

303 SECOND STREET TENANT GUIDE

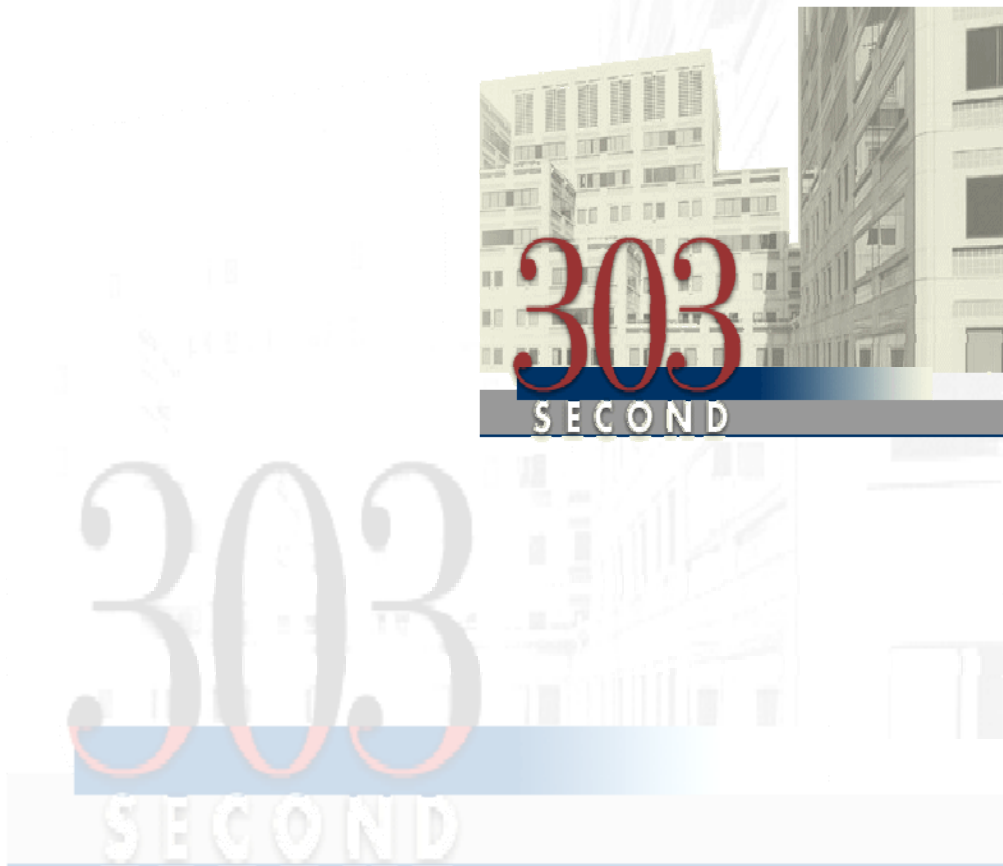


TABLE OF CONTENTS

Building History	Page 3
Building Hours & Access	Page 4
Building Parking	Page 6
Building Staff Contact Information	Page 7
Directions	Page 8
Elevators	Page 9
HVAC System	Page 11
Janitorial Services	Page 13
Local Services	Page 16
Local Transit	Page 17
Mail Service	Page 18
Miscellaneous	Page 19
Moving Procedures	Page 21
Recycling Program	Page 25
Security	Page 26
Telecommunication	Page 31
Tenant Service Requests	Page 33
Vender Insurance Requirements	Page 34

BUILDING HISTORY

NEIGHBORHOOD

303 Second Street is the largest office complex in San Francisco's South of Market ("SOMA") submarket, and commands a strategic location on Second and Folsom Streets midway between the Financial District and the Giants' stadium, AT&T Park. The property's location, size, on-site parking, and amenities make it a focal point of the Multi-Media Gulch submarket and a prominent SOMA landmark that will never be duplicated.

DESIGN

Completed in 1988, the twin-tower 9 and 10-story Class 1A building features a well-landscaped outdoor plaza highlighted by a cascading fountain, a reflecting pool, and a terraced seating. The attached four-level parking garage offers tenants secured covered parking and valet services.

The property's large floor plates and flexible design draws interest from a wide variety of businesses and is home to a strong base of notable and credit-worthy tenants. The retail tenants on the plaza level complete the project with a variety of services, offering everything from dining to fitness training.

303 Second Street offers the highest level of building services including an on-site property management team, an engineering staff, full service janitorial, and 24-hour security.

BUILDING HOURS & ACCESS

303 Second Street is open to the public Monday through Friday. Normal hours of operations for 303 Second Street are 7:00 a.m. to 6:00 p.m. The building is closed on Saturday and Sunday.

BUILDING ACCESS

Tenant employees holding a valid building pass can enter the building after 6:00 pm on weekdays, weekends, and holidays. 24 Hour Fitness patrons enter on the North Tower near the gym's entrance. Individuals entering the building will be asked to show photo ID. Everyone entering or exiting the building "after hours" must sign in and out.

Access to the complex during these times is restricted to the 2nd Street entrances on the North and South Towers. Entry and Exits are monitored by our 24-hour Security staff.

VISITORS

Please contact the management office and let us know if you are expecting a large crowd of guests, media, or vendors to the building prior to their arrival during normal business hours.

Prior arrangements through the building office must be made for any after hour visitors or vendors.

PROPERTY REMOVAL PASSES

In an effort to protect your company's property and any equipment you may bring in or out of the building, your company has been provided with Property Removal Authorization Passes.

If you need to leave the building with hand-carried items such as office equipment, boxes, packages, computers or

BUILDING HOURS & ACCESS (cont.)

other items that are not obviously personal items, please get a Property Removal Authorization Pass from the person authorized to do so from your office. When you leave the building, the Security Officer in the lobby will accept the pass and verify its validity.

If you need to remove large equipment or items that cannot be carried by hand, you will need to have your authorized signer contact the Building Officer, in writing, with details of what is being brought in or out of the Building.

A Property Removal Authorization Pass is **not** appropriate for large items that are cumbersome and could potentially damage the passenger elevators. Contact your office manager for a list of your company's authorized signer(s). Please contact the building management office for additional Property Removal Authorization Passes.

BUILDING HOLIDAY'S

303 Second Street is closed on the following holidays:

New Year's Day	President's Day
Memorial Day	Independence Day
Labor Day	Thanksgiving Day
Day after Thanksgiving	Christmas Day

Should you require cleaning, ventilation, air conditioning (HVAC), lighting, or any other service on any of the above holidays, please contact the management office two business days in advance.

Since the building staff and contractors observe these building holidays, there will be a charge for any building services provided. We will be glad to give you a cost estimate for any such services.

BUILDING PARKING

GARAGE

The parking garage at 303 Second Street features valet parking, as well as daily and monthly parking, in an indoor parking lot located beneath the building. The garage is available to the public Monday through Friday, 5:00 a.m. to 9:00 p.m. The entrance is situated off of Folsom Street and Harrison Street and offers convenient and easy access for both employees and visitors.

If you wish to reserve a space on a monthly basis, or for a special event, contact the garage at 415-974-6806 for availability and rates.

BICYCLES & BICYCLE RACKS

During regular business hours, Monday through Friday, tenants who wish to bring bicycles into the building should enter via the loading dock entrance on Folsom or Harrison Street, and use a service elevator to reach their respective floor.

On weekends and holidays, tenants may enter via the main lobby and carry their bicycles to the service elevator to reach their respective floor.

Bicycle racks are available in the parking garage (A levels) of the North and South Towers. Bicycles racks are also on the perimeter of the building as well as on Second Street.

Bicycles are **not allowed** to be taken through the lobby area or taken up in the passenger elevators.

BUILDING STAFF CONTACT INFORMATION

The building management office is located in the South Tower, Suite 200.

Our Contact Information 303 Second Street
C/o Kilroy Realty Corporation
Suite 200 South
San Francisco, CA 94107
Phone: 415-777-5548
Fax: 415-777-9541

MANAGEMENT OFFICE

ENGINEERING OFFICE

SECURITY MAIN DESK

PARKING GARAGE

LEASING

DIRECTIONS TO THE BUILDING

FROM SOUTHBAY

Take 101 heading north
Exit 7th Street (Stay to the left)
Make a right onto Folsom Street
Follow Folsom Street until you reach building 303 on the right.

FROM EASTBAY

Take the Bay Bridge heading west
Exit Fremont Street
At the "Y", make a right onto Fremont Street
Continue towards Harrison Street
Make a right onto Harrison Street, the building will be on your right

FROM NORTHBAY

ELEVATORS

There are five traction passenger elevators, one hydraulic passenger elevator, and one traction service elevator in each tower.

North Tower Access: Lobby to 10th Floor

South Tower Access: Lobby to 9th Floor

ELEVATOR DIMENSIONS

Freight Elevator

Door Opening: 45" 83" H

Door: 7'H x 4' W

Cab: 87" W - height is 120" - depth is 66".

Weight Capacity: 4000 lbs.

Elevator service is available 24 hours a day. After normal hours of building operation, only one cab in each bank will be available for tenant use, after access clearance is approved at the lobby console. If any elevator fails to operate properly, please notify Building Management or contact the Lobby Attendant at the main lobby console.

All elevators sound a tone to indicate floor changes to people with visual disabilities.

If you are detained inside an elevator cab due to a malfunction, **REMAIN CALM**. Modern elevator technology will prevent an elevator from falling, so there is no physical danger involved, only inconvenience.

Use the alarm button inside the elevator to signal your presence to the Security Staff. Each elevator cab has an intercom which may be used for two-way communications

ELEVATORS (cont.)

with the Lobby Console Attendant and Security Control Room.

Building Staff will take the necessary steps to release you from a "stuck" elevator as quickly as possible. However, due to safety regulations, they are limited in the assistance they may provide.

Our elevator maintenance technicians will be dispatched immediately in case of a "stuck" elevator in order to correct the problem. Building staff will remain in constant contact with people in a "stuck" cab to let them know what is being done to release them.

HVAC SYSTEM

GENERAL SERVICE

Heating, air conditioning (HVAC), and lighting are provided Monday through Friday from 7:00 a.m. to 6:00 p.m. The HVAC system is centrally controlled and is designed to provide you with consistent temperatures within your premises. Should the temperature level change abruptly or be outside of a reasonable level in your office, please call the Management Office.

COMPUTER ROOM HVAC

If you require special air conditioning for any computer facilities you have, please contact the Management Office for details concerning the requirements for this service.

LIGHTING CONTROL

As you may expect, energy-related costs are the single largest operating expense. In an effort to reduce costs to all tenants, we have implemented certain energy management measures. Building lighting is controlled by an automated system, on Monday through Friday, that reduces the lighting by 50% between the hours of 6:00 a.m. and 6:00 p.m., after which all lights (except emergency lighting) are automatically turned off until 7:00 a.m. of the next business day.

AFTER HOURS LIGHTING

If full-lighting is needed during the evening hours, on holidays, or on Sunday, you may make arrangements in advance by calling the Management Office or Lobby Attendant after hours. We will provide after-hours lighting to your floor when requested and the charges will appear on your regular rent invoice.

HVAC SYSTEM (cont.)

Some areas of 303 Second Street are controlled by occupancy sensors. These sensors detect air movement and maintain the lights in the area when it is occupied. When an area is unoccupied, the sensors will detect there is no one in the area and automatically turn off the lights to conserve energy.

If any adjustment is required for a sensor in your suite, please contact the Building Office and an engineer will promptly adjust the necessary sensors. The lights, which are not controlled by sensors, are controlled by individual switches. In order to reduce operating costs, please turn off all of the lights in your suite when you leave in the evenings. Calculators, radios, computers, and coffee machines should also be turned off each evening. Every tenant will benefit from these simple measures to conserve energy.

If you have a light out in your office, please call the Building Office to place a work order. Standard lighting is replaced at no cost to the tenant. For a fee, the engineering staff can replace any custom or specialty lighting, such as track, accent, or spot lighting.

JANITORIAL SERVICES

Daily janitorial service is provided to all floors by our evening janitorial crew Monday through Friday after 5:30 p.m.. Standard services are provided as listed below. Any special requests for janitorial service can be handled by either our day or night janitorial crews. Please call the Tenant Services Administrator at the Management Office to schedule. Any items that are to be disposed of must be clearly marked "trash." Our janitorial crews will not remove any items unless they are marked "trash." "Trash" stickers can be obtained from the Management Office.

A. STANDARD SERVICES

We provide extensive daily cleaning as part of our standard building services. To provide you with thorough and comprehensive cleaning, we have developed schedules for different services:

Our daily building cleaning includes:

- * Sweeping or vacuuming all floors
- * Dusting all reachable horizontal surfaces
- * Sweeping all steps, sidewalks, and plazas
- * Cleaning elevator cabs
- * Emptying all waste containers
- * Cleaning all public restrooms

Our weekly building cleaning includes:

- * Dusting all desk tops
- * Spot cleaning doors and surrounding areas
- * Dusting the top of file cabinets and counters
- * Damp mopping the floors
- * Cleaning the building directory
- * Wiping all waste containers

Every four months we:

- * Wash all exterior windows (interior windows semi-annually)
- * Dust all vertical surfaces of furniture

JANITORIAL SERVICES (cont.)

- * Strip, scrub, and wax all resilient floor areas

B. SPECIAL SERVICES

The Building Office will gladly arrange or provide referrals for special services, such as electrical, painting, or pest control, which may extend beyond the day-to-day needs of tenants. For information regarding these services, please contact the Building Office.

Your office fixtures, furniture, and equipment represent significant investment of your firm's corporate dollars. Even with the extensive cleaning program that we offer, there are many additional items that you may wish to consider in order to protect that investment. The following services can be provided by the Management Office for an additional fee:

1. Carpets: - Thorough carpet care requires a professionally organized program that includes steam cleaning alternated with lighter cleaning and power pile lifting, as well as ongoing spot cleaning. Carpeting is an expensive and heavily used portion of your space. Moreover, instituting an ongoing maintenance program to keep carpeting free from grit will maintain the carpet and keep it in peak condition for many years. This type of program has the added advantage of enhancing the fresh, clean look in your space and contributes to employee satisfaction and productivity.
2. Floors: - Prolonging the life and beauty of any floor requires a combination of proper maintenance techniques including stripping, sealing, waxing, and buffing. Wood and tile floors often require special care on a regular basis to preserve their natural appeal and life span.
3. Upholstery: - Upholstery should be vacuumed and cleaned on a regular basis with spot cleaning done when necessary. Dirt in furniture retains odors and mutes the color of the fabric. Marks make the furniture

JANITORIAL SERVICES (cont.)

appear unsightly. This can be critical when considering the professional, first class image of your office.

4. Drapes/Blinds: - As with upholstery, draperies or blinds should be cleaned on a regular basis. This helps to maintain color and the fresh, crisp appearance, as well as removing any odors that might be trapped in the fabric.
5. Partition Glass Walls and Doors: - Our janitorial staff will spot clean obvious fingerprints nightly, but a more thorough washing on both sides of the glass will need to be scheduled at an additional charge. A regular weekly or monthly cleaning may be set up in advance.
6. Miscellaneous: - Other areas in your space might also have special cleaning needs. Private bathrooms, wood furniture, etc., all require special cleaning and care to keep them in top condition. Putting a program into place to provide this specialized care will maintain your investment without involving your time and energy.

LOCAL SERVICES

Retail Tenants	ATM'S	Banks	Grocery Stores
FEDEX-KINKO'S	BANK OF AMERICA at St. Francis Place, 345 3 rd St.	PATELCO Credit Union, Second St.	SAFeway at 298 King St.
LEE'S DELI	SNACK DEPOT 303 2nd St. (inside south tower)	WELLS FARGO, 1 Montgomery St., 490 Brannan St.	WHOLE FOODS at 399 4 th Street
MAYA RESTAURANT	WELLS FARGO at 633 Folsom (inside building)	BANK OF AMERICA at 333 New Montgomery St	RAINBOW GROCERY at 1745 Folsom
QUIZNOS			WELCOME SUPERMARKET at 1141 Folsom St.
SNACK DEPOT			
TULLY'S COFFEE			

Drug Stores	Mail Services	Gym's	Dry Cleaners
WALGREEN'S 670 4 th St. 825 Market St. 33 Drum St. 456 Mission St.	FEDEX-KINKO'S 303 2nd St. (south tower) DHL at 444 De Haro UPS at 660 4 th St. US POSTAL Rincon Center -180 Steuart St.	24HR. FITNESS at 303 2 nd St. (north tower) CLUB ONE 2 Embarcadero Folsom Street CRUNCH 61 New Montgomery St.	SOMA CLEANERS 201 Spear St., #180 LA PETITE CLEANERS 310 Mission St.

LOCAL TRANSIT

With various transit agencies located within a walking distance of just a few blocks, commuting to work is easy for tenants of 303 Second Street.



BART located at Montgomery and Market Street.



SamTrans located at the Terminal on Mission and First Street.



AC Transit located at the Transbay Terminal located at Mission and First Street.



Muni Lines 2, 6, & 10 located at 2nd and Folsom Street.



Golden Gate Transit located at 7th & Folsom



Cal Trains station at 4th and Townsend Street



Ferry Building is located at Market Street and Embarcadero

MAIL SERVICE

The Tenants' mail will be delivered directly to their mailbox via United States Postal Service Office in the North Tower in the freight elevator area.

The Management Office does not have a key for the USPS office where mail is stored when the office is closed. The USPS office is open Monday through Friday; the hours are 10:30 a.m. to 11:30 a.m.

The carrier will take any package that is unable to fit in your box to your suite.

There is a Fed Ex pick up station in the hallway that connects the North and South Towers. USPS Mailboxes are located outside our building at 2nd Street and Folsom Street.

MISCELLANEOUS

ELECTRICAL REQUIREMENTS

Prior to any alterations of the electrical wiring outlets, etc., please submit specifications to the Management Office for review by the building electrician.

WINDOW TREATMENTS

303 Second Street is outfitted with building standard drapes in all suites. To maintain a consistent, professional image both inside and outside, no blinds or blackout drapes should be installed without building approval. Also, we remind you that your lease restricts the exhibiting of any signs or lettering on the windows.

WINDOW CLEANING

The exterior windows of 303 Second Street are cleaned three times per year and the interior windows are cleaned twice a year. Building Management will notify tenants one week in advance of interior cleaning so items such as desks, file cabinets, etc., may be removed from in front of the windows.

SOLICITORS

Soliciting is prohibited at 303 Second Street. Please report solicitors to the Management Office.

SMOKING

In accordance with Section Part II., Chapter V., Article 19C of the San Francisco Municipal Health Code, smoking is not permitted at 303 Second Street

REMODELING/REDECORATING

Remodeling/redecorating work can be either minor or major in scope and includes any of the following:

- * Installing electrical or phone outlets
- * Installing or relocating light fixtures
- * Relocating doors
- * Repairing carpets
- * Installing new carpet

MISCELLANEOUS (cont.)

- * Adding or removing walls
- * Painting or wall covering

Kilroy Realty has the capacity to organize the work through every phase of construction with minimum involvement on your part. During the beginning phases we meet with you and find out exactly what your requirements are. Depending on how extensive the work is, we either have working drawings prepared or we make a written specification of the scope of the work. When this process is complete, bids are obtained from several outside contractors. The best bid is chosen and a formal proposal is prepared for completing the project. Upon approval of the proposal, contractors are brought on site and the work is coordinated through its completion. If you are interested in any of the above-listed services, contact the Management Office to discuss the appropriate fees.

PETS

The only animals allowed in the building are dogs aiding the visually or hearing-impaired and certification will need to be provided. No other animals are permitted, in accordance to the City Health Codes.

EMERGENCY TELEPHONE NUMBER

In case of any emergency, such as theft, a fire, or other incidents after normal business hours, we will notify a designated emergency contact from your company. This procedure allows us to alert you as soon as possible in case of any unforeseen circumstances.

LOST AND FOUND

If you lose an item such as keys, glasses, etc., check with Building Management and/or 24-hour Security personnel to see if anyone has turned the item in.

MOVING PROCEDURES

SCHEDULING

All large moves (over one elevator load full) must be scheduled for after hours. After hours are considered to be **before** 8:00 a.m. or **after** 6:00 p.m. Moves attempted during regular business hours will be denied access.

Moves must be scheduled in writing with the Building Management Office at least **48 hours in advance**. Please use the Building Access Form for submitting your request.

Building Access Forms can be obtained by going to www.303second.com and proceeding to Tenant Services.

The sooner a request is received the greater the chance of reserving the freight elevator and loading dock.

CERTIFICATES OF INSURANCE

Certificates of Insurance must be on file for all vendors who will be on site and working within the building. Please see the insurance requirements for 303 Second Street. It is the responsibility of the person scheduling the move to ensure that the Property's insurance requirements are met and to verify that a Certificate of Insurance has been submitted and received by the Building Management Office.

BUILDING ACCESS

Access to the Building must be made through the loading dock only, provided that the Building Access Form has been completed and the contractor/vendor is on the daily access schedule.

PROTECTION

The mover is required to install protective materials as follows:

MOVING PROCEDURES (cont.)

- All elevator lobby door corners are to be completely covered with cardboard or moving blankets.
- Corner of elevator lobby or corridor walls at floor of the move must be covered with cardboard.
- Movers must lay Masonite from the elevator to the tenant entry door.
- Additional Masonite may be required if staging is necessary.

USE OF ELEVATORS FOR MOVES

The elevators must be placed in independent service for any move.

The movers will be instructed by the Lobby Director on-site at the Lobby console on how to use the elevators while in independent service.

PASSENGER ELEVATORS MAY NOT BE UTILIZED FOR MOVES.

The interior of the Freight elevator is permanently padded. Dimensions for the Freight elevator are as follows:

- Door opening: 45" wide by 83"high
- Elevator cab interior: 120" high, 87" wide, 66" deep
- Freight elevator weight limit: 4,000 lbs.

For larger pieces of furniture, such as large conference tables, removal of the elevator hatch will be necessary. In rare cases, an exceptionally large piece of furniture may have to be moved on top of the elevator car. This work is performed by the building elevator maintenance contractor (Schindler Elevator Corporation) and results in an additional charge. **Pallet jacks are not allowed in any elevator.**

MOVING PROCEDURES (cont.)

If it is necessary to move an object on top of the elevator or through the escape hatch, the costs will be billed to the Tenant at the current hourly rate (including travel time).

Any problems or damage to the elevator, resulting from overloading, etc., that requires the services of Schindler Elevator will be billed to the respective tenant.

ADDITIONAL CHARGES

Movers/Tenants are responsible for the cleanup of all public areas from the entrance of the building to the tenant suite. Any costs incurred for janitorial services will be passed on to the tenant.

Tenants moving out of the building must ensure that the vacant space is cleaned of any materials, equipment, debris, etc. Charges incurred by the building for the removal of such materials will be passed on to the tenant.

LOADING DOCK DIMENSIONS

The loading dock area of the building is open Monday through Friday, 8:00 a.m. to 5:00 p.m., for the delivery of supplies, small furniture, etc.

Tenants should arrange for all regular office deliveries during these times. Should the tenant not be available, we cannot accept the delivery and the delivery personnel will be turned down from making the delivery. There is a 20-minute limit for a commercial vehicle in the loading dock and for using the freight elevator.

Security personnel monitor the usage of the freight elevator to make sure vendors conform to this time limit. Commercial vehicles parked in the loading dock longer than the allotted time will be towed.

MOVING PROCEDURES (cont.)

South Tower — Entrance on Harrison Street:

- Left Bay: 42' long, 16' high, 11' wide.
- Right Bay: 42' long, 16' high, 18' wide.

North Tower — Entrance on Folsom Street:

- The Right bay is 40' long, 14' high, 18'3" wide.
- The Center bay is 57' long, 14' tall, 18'6" wide.

RECYCLING PROGRAM

303 Second Street and Golden Gate Disposal & Recycling have been partners in coordinating the recycling program.

Trash containers

Each tenant employee is given a small trash only container for all non-recyclable items such as food, wax paper, and other items. This small trash container can sit inside of your desk trashcan. All other materials such as glass, aluminum, newspapers, magazines, and other types recyclables will go into the large container.

Kitchen Trash & Recyclables

Trash should be placed in the designated trash receptacles. Just like office recyclables, you can combine all glass, aluminum, paper plates, etc. in designated recycle containers in the kitchen areas. If you need additional or special recycling barrels, they can be purchased from the Management Office, please call 777-5548.

Wet Trash & Cardboard

Any wet trash that you may have should be placed in a bag, tied, and then disposed of in the standard trash bins. Please do not place un-bagged items in the trash, as it makes the bins very dirty and smelly. Any cardboard items that tenants may have should be marked "trash" so the janitorial crew can dispose of them accordingly.

Hazardous Waste

Tenants must comply with regulations mandating waste disposal and removal practices. Disposal of hazardous waste must follow strict federal, state, and local guidelines. Please sort waste accordingly.

Janitorial Service

The evening janitors remove all recyclable products in the kitchen on a daily basis, and in the copier/printer areas on a weekly basis.

SECURITY

The security of 303 Second Street is one of our highest priorities. Consequently, we have developed and implemented a system to maximize personal safety and to minimize the chance of property damage and theft. Our security system is composed of many elements including on-site security presence 24 hours per day, closed-circuit televisions, and two-way radio communication between the Management Office, engineering staff, and building security. Specific elements of our comprehensive security system are outlined below.

Bear in mind, however, the ultimate responsibility for security in your premises rests with you, the Tenant.

Tenants having large quantities of furniture, computers, etc. delivered or picked up, must make arrangements with the Building Office staff at least 48 hours in advance, in writing (e-mail from the authorized personnel in your office is fine). Typically a large quantity is an amount that will require more than one trip in the freight elevator. If the delivery is quite large and the elevator is required for more than 20 minutes, Building Management requires that the delivery occur during non-business hours (before 8:00 a.m. and after 5:00 p.m.).

A Security Officer **may** be required to be present to oversee the delivery/pick-up.

B. THEFT AND INSURANCE

Any suspected theft, no matter how small, should be reported to the Management Office. The San Francisco Police should also be notified immediately by calling 415-553-0123 and a report should be filed. Police and Building Security need to be informed of any thefts in the complex in order to establish a pattern to the thefts and to effectively complete an investigation. The insurance policy for 303 Second Street does not cover the personal belongings of

SECURITY (cont.)

tenants. Personal property insurance is the responsibility of each Tenant.

Office Theft

Theft in the office place is not uncommon. Unfortunately, it happens frequently in one office building or another in the City's Financial District. Also, for several simple reasons, thefts invariably increase in frequency during the Christmas season. Usually small personal items such as checkbooks, wallets, purses, radios, coins, and other easily concealable property are targets. Larger items, such as clothing, shoes, umbrellas, desk items, gift packages, and clocks, are also stolen.

The reality is that almost anyone can easily enter most offices in a typical office building and take whatever they want. As with most office buildings, 303 Second Street is open to the public during the working day, five days each week. Professional thieves make a specialty of office buildings because the pickings are easy. If they are bold enough to walk in and act like they belong there, they can make a living just by strolling through office spaces and taking personal items.

Even the most alert security officer in the building lobby or on patrol in the building cannot prevent this kind of theft. The solution to this problem lies within each tenant's control. There are some very effective deterrents to office theft and they are simple to carry out. The following steps will increase the security and safety of everyone in the office:

1. **Security Awareness:** It is quite typical for people to wander through office spaces that have no business there. Frequently they are lost, just looking around, or are involved in some kind of activity that gives them legitimate need to see a particular person or be in a specific place. They may have strayed for perfectly innocent reasons into other areas.

SECURITY (cont.)

Any employee who **does** belong in the area should simply ask strangers who they are looking for or how they might be of assistance. This security awareness act on the part of employees will typically prevent a great deal of theft in offices and in retail environments, according to studies done by the American Society for Industrial Security. A would-be thief will generally leave empty handed when he has been "greeted" (i.e. observed or noticed). It is the employee who **does** belong in an area who can most easily prevent crime.

2. **Reception Areas:** Traffic into or out of an area should be funneled through places where company employees may observe who is coming and going. When non-company individuals pass through, they should be greeted and asked who they wish to see or where they are planning to go. Coupled with proactive efforts on the part of employees in general, this traffic-control measure extends the effectiveness of theft prevention to even greater levels.

3. **Locking Valuables:** Almost every case of personal theft from office spaces in 303 Second Street involves the theft of an item that was left on a desk or shelf. Many were in a jacket pocket left hanging in an office, in an unlocked desk drawer, or simply sitting on an office or cubicle floor. The common denominator here is that anyone who wanted the item could have easily taken it. The solution is to avoid leaving valuable personal items lying in plain sight or in unlocked desk drawers. Put them away in locked drawers or cabinets. Don't leave wallets, check books, or purses lying around. If your office or cubicle is not usually locked it is "publicly" accessible.

The security people down in the lobby can easily detect grossly undesirable visitors and send them away. They cannot, however, evaluate all others for personal honesty, nor can they tell if an individual is entering the building for entirely legitimate purposes. If you would leave your personal belongings in your open, unlocked office and desk, it is nearly equivalent to leaving them in the hallway or the

elevator lobby. While it is surely inconvenient to lock things up when you leave your area, there is no other, more effective, way of protecting your possessions. We have very few recorded cases on file of breaking into an office, desk, briefcase, or locked cabinet.

4. **Reporting Suspicious People:** The roles of security and the police department are to stop, identify, and question those individuals who are in our building with no clear reason for their presence. Whenever this kind of situation arises call the Building Management Office FIRST at **777-5548**. If it is **after** hours please contact the Security Department at **777-3821**.

Security will respond immediately and confront the intruder to find out if they have legitimate business. When it is determined that they have no real purpose in being on our property, security will escort them away.

The employee who calls building security should not confront the individual beyond the initial greeting, or take in-depth measures to determine the suspicious person's intentions. The security personnel will do those things. But the Security Team **must** rely on the Tenant to identify persons who do not belong here.

5. **Reporting Thefts:** All thefts should be reported to the Building Security Department. In many cases the theft report adds information, which helps us identify a trend or a consistency, which leads us to the thief, or gives us clear direction in preventing further thefts of that type. Whether or not the stolen item is of significant value, information about the theft may be of great value. Building security will respond promptly and take a complete theft report on any item stolen. Those reports are reviewed, compared, and correlated in efforts to determine who is stealing on our property. We genuinely want to catch thieves, but statistics and experience show that the most effective measures in stopping theft are those that prevent it from happening in the first place.

SECURITY (cont.)

6. **Internal vs. External Theft:** Most thieves look like ordinary people, and although most people do not steal, there is no way to distinguish thieves from other people. It is very unlikely that stolen goods will be recovered and it is nearly impossible to catch a thief in the act. A co-worker might steal repeatedly and never be caught.

The solution: **Lock your valuables and challenge strangers!!**

C. INCIDENT REPORT

To provide an accurate record of every incident, the 303 Second Street Security staff is required to write an incident report for any theft or other incident occurring on the property.

We would appreciate your cooperation in answering any questions the building staff may have.

TELECOMMUNICATIONS

Ordering New Phone Lines

Installing a new line consists of three connections:

1. From the provider to the building at the MPOE (minimum point of entry).
2. From the MPOE to the tenant's floor, through the telephone riser.
3. From the riser to the tenant's suite.

The vendor of your choice is allowed to bring service to the building or MPOE (minimum point of entry), *and* from the riser to your suite (connections #1 & #3, described above). *Infrastructure Management Group (CAPITAL COMMUNICATIONS) is the only vendor allowed to bring the line **from the MPOE to your floor through the telephone riser connection #***

Call service provider **and** CAPITAL COMMUNICATIONS (415) 861-1727 **and** the MANAGEMENT OFFICE so the vendor can be scheduled.

AT&T will bring the lines to the building and hook them up to the "MPOE" (the minimum point of entry) for telephone lines brought to the building.

CAPITAL COMMUNICATIONS will connect the new lines to the "house system", also known as a "cross-connect".

Routine System or Office Cabling Changes

Call your vendor **and** CAPITAL COMMUNICATIONS.

You may continue to use your own vendor for maintenance or changes to your telephone system. CAPITAL COMMUNICATIONS must be used to bring additional lines to your floor.

TELECOMMUNICATIONS (cont.)

Emergency Service and/or Repairs

1. Call AT&T.

They can check the lines leading to the building to determine if the problem occurs at or before the MPOE. Whenever you have a problem with your telephone lines, call AT&T first. In our experience, most problems originate outside of the building. If the problem is not found within AT&T telephone lines, then it is typically an equipment malfunction. It is very rare that a problem will occur with the house system cabling.

and

2. Call your vendor.
3. Call the management office for scheduling.

Your telephone vendor can check your system but is unable to check the house system. If the problem is not found in your system, then CAPITAL COMMUNICATIONS must be called to check the in-house system.

Please note the following before scheduling work:

1. Whatever your decision in telecommunications, CAPITAL COMMUNICATIONS is the only vendor currently approved to pull cabling through the building's riser system. The 303 Second Street Building is a union building; all telecommunications laborers must be union members.
2. Please remember to let the management office know before you schedule vendors, and insurance must be on file **before** work can commence in order to eliminate any delays.

TENANT SERVICE REQUESTS

If you need the following procedures for requesting building services we can provide you with a speedy response.

We request the following:

Call the Management Office between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday. After normal business hours, calls to this number will be answered by the on-duty Lobby Attendant.

Give the following information:

- Tenant name and suite number
- Name of the individual calling
- Nature of request or problem
- Location on floor
- Contact number

Building management staff or Lobby Attendant will dispatch the proper personnel to service your requests. Responses to most calls are made within 30 minutes to one (1) hour.

If you have an emergency (water leak, chemical spill, etc.) the response will be immediate.

Some services provided by our engineer and janitorial departments may have associated charges.

Please check with your main tenant contact before requesting special services.

TENANT AND LOBBY DIRECTORY SIGNAGE

To add or change names and/or headings on the lobby directory and/or suite and floor signage, please contact the Building Management office. Signage orders usually take 2 to 3 weeks to process, and in some cases, there may be a fee.

TENANT SERVICE REQUESTS (cont.)

KEYS

All keys at 303 Second Street are keyed to a Building Master Key System. This key system is necessary so that the Fire Department and Building Emergency Staff have access to all areas in the event of an emergency.

For this reason, we require that no locks be changed or additional locks/bolts be added to any door within your suite without receiving permission from the Management office. If additional lock work for your suite is necessary, the building staff can provide new locks and keys. Please contact the Management office as required.

There is a \$15.00 charge for a new key and a \$10.00 charge thereafter.

VENDERS, CONTRACTORS, DELIVERIES INSURANCE REQUIREMENTS

Certificates of Insurance must be on file for all vendors, contractors, delivery companies, and persons who will be on site and working within the building.

It is the responsibility of the person scheduling the delivery or visit to ensure that the Property's insurance requirements are met, and to verify that a Certificate of Insurance has been submitted and received by the Building Management.

Please contact the management office for a copy of the insurance requirements and additional insured language.

Kilroy Realty Corporation requires an original Certificate of Insurance and Endorsement from all vendors before work or service is performed in the building.

The Certificate of Insurance shall be endorsed to provide that the above additional named insured will receive 30 days written notice of cancellation or material change in policy provisions.

Please contact Building Management for complete insurance requirements during normal business hours.

Must include endorsement, facsimiles are not acceptable.

In the circumstance that vendors or contractors need to perform work in your suite during non-business hours, please provide written notification to the management office including:

- Names(s) of the individuals(s) and the company.
- Date they will be working and the approximate time.
- Description of the work to be done.
- Time the contractor will arrive and depart.

INSURANCE REQUIRMENTS (cont.)

FOOD & CATERING DELIVERIES

During business hours, food and catering deliveries are made by the delivery person checking in with the Security Console personnel, and obtaining usage of the loading dock/freight elevator for their wheeled cart/table delivery. Non-commercial vehicles are NOT allowed in the loading dock (for liability reasons).

The parking garage within the building can accommodate non-commercial vehicles with ½ hour minimums (current rate is \$4.00 for the first ½ hour).

The freight elevator can then be used for the delivery. You may want to direct the delivery person to the parking manager of the parking garage if you know it is a non-commercial type vehicle in which they are delivering in (i.e. Waiters on Wheels) for ease of your delivery

The entrance to the parking garage is on Folsom Street for the North Tower and Harrison Street for the South Tower.

If the food delivery is hand-carried, the delivery person will be allowed to deliver directly to you.

Persons ordering food deliveries **after** normal business hours must come to the Lobby to pick up the order. The Lobby Attendant will call your office when the delivery has arrived.