the Lessee representative with knowledge of the planned operations for the specified building/location. Please print clearly and attach additional sheets as necessary.

**1.0 PROCESS INFORMATION**

Describe planned site use, including a brief description of manufacturing processes and/or pilot plants planned for this site, if any.

**2.0 HAZARDOUS MATERIALS – OTHER THAN WASTE**

Will (or are) non-waste hazardous materials be/being used or stored at this site? If so, continue with the next question. If not, go to Section 3.0.

2.1 Are any of the following materials handled on the Property?  Yes  No

*[A material is handled if it is used, generated, processed, produced, packaged, treated, stored, emitted, discharged, or disposed.]* If YES, check (*right click to properties*) the applicable correct Fire Code hazard categories below.

<input type="checkbox"/> Combustible dusts/fibers	<input type="checkbox"/> Explosives	<input type="checkbox"/> Flammable liquids
<input type="checkbox"/> Combustible liquids (e.g., oils)	<input type="checkbox"/> Compressed gas - inert	<input type="checkbox"/> Flammable solids/pyrophorics
<input type="checkbox"/> Cryogenic liquids - inert	<input type="checkbox"/> Compressed gas - flammable/pyrophoric	<input type="checkbox"/> Organic peroxides
<input type="checkbox"/> Cryogenic liquids - flammable	<input type="checkbox"/> Compressed gas - oxidizing	<input type="checkbox"/> Oxidizers - solid or liquid
<input type="checkbox"/> Cryogenic liquids - oxidizing	<input type="checkbox"/> Compressed gas - toxic	<input type="checkbox"/> Reactives - unstable or water reactive
<input type="checkbox"/> Corrosives - solid or liquid	<input type="checkbox"/> Compressed gas - corrosive	<input type="checkbox"/> Toxics - solid or liquid

2-2. For all materials checked in Section 2.1 above, please list the specific material(s), use(s), and quantities of each used or stored on the site in the table below; or attach a separate inventory. *NOTE: If proprietary, the constituents need not be named but the hazard information and volumes are required.*

Material/ Chemical	Physical State (Solid, Liquid, or Gas)	Container Size	Number of Containers Used & Stored	Total Quantity	Units (pounds for solids, gallons or liters for liquids, &



**ENVIRONMENTAL QUESTIONNAIRE**  
**FOR COMMERCIAL AND INDUSTRIAL PROPERTIES**  
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*agreements allow these hazards; and if either of these hazards are planned, additional information will be required with copies of oversight agency authorizations/licenses as they become available.*

<input type="checkbox"/> Risk Group 2/Biosafety Level-2 Biohazards	<input type="checkbox"/> Risk Group 3/Biosafety Level-3 Biohazards	<input type="checkbox"/> Radioisotopes/Radiation
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**3.0 HAZARDOUS WASTE (i.e., REGULATED CHEMICAL WASTE)**

Are (or will) hazardous wastes (be) generated?     Yes     No

If YES, continue with the next question. If not, skip this section and go to section 4.0.

**3.1** Are or will any of the following hazardous (CHEMICAL) wastes generated, handled, or disposed of (where applicable and allowed) on the property?

<input type="checkbox"/> Liquids	<input type="checkbox"/> Process sludges	<input type="checkbox"/> PCBs
<input type="checkbox"/> Solids	<input type="checkbox"/> Metals	<input type="checkbox"/> wastewater

3-2. List and estimate the quantities of hazardous waste identified in Question 3-1 above.

HAZARDOUS (CHEMICAL) WASTE GENERATED	SOURCE	WASTE TYPE		APPROX. MONTHLY QUANTITY with units	DISPOSITION [e.g., off-site landfill, incineration, fuel blending scrap metal; wastewater neutralization (onsite or off-site)]
		RCRA listed (federal)	Non-RCRA (California ONLY or recycle)		
		<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>		

3-3. Waste characterization by:    Process knowledge     EPA lab analysis     Both

3-4. Please include name, location, and permit number (e.g. EPA ID No.) for transporter and disposal facility if applicable. Attach separate pages as necessary. *If not yet known, write "TBD."*

Hazardous Waste Transporter/Disposal Facility Name	Facility Location	Transporter (T) or Disposal (D) Facility	Permit Number

3-5. Are pollution controls or monitoring employed in the process to prevent or minimize the release of wastes into the environment? *NOTE: This does NOT mean fume hoods; examples include air scrubbers, cyclones, carbon or HEPA filters at building exhaust fans, sedimentation tanks, pH neutralization systems for*

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wastewater, etc.

Yes  No

If YES, please list/describe:

**4.0 OTHER REGULATED WASTE (i.e., REGULATED BIOLOGICAL WASTE, referred to as “Medical Waste” in California)**

4-1. Will (or do) you generate medical waste?  Yes  No If NO, skip to Section 5.0.

4-2. Check the types of waste that will be generated, all of which fall under the California Medical Waste Act:

<input type="checkbox"/>	Contaminated sharps (i.e., if contaminated with $\geq$ Risk Group 2 materials)	<input type="checkbox"/>	Animal carcasses	<input type="checkbox"/>	Pathology waste known or suspected to be contaminated with $\geq$ Risk Group 2 pathogens)
<input type="checkbox"/>	Red bag biohazardous waste (i.e., with $\geq$ Risk Group 2 materials) for autoclaving	<input type="checkbox"/>	Human or non-human primate blood, tissues, etc. (e.g., clinical specimens)	<input type="checkbox"/>	Trace Chemotherapeutic Waste and/or Pharmaceutical waste NOT otherwise regulated as RCRA chemical waste

4-3. What vendor will be used for off-site autoclaving and/or incineration?

4-5. Do you have a Medical Waste Permit for this site?  Yes  No, not required.  
 No, but an application will be submitted.

**5.0 UNDERGROUND STORAGE TANKS (USTS) & ABOVEGROUND STORAGE TANKS (ASTS)**

5-1. Are underground storage tanks (USTs), aboveground storage tanks (ASTs), or associated pipelines used for the storage of petroleum products, chemicals, or liquid wastes present on site (lease renewals) or required for planned operations (new tenants)?  Yes  No

*NOTE: If you will have your own diesel emergency power generator, then you will have at least one AST! [NOTE: If a backup generator services multiple tenants, then the landlord usually handles the permits.]*

If NO, skip to section 6.0. If YES, please describe capacity, contents, age, type of the USTs or ASTs, as well any associated leak detection/spill prevention measures. Please attach additional pages if necessary.

UST or AST	Capacity (gallons)	Contents	Year Installed	Type (Steel, Fiberglass, etc.)	Associated Leak Detection / Spill Prevention Measures*

\*NOTE: The following are examples of leak detection / spill prevention measures: integrity testing, inventory reconciliation, leak detection system, overfill spill protection, secondary containment,



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cathodic protection.

- 5-2. Please provide copies of written tank integrity test results and/or monitoring documentation, if available.
- 5-3. Is the UST/AST registered and permitted with the appropriate regulatory agencies?  Yes  No, not yet  
If YES, please attach a copy of the required permit(s). *See Section 7-1 for the oversight agencies that issue permits, with the exception of those for diesel emergency power generators which are permitted by the local Air Quality District (Bay Area Air Quality Management District = BAAQMD; or San Diego Air Pollution Control District = San Diego APCD).*
- 5-4. If this Questionnaire is being completed for a lease renewal, and if any of the USTs/ASTs have leaked, please state the substance released, the media(s) impacted (e.g., soil, water, asphalt, etc.), the actions taken, and all remedial responses to the incident.

- 5-5. If this Questionnaire is being completed for a lease renewal, have USTs/ASTs been removed from the Property?  
 Yes  No  
If YES, please provide any official closure letters or reports and supporting documentation (e.g., analytical test results, remediation report results, etc.).

- 5-6. For Lease renewals, are there any above or below ground pipelines on site used to transfer chemicals or wastes?  
 Yes  No  
For new tenants, are installations of this type required for the planned operations?  Yes  No  
If YES to either question in this section 5-6, please describe.

**6.0 ASBESTOS CONTAINING BUILDING MATERIALS**

Please be advised that an asbestos survey may have been performed at the Property. If provided, please review the information that identifies the locations of known asbestos containing material or presumed asbestos containing material. All personnel and appropriate subcontractors should be notified of the presence of these materials, and informed not to disturb these materials. Any activity that involves the disturbance or removal of these materials must be done by an appropriately trained individual/contractor.

**7.0 OTHER REGULATORY PERMITS/REQUIREMENTS**

- 7-1. Does the operation have or require an industrial wastewater permit to discharge into the local National Pollutant Discharge Elimination System (NPDES)? *[Example: This applies when wastewater from equipment cleaning is routed through a pH neutralization system prior to discharge into the sanitary or lab sewer for certain pharmaceutical manufacturing wastewater; etc.]* Permits are obtained from the regional sanitation district that is treating wastewater.  
 Yes  No  No, but one will be prepared and submitted to the Landlord property management company.

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If so, please attach a copy of this permit or provide it later when it has been prepared.

- 7-2. Has a Hazardous Materials Business Plan (HMBP) been developed for the site and submitted via the State of California Electronic Reporting System (CERS)? [NOTE: The trigger limits for having to do this are  $\geq 200$  cubic feet if any one type of compressed gas(except for carbon dioxide and inert simple asphyxiant gases, which have a higher trigger limit of  $\geq 1,000$  cubic feet);  $\geq 55$  gallons if any one type of hazardous chemical liquid; and  $\geq 500$  pounds of any one type of hazardous chemical solid. So a full-size gas cylinder and a 260-liter of liquid nitrogen are triggers! Don't forget the diesel fuel in a backup emergency generator if the diesel tank size is  $\geq 55$  gallons and it is permitted under the tenant (rather than under the landlord).] NOTE: Each local Certified Unified Program Agency (CUPA) in California governs the HMBP process so start there. Examples: the CUPA for cities in San Mateo County is the County Environmental Health Department; the CUPA for the City of Hayward, CA is the Hayward Fire Department; the CUPA for Mountain View is the Mountain View Fire Department; and, the CUPA for San Diego is the County of San Diego Hazardous Materials Division (HMD),

Yes  No, not required.  No, but one will be prepared and submitted, and a copy will be provided to the landlord property management company.

If one has been completed, please attach a copy. Continue to provide updated versions as they are completed. This is a legal requirement in that State law requires that the owner/operator of a business located on leased or rented real property shall notify, in writing, the owner of the property that the business is subject to and is in compliance with the Hazardous Materials Business Plan requirements (Health and Safety Code Chapter 6.95 Section 25505.1).

- 7-3. NOTE: Please be advised that if you are involved in any tenant improvements that require a construction permit, you will be asked to provide the local city with a Hazardous Materials Inventory Statement (HMIS) to ensure that your hazardous chemicals fall within the applicable Fire Code fire control area limits for the applicable construction occupancy of the particular building. The HMIS will include much of the information listed in Section 2-2. Neither the landlord nor the landlord's property management company expressly warrants that the inventory provided in Section 2-2 will necessarily meet the applicable California Fire Code fire control area limits for building occupancy, especially in shared tenant occupancy situations. It is the responsibility of the tenant to ensure that a facility and site can legally handle the intended operations and hazardous materials desired/ needed for its operations, but the landlord is happy to assist in this determination when possible.

**CERTIFICATION**

I am familiar with the real property described in this questionnaire. By signing below, I represent and warrant that the answers to the above questions are complete and accurate to the best of my knowledge. I also understand that Lessor will rely on the completeness and accuracy of my answers in assessing any environmental liability risks associated with the property.

Signature:

Name:

Title:

Date:

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Telephone: