

# **550 CALIFORNIA STREET**

## ***California & Sacramento Towers***

### **Tenant Handbook Table of Contents**

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# Welcome to 550 California Street!

JLL, as agent for Wells Fargo Bank, N.A., takes pride in our ability to provide first class office space and manage our physical and financial aspects efficiently and effectively. We believe that by managing the properties as if owned by ourselves, we can make certain our tenants and the space they occupy, are both well cared for. We welcome your comments and suggestions and sincerely hope your tenancy here will be productive and successful.

The purpose of this guide is to provide you with a reference for various 550 California Street procedures and regulations. Please note that some of the information may change from time to time. Should any changes with the regulations, services, or procedures occur, the management staff at 550 California Street will make every effort to inform you.

Building office hours are from 8:00 A.M to 5:00 P.M., Monday through Friday.

## NOTE:

For the purpose of clarity, the term “Tenant” is used periodically throughout this guide. This term is used to include all occupants of the building, regardless of lease status. All sections of this guide, including the Rules and Regulations, apply uniformly to any tenant, occupant, business entity, etc., that utilizes the 550 California Street building as a place of business or other function, regardless of whether such function is governed by a lease or any other similar occupancy agreement.

## 2. Building Technical Fact Information

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550 California consists of two buildings, with a common 2-level underground parking garage and a ground floor lobby that serves and connects both buildings. The 14-story California Tower has a total of 261,718 rentable square feet, and the 8-story Sacramento Tower Street has a total of 77,225 rentable square feet.

The California Street tower was built in 1960 and the Sacramento tower in 1962. Both buildings are steel frame construction, with poured-in-place concrete floors and roofs, and a granite and glass curtain wall exterior.

In 1989 both towers were extensively remodeled. The work included renovation of the façade, mechanical, and electrical work, and the building lobby, installation of an automatic fire sprinkler system, and modernization of the restrooms throughout both towers to meet ADA requirements.

Over the last 4 years, since the building was purchased by Wells Fargo Bank and JLL, has assumed the role of Property Management, more building upgrades have been completed. The building has been seismically upgraded. Various floor remodels have taken place, including Sacramento floors 1, 2, 3, 4, 5, 6 and 8, and California floors 1, 3, 12 and 14.

Also, Wells Fargo Bank has been committed to making the building more energy efficient. A complete overhaul of the building HVAC system has been completed, including installing new boilers in both California and Sacramento towers. New heating coils and a waterside economizer was installed, along with retrofitting the building lighting to new high efficiency lights and ballast. This resulted in the building achieving PG&E's Energy Star rating for 2007 - 2011.

In regard to tenant safety, the Fire Life Safety system has been completely changed out, including new Fireman's Control Panels and a new emergency generator and associated equipment. Various ADA improvements have been completed, making the building a safer place for our tenants. Finally, both towers have had their elevator control systems and interiors renovated to improve tenant comfort and elevator reliability.

## Typical Floor Sizes (Rentable Square Feet):

California Tower	20,601 s.f.
Sacramento Tower	9,783 s.f.

### Floor Load

50lb/sq. ft. live load plus 20lb./sq. ft. partition load; higher capacity near structural members.

### Ceilings

Finished ceilings are 8'9" finished height (12' Slab to Slab).

### Elevators

- 2 elevators, serving the Sacramento Tower and garage level
- 1 shuttle connecting garage and California Tower
- 3 elevators, serving floors 1 – 8 of the California Tower
- 2 elevators, serving floors 9 - 14 of the California Tower

### Combination Stand Pipe Locations:

Dry standpipe and wet standpipe located in Stairwell # 2 (North) in each tower.

### HVAC

HVAC provided by independent variable air volume (VAV) systems with twin 135,000 cfm joy fans with fixed blade VFD control, located on roof top. 100% outside air supply possible.

Typical HVAC array includes 15 VAV boxes per floor in Sacramento tower and 25 VAV boxes in California tower, each with independent thermostats. Air conditioning and ventilation is distributed through supply and return grills and perimeter air bar system. The ceiling is used as a plenum return system in the main lobby.

Tenant AC units are served by Tower condenser water.

## **Electrical Service**

Lighting (each floor) – 408/277 volt, 100 amps

Power (each floor) – 110/220 volt, 225 amps (480 volt also possible).

Building back up – 200 kw diesel emergency generator California tower

125 kw diesel emergency generator Sacramento tower

## **Electrical/Telecommunications Distribution**

Overhead (ceiling) distribution.

## **Life Safety System:**

- EST3 Fire Life Safety System
- The Life Safety System at 550 California Street consists of the following:
- Fire Detection System uses smoke detectors, pull stations and water flow sensors for sprinkler system alarm;
- Audible Alarm System will sound the alarm tone both the California & Sacramento Towers, and strobe lights for the hearing impaired;
- Automated Public Address System, to make announcement to all or selected floors;
- Fireman's Communication System, using portable handsets for communications between elevators, elevator lobbies, stairwells, and firemen's room;
- Elevator lobby smoke recalls elevators to the lobby;
- Manual pull stations; Exit signs; Fire extinguishers.
- The emergency power and lighting system consists of a 500 KW generator on the mezzanine roof, emergency generator distribution switch board, and automatic transfer switches, to automatically provide power in the event of a loss of normal PG&E supplied power to the following systems in the building:

- Life Safety System;
- Emergency Lighting throughout the buildings;
- 3 Passenger elevators (one per elevator bank);
- Exit signs;
- Emergency plugs in electrical rooms.

### 3. 550 California Street Staff

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For service requests, please call the Building Office at 415-391-9105 or log onto our service request system One Facility via the building website [www.550california.com](http://www.550california.com).

Facility Manager Adrienne Walters  
Adrienne.walters@am.jll.com

Assistant Facility Manager Lucinda Frias  
Luci.frias@am.jll.com

Chief Engineer Rodney O'Dell  
Rodney@550california.com

Security Supervisor Tauese Faumuina  
550security@550california.com

## 4. Emergency Phone Numbers

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San Francisco Police Department 911

San Francisco Fire Department 911

### HOSPITALS

St. Francis 415-775-4321

San Francisco General 415-206-8100

Veterans 415-221-4810

550 California Street – Building Office 415-391-9105

550 California Street – Security Direct 415-391-0515

**550 California Street is staffed 24 hours a day with on-site security. After building office hours, all calls will be answered by Building Security.**



## 5. Moving Regulations

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### ***Policy & Guidelines***

#### **POLICY:**

There are no freight elevators at 550 California Street. If necessary, we can convert one of the passenger elevators by padding the elevator cab and we require the vendor to protect the lobby floor and doors. We do not allow large moves or deliveries during regular business hours.

- Hours of availability for tenant moves and large deliveries (more than one passenger elevator load) are from 6:30 p.m. – 7:00 a.m.

- **CALIFORNIA TOWER ELEVATOR DIMENSIONS**

#### **CAB A, B and C (Low rise)**

Door Openings:	7' high	4' wide
Inside Cab Dimensions:	87" high	90" wide 54" deep

#### **CAB D (High rise)**

Door Openings:	7' high	4' wide
Inside Cab Dimensions:	98" high	90" wide 54" deep

#### **CAB E (High rise)**

Door Openings:	7' high	4' wide
Inside Cab Dimensions:	110" high	90" wide 54" deep

#### **Garage Shuttle Elevator (from Garage level 1 to California tower lobby)**

Door Openings:	7' high	3' wide
Inside Cab Dimensions:	84" high	53" wide 50" deep

- **SACRAMENTO TOWER ELEVATOR DIMENSIONS**

#### **CAB 7 and 8**

Door Openings:	7' high	4' wide
Inside Cab Dimensions:	89" high	90" wide 54" deep

There is an ADA automated door opener at the 550 California Street entrance and ADA lift located at the Sacramento tower entrance.

## **GUIDELINES:**

*Please observe the following guidelines regarding moving furniture, equipment and supplies in and out of the building.*

- Select a team member to coordinate your move.
- Select the date(s) of the move. All moves must be scheduled for after hours or weekends.
- Notify the Building Management office at least 14 days prior to the scheduled move date(s). Property Management will want to inspect the premises with you before and after a move in/out. Do not use the other passenger elevators for moving. The padded elevator is the only designated elevator for moving furnishings or equipment. An extra Security guard will be required during this time to man the elevator.
- Select a moving company. Protective covering, such as masonite, must be put down over all lobby floors, corridor and suite carpeting. The moving company must take care to protect all walls and fixtures, including using cardboard corner guards. Tenant is responsible for any damage as a result of the move.
- The moving company you choose must provide an adequate certificate of insurance prior to the move-in date.
- The moving company is responsible for removing all empty boxes from the premises.
- At the conclusion of the move, all protective items are to be removed by the moving company.
- If you expect to receive additional deliveries of furniture, supplies, or equipment, etc. following the initial move, the padded elevator and protective covering, Security and etc. procedures still apply.

- Landlord reserves the right to interrupt the move process if any of the above rules are violated.
- Small deliveries that require only a handcart/dolly, may come in during between the hours of 9:15 – 11:30 a.m. & 1:15 – 4:30 p.m. Or can be arranged with the building office before 7 a.m. or after 6:00 p.m.

If you have any problems, questions, or concerns, please call us at 415-391-9105 and we will be happy to assist you.

## 6. 550 California Street Parking Garage Information

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### ***Vehicle Entrance Dimensions and Use***

**Clearance**                      6' 3"

### **Parking Privileges:**

The building has an attended, underground, valet style parking garage available for occupants and guests of 550 California Street at an additional charge and is open from 5 a.m. – 9 p.m.

[Monthly parking contracts](#) are available on a first-come, first-served basis. The garage is managed by ACE Parking Management. You may contact them at 415-397-6558 for assistance.

### ***Garage Parking Policy / Contract***

- Upon the Commencement Date of Occupancy, the Accounting Unit (AU, hereinafter referred as Tenant) shall be allocated a right for the parking space(s) of passenger vehicles in the building garage, for use of tenants, its employees, clients and invitees. As tenant occupies additional space, tenant shall be allocated additional rights for parking spaces. There is 1 monthly parking space available per 1,130 sq.ft. The allocation of parking rights to a tenant shall be on the basis by parking spaces allocated for that floor. The allocation formula is equal to the percentage that the total rentable square feet on said floor occupied by tenant bears to the total rentable space of that floor, to the sum of the 338,943 total square footage of the building divisible by 300 (the number of which represents the total number of parking spaces in the garage). That is  $338,943 \text{ sq.ft.} / 300n = 1$  parking space per 1,130 sq.ft. As an example, the 4<sup>th</sup> floor Sacramento Tower square footage is 9,673, divided by 1,130 sq.ft., provides for 8 monthly parking spaces. Depending on the AU's square footage on 3 in relationship to the formula, will determine the number of monthly spaces available.

- Tenant shall pay for the use of the parking spaces allocated pursuant to the terms of this Policy at the prevailing San Francisco Financial District market parking rates charged to other tenants and parkers in the building that may be established from time to time.
- Garage parking is available to all employees but allocated spaces first to senior management and line management employed in operations conducted within the 550 California Street building. The Corporate Properties Group (CPG) administers garage parking. Requests for garage parking will be reviewed on a first come, first serve case-by-case basis by building management. AU line managers or as designated by the unit is responsible for the allocation and control of those parking stalls allocated to their business units.
- CPG provides supervision and access control over the garage parking area. Individuals seeking garage parking allocated to their AU must obtain line or senior management approval in writing and submit it to building management. Abuse of parking rules may result in withdrawal of parking privileges in the garage.
- Tenant shall provide building management with written notice of names of each party to whom tenant from time to time distributes tenant's parking rights hereunder, and shall cause each such party to execute CPG's standard contract form for garage users. If the parking charge is not paid within 5 days of the date due then, in addition to any other remedies afforded, CPG may suspend tenant's right until such parking charge is paid in full. The parking rights set forth in the contract are non-transferable, are personal to the employee, and shall not inure to the benefit of any successor, or assignee of tenant. Further, if at any time during the term hereof, tenant releases to CPG any parking space provided for by this Policy, then tenant's right under this Policy to use such released parking space is terminated for the remainder of the occupancy term.
- Each vehicle must have a parking permit tag to park in the garage. The Garage Office provides the parking permit. All parking permit tags must be fully displayed on the rear view mirror whenever parking in the garage. All

parking permits are assigned by the Garage office only after the individual's designated line manager or parking allocation manager has approved the parking permit form and it has been counter-signed by the building manager.

- Garage parkers are not allowed to park their own vehicle when an attendant is on duty. "Pool parking" is prohibited and transient (daily) parking is available on a first-come first-serve basis during the hours of 5am – 9pm Mon-Fri at the prevailing rates. As a Transient, if all parking stalls are full, you must park outside the garage. The AU managers are responsible for ensuring that all staff allocated parking privileges and who make use of the parking garage complies with these general rules.

Due to the building's location, there are ample other garage parking options, should there not be any spaces available in the building's garage.

## 7. Security

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550 California Street building is open from 5:45 a.m. to 7:00 p.m. Monday through Friday (excluding holidays). An access card (“badge”) is required to enter the buildings at all other times.

All tenants are required to obtain an access card for the building. There is no charge for the initial access card to be issued.

Before an access card may be issued, the facilities contact for your office must complete an Access Card Request Form. Please contact the Building Office for additional information. Also, photographs are required to obtain access cards. Photographs are taken in the Security Office during “Badging” hours, which are 10 a.m. to 12 p.m., Monday through Friday.

Uniformed security officer coverage is provided on a twenty-four hour basis. Our security officers are trained in responding to emergencies and are able to contact the Property Management and Engineering staff at any time. Should a tenant wish to allow after-hours access to a client or contractor, a request may be made to the Building Office in advance.

Security officers are not authorized to allow access to tenant spaces without prior arrangements being made with the building management office.

**It is imperative that you provide building management with any employee status changes as they occur. Please contact the management office immediately if an access card is lost or an employee with an access card is terminated.**

### Security Precautions

Please familiarize yourself and your team members with these basic security precautions:

- Be aware of all repair and delivery personnel who enter your office. If the person appears suspicious, obtain identification and their business telephone number for verification. Never be fooled by a uniform. Demand identification. Uniforms are easily obtainable and often used as a disguise.

- Institute a check-in/badge policy for all delivery and repair people.
- Immediately report peddlers or solicitors to the Building Office at 415-391-9105.
- Never leave the reception area unattended. Do not allow visitors to pass beyond the reception area without an escort.
- Wallets, purses and all other valuables should ALWAYS be placed in a locked drawer or cabinet.
- Never leave a door propped open. Immediately close any door you encounter which has been propped open, and report this to the Building Office.
- Report lost or stolen access cards to the Building Office immediately.
- Always lock your door when working before or after normal business hours.
- Do not enter an elevator if it is occupied by a suspicious looking person or persons. Walk away and notify Security or the management office immediately.



## 8. Property Removal (form)

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Property may not be removed from the building unless accompanied by an approved form of removal. Only tenant representatives, or authorized personnel may sign the form. Please contact the Building Office for further instructions on proper procedures for removing property from the building.

### PROPERTY REMOVAL FORM

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

Person Removing Property: \_\_\_\_\_

Tower / Floor: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Description of items to be removed:	Quantity:	Serial Number:
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Notes: \_\_\_\_\_

Name		Ph.#	
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\_\_\_\_\_  
**Authorized Signature (Tenant Representative)**

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#### FOR OFFICE USE ONLY

Date Out		Time Out	
Post			

\_\_\_\_\_  
**Authorized Signature (Security Officer)**

## **9. Access to Riser (telephone) Closets**

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Tenants desiring access to these closets should contact the Building Office at 415-391-9105.

This includes tenants who are coordinating the installation of new telecommunication lines through an outside vendor such as AT&T, as well as extending lines from the Main Point of Entry (MPOE) to their floor.

## 10. Life Safety Plan

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Shortly after move-in, building occupants will be contacted by the Building Office or the Chief Engineer to coordinate formal life safety training for each floor. [Occupants MUST designate a Floor Warden](#) who will be required to attend the life safety training. Occupants should designate an alternate Floor Warden to attend as well. There must be one Floor Warden per floor. If your Floor is divided into different departments, you should designate one alternate Floor Warden per department.

The building conducts recurring Floor Warden training on an annual basis. All Floor Wardens (and alternates) are required to attend this training. Approximately one month before the annual training is to take place, the Building Management will send notice to all Occupants, asking that they update their Floor Warden and [emergency contact information](#). It is incumbent upon all Occupants to notify the Building Office as soon as a staffing change takes place that would require you to name a new Floor Warden.

The building's approved Life Safety plan will be presented in full to the Floor Wardens at the time of training.

Following, you will find a general summary of 550 California Street's Life Safety Plan.

Please do not hesitate to call the Building Office staff if you have any questions or concerns regarding any of the below.

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## **Floor Relocation Plan**

## **Overview**

550 California Street consists of two office towers; the California tower, a 14 story high-rise and Sacramento tower, a 8 story high-rise office building. The buildings are connected by a common lobby on the ground floor and two levels of

underground parking. The combined area of these two buildings totals 449,923 s.f.

## **Building Safety Features**

The high-rise building has the best safety record of any type of structure. 550 California Street is a steel and concrete structure and meets all fire and earthquake codes. The buildings are fully sprinklered and feature a modern Life Safety System. All life safety and related equipment is serviced on a regular basis and is constantly checked and maintained operable at all times.

There are two stairwells that provide direct access to the street level. The stairwells are designed to withstand fire for two (2) hours.

Fire extinguishers are located in clearly marked cabinets on each floor. Manual pull stations are located in every elevator lobby and at the entrance to each stairwell. Smoke detectors are located throughout the floors to constantly monitor for products of combustion.

In the event any life safety device is activated, the life safety system will transmit a high-pitched beep tone and cause the strobe lights to flash on the affected floors. For your safety, all elevators serving a floor that is in alarm will immediately be recalled to the ground floor.

Back-up emergency power supplied by a diesel generator provides enough power to operate the life safety system and related safety equipment, as well as sufficient lighting for relocation purposes. Diesel fire pumps are ready and available for emergency situations.

Ceiling speakers located throughout the buildings are used to communicate emergency information via the building's public address system. Please follow the directions provided and REMAIN CALM.

## **Purpose of the Life Safety Plan**

Fortunately, emergencies do not occur very often, but should an emergency occur, this plan will help all of us to assist each throughout an emergency. The purpose is to establish a safe, orderly method of relocating people out of the

building. There will be a coordinated effort between the tenants, building management and the fire department. Success of any emergency procedure is dependent upon advance planning and training. With your cooperation, we will be able to eliminate panic and confusion.

## **In-House Fire Safety Organization**

### **Fire Safety Team**

The Building Management has designated a Fire Safety Director who is directly responsible for the preparation, implementation and maintenance of a Fire Safety Plan for 550 California Street. This includes the responsibility of assigning and training responsible people for positions, such as Deputy Fire Safety Director and the Investigation Team. The Fire Safety Director also conducts annual fire drills and training for the tenants, as well as in-house staff. In the event of a fire or other emergency, the Fire Safety Director will activate the Fire Safety Plan and stand by to assist the Fire Department.

The Deputy Fire Safety Director will assist the Fire Safety Director and assume all duties in his/her absence. Security prepares the building for the arrival of the Fire Department including setting out the fireman's phone, bringing the elevators to the lobby and making the relocation announcements. Engineers determine what the problem is and relay that information to the lobby for the Fire Department. They then stand by to assist the Fire Department as necessary.

### **Tenant Life Safety Team**

**Floor Warden:** The tenant appoints Floor Wardens. The following is a list of duties each floor warden must assume:

1. Appoint searchers, Stair Exit Wardens, Elevator Safety Monitors and Relocation Aids.
2. Be completely familiar with the floor arrangement, number of occupants and the location of exits.
3. Divide the floor population into groups and formulate traffic patterns to be followed when relocating via emergency stairwell exits.
4. Daily throughout the floor, examine and determine that all Fire Doors to stairwells are properly maintained and that no exit doors are

obstructed, blocked open or inoperable. Doors should NOT be held open by doorstops.

5. Maintain an up-to-date list listing of all personnel with physical disabilities who cannot use the stair exits unaided. Make arrangements to have these people assisted when evacuation of their area is necessary. Notify the Building Office of any changes as we provide the Fire Department with a list of these persons.
6. Assure that all people on the floor are notified of a fire or other emergency and that all are relocated to a safe area if necessary.
7. Make sure all occupants know about the designated relocation area.
8. In an emergency:
  - A. Make sure that the fire has been reported.
  - B. Supervise the relocation of occupants.

**Deputy Floor Warden:** The Deputy Floor Warden will assume the duties of the Floor Warden in his/her absence and/or assist the Floor Warden as needed to fulfill those duties.

**Searcher:** The Searcher will be under the direction of the Floor Warden. Duties include searching all restrooms, offices, conference rooms, storage rooms, etc. They will ascertain that all people are off the floor.

**Stair/Exit Warden:** Under the direction of the Floor Warden, the Stair/Exit Wardens will assist in directing persons along the pre-planned evacuation route and monitor stairs and exits to see that all personnel are proceeding in the proper direction downward. They will also reassure all personnel to avoid panic.

**Elevator Safety Monitors:** Under the direction of the Floor Warden, Elevator Safety monitors will make sure that no one uses the elevators, except under the direction of the Fire Department or the Fire Safety Director.

**Relocation Aid:** Assign at least two (2) persons to assist all handicapped personnel to the stairwell vestibule. When possible, at least one person should stay with that person for support. Do not attempt to move them down the stairs. The Fire Department will relocate those persons to a safe area.

## **Positive Leadership Guidelines**



1. Inform your colleagues what is expected of them in an emergency.
2. Exemplify strong, competent leadership. Be decisive.
3. Be prepared to remove the injured from view.
4. Clear away debris that appears to cut off escape.
5. Quickly control fire (if possible).
6. Approach any disturbance with calmness.
7. Do not be emotional. Take command and issue calm, decisive instructions.
8. Provide assurance. Exert positive leadership.
9. Take necessary actions to prevent confusion.
10. Suggest positive action. Eliminate unrest and dispel rumors.

## **Fire Emergency Procedures**

### **In the Event of a Fire**

If you discover a fire, warn all persons nearby and follow the instructions below:

1. Report the fire to the San Francisco Fire Department by calling 911 then notify the Building Office or Security.
2. Operate the nearest manual pull station fire alarm located in the elevator lobbies or the entrance to either stairwell. **DO NOT ASSUME** someone else has or will report the fire.
3. Upon hearing any fire alarm or seeing a flashing strobe – relocate.
4. Walk to the stairwell exit nearest you and exit the building. **DO NOT USE THE ELEVATORS.**
5. Wait for further instructions.

**REMAIN CALM: Follow the instructions of your floor warden.** LISTEN for emergency communications through our public address system. Follow all instructions from the Fire Department or Fire Safety Director.

**Use the stairwells.** The stairwells are designed to resist fire penetration for two (2) hours.

**Do Not use the Elevators!!!!** In a fire emergency, the elevators will be recalled to the lobby where they can be used by the Fire Department as needed.

**Do Not open hot doors.** Before opening any door, touch it near the top to see if it is hot. A fire on the other side will blast through the slightest opening with tremendous force and heat. **CLOSE ALL DOORS ALONG THE EXIT ROUTE.**

Floor Wardens are first to make sure that the fire has been properly reported and then to supervise the immediate relocation of persons near the fire, then relocation of the entire floor.

Persons familiar and trained in the use of fire extinguishers should attempt to extinguish SMALL MANAGEABLE FIRES only. DO NOT let the fire get between YOU and a means of escape.

**Fire Alarm:** An intermittent high-pitched beeping tone and the flashing of strobe lights (where applicable) is the indication that the manual pull station, smoke detector, or water flow switch has been activated on your floor. The siren and strobe lights will remain on until the cause for setting off the alarm has been removed and the system has been reset. The strobe lights and siren will sound in the entire tower that went into alarm.

Emergency Announcements: Persons should relocate immediately upon hearing an alarm or the following message:

**“Attention! Attention! There is an emergency in the building. Please exit the building using the nearest emergency exit.”** (This message will be repeated).

Relocation of non-ambulatory and physically disabled: Prior to an emergency, the Floor Warden must assign (2) people to assist each non-ambulatory and physically disabled individual in the event of an emergency. The persons assigned to these individuals are to be aware of the individual’s schedules and know generally when he/she arrives and leaves the Building each day. If relocation or evacuation is necessary, the non-ambulatory and physically disabled individuals are to be assisted by the assigned personnel and taken to the first landing in the stairwell out of the way of the flow of traffic. The Floor Warden is to inform the Fire Safety Director or Building Manager of the location of the non-ambulatory and physically disabled personnel during an emergency.

The tenant is responsible for informing the Building manager of any non-ambulatory and physically disabled employees who may require additional assistance in the event of an emergency. The tenant must keep the Building Manager informed of any changes to this list. The Building Manager will inform

the Fire Safety Director and Security on these changes.

### **Emergency Building Communication Systems**

All Floors have a public address system to convey instructions and information in an emergency. The elevators are equipped with an intercom system. Firemen's phone jacks are located in the elevators, elevator lobbies and stairwells. The Building Staff has two-way radios for in-house communication. These systems will be used to keep you informed and provide directions for your safety.

### **Fire Prevention, Preparedness and Training**

1. Be familiar with the fire emergency procedures to ensure safe and orderly relocation in an emergency.
2. Keep your electrical appliances and electrical cords in good repair.
3. Inspect all electrical cords for damage and do not overload electrical circuits.
4. Do not accumulate discarded files and paper trash in your office or storage areas. Pay special attention to housekeeping in areas, which produce a lot of trash, such as duplication machine areas and mailrooms.
5. Do not store large quantities of flammable solvents and duplication fluids. Store all flammable fluids in a cool location.
6. Install additional fire extinguishers in areas where there is an increased danger of fire.

## **Emergency Testing & Training**

### Equipment Testing & Maintenance

All fire safety and related equipment is constantly checked and maintained operable at all times.

### **Life Safety Training**

At least once a year a fire drill is conducted. This will consist of activation of alarms and strobes, PA announcements, mobilization of emergency team members and relocation of all occupants. After the fire drill a follow up meeting will be conducted with the wardens to review performance.

## **Earthquake Emergency Procedures**

### In the Event of an Earthquake

Most injuries incurred during an earthquake result from falling objects or debris dislodged by the quake. During an earthquake observe the following:

1. Remain Calm.
2. Take cover under desks, tables or strong doorways.
3. Keep away from windows and interior glass. Keep clear of file cabinets, shelves and high-stacked materials.
4. Check for any injured persons and administer first aid; prepare to evacuate of those seriously injured.
5. In the event of a fire resulting from a quake, follow the fire emergency procedures.

Elevators are equipped with seismic detectors and when activated will automatically stop the car on the nearest floor and open its doors. Exit the elevator (if it is safe to do so) at this time and follow the instructions of the Building Management.

### **After The Earthquake**

Follow instructions issued by the Building Management. Be prepared for after

shocks. Generally most are smaller than the main shock, but some may be large enough to cause additional damage. Information and instructions will be forthcoming over the building's public address system as necessary.

1. Turn on your radio.
2. Immediately clean-up flammable liquids, medicines and other harmful materials, which have been spilled.
3. Open closet and storage doors carefully as objects may fall from their shelves.
4. If pipes are broken inside your suite, notify the Building Management Office. DO NOT flush toilets.
5. DO NOT touch fallen or damaged electrical wires.
6. DO NOT touch any electrical equipment, fixtures, outlets or switches while you are wet or standing in water.
7. DO NOT touch any wet electrical appliance while it is plugged in.
8. DO NOT use the telephone except to report emergencies.
9. DO NOT go sightseeing.
10. DO NOT smoke, use matches, candles or use any open flames. If you smell gas, call the Building Management Office immediately.

### **Earthquake Preparedness Measures**

Devise a plan to provide for your employees in the event of an earthquake or other disaster. We suggest that you have an emergency supply which includes but is not limited to the following:

1. Food and bottled water to last for 72-hours.
2. First aid kits
3. Blankets
4. Battery-powered lighting and radios
5. 5-day supply of prescription drugs

### **Bomb Threat Emergency Procedures**

In the Event of a Bomb Threat

Due to the nature of bomb threats, each situation will be evaluated and acted

upon on a case-by-case basis.

Immediate arbitrary evacuation upon receipt of a bomb threat is not recommended. If the Police or Fire Department suggest evacuation, it is important to have you people make a visual search of their own desks and surrounding areas. This is considered the most expedient and safest way of handling a bomb threat. The purpose of this is to locate any unusual items in your area, as you would know what is out of place in your area. Suspicious items might be cardboard boxes, cigarette packages, purses or briefcases left in unusual places. If an item is located, it is important to notify the proper authorities. Do not move or cover any suspicious packages.

In case of evacuation due to a bomb threat, the elevators can be used. However, in case of a bomb explosion or a fire, the stairwells must be used, as elevators servicing the area will be recalled to the ground floors.

## **Receiving a Bomb Threat**

It is absolutely essential that the person in receipt of a bomb threat call not risk breaking the telephone connection by attempting to transfer the call to another party. In case a bomb threat is phoned into your office, attempt to obtain a record of as much pertinent information as possible. Use questions on the checklist below to obtain this information. Keep a blank copy of the checklist near your phone. Building Management will quickly search the public areas of the building. In addition, they will assist the Police, Fire Department and Bomb Squad in searching the tenant areas. Whenever possible, each floor should have a representative available to assist with the search of their area.

Refer to the "[Bomb Threat Checklist](#)" at the end of this document.

## **Other Emergencies**

### **Medical Emergencies**

Have first aid kits located throughout your space for treatment of minor medical emergencies or call the Building Office for assistance. For any larger emergencies, **911** should be called immediately and then notify the Building Management. The building will be readied for the arrival of the emergency teams. Until professional help arrives, the person should be kept where they are and be made as comfortable as possible.

### **Toxic Emergencies**

Any and all toxic emergencies should be called into **911** immediately. Notify Building Management as soon as possible. Know what the toxic substance is or where the problem began. Keep all other people out of the area and stand by for emergency teams. Have all related Material Safety Data Sheets available.

### **Civil Disturbances**

Stay as far away from these disturbances as possible and do not get involved. All civil disturbances should be reported to the Building Management or Security staff. If the problem is out of control, call **911** and wait for the police to handle

the problem.



## 11. Engineering Service Requests

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The building management staff takes great pride in providing attentive and courteous maintenance to tenants at 550 California Street. Should you require maintenance service, please contact the management office per the instructions listed in the Tenant Service Requests section of this manual. The appropriate person will be dispatched as soon as possible.

**HVAC** is provided 6:00 am to 5:30 pm, Monday through Friday. It may be provided at additional times, but there may be a charge incurred.

Requests for after hours HVAC should be made one week in advance. Certain Tenant's Lease exceptions apply.

**Keys** to suite entrances and interior offices will be issued to the Tenant upon completion of their space. If additional keys are required, they must be obtained from the Building Office. Only the designated representative of the Tenant will be authorized to request additional keys.

## 12. Janitorial and Cleaning Services

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The intention of the 550 California Street Building is to provide its tenants with the cleaning services customarily provided in “Class A” office buildings in the San Francisco Financial District. Night cleaning operations begin each weekday after 5:00 PM. Below is a list of services that is provided to each tenant:

- Respond to tenant calls such as coffee spills, toner spills, special clean-up, etc.
- Vacuum all high traffic or other soiled areas on a nightly basis, and all other carpeted areas as needed but not less than once a week.
- Empty trash containers and replace liners when soiled or damaged, taking care to keep recyclables and non-recyclables separate.
- Spot-clean all walls, doorframes and light switches.
- Remove dust from all surfaces including desks, conference tables, file cabinets, bookshelves, and picture frames etc.
- Spot-clean all carpets.
- Spot-clean all partition glass as needed.
- All tenant lunch areas will be maintained by wiping all horizontal surfaces, chairs, spot-cleaning of appliance surfaces and cleaning and polishing sink fixtures.
- Microwave interiors and refrigerator interiors are to be cleaned once a month per our current janitorial contract. If you have any questions please call the Building Management office at 415-391-9105.
- Papers, folders and personal effects on desks and credenzas are not to be moved.
- Leave interior room doors and private office doors (open or closed and/or locked or unlocked) in the position that they were found.
- Clean, sanitize and polish all drinking fountains.
- Wipe clean smudged bright work.
- Check all Restroom paper supplies and re-supply if necessary
- Wipe down all Restroom counters and spot-clean walls.
- Police restrooms for trash and remove.
- Mop all restroom floors. Remove all black heel marks and urine burns as they occur.
- Remove all waste from Restroom receptacles.

- Clean all Restroom mirrors and bright work.
- Clean and sanitize all toilets and urinals (seats on toilets are to be left up after cleaning).

Additional information regarding trash disposal:

Janitors will only empty one trash receptacle per desk / workstation on a daily basis.

The recycling bin, located under each desk (without plastic liner) will not be emptied by the janitors.

The building has a limited inventory of large trash bins that tenants may request for use for the purposes of “spring cleaning”, etc. These bins are available on a first-come, first-serve basis. Please call the building office and the day janitor will deliver the trash bin.

No tenant is authorized to place any refuse in the building’s trash compactor. If a tenant has items for disposal that will not fit in their general use trash receptacles, they should contact the building office for proper disposal procedures. This includes items such as old furniture, Christmas trees, etc.

### 13. Recycling Program

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**Cardboard:** All boxes should be left broken down in the kitchen or copy areas at the end of each day. (A charge will be incurred if boxes are not broken down). Our janitorial staff will remove the boxes for recycling pick-up. Please remember that cardboard should not be part of the waste stream.

**Paper:** This includes white bond/photocopy paper, moisture seal envelopes without plastic windows, computer paper, adding machine tape and newsprint. The building will empty the contents of the recycling bins located in copy rooms, kitchens once they reach capacity.

**Aluminum cans & Glass:** Use one bin for empty aluminum cans and glass bottles. These are most generally located in the kitchen areas on each floor.

#### Recycling Program Summary

ITEM	CONTAINER	DISPOSAL
<b>Bottles And Cans</b>	Tenant-designated receptacle	Picked up as needed by night janitors.
<i>[i.e. glass bottles, #1 - #7 plastic bottles, aluminum soda cans, tin or steel cans – Please rinse first. NO light bulbs, broken glass, windows, mirrors, etc.]</i>		
<b>Cardboard</b>	Broken down boxes to be left in copy room or kitchen areas for nightly pick-up	Tenant to break down boxes and leave in suite for evening pick-up, call building office for daytime pick-up.
<b>Dry&amp;Wet Trash</b>	Desk-side trashcan	Emptied nightly by evening janitors.

*[i.e. mixed paper items such as colored paper, junk mail, envelopes, phone books, magazines, post-it notes, six-pack drink holders, product packaging and food & drink containers. ( NO hazardous materials)*

**White Paper**

Trash can under each desk, no liner (provided by building)

Janitors will not empty.

*[i.e. white ledger paper, computer paper, blue/green bar paper, white letterhead, typing paper, newspapers, etc. Staples ok; NO self adhesive envelopes/stamps, NO thermal fax paper, NO colored paper, etc.]*

*If you have any questions regarding recycling, please contact the Building Office at 415-391-9105 or San Francisco Recycling Program and Solid Waste Management Program at 415-554-3400, or you can visit [www.sfrecycling.com](http://www.sfrecycling.com).*

## 14. Tenant Service Requests

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### Services Provided by the 550 California Street Building Office

Assistant Facility Manager – Lucinda Frias [luci.frias@am.jll.com](mailto:luci.frias@am.jll.com)

Facility Manager – Adrienne Walters [adrienne.walters@am.jll.com](mailto:adrienne.walters@am.jll.com)

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### Tenant Service Requests/ Life Safety / Security Issues

Call Building Office: 415-391-9105

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### 24/7 MAINTENANCE

In order to better serve our tenants at 550 California Street, we utilize One Facility at the building. 550 has an internet based Work Order system that allows tenants to log on and enter requests such as a cleanup of a coffee spill, lights out or plumbing issues. Requests are then immediately routed electronically to each department for faster, more efficient service.

To obtain access to the system, please contact the building office for a tutorial of the website and a username and password. Also, instructions on how to open work orders are included on the next page for your convenience.

Submit service requests through via email to any of the above contacts.

- Access Card – To request new or replacement WFB access card
- Cleaning Day – To report spills in need of immediate clean up
- Cleaning Night – To request all other janitorial services
- Cleaning Trash Bin (Night Crew) – To request additional trash bins for "Spring Cleaning". If you require this service during the day, enter it as a "Cleaning - Day" request.
- Electrical\* – To report power outages, electrical problems or request new outlets
- Elevator Problem – To report routine elevator problems (call buttons broken, etc)
  - For Elevator Emergencies, contact the Building Office via phone
- Hang Picture / Bulletin Board – To request hanging of pictures, white boards, etc.
- HVAC After Hours\* – To request Fans, AC or Heat after normal hours (*24 hours notice required*)
- HVAC Other – For Misc. HVAC related requests not fitting other categories

- HVAC Too Cold – To report cold temperatures
- HVAC Too Hot – To report hot temperatures
- Janitorial Supplies – To report restrooms out of supplies during the day.
- Keys / Locks / Door Repairs – To request new keys or report problems with locks / doors
- Lights Other – To report lighting related problems other than burned out lights
- Lights Out – To report lights not working
- Lobby Directory Signage – To request additions / changes to the Elevator and Main lobby directory
- Moving\* – To request use of an elevator for freight purposes after business hours
  - Note: Request will be confirmed by Building Office pending availability of elevator
- Painting – To request painting
- Pest Control – To report problems with pests
- Plumbing – To report clogged toilets or other plumbing related issues
  - ***Emergency issues regarding plumbing should be phoned into the Building Office***
- Repairs / Maintenance\* – To report misc. repairs and maintenance, such as carpet repairs, ceiling tiles, etc.

\* request may be charged back to AU – notification / authorization of AU will occur if charges apply

### **Creating a New Work Order**

In order to facilitate communications, we ask that you appoint a [tenant service representative](#), as well as an alternative representative. Please limit the number of people placing requests or service calls with the management office. Tenant requests should be placed by the tenant service representative, alternative representative or, if neither is available, by the receptionist.

All tenant service representatives will receive their User Name and Password in an email sent directly from the web based work order system. At the login screen, please enter your User Name and Password and then select the “Submit” button. To personalize your password put a check mark in “Change my password after logging in” option located below the password field. You will then be prompted to enter and confirm your new password.

One time only after the initial login the “End User License Agreement” will appear. Please review and select the “I agree” button. Next you’ll see the “Update Details” screen where you can verify and update your information (floor, telephone number, email address, etc.) and click “Save”. Then click on the button on the left labeled “Requests” and select the “Work orders” option. In the Work Order page click on the tab “Add” to open a new work order / request. You should then see a new page with text boxes with drop-down menus: requested service/ task, date, time, floor, etc. After making the appropriate selections, please complete the “Description of requested service” section by briefly explaining the service requested. **(Please remember that in emergency or urgent situations, it is always best to call the building office at 415.391.9105 or the Security Console at 415.391.0515).** When finished, select the “Save<<List” button at the bottom left of the screen and the request will get automatically dispatched to the proper department (Engineering or Janitorial), and notification email will be sent to our office. Please be sure to create a new work order for each service needed.

Please call us if you have any questions regarding the above or if you would like additional training. You may also call or e-mail in Service Requests, or stop by our office to discuss with us if you would prefer.

**For emergency requests (plumbing leaks, etc.) please call the Building Office directly at 415-391-9105. Emergency requests are such requests that if not addressed immediately pose the likelihood of personal or property damage.**

Non-emergency telephone and email requests will still need to be input into our tenant services request website for proper dispatch and tracking purposes.

Please do not make requests with the maintenance or janitorial staff directly.

Response times will vary according to the number and complexity of the tenant request received. Should we experience a building emergency or confront a problem, which would delay response to your request, we will let you know as soon as possible. Similarly, if we are awaiting supplies or need a contractor’s expertise in order to complete your request, you will also be informed. Please let us know if you are dissatisfied in any way with the response you receive.



## 15. Alterations to Building Floors / Tenant Space

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**Requests for Alterations** to tenant spaces must be made through the building management office. This includes repairs, hardware installation, and any other minor alterations to your suite. All work must be requested in advance. Only requests made by the authorized tenant representative will be accepted.

**Tenants may not call in an outside contractor to perform any work in their space without first coordinating with the Building Office.** In most cases (lease exclusions accepted) tenants will be required to contract through the Building Office for all work.

All proposed alterations, remodeling, or repair work must be approved in writing by the Building Management. Contractors performing work on the premises will be selected from an approved contractor list. Contractors performing such work must provide evidence of insurance in addition to necessary building permits. The Building Construction Standards, a copy of which must be signed by any Contractor performing work (before work commences), will govern any alterations requiring more than one trade or a permit.

## 16. Building Rules and Regulations

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1. No sign, placard, picture, advertisement, name or notice shall be inscribed, displayed or printed or affixed on or to any part of the outside or inside of the Building or any part of the Premises visible from the exterior of the Premises without the prior written consent of Landlord, which consent may be withheld in Landlord's sole discretion. Landlord shall have the right to remove, at Tenant's expense and without notice to Tenant, any such sign, placard, picture, advertisement, name or notice that has not been approved by Landlord.
2. All approved signs or lettering on doors and walls shall be printed, painted, affixed or inscribed at the expense of Tenant by a person approved of by Landlord.
3. If Landlord notifies Tenant in writing that Landlord objects to any curtains, blinds, shades or screens attached to or hung in or used in connection with any window or door of the Premises, such use of such curtains, blinds, shades or screens shall be removed immediately by Tenant. No awning shall be permitted on any part of the Premises.
4. No ice, drinking water, towel, barbering or boot blacking, shoe shining or repair services or other similar services shall be provided to the Premises, except from persons authorized by Landlord and at the hours and under regulations fixed by Landlord.
5. The bulletin board or directory of the Building will be provided exclusively for the display of the name and location of tenants only and Landlord reserves the right to exclude any other names there from.
6. The sidewalks, halls, passages, exits, entrances, elevators and stairways shall not be obstructed by any of the Tenant Parties or used by Tenant for any purpose other than for ingress to and egress from its Premises. The halls, passages, exits, entrances, elevators, stairways, balconies and roof are not for the use of the general public and Landlord shall in all cases retain the right to control and prevent access thereto by all persons whose presence in the judgment of Landlord shall be prejudicial to the safety, character, reputation

and interests of the Building and its tenants. No tenant and no employees or invitees of any tenant shall go upon the roof of the Building.

7. Tenant shall not alter any lock or install any new or additional locks or any bolts on any interior or exterior door of the Premises without the prior written consent of Landlord.
8. The toilet rooms, toilets, urinals, wash bowls and other apparatus shall not be used for any purpose other than that for which they were constructed and no foreign substance of any kind whatsoever shall be thrown therein and the expense of any breakage, stoppage or damage resulting from the violation of this rule shall be borne by the tenant who, or whose employees or invitees, shall have caused it.
9. Tenant shall not overload the floor of the Premises or mark, drive nails, screw or drill into the partitions, woodwork or plaster or in any way deface the Premises or any part thereof.
10. No furniture, freight or equipment of any kind shall be brought into the Building without the consent of Landlord and all moving of the same into or out of the Building shall be done at such time and in such manner, as Landlord shall designate. Landlord shall have the right to prescribe the weight, size and position of all safes and other heavy equipment brought into the Building and also the times and manner of moving the same in and out of the Building. Safes or other heavy objects shall, if considered necessary by Landlord, stand on a platform of such thickness as is necessary to properly distribute the weight. Landlord will not be responsible for loss of or damage to any such safe or property from any cause, and all damage done to the Building by moving or maintaining any such safe or other property shall be repaired at the expense of Tenant. The elevator designated for freight by Landlord shall be available for use by all tenants in the Building during the hours and pursuant to such procedures as Landlord may determine from time to time. The persons employed to move Tenant's equipment, material, furniture or other property in or out of the Building must be acceptable to Landlord. The moving company must be a locally recognized professional mover, whose primary business is the performing of relocation services, and must be bonded and fully insured. In no event shall Tenant employ any person or company whose presence may

give rise to a labor or other disturbance in the Real Property. A certificate or other verification of such insurance must be received and approved by Landlord prior to the start of any moving operations. Insurance must be sufficient in Landlord's sole opinion, to cover all personal liability, theft or damage to the Real Property, including, but not limited to, floor coverings, doors, walls, elevators, stairs, foliage and landscaping. All moving operations shall be conducted at such times and in such a manner as Landlord shall direct, and all moving shall take place during non-business hours unless Landlord agrees in writing otherwise.

11. Tenant shall not employ any person or persons other than the janitor of Landlord for the purpose of cleaning the Premises, unless otherwise agreed to by Landlord. Except with the written consent of Landlord, no person or persons other than those approved by Landlord shall be permitted to enter the Building for the purpose of cleaning the Building or the Premises. Tenant shall not cause any unnecessary labor by reason of Tenant's carelessness or indifference in the preservation of good order and cleanliness.
12. Tenant shall not use, keep or permit to be used or kept any foul or noxious gas or substance in the Premises, or permit or suffer the Premises to be occupied or used in a manner offensive or objectionable to Landlord or other occupants of the Building by reason of noise, odors and/or vibrations, or interfere in any way with other tenants or those having business therein, nor shall any animals or birds be brought in or kept in or about the Premises or the Building. In no event shall Tenant keep, use, or permit to be used in the Premises or the Building any guns, firearms, explosive devices or ammunition.
13. No cooking shall be done or permitted by Tenant in the Premises, nor shall the Premises be used for the storage of merchandise, for washing clothes, for lodging, or for any improper, objectionable or immoral purposes.
14. Tenant shall not use or keep in the Premises or the Building any kerosene, gasoline, or flammable or combustible fluid or material, or use any method of heating or air conditioning other than that supplied by Landlord.
15. Landlord will direct electricians as to where and how telephone and telegraph wires are to be introduced into the Premises and the Building. No boring or

cutting for wires will be allowed without the prior consent of Landlord. The location of telephones, call boxes and other office equipment affixed to the Premises shall be subject to the prior approval of Landlord.

16. Upon the expiration or earlier termination of the Lease, Tenant shall deliver to Landlord the keys of offices, rooms and toilet rooms that have been furnished by Landlord to Tenant and any copies of such keys, which Tenant has made. In the event Tenant has lost any keys furnished by Landlord, Tenant shall pay Landlord for such keys.
17. Tenant shall not lay linoleum, tile, carpet or other similar floor covering so that the same shall be affixed to the floor of the Premises, except to the extent and in the manner approved in advance by Landlord. The expense of repairing any damage resulting from a violation of this rule or removal of any floor covering shall be borne by the tenant by whom, or by whose contractors, employees or invitees, the damage shall have been caused.
18. No furniture, packages, supplies, equipment or merchandise will be received in the Building or carried up or down in the elevators, except between such hours and in such elevators as shall be designated by Landlord.
19. On Saturdays, Sundays and legal holidays, and on other days between the hours of 7:00 P.M. and 6:00 A.M., access to the Building, or to the halls, corridors, elevators or stairways in the Building, or to the Premises may be refused unless the person seeking access is known to the person or employee of the Building in charge and has a building issued access card or is properly identified. Landlord shall in no case be liable for damages for any error with regard to the admission to or exclusion from the Building of any person. In case of invasion, mob, riot, public excitement, or other commotion, Landlord reserves the right to prevent access to the Building during the continuance of the same by closing the doors or otherwise, for the safety of the tenants and protection of property in the Building.
20. Tenant shall be responsible for insuring that the doors of the Premises are closed and securely locked before leaving the Building and must observe strict care and caution that all water faucets or water apparatus are entirely shut off before Tenant or Tenant's employees leave the Building, and that all electricity, gas or air shall likewise be carefully shut off, so as to prevent waste

or damage, and for any default or carelessness Tenant shall make good all injuries sustained by other tenants or occupants of the Building or Landlord. Landlord shall not be responsible to Tenant for loss of property on the Premises, however occurring, or for any damage to the property of Tenant caused by the employees or independent contractors of Landlord or by any other person.

21. Landlord reserves the right to exclude or expel from the Building any person who, in the judgment of Landlord, is intoxicated or under the influence of liquor or drugs, or who shall in any manner do any act in violation of any of the rules and regulations of the Building.
22. The requirements of any tenant will be attended to only upon application at the office of the Building. Employees of Landlord shall not perform any work or do anything outside of their regular duties unless under special instructions from Landlord, and no employee will admit any person (tenant or otherwise) to any office without specific instructions from Landlord.
23. No vending machine or machines of any description shall be installed, maintained or operated upon the Premises without the prior written consent of Landlord.
24. Subject to Tenant's right of access to the Premises in accordance with Building security procedures, Landlord reserves the right to close and keep locked all entrance and exit doors of the Building on Saturdays, Sundays and legal holidays and on other days between the hours of 7:00 P.M. and 6:00 A.M., and during such further hours as Landlord may deem advisable for the adequate protection of the Building and the property of its tenants.
25. Tenant may maintain and use microwave ovens and equipment for brewing coffee, tea, hot chocolate and similar beverages; provided that Tenant shall (i) prevent the emission of any food or cooking odor from leaving the premises, (ii) be solely responsible for cleaning the areas where such equipment is located and removing food-related waste from the premises and the building, or shall pay Landlord's standard rate for such service as an addition to cleaning services ordinarily provided, (iii) maintain and use such areas solely for Tenant's employees and business invitees, not as public facilities, (iv) keep the

premises free of vermin and other pest infestation and shall exterminate, as needed, in a manner and through contractors reasonably approved by Landlord, preventing any emission of odors, due to extermination, from leaving the premises, and (v) shall utilize properly installed electrical outlets carrying sufficient amperage (extension cords and power strips are not authorized). Notwithstanding clause (ii) above, Landlord shall, without special charge, empty and remove contents of one (i) 15-gallon (or smaller) waste container from the food preparation area so long as such container is fully lined with, and the contents can be removed in, a waterproof plastic liner or bag, supplied by Tenant, which will prevent any leakage of food related waste or odors; provided, however, that if at any time Landlord must pay a premium or special charge to Landlord's cleaning or scavenger contractors for the handling of food-related or so-called "wet" refuse, Landlord's obligation to provide such removal, without special charge shall cease.

26. Smoking is not allowed inside of the building and within 15 feet from building entrances.

## 17. Insurance Requirements for Vendors / Contractors

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JLL, requires a Certificate of Insurance from each contractor, subcontractor or vendor making deliveries to or working on our premises. **Prior** to beginning work and/or deliveries, please provide our office with an original Certificate of Insurance, which contains the following information.

- 1) **Commercial General Liability** providing not less than:  
\$1,000,000 Each Occurrence  
\$2,000,000 General Aggregate  
\$2,000,000 Products/Completed Operations Aggregate.
- 2) **Workers' Compensation:** Insurance in compliance with applicable Federal and State laws.
- 3) **Employers Liability / Worker's Compensation**  
\$1,000,000 Bodily Injury for Each Accident.  
\$1,000,000 Bodily injury by Disease for Each Employee  
\$1,000,000 Bodily Injury Disease Aggregate.  
**Including a waiver of Subrogation in Favor of the Additional Insured below.**
- 4) **Comprehensive Automobile Liability** providing not less than \$1,000,000 combined single limit per occurrence, bodily injury and property damage. Such insurance to include: all owned, hired, or non-owned vehicles.
- 5) **Umbrella Liability** Insurance with limits of not less than \$2,000,000 per occurrence.
- 6) **Additional Insured:**  
JLL , agents, and Wells Fargo Bank, N.A. – building owner  
**All three entities must be named and printed exactly as they appear.**
- 7) **Cancellation:** Issuing company shall provide **30 days written notice** to the certificate holder.

If you will be **immediately** delivering to or working on our premises, please **fax** a



copy of your Certificate of Insurance to us at (415) 546-0198, and then forward an original copy via mail as soon as possible to: JLL, 333 Market Street, Suite 500, San Francisco, CA, 94105.

For any work in the building which involves a type of labor which in the city of San Francisco is typically provided by unionized laborers, then all such labor must be performed by unionized laborers.

## 18. Building Information Sheet

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**Building Name:**

550 California Street

**Building Address:**

550 California Street  
San Francisco, CA 94104  
Between Montgomery St. and Kearny St.

**Date Built:**

1960 California Tower  
1962 Sacramento Tower

**Size:**

Approx. 261,718 rsf California Tower  
Approx. 77,225 rsf Sacramento Tower

**Floors:**

California Tower:  
+ 14 Stories (no 13<sup>th</sup> Floor)  
+ 2 Stories below grade (Parking Garage)  
+ Roof  
+ Penthouse (Mechanical area)

Sacramento Tower  
+ 8 Stories  
+ 2 Stories below grade (Parking Garage)  
+ Roof  
+ Machine room

**Building Hours:**

Mon – Fri: 5:45am – 7pm  
Access Card required after hours and weekends

**HVAC Hours:**

Mon – Fri: 6am – 5:30pm

**HVAC CFM per Floor:**

California: approx. max. 20,000 variable  
Sacramento: approx. max. 9,000 variable

**Overtime HVAC Charges:**

N/A

**Garage:**

Hours: Mon – Fri: 5:00am – 9:00pm  
Weekend: Monthly Parkers Only  
Valet Park: 300 cars  
Marked: 5 stalls marked handicapped  
¼ Hour Rate: \$3.00  
Daily Max.: \$30.00  
Monthly Rate: \$400.00

**Elevators:****California Tower:**

5 Cabs (Floor 1 - 14)  
1 Garage Shuttle (Basement – Lobby)

**Sacramento Tower:**

2 Cabs (Floor B – 8)

**Building Office Contact Info:**

333 Market Street, Suite 500  
San Francisco, CA 94105  
PH: 415-391-9105  
FAX: 415-546-0198

**Security Information:**

24/ 7 Security Staff  
60 Digital Cameras in Public Areas  
Access Card Readers in Lobby and Public entry Levels

**Building Access Ceilings:**

8'9" – 12" slab to slab

**Floor Load:**

(50) lbs/sf live load plus (20) lbs/sf partition load

**Electrical Service:**

277/480v  
120/208v  
No under floor ducting

**Telecommunications:**

Fiber-optics and telephone lines

**Fiber Connections:**

MCI and SBC

**Sprinklers:**

Fully Sprinklered

**Typical Floor Size:**

Approx. 20,000 rsf California Tower  
Approx. 9,750 rsf Sacramento Tower

**ACM:**

Stairwells California Tower (in floor mastic);  
Sacramento electrical room's in wall board joint compound

**Major Tenants:**

Wells Fargo Bank  
Lee's Deli

**Building Amenities:**

Convenient central location in heart of San Francisco  
Lee's Deli

## 19. Tenant Occupancy

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**All tenants need to complete and return the following forms prior to occupancy:**

### REQUIRED INFORMATION 550 CALIFORNIA STREET

#### TENANT EMERGENCY CONTACT LIST

This form is kept on file in the event that Building Management needs to contact a tenant representative after hours. This information is confidential and only to be used in case of an emergency. It is the responsibility of each tenant to inform the Building Management of any changes to the status of individuals in your employment with regard to emergency contacts.

#### Quarterly Tenant Occupancy / Contact Update 550 California Street/Sacramento Tower

<b>Executive Organization:</b>  Organization: <i>*(Specify dept. name)</i>	<b>California St./Sacramento St.:</b> <i>*(Specify tower)</i>  Floor:
<b>Department Manager:</b>  Office Number: Cell: Email:	<b>Hours of Operation:</b> <i>(Ex. M-F, 8am-5pm)</i>
<b>Administrative Assistant/Office Manager:</b> Type text Office Number: Cell: Email:	<b># of People per Organization:</b> <i>*(Break down number per floor)</i>
<b>Alternative Admin. Assistant:</b>  Office Number: Cell: Email:	<b>MAC #:</b>

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## 20. Approved Authorizer List

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Please contact the Building Management office for further instructions on proper procedures for adding or removing a tenant representative.

### Approved Authorizer List Badge Access and Property Removal

Date:

Department Name:

CA / SAC Tower, Floors / Suite #:

Representative Name	Signature	Direct Ph#	Email	Title
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

## 21. Life Safety Notification

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### Life Safety Team

**LOB:**

**FLOOR & TOWER:**

**NUMBER OF TEAM MEMBERS: ##**

**Primary Floor Warden:**

Direct Contact Number: xxx-xxx-xxx x

Email Address: @wellsfargo.com

**Deputy Floor Warden:**

Direct Contact Number: xxx-xxx-xxxx

Email Address: @wellsfargo.com

**Searcher:**

Email Address: @wellsfargo.com

**Stairwell/Exit Monitor:**

Email Address: @wellsfargo.com

**Elevator Safety Monitors:**

Email Address: @wellsfargo.com

**Relocation Aid:**

**Relocation Aid:**

**DATE: 00-00-0000**

*Please return the form to building management via email [luci.frias@am.jll.com](mailto:luci.frias@am.jll.com)*

## 22. Bomb Threat Checklist

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Questions You Should Try to Ask the Caller:

1. When is the bomb going to explode?  
\_\_\_\_\_
2. Where is the bomb right now?  
\_\_\_\_\_
3. What does the bomb look like?  
\_\_\_\_\_
4. What kind of bomb is it?  
\_\_\_\_\_
5. What will cause it to explode?  
\_\_\_\_\_
6. Did you place the bomb?  
\_\_\_\_\_
7. Why is the bomb here?  
\_\_\_\_\_
8. What is your name?  
\_\_\_\_\_
9. What is your address? Where are you?  
\_\_\_\_\_

What is the exact wording that the caller used?

**Sex of Caller:** M \_\_\_ F \_\_\_ **Approx. Age:** \_\_\_ **Time Call Began:** \_\_\_\_\_

**Length of Call:** \_\_\_\_\_

**Caller's Voice:**

___ Calm	___ Soft	___ Laughing	___ Lisp
___ Deep Breathing	___ Angry	___ Loud	___ Crying ___ Raspy
___ Cracking Voice	___ Excited	___ Normal	___ Deep ___ Familiar
___ Accent	___ Slow	___ Distinct	___ Ragged
___ Disguised	___ Clearing Throat		___ Rapid
___ Slurred	___ Stutter	___ Nasal	___ Well Spoken/Educated

If the voice is familiar, whom does it sound like?

**Background Noises:**

- |                                        |                                          |                                            |
|----------------------------------------|------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> P/A System      | <input type="checkbox"/> Factory/Machinery |
| <input type="checkbox"/> Clear         | <input type="checkbox"/> Local           | <input type="checkbox"/> House noises      |
| <input type="checkbox"/> Animal noises | <input type="checkbox"/> Office Machines | <input type="checkbox"/> Static            |
| <input type="checkbox"/> Long Distance | <input type="checkbox"/> Voices          | <input type="checkbox"/> Phone booth       |
| <input type="checkbox"/> Motor         | <input type="checkbox"/> Kitchen noises  | <input type="checkbox"/> Music             |

Other:

**Threat Language:**

- Foul     Incoherent     Irrational     Taped     Message  
Read

**Comments:**

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

**Phone:** \_\_\_\_\_

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

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

**Fill out completely immediately after a bomb threat and return a copy to the Building Office.**

## 23. Conclusion

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Again, we welcome you to our building and look forward to having you here at 550 California Street. Please know that we, in the Building Management Office, are here to address any questions or concerns that you may have. Please feel free to call, email or stop by and see us anytime you would like.

Assistant Facility Manager – Lucinda Frias [luci.frias@am.jll.com](mailto:luci.frias@am.jll.com)

Senior Facility Manager – Adrienne Walters [adrienne.walters@am.jll.com](mailto:adrienne.walters@am.jll.com)

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