

Tenant Handbook

Wilshire Rodeo Plaza



9536 Wilshire Blvd
Beverly Hills, CA 90212

<http://wilshirerodeoplaza.axisportal.com/>

Table Of Contents

INTRODUCTION
OFFICE OF THE BUILDING
GENERAL SAFETY GUIDELINES
BUILDING ACCESS
SERVICE PROVIDER ACCESS
BUILDING SECURITY
ELEVATORS
HVAC
BUILDING MAINTENANCE
FEE SCHEDULE
PARKING
VENDOR REGULATIONS
RENT PAYMENT INFORMATION
MAIL & OTHER DELIVERIES
ENERGY CONSERVATION & RECYCLING
SMOKING
RULES & REGULATIONS
AMENITIES & SERVICES
EMERGENCY PROCEDURES
FORMS
DAILY OPERATIONS

INTRODUCTION

CBRE, Inc. is proud to manage this class A office property asset on behalf of TREA Wilshire Rodeo LLC. Along with building owner, we are pleased that you have chosen Wilshire Rodeo Plaza for your business address. As real estate managers, our first priority is to ensure that you are provided with a safe business environment which provides tenant services of the highest quality. The on-site staff and our third party service partners strive to achieve an elevated level of service to the benefit of your firm's employees and guests.

At CBRE, Inc., our goal is to maximize a building's value, increase the operational productivity, retain and recruit credit tenants, and turn potential into measurable, visible results. CBRE, Inc. employs a highly trained on-site professional team and proven service partners to ensure your expectation of business environment and quality of service in the operation of the property are exceeded on a daily basis. Equally important, we have access to an extensive base of specialized experts in management, leasing, engineering and construction to assist your firm's corporate real estate needs in other locations on a worldwide basis.

As part of CBRE's management responsibility, our elevated level of service promotes the first class image of your company with its selection of Wilshire Rodeo Plaza. These include but are not limited to:

- Immediate response to daily maintenance items such as light bulb replacement, temperature references, and above standard requests Exterior grounds-seating
- Premier office cleaning
- Professional building systems maintenance
- Reliable elevator service
- Transparent common area maintenance

Thank you for allowing us the privilege of serving you at Wilshire Rodeo Plaza. Please do not hesitate to call our office with any questions, requests or suggestions.

Sincerely,

CBRE, Inc.

As Managers for TREA Wilshire Rodeo LLC.

OFFICE OF THE BUILDING

Management Office:

Wilshire Rodeo Plaza
9536 Wilshire Boulevard, Suite 210
Beverly Hills, CA 90212
Phone Number: 310.285.0947
Facsimile: 310.285.0948

Management Office Staff:

Lanetta James	Senior Real Estate Manager
Stella Khachatryan	Assistant Real Estate Manager
Robin Molchan	Chief Engineer
Mike Pickett	Building Engineer
Daniel Sanchez	Building Engineer
Charlie Booker	Security Director
Dennis Gorbonosov	Parking Facility Manager
Miguel Lopez	Assitant Manager

Security:

Phone number: 310.285.9972

Office Hours:

Monday – Friday

8:00A.M. to 5:00P.M.

Office of the Building Holidays:

New Year's Day
Martin Luther King Day
President's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day After Thanksgiving
Christmas Eve
Christmas Day
New Year's Eve Day

Building Standard Hours:

8:00 a.m. - 6:00 p.m. Monday - Friday
9:00 a.m. - 1:00 p.m. Saturday

GENERAL SAFETY GUIDELINES

For your safety, your cooperation is asked in observing the following building safety guidelines:

1. Notify the Office of the Building of loiterers or suspicious persons in corridors or restrooms.
2. Turn away all solicitors and report solicitors to the Management Office.
3. Always lock your suite when there is no one in the office even if you have just stepped out for a quick moment.
4. Always remember to take your suite keys and building access card key with you when you leave the premises.
5. Keep corridor doors closed at all times.
6. Do not leave personal valuables unguarded in reception areas, on desk tops or in unlocked drawers.
7. Refrain from using the stairways when alone except in emergency situations.
8. Request a security escort to your car if you leave the building after dark.
9. Notify the police and the Office of the Building of any crimes.
10. Collect keys and building access card keys from employees who have resigned or have been terminated from your firm.
11. Copy and distribute these general guidelines to your entire office staff.

BUILDING ACCESS

Access Card Request

At move-in, tenants are required to complete the Access Card Request Form (found in Section VII of this manual) so that identification cards for access to the building and after-hours access can be issued for each employee. This form may be also be used any time a new employee is hired, a keycard is lost, or the access status of an employee changes. Please note that that this form includes an "Authorized Signature" block which must be signed and dated by your authorized representative in order for us to process your request.

Should you be locked out of your suite, you must contact your Office Manager or an authorized representative of your company to gain access. Should a member of the Management or Engineering Team be called after-hours to unlock a suite for a tenant, after-hour charges may apply and be billed on your monthly Statement.

PLEASE REMEMBER SECURITY PROFESSIONALS DO NOT HAVE ACCESS INTO INDIVIDUAL TENANT SUITES.

After-Hours Sign In/Out

All persons entering and leaving the building during non-business hours are asked to sign in and out on the form provided at the security console. The Security Officers/Attendants have been instructed to admit only those individuals who have been authorized for after-hours access. Persons requesting after-hours access should complete the After-Hours Access Request Form (found in Section VII of this manual.)

SERVICE PROVIDER ACCESS

It is required that all tenants notify the Office of the Building of any service provider requiring access to the building and your suite.

Please complete the Service Provider Access Request Form and return it via fax to the Office of the Building at least 24-hours in advance of required access. The management staff will check for a certificate of insurance, if needed, and upon approval, forward the request to both building engineering and security.

Please remind all guests that proper identification is required for admittance into the building. Without the authorization of the access request, the security team will not admit your visitors.

FURNITURE DELIVERY AND/OR REMOVAL

Your moving company will be required to provide a Certificate of Insurance with coverage for General Liability, Worker's Compensation and Auto Liability as specified on "Certificate of Insurance Requirements".

TREA Wilshire Rodeo LLC., CB Richard Ellis, Inc., and Wilshire Rodeo Plaza are to be named as additional insureds and CB Richard Ellis, Inc. as the Certificate holder. An Additional Insured Endorsement must be provided as part of but separate from the Certificate in order for it to be acceptable.

Once completed, the insurance information may be faxed to 310.285.0948. Please mail the original to:

**CB Richard Ellis, Inc.
Wilshire Rodeo Plaza
9536 Wilshire Boulevard, Suite 210
Beverly Hills, CA 90212**

FURNITURE DELIVERY AND/OR REMOVAL HOURS

We request that your move be scheduled after 6:00 p.m. Monday through Friday, or anytime on Saturday and Sunday.

BUILDING SECURITY

Security Hours

24 hours 7 days a week

Security Phone Number

9560 Wilshire Lobby Security Desk 310.285.9972
9536 Wilshire Lobby Security Desk 310.285.9942
131 South Rodeo Lobby Security Desk 424.239.5917

Wilshire Rodeo Plaza employs a full-time security services company to monitor and patrol the public areas of the Building. Three officers are on-site during normal business hours in addition to a Security Director. Our officers are stationed in each of the three lobbies to assist visitors and monitor the various electronic equipment, including fire/life safety sensors and closed circuit television cameras. The second daytime officer patrols the building and is available to investigate, respond to, and report on the building's security and safety. All officers are in radio contact with each other, Building Engineers and the Office of the Building.

Should you have a security concern at any time (e.g., solicitors, a suspicious individual, suspicious of petty theft, or a medical emergency situation), call the security console at 310.285.9972

In all life threatening situations, 911 should be called to alert local city emergency services.

Elevator Access Card Security System

During "security mode", only those employees (and visitors accompanying employees) who possess valid elevator access card keys may have entry into the building beyond the ground floor.

This security system is activated by scanning/holding the access card key in front of a slot in the elevator cab, which will then proceed to the pre-programmed floor. It is not necessary to use the access card key to return to the ground floor.

Replacement access card keys are subject to charge. It is the sole responsibility of the Tenant to retrieve key cards from terminated employees.

It is each Tenant's responsibility to notify the Management Office of terminated employees, to update the computer database.

Should a "valid" access card key not work for any reason, the security officer can telephone a representative (designated by the Tenant) for verification of floor access. The out of order access card key will then be system-tested the next working day by the Security Post Commander.

Elevator Security Mode

The elevators are placed in "security mode" during the following hours:

Elevator Security Mode Schedule

Monday	6:00 P.M. to	Tuesday	6:00 A.M.
Tuesday	6:00 P.M. to	Wednesday	6:00 A.M.
Wednesday	6:00 P.M. to	Thursday	6:00 A.M.
Thursday	6:00 P.M. to	Friday	6:00 A.M.
Friday	6:00 P.M. to	Monday	6:00 A.M.

All individuals requiring access to floors above the lobby level after hours will need an elevator access card key. These individuals will also be required to sign in and out at the lobby officer desk in order to facilitate rescue in the event of emergency.

Tenants or office managers may obtain copies of sign in/out sheets by calling the Office of the Building.

Day-Time Lockout

From time to time, tenant employees may wish to request a security officer to unlock your suite, please be aware, however, that Security DOES NOT have keys to any suite in the Building. During weekly business hours, the engineering staff will be happy to provide access to your premises, provided those individuals making the request are authorized by the tenant to enter the suite in question.

Access will only be granted if the name of the individual requiring access appears on the list (which each tenant supplied on the firm's stationery). The individual will also be required to show proper identification. New and terminated employees should be added or deleted from this list by notifying the Office of the Building, in writing.

Please make sure that tenant suite doors are closed and locked when leaving at night. Do not depend upon the Security Officers door check. When there is no one in the office, do not leave the door unlocked, even for a short time. It is also advisable to lock your suite doors immediately before and after business hours to avoid a potential security breach.

Please be advised that Building Management does not assume any liability in connection with admitting any employees.

After Hours Entry

Before 8:00 A.M., and after 6:00 P.M. weekdays, access to the building from the garage or outside requires signing in at the security console in the lobby of the building, then using an authorized elevator access card key for the floor selected. Regardless of an individual's position within the company or a guest's stature, the sign-in procedure is necessary for maintaining a record of floor access after-hours. The register is also used as a checklist for evacuation by civil authorities responding to any emergency. If one does not have an elevator access card key, the employee must have prior approval for after-hours access filed with the Office of the Building on letterhead and signed by the authorized individual of their employer. Photo identification must also be presented to Building Security before access will be granted. Any person who forgets their access card key or says it is not working will not be allowed access by recognition alone. * Each tenant has the opportunity to establish individual access procedures for their employees with Building Management. Please contact the Office of the Building for further discussion.

Suite Keys

For your safety and protection, it is Building policy that all keys are issued from the Office of the Building.

Tenants are provided with two suite front entry keys and one key for any interior suite offices upon occupancy. Please contact the Office of the Building for extra key requirements. Duplicate keys can be obtained at the current charge rate.

After Hours Escort To Garage

Upon tenant request, a security officer may be contacted Monday through Friday from 6:00 P.M. to 11:00 P.M. at 310.285.0947 to escort people to their vehicles parked in the garage.

Stairwells Locked

Stairwells are locked at all times as per the City of Los Angeles Fire Department code.

Reporting Suspicious Persons

Please report any suspicious person or activity to Building Security. They can be reached 24 hours a day by calling 310.285.0947. You may also contact the Office of the Building, 9536 Wilshire Boulevard, Suite 210 during normal business hours by calling 310.285.0947.

Contacting Security After Hours

Security can be reached at: 310.285.9972

Reporting Thefts

For any theft that is reported, Building Security will take an Incident Report. The Security Department and the Office of the Building keep copies.

Construction Worker Badges

When a contractor comes in, they must sign-in on the Contractor's Log at the security console, if they need a key; Security requires them to leave a photo ID. They are to return keys at the end of each workday.

Solicitors

Wilshire Rodeo Plaza has adopted a "No Solicitors" policy. Please notify the Office of the Building at 310.285.0947 of any solicitors

on the premises.

ELEVATORS

The building is equipped with Eleven (11) elevators.

(8) Shuttle Elevators link parking to the lobby

(1) Freight Elevator

(10) Tower Elevators

(2) 9536 - Ground elevators for floors 1 – 5

(4) 9560 - Ground elevators for floors 1 – PH

(4) 131 - Ground elevators for floors 1 – 3

The dimensions of the freight elevator are 72" deep x 122" wide x 120" high. The door is 90" wide x 102" high. Please contact the Office of the Building in advance to schedule use of the freight elevator.

HVAC

Wilshire Rodeo Plaza's standard building hours for providing heating, ventilation and air conditioning (HVAC) are from 8:00 a.m. to 6:00 p.m. Monday through Friday. Saturday from 9:00 a.m. to 1:00 p.m. upon request. Please note, your standard hours is set forth per the terms of your lease.

Should your firm require air conditioning beyond these hours, you may submit a work order request via Axis Portal system 48 hours in advance. Each (1) hour increment will be billed as an over-time charge for air conditioning at a cost of \$90.00 per hour for non full floor tenants, however, full floor tenants cost is \$180 per hour for the entire floor or \$90 per hour for half the floor. Your firm will be billed accordingly each month.

BUILDING MAINTENANCE

Building Engineers are on duty Monday through Friday during normal business hours. They are here to maintain building operations and to provide standard building maintenance. A designated office contact should be the person to place all maintenance requests.

Please do not attempt to contact the engineering staff directly to initiate a service request. All engineering services are scheduled by the Office of the Building. This allows the building office to keep a record of tenant complaints and to follow up on any corrective actions taken.

If you have an HVAC problem, we will dispatch an engineering staff member in a timely manner. Please DO NOT attempt to remove the locked covers or (otherwise) tamper with the thermostats.

In the event of any emergency or after-hours problems, the building security line is answered 24 hours a day at 310.285.0947.

Note: To request an engineer during non-business hours is a \$175.00 minimum charge for the first four hours and \$60.00 each additional hour. The request must be authorized by an individual named on the Authorized Individuals & After Hours Emergency Contact list.

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

Janitorial Service is provided Monday through Friday evenings after normal business hours. Routine office cleaning includes vacuuming, dusting and emptying wastebaskets. Service to your suite will commence on the first regular service day after your move-in unless you have requested otherwise.

As a reminder, please do not place any objects near or against trash receptacles if the material is not to be thrown away. For your convenience, trash/basura signs are available in the Office of the Building to designate boxes or other items for disposal.

Please note that the janitorial crew will NOT dust any computer equipment, including terminals, hard drives or keyboards; nor will they vacuum or dust near computer cables or wires. This is for your protection to avoid disrupting any sensitive computer equipment. IF you have any special requests (above standard janitorial services) or require emergency janitorial assistance, please call the Office of the Building at 310.285.0947.

Urgent Requests

Please have your Office Manager notify the Office of the Building of any URGENT maintenance or repair requests, or requests requiring immediate attention (i.e. burnt out light bulbs, temperature control, etc.). We will have a building day porter or a building engineer assist you as soon as possible.

OFFICE OF THE BUILDING: 310.285.0947

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

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

General Maintenance Requests

For general maintenance requests not requiring immediate attention, please complete a Tenant Service Request Form and fax it to the Office of the Building at (310) 285.0947. We will respond to your fax with information regarding when an engineer or vendor will visit your suite to respond to the problem.

FEE SCHEDULE

The following is a list of prices for above-standard services that are currently available at Wilshire Rodeo Plaza:

Keys & Locks Services Rate

Hard key – (restroom or entry door)	\$5.00
Lock & cylinder with 2 keys (existing door)	\$150.00
Lock & cylinder with 2 keys (changing from a passage door)	\$350.00

Fluorescent Light Bulbs

Building Standard	\$No charge
Special Light Bulbs	\$TBD

Engineering Service

During business hours (Minimum ½ hour charge)	\$25.00/hr
During non-business hours ((4) hour initial charge, \$60.00 each additional hr.)	\$175.00

Janitorial Service

During non-business hours ((4) hour minimum)	\$14.00/hr
--	------------

Security Services

With 24-hour advance notice	\$18.00/hr
Without notice and on holidays	\$25.00/hr

Moving Services

With 24-hour advance notice ((4) hour minimum)	\$20.00/hr
--	------------

Paper Products for private restrooms & kitchens which are not included in the building standard services:

Toilet Paper	\$35.00/case
--------------	--------------

Paper Towels	\$20.00/case
Seat Covers	\$35.00/case
Hand Soap	\$22.00/case
Sanitary Napkins	\$37.00/case
Tampax tampons	\$65.00/case
Heavy Black Liners	\$15.00/case
Light Black Liners	\$12.00/case
1 ml Blue Liners	\$45.00/case

NOTE: These charges are subject to change.

OFFICE OF THE BUILDING: 310.285.0947

PARKING

Propark America West manages our parking garage. Parking services include monthly parking arrangements and the sale of validation stickers and validation books. Propark America West is solely responsible for maintaining the garage, its equipment and operation.

Monthly charges are due and payable on the first of each month to Propark America West. The monthly charges are delinquent after the 5th of each month. Delinquent cards may be de-activated if a non-payment situation occurs. Please note that use of the garage is at your sole risk.

Parking Garage Hours:

Monday through Friday
5:30A.M. - 8:00P.M.

Saturday
9:00A.M. -7:00P.M.

Sunday
9:30A.M. -7:00P.M.

Valet Parking:

Monday - Friday
5:30A.M. - 8:00P.M.

Saturday
9:00A.M. -7:00P.M.

Sunday
9:30A.M. -7:00P.M.

Cardkeys:

Tenants with Cardkeys may gain after-hours access to the garage by using the card reader.

Cardkeys are issued in the parking garage office. There is a one-time non-refundable deposit of \$20.00 for each card key issued. If a parking or elevator card key is lost or stolen, the replacement fee is \$20.00. Should a card key be inoperable, it will be promptly replaced. It is the

Tenant's responsibility to retrieve card keys from terminated employees.

Before a Card key is issued, the Tenant must fill out a form, obtained from the Parking Facility Manager, with the following information: company name, suite number, and telephone number, automobile year/make/model, and license plate number. If an individual drives more than one car, information should be provided on each vehicle. Only one card is issued per driver.

Monthly parkers are required to place their keycards on the key cards readers located at the entrance and exit of the parking garage during regular business hours, simply place/hold it in front of the card reader and the gate will open for entry or exit. It must be used on a sequence, one entry one exit cycle. The roll-up gate at the entrance is also operational via the Cardkey for after-hours and weekend entry.

Charges:

Monthly Parking

Unreserved {tenant} - \$187.00/month

Reserved - \$242.00/month

Daily Rate

15 minutes \$2.00

1 hour \$8.00

Maximum \$20.00

Validation Book

15 minutes/100 stickers \$200.00

1 hour/100 stickers \$800.00

All-Day/20 stickers \$400.00

Validation-Sticker Use

15 minutes One 15-min sticker

30 minutes Two 15-min stickers

45 minutes Three 15-min stickers

1 hour Four 15-min stickers or one 1-hour sticker

1 hour 15 minutes Five 15-min stickers or one 1-hour sticker and one 15-min sticker

1 hour 30 minutes Six 15-min stickers or one 1-hour sticker and two 15-min stickers

1 hour 45 minutes Seven 15-min sticker or one 1-hour sticker and three 15-min stickers

2 Hours 2 One hour stickers

2 hours 30 minutes 2 one hour stickers and 2 Fifteen minutes stickers or one All Day Sticker

NOTE: All validation sales are C.O.D. NO EXCEPTIONS. Validations are sold in complete books only, Visitor parking on P-1 & P-2 Valet Parking only.

PARKING OFFICE: 424.239.5915

Visitor

Please remind your staff not to use P1 or P2 spaces for Monthly parking and remind your visitors that this garage is Valet Only.

Handicap Spaces

Parking stalls reserved for handicapped individuals are clearly marked. As a reminder, do not park in these spaces unless you have a valid handicapped license.

Parking Guidelines & Reminders

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

1. Phone the Office of the Building if you observe any hazards in the parking areas
2. Remember to always lock your vehicle and remove any valuables including cellular phones. CB Richard Ellis, Propark America West and TREX Wilshire Rodeo LLC. are not responsible for any damages to or theft from your vehicle.
3. Please be considerate and ask your guests to be considerate of the Valet Only parking.
4. Please observe all directional, speed limit and stop signs throughout the parking area.
5. Do not park illegally or in fire lanes. Cars parked in these areas are subject to citation and/or towing.
6. Overnight parking is not normally permitted. Please notify the Office of the Building as well as the parking attendants if it is necessary to park your car overnight.
7. Trailers and towed vehicles are not permitted in the parking areas.
8. Handicapped spaces are reserved for disabled persons only. Cars illegally parked in these areas are subject to citation and/or towing.
9. All vehicles must be parked in designated stalls and may occupy only one space.

VENDOR REGULATIONS

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

- Inform the Office of the Building 310.285.0947.
- A vendor shall be permitted access to the building only pursuant to the request of the tenant and only for the purpose of direct deliveries to the specified suite.
- Tenants outside vendors are allowed access to the building during normal business hours. Vendors requiring after-hours access will only be admitted if tenant has completed a Visitor Access Request Form (found in Section VII of this Manual).
- Vendors may not solicit work from other tenants in the building.
- Vendor must provide a Certificate of Insurance covering General Liability, Worker's Compensation and Auto Liability in the amount of one million dollars.

CB Richard Ellis, TREX Wilshire Rodeo LLC., & Wilshire Rodeo Plaza must be named as Additional Insureds and Certificate Holder. An **Additional Insured Endorsement Form** must be included as part of, but separate from, the Certificate of Insurance in order for it to be acceptable. Please refer to the certificate of insurance template that sets forth the minimum requirements for vendors to follow. A copy of the certificate may be faxed to the Office of the Building at 310.285.0948. Please mail the original copy to:

Wilshire Rodeo Plaza
c/o CB Richard Ellis, Inc.
9536 Wilshire Blvd Suite 210
Beverly Hills, CA 90212

If you have any questions regarding the above requirements, please feel free to call the Office of the Building.

RENT PAYMENT INFORMATION

Rent payments are due according to the terms set forth in your lease agreement. All rent payments should be mailed to:

TREA Wilshire Rodeo LLC.
c/o CBRE, Inc.
File 50578
Los Angeles, CA 90074-0578

Please make your checks payable to TREA Wilshire Rodeo LLC. The return address will appear on the remittance portion of the rent statement. It is important that this remittance portion accompany your check. This will ensure the proper crediting to your account.

Other important points of reference to ensure the proper processing of your check:

- Please include the account number on your check.
- Indicate the amount being paid and the check number on the remittance.
- Notify the Office of the Building in writing of any billing address changes.

Rent payments may also be made via ACH. Instructions on how to setup ACH can be provided upon request.

If you have any questions, please do not hesitate to call the Office of the Building at 310.285.0947.

MAIL & OTHER DELIVERIES

Inbound Procedure

All incoming mail should be addressed as follows:

Tenant Name
Building Name
Street Address & Tenant Suite Number
City, State and Zip

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

Upon move-in, tenants are assigned a mailbox and given a key. There is no charge for the initial key. Should a replacement be required, there may be a charge from the post office. The mailbox number assigned is for your convenience only and is not to be used as part of your address. Property Management has no access to the U.S. Postal Service property (mailroom and mail boxes) and is not authorized to handle any mail services.

U.S. Mailbox Locations

The Building Postal Center is located on P-1 to the right of the parking elevator lobby.

Pick-Up/Delivery Hours

Mail delivery, distribution and pick-up hours are determined by the U.S. Postal Service and are as follows:

Delivery

Monday through Friday

8:30 A.M. – 9:30 A.m.

11:00 A.M. – 12:00 P.M.

Pick-up

12:00 P.M. and 3:00 P.M.

Property Management assumes no responsibility for any mail or freight services provided in the Building Postal Center:

Please note: Any complaints regarding postal service should be directed to the Postmaster at the Bicentennial Station: (323) 933-4229

POST OFFICE LOCATION AND HOURS

U.S. POST OFFICE - Bicentennial
7610 Beverly Boulevard
Beverly Hills, CA 90212-9998
(323) 933-4229
(323) 464-4961 fax

Monday through Friday
8:30 A.M. to 07:00 P.M.

Saturday

08:30 A.M. to 5:00 P.M.

Express Mail Service

Air Freight Express drop boxes are located on P-1 next to the mailroom. They are maintained and stocked by the individual carriers. The firms represented in the building and pick-up times are as follows:

Overnite Express: 9:00 P.M.

Federal Express: 5:00 P.M.

United Parcel Service: 5:00 P.M.

Oversized Deliveries (Loading Dock)

All oversized deliveries should be made via the building's loading dock.

It is necessary to make prior arrangements for all vehicles entering the loading dock for delivery. This is done by indicating the desire to use the loading dock on the **Visitor Access Request Form**. The Security Officer is required to have notification from the Office of the Building before allowing admittance of any vehicle. The loading dock may be used for a maximum of 30 minutes unless previously approved.

ENERGY CONSERVATION & RECYCLING

Energy Conservation

This building is equipped with motion sensors that control the lights. If you find any sensor in your space is too sensitive or not sensitive enough, please contact the Office of the Building.

CO2 sensors are installed in the parking garage. These devices start and stop exhaust fan operation based on need rather than full time usage.

This building is also equipped with a new 710-ton chiller that uses energy more efficiently and runs on an environmentally safe refrigerant.

Recycling

Recycling is one of the most pressing issues of the new decade. The Office of the Building is eager to ensure that our building tenants and we do our part to help extend the life of current landfill areas. With that in mind, please be advised that the City of Beverly Hills, there is only one waste management company that separates the recyclable items at their site.

The building participates in a cardboard recycling program. Please do not throw cardboard in the trash compactor. Also, please be advised California's Universal Waste Regulations have been significantly expanded with respect to the disposal of the wasted categories listed below:

Waste Category Environmental Hazard

Lamps/Ballasts Mercury

CRT Monitors Lead

Computers Lead and Other Metals

Batteries Lead and Other Metals

DO NOT INCLUDE THE WASTE OUTLINED IN YOUR FIRM'S COMMON RUBBISH as adherence to this enhanced regulation is enforced by California Health Safety Code Section 25180-25196. Fines of \$2,000 - \$5,000 per day may be levied against individuals and/or firms failing to store, transport, dispose and maintain records of the outlined categories according to Sections 25160 and 25161.

Please contact the Office of the Building when needed to dispose of the outlined categories. There is a charge for this service.

For more information about recycling please call the Office of the Building at 310.285.0947.

SMOKING

In compliance with State Law, smoking is prohibited inside the building. For the convenience of building employees who smoke, we have a designated smoking area located in the rear patio. Ash urns are provided in this area.

As a courtesy to non-smokers and all guests to our buildings, we ask that you please adhere to the following guidelines:

- Please use designated smoking areas and refrain from smoking at building entryways or in stairwells.
- Please use the smoking urns provided for disposal of ashes and cigarette butts.

- Do not discard of cigarette waste on walkways, planters or building landscaping.

RULES & REGULATIONS

Tenant shall faithfully observe and comply with the following Rules and Regulations:

1. The sidewalks, entrances, passages, courts, elevators, vestibules, stairways and corridors of halls shall not be obstructed or used for any purpose other than ingress and egress. The halls, passages, entrances, elevators, stairways, balconies and roof are not for the use of the general public, and the Landlord shall in all cases retain the right to control and prevent access thereto of all persons whose presence, in the judgment of the Landlord, shall be prejudicial to the safety, character, reputation and interests of the Building and its tenants, provided that nothing herein contained shall be construed to prevent such access to persons with whom the Tenant normally deals only for the purpose of conducting its business in the Premises (such as clients, customers, office suppliers and equipment vendors, and the like) unless such persons are engaged in illegal activities. No tenant and no employees of any tenant shall go upon the roof of the Building without the written consent of Landlord.
2. No awnings or other projections shall be attached to the outside walls of the Building. No curtains, blinds, shades or screens shall be attached to or hung in, or used in connection with, any window or door of the Premises other than Landlord standard window coverings. All electrical ceiling fixtures hung in offices or spaces along the perimeter of the Building must be fluorescent, of a quality, type, and design and bulb color approved by Landlord. Neither the interior nor the exterior of any windows shall be coated or otherwise sun screened without the written consent of Landlord.
3. No sign, advertisement, notice or handbill shall be exhibited, distributed, painted or affixed by any tenant on, about or from any part of the Premises, the Building or the Project without the prior written consent of the Landlord. If the Landlord shall have given such consent at the time, whether before or after the execution of this Lease, such consent shall in no way operate as a waiver or release of any of the provisions hereof or of this Lease, and shall be deemed to relate only to the particular sign, advertisement or notice so consented to by the Landlord and shall not be construed as dispensing with the necessity of obtaining the specific written consent of the Landlord with respect to each and every such sign, advertisement or notice other than the particular sign, advertisement or notice, as the case may be, so consented to by the Landlord. In the event of the violation of the foregoing by any tenant, Landlord may remove or stop same without any liability, and may charge the expense incurred in such removal or stopping to such tenant. Interior signs on doors and the directory tablet shall be inscribed, painted or affixed for each tenant by the Landlord at the expense of such tenant, and shall be of a size, color and style acceptable to the Landlord. The directory tablet 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 therefrom. Nothing may be placed on the exterior of corridor walls or corridor doors other than Landlord's standard lettering.
4. The sashes, sash doors, skylights, windows, and doors that reflect or admit light and air into halls, passageways or other public places in the Building shall not be covered or obstructed by any tenant, nor shall any bottles, parcels or other articles be placed on the window sills. Tenant shall see that the windows, transoms and doors of the Premises are closed and securely locked before leaving the Building and must observe strict care not to leave windows open when it rains. Tenant shall exercise extraordinary 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. Tenant shall cooperate with Landlord in obtaining maximum effectiveness of the cooling system by closing window coverings when the sun's rays fall directly on the windows of the Premises. Tenant shall not tamper with or change the setting of any thermostats or temperature control valves.
5. The toilet rooms, water and wash closets and other plumbing fixtures shall not be used for any purpose other than those for which they were considered, and no sweepings, rubbish, rags or other substances shall be thrown therein. All damages resulting from any misuse of the fixtures shall be borne by the tenant who, or whose subtenants, assignees or any of their servants, employees, agents, visitors or licensees shall have caused the same.
6. No tenant shall mark, paint, drill into, or in any way deface any part of the Premises, the Building or the Project. No boring, cutting or stringing of wires or laying of linoleum or other similar floor coverings shall be permitted, except with the prior written consent of the Landlord and as the Landlord may direct.
7. No bicycles, vehicles, birds or animals of any kind shall be brought into or kept in or about the Premises, and no cooking shall be done or permitted by any tenant on the Premises, except that the preparation of coffee, tea, hot chocolate and similar items (including those suitable for microwave heating) for tenants and their employees

shall be permitted , provided that the power required therefor shall not exceed that amount which can be provided by a 30 amp circuit. No tenant shall cause or perm it any unusual or objectionable odors to be produced or permeate the Premises. Smoking or carrying lighted cigars, cigarettes or pipes in the Building i s prohibited.

8. The Premises shall not be used for manufacturing or for the storage of merchandise except as such storage may be incidental to the permitted use of the Premises. No tenant shall occupy or permit any portion of the Premises to be occupied as an office for a public stenographer or typist, or for the manufacture or sale of liquor, narcotics, or tobacco (except by a cigarette vending machine for use by Tenant's employees) in any form, or as a medical office, or as a barber or manicure shop, or as an employment bureau, without the express written consent of Land lord. No tenant shall engage or pay any employees on the Premises except those actually working for such tenant on the Premises nor advertise for laborers giving an address at the Premises. The Premises shall not be used for lodging or sleeping or for any immoral or illegal purposes.
9. No tenant shall make, or perm it to be made any unseemly or disturbing noises or disturb or interfere with occupants of this or neighboring buildings or premises or those having business with them, whether by the use of any musical instrument, radio, phonograph, unusual noise, or in any other way. No tenant shall throw anything out of doors, windows or skylights or down the passageways.
10. No tenant, subtenant or assignee nor any of their servants, employees, agents, visitors or licensees shall at any time bring or keep upon the Premises any inflammable, combustible or explosive flu id, chemical or substance.
11. No additional locks or bolts of any kind shall be placed upon any of the doors or windows by any tenant, nor shall any changes be made in existing locks or the mechanisms thereof. Each tenant must, upon the termination of his tenancy, restore to Landlord all keys of stores, offices, and toilet rooms, either furnished to, or otherwise procured by, such tenant and in the event of the loss of keys so furnished, such tenant shall pay to Landlord the cost of replacing the same or of changing the lock or locks opened by such lost key if Landlord shall deem it necessary to make such changes.
12. All removals or the carrying in or out of any safes, freight, furniture, or bulky matter of any description must take place during the hours which Land lord shall determine from time to time, without the express written consent of Landlord. The moving of safes or other fixtures or bulky matter of any kind must be done upon previous notice to the Project Management Office and under its supervision, and the persons employed by any tenant for such work must be acceptable to the Land lord. Landlord reserves the right to inspect all safes, freight or other bulky articles to be brought into the 13uilding and to exclude from the Building all safes, freight or other bulky articles which violate any of these Rules and Regulations or the Lease of which these Ru les and Regulations are a part. Landlord reserves the right to prescribe the weight and position of all safes, which must be placed upon supports approved by Land lord to distribute the weight.
13. No tenant shall purchase spring water, ice, towel, janitorial maintenance or other similar services from any person or persons not approved by Landlord.
14. Landlord shall have the right to prohibit any adve lising by any tenant which, in Land lord 's opinion, tends to impair the reputation of the Building or the Project or its desirability as an office location, and upon written notice from Landlord, any tenant shall refrain from or discontinue such advertising.
15. Landlord reserves the right to exclude from the Building between the hours of 6:00 P.M. and 7:00 I\..M .and at all hours on Saturday, Sunday and legal holidays all persons who do not present a pass or card key to the Building approved by the Landlord. Each tenant shall be responsible for all persons who enter the Building with or at the invitation of such tenant and shall be liable to Landlord for all acts of such persons. 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 an invasion, mob riot, public excitement or other circumstances rendering such action advisable in Landlord's opinion, Landlord reserves the right, without abatement of Rent, to require al l persons to vacate the Building and to prevent access to the Building during the continuance of the same for the safety of the tenants, the protection of the Building, and the property in the Building.
16. Any persons employed by any tenant to do janitorial work shall, while in the Building and outside of the Premises, be subject to and under the control and direction of the Project Management Office (but not as an agent or servant of said Office or of the Land lord), and such tenant shall be responsible for all act s of such persons.
17. All doors opening onto public corridors shall be kept closed, except when in use for ingress and egress.
18. The requirements of Tenant will be attended to only upon application to the Project Managemen Office.
19. Canvassing, soliciting and peddling in the Building are prohibited and each tenant shall report and otherwise cooperate to prevent the same.
20. All office equipment of any electrical or mechanical nature shall be placed by Tenant in the Premises in settings approved by Landlord, to absorb or prevent any vibration, noise or annoyance.
21. No air conditioning unit or other similar apparatus shall be installed or used by any tenant without the written consent of Land lord.

22. There shall not be used in any space, or in the public halls of the Building, either by any tenant or others, any hand trucks, except those equipped with rubber tires and rubber side guards.
23. No vending machine or machines of any description shall be installed, maintained or operated upon the Premises without the written consent of Land lord.
24. The scheduling of tenant move-ins shall be subject to the reasonable discretion of Landlord.
25. If the Tenant desires telephone or telegraph connect ions, the Landlord will direct electricians as to where and how the wires are lo be introduced. No boring or culling for wires or otherwise shall be made without direction from the Landlord.
26. The term "personal goods or services vendors" as used herein means persons who periodically enter the Building of which the Premises are a part for the purpose of selling goods or services to a tenant, other than goods or services which are used by the Tenant only for the purpose of conducting its business in the Premises. "Personal goods or services" include, but are not limited to, drinking water and other beverages, food, barbering services and shoe shining services. Landlord reserves the right to prohibit personal goods and services vendors from access to the Building except upon Land lord 's prior written consent and upon such reasonable terms and conditions, including, but not limited to, the payment of a reasonable fee and provision for insurance coverage, as are related to the safety, care and cleanliness of the Building, the preservation of good order thereon, and the relief of any financial or other burden on Land lord or other tenants occasioned by the presence of such vendors or the sale by them of personal goods or services to the Tenant or its employees. If necessary for the accomplishment of these purposes, Landlord may exclude a particular vendor entirely or limit the number of vendors who may be present at any one time in the Building.
27. The Building is a non-smoking building. Smoking is prohibited at all times with n t e entire Building, including all leased premises, as well as all public/com mon areas and parking areas for the Building, including any attached parking garage structure. This prohibition applies during business and non-business hours to restrooms, elevators, elevator lobbies, first floor lobby, stairwells, common hall ways, the lunch room and any other public/common area, as well as to all areas within the Leased Premises by Tenants. Smoking is only permitted in the designated smoking area outside the Building and away from the entrances to the Building.
28. Your lease outlines the number of keys furnished for each Tenant. Any additional keys required by Tenant must be obtained from Office of the Building at a reasonable cost to be established by Landlord.

AMENITIES & SERVICES

The variety of amenities provided at Wilshire Rodeo Plaza help meet the business and personal needs of tenants and visitors while allowing them to remain within the building:

ATM

The ATM is conveniently located in the parking garage:

Monday through Friday from 7:00 A.M. to 9:00 P.M.

Saturday & Sunday 7:00 A.M. to 8:00 P.M.

Dry Cleaning Service/pick-up and delivery

Fazio Cleaners

Regularly scheduled non-disruptive pick-up and delivery service. Fazio Cleaners will provide a convenient customized name tag reusable VIP fabric clothing bag to those who enroll. Pick-ups and deliveries for Wilshire Rodeo Plaza Blvd. are on Tuesdays & Thursdays.

For additional information and/or enrollment forms, please contact the Office of the Building at 310.285.0947.

Valet Parking

EMERGENCY PROCEDURES

OVERVIEW

The Ownership and Management of Wilshire Rodeo Plaza take Fire and Life Safety very seriously. Our objective is to provide our tenants with a safe and comfortable working environment. With this in mind, this Emergency Procedures Manual was developed.

While the Fire/Life Safety Systems in the building are engineered to ensure the safety of all occupants in the building in the event of

a fire, it is important that all individuals working in the building understand the building's emergency procedures. However, each emergency is unique and sometimes the recommended procedures may not be suitable for all conditions that arise. Therefore, common sense should always be the primary element of any emergency procedure.

Please take the time to familiarize your entire staff with these procedures. If you have any questions regarding these procedures or any of the Fire & Life Safety systems in place at Wilshire Rodeo Plaza, please contact the Office of the Building at 323.651.0490.

EMERGENCY PHONE NUMBERS

Emergency: 911
Fire Department: 911
Police Department: 911
Management Office: 310.285.0947
After-Hours Emergencies: 310.285.0947

FLOOR RESPONSE TEAM

At the time of move-in, each tenant is asked to complete the **Floor Response Team** Form (found in Section VII of this Manual) designating personnel that will be responsible for taking charge in the event of an emergency. It is up to each tenant to assure that this form is updated when designated personnel leave employment of the firm or for other reasons is no longer able to perform the outlined duties of emergency personnel.

While the Office of the Building may periodically host Floor Response Team training, the general responsibilities are outlined here. It is the responsibility of all Floor Response Team personnel to familiarize themselves with these guidelines as well as all of the building's Emergency Procedures.

There are six primary Floor Response Team positions. They are:

- **Floor/Fire Warden** – Responsible for controlling staff in event of emergency and explaining/overseeing all emergency actions.
- **Assistant Floor/Fire Warden** – An alternate Floor/Fire Warden in case the Floor/Fire Warden is out of the office when an emergency occurs.
- **Stairwell Monitor** – At direction of Floor Warden, leads employees to exit stairwells and monitors the safe and efficient evacuation via stairwells.
- **Elevator Monitor** – Is positioned at elevator banks and ensures that no one uses the elevators during an emergency.
- **Searcher** – After all personnel have evacuated the suite, the searcher returns to the office suite to ensure that all have in fact evacuated and that there are no injured persons left behind.
- **Assistant to the Physically Impaired** – Assists any handicapped individuals during an emergency and/or building evacuation.

FLOOR/FIRE WARDEN RESPONSIBILITIES

Each member of the building's Floor Response Team has an extremely important job to perform in the event of an emergency. Each Floor Response Team designee should become familiar with the following duties.

Floor/Fire Warden

- Appoints personnel to the emergency team and fills all vacant positions
- Maintains an updated roster of Floor Response Team personnel
- Keeps Office of the Building updated on any changes in Floor Response Team personnel
- Alerts Floor Response Team designees of potential emergencies
- Supervises the activities and training of Floor Response Team
- Responsible for informing and training Floor Response Team in emergency procedures
- Ensures that Floor Response Team know their assigned duties and locations in case of an emergency
- Pre-plans the handling of physically impaired personnel during evacuation
- Responsible for the evacuation of Floor Response Team
- Responsible for notifying Elevator Monitor to evacuate

STAIRWELL MONITOR RESPONSIBILITIES

Duties

- Takes position at assigned exits and assists in the evacuation of all personnel
- Feels stairwell door with back of hand for heat. If no heat is detected, opens door slowly to inspect stairwell for possible heat and smoke conditions before evacuation
- Instructs personnel to form single file lines in stairwell and directs personnel to exit along the right side of the stairwell
- Supervises and monitors evacuation flow while remaining calm and encouraging others to remain calm and orderly during evacuation

- Remains as exit until Searchers have cleared all personnel for the floor

ELEVATOR MONITOR

Duties

- Under the supervision of the Floor Warden, Elevator Monitors are responsible for ensuring that no one uses the elevators during an emergency.
- Is positioned at the elevators and directs employees to the nearest stairway
- Must be familiar with the building's emergency procedures and the location of all stairwells
- Remains at designated post until instructed to evacuate by the Floor Warden

SEARCHER

Duties

- Under the supervision of the Floor Warden, Searchers are responsible for finding and evacuating all personnel from the floor, specifically from remote areas such as storage rooms, file rooms, coffee/break areas, restrooms, etc.
- Check all rooms including restrooms, conference rooms, reception areas, offices and remote areas.
- Close, but do not lock, all doors after you have determined that the room has been evacuated.
- Place a "searched" sticker or note on doors at knee height to indicate a room has been searched and evacuated. (In the event of an actual fire, the floor may be filled with smoke by the time firemen reach it and the lower the "searched" sticker is placed the easier it will be for them to see it.)
- Advises any remaining personnel on the floor of the emergency and insists on their evacuation.
- Evacuates non-employees found on the floor.
- Must be familiar with the building's emergency procedures and the location of all stairwells

ASSISTANT TO THE PHYSICALLY IMPAIRED

Duties

- Under the supervision of the Floor Warden, the Assistant to the Physically Impaired is responsible for the safe evacuation of any physically impaired personnel.
- Maintains an up-to-date list of impaired employees.
- Moves all wheelchair bound personnel to the stairwell area and waits with them until emergency personnel arrive.

IF A FIRE IS DISCOVERED INSIDE YOUR SUITE

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

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

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

NOTE: FIRES NEED FUEL, HEAT AND OXYGEN TO SURVIVE. YOU CAN REDUCE OR EXTINGUISH FIRE BY REMOVING ANY ONE OF THESE ELEMENTS. FOR EXAMPLE, CLOSE DOORS AND USE EXTINGUISHER TO REDUCE OXYGEN, THROW WATER ON THE FIRE TO REDUCE HEAT, AND ELIMINATE FUEL SOURCES BY REMOVING NEARBY PAPER, PLASTICS, AND OTHER FLAMMABLES.

IF A FIRE IS DISCOVERED OUTSIDE OF YOUR SUITE:

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

1. Call 911 and provide the following information:
 1. Building Name: Wilshire Rodeo Plaza
 2. Building Address: 9536 Wilshire Rodeo Plaza
 3. Nearest Cross Street: Rodeo Drive
 4. Suite Number or Exact Location of Fire
 5. Your call back number

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

2. Call the Office of the Building

1. Report your building number, floor and suite number.
3. FEEL THE DOOR. If it is hot or warm, DO NOT OPEN IT!
4. CLOSE AS MANY DOORS AS POSSIBLE BETWEEN YOU AND THE FIRE.
5. IF SMOKE ENTERS YOUR SUITE FROM BENEATH THE DOOR, seal the area with a fire blanket, wet towel or other mist material.
6. IF SMOKE IN YOUR SUITE BECOMES UNBEARABLE, break a window for additional oxygen.
7. IF YOUR TELEPHONE STOPS WORKING, display brightly colored material from the window. Wave it to make it more visible to rescuers.
8. DO NOT JUMP!

FIRE SAFETY REMINDERS

1. Post Emergency Phone Numbers for all employees.
2. Make sure all employees are aware of the location of fire extinguishers and are familiar with how an extinguisher operates.
3. In a fire or other emergency, follow the instruction of your designated Floor Warden and other Emergency Personnel.
4. Never use the elevators.
5. While it is usually advised to go downward in a building during a fire, there are occasions when it may be necessary to go to an upper floor or the roof. For example, if smoke enters the stairwell, you may be driven upwards toward cleaner air.
6. If you encounter smoke, get down on your hands and knees. Air is cleaner and cooler near the floor. Crawl to the nearest stairwell and exit if it is safe to do so.
7. Few people are burned to death in fires. Most fire-related deaths are the result of smoke inhalation, poisonous gas or panic. Panic can be avoided by being well prepared for an emergency. Learn all the emergency procedures as if they were second nature.

FIRE PREVENTION TIPS

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

FIRE EXTINGUISHER LOCATION & BASIC OPERATION

All extinguishers in the building may be used on fires originating from wood, paper, plastic, grease, oil and electricity.

Operating a Fire Extinguisher:

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

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

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

S – Squeeze the trigger handle

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

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

EARTHQUAKES

Earthquake Preparedness

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

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

- **Food** – stock your office with non-perishable and easy-to-store food products such as dehydrated foods and food bars.
- **Water** – keep at least a three-day supply of purified water. It is recommended that you stock two quarts of water per day, per employee.
- **Emergency Lighting** – flashlights, flares, light sticks.
- **Batteries** – keep a fresh supply

- **Medical** – keep a well-stocked First Aid Kit. Choose kits designed to treat earthquake-related injuries such as heavy bleeding, shock and broken bones.
- **Blankets** – lightweight fire and shock retardant emergency blankets.
- **Radios** – portable transistor radios with extra batteries and two-way radios.
- **Fire Extinguisher**
- **Medications** – persons on medication should keep a 72-hour supply in their desk.

Additional Supplies to Consider

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

During An Earthquake

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

Please adhere to the following safety procedures during an earthquake:

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

If You Are Outside of the Building When an Earthquake Occurs

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

After an Earthquake

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

Checklist for Business Survival following an Earthquake

Businesses face many hurdles in recovering from earthquakes. A key to survival is looking ahead and planning for recovery before an earthquake strikes. The following checklist identifies areas that can reduce the impact of an earthquake by enabling your company to continue normal business operations.

- Make agreements with vendors and suppliers to assure continued business or identify alternate sources in the event your

normal vendors are unable to function after an earthquake.

- Develop and maintain inventories for critical supplies, equipment and employee skills.
- Develop a plan for informing clients, the general public and the media about company operations following an earthquake.
- Store duplicates of vital company records and important documents off-site.
- Take steps to "quake proof" your computer facility and equipment.
- Establish contracts with engineers and suppliers to survey damage and perform clean up following an earthquake.
- Develop a plan for business restoration including securing alternate work sites for personnel, restoring damaged utility systems, and controlling access to company facilities.
- Develop alternate marketing strategies for your products or for moving into other markets under post earthquake conditions.
- Create post-earthquake financing and investment strategies to protect corporate assets.
- Make sure your bank is informed about your disaster contingency planning to assure quick response to your post-earthquake needs.
- Review existing inter-company mutual aid agreements to establish what needs might be following an earthquake.

TORNADOS

Tornado Preparedness

The following **SUPPLIES** will be necessary to protect and sustain your employees in the event that a tornado leaves you temporarily stranded in the office building:

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

Additional Supplies to Consider

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

There are two designations placed on a Tornado: a **WATCH** and a **WARNING**. A Tornado **WATCH** indicates weather conditions are right for a tornado. A Tornado **WARNING** indicates that a tornado has been sighted in the immediate area.

IN THE EVENT OF A TORNADO WATCH

1. Whoever is made aware of the threatening weather should notify the office manager, designated Floor Warden and the Office of the Building.
2. Floor Warden or office managers should alert all staff of the watch.
3. Once you have been notified of the watch, please do the following:
 1. Immediately close the blinds in your office
 2. Once this is accomplished, stay away from the windows
 3. Remain at your normal work station
 4. Tune in any battery operated radios to a station with weather updates
 5. If possible, you should remain in the building until the weather has cleared

IN THE EVENT OF A TORNADO WARNING

1. Move away from the perimeter of the building (windowed areas) toward the center of the building and close the doors behind you.
2. Floor Wardens and other emergency personnel will direct you towards corridors, stairwells and elevator lobbies.

3. Do not exit these designated areas or use elevators.
4. Protect yourself by placing your head close to your knees and covering your neck with your hands.
5. If you cannot reach a corridor or lobby in time, the next safest place is under a desk, table or chair.
6. Remain in the designated area until an announcement has been made by designated emergency personnel or building management that it is safe to return to your work station.
7. Once everyone has returned to their workstation, emergency personnel should assist Building Management in accounting for all employees.
8. If anyone has been injured, designated emergency personnel should assist where possible and follow the Medical Emergency Procedures outlined in this Manual.
9. If any portion of your offices or surrounding building areas have been damaged, please notify building management immediately.

HURRICANES

Hurricane Preparedness

The following **SUPPLIES** will be necessary to protect and sustain your employees in the event that a hurricane leaves you temporarily stranded in the office building:

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

Additional Supplies to Consider

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

There are two designations placed on a Hurricane: a **WATCH** and a **WARNING**. A Hurricane **WATCH** indicates weather conditions are right for a hurricane. A Hurricane **WARNING** indicates that a hurricane has been sighted in the immediate area.

IN THE EVENT OF A HURRICANE WATCH

1. Whoever is made aware of the threatening weather should notify the office manager, designated Floor Warden and the Office of the Building.
2. Floor Warden or office managers should alert all staff of the watch.
3. Once you have been notified of the watch, please do the following:
 1. Immediately close the blinds in your office
 2. Once this is accomplished, stay away from the windows
 3. Remain at your normal work station
 4. Tune in any battery operated radios to a station with weather updates
 5. If possible, you should remain in the building until the weather has cleared

IN THE EVENT OF A HURRICANE WARNING

1. Move away from the perimeter of the building (windowed areas) toward the center of the building and close the doors behind you.
2. Floor Wardens and other emergency personnel will direct you towards corridors, stairwells and elevator lobbies.
3. Do not exit these designated areas or use elevators.
4. Protect yourself by placing your head close to your knees and covering your neck with your hands.
5. If you cannot reach a corridor or lobby in time, the next safest place is under a desk, table or chair.
6. Remain in the designated area until an announcement has been made by designated emergency personnel or building management that it is safe to return to your work station.

management that it is safe to return to your work station.

7. Once everyone has returned to their workstation, emergency personnel should assist Building Management in accounting for all employees.
8. If anyone has been injured, designated emergency personnel should assist where possible and follow the Medical Emergency Procedures outlined in this Manual.
9. If any portion of your offices or surrounding building areas have been damaged, please notify building management immediately.

EXPLOSIONS

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

1. IMMEDIATELY report the explosion to the Office of the Building. Remain calm and provide the following information:
 1. Your name, location (building and suite number) and phone number.
 2. Your company name.
 3. Exact location of explosion.
 4. Cause (if known) of explosion.
 5. Extent of casualties, and number and type of injuries. Whether explosion caused fire and if so, location of fire.
2. Evacuate all persons from the area if necessary.

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

MEDICAL EMERGENCIES

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

1. Call 911. Reassure the injured person that help is on the way. Remain calm and provide the following information:
 1. Nature of medical emergency.
 2. Building name and address
 3. Exact location and name of sick or injured person.
 4. NOTE: Do not hang up until the emergency operator does so.
2. Call the Office of the Building at 310.285.0947 and provide the following information:
 1. Your name and company name
 2. Nature of medical emergency
 3. Exact location and name of sick or injured person
 4. Whether or not you have called for trained assistance
 5. A number where you can be reached
3. Direct any on-lookers away from the area of the injured person. Clear the area of any objects that might impede the rescue or interfere with emergency personnel.
4. Remain with the victim. DO NOT move the victim unless there is immediate danger of further injury. Keep the victim comfortable and warm.
5. Designate a responsible person to do the following:
 1. Wait at the building's main entrance for medical personnel. When they arrive, direct them to the injured person.
 2. Whenever possible, have an elevator standing for the rescue team.
 3. NOTE: CPR training and first aid courses are available through your local American Red Cross and are sometimes offered through the Office of the Building. All occupants are encouraged to participate.

BOMB THREATS

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

Telephone Bomb Threats

1. The person receiving the call should try to get as much information as possible from the caller and should WRITE OUT THE MESSAGE EXACTLY AS RECEIVED FROM THE CALLER.
2. LISTEN CAREFULLY. You may be able to help authorities identify the caller, his location, or the location of the explosive by his comments, vocal characteristics and any background noise.
3. Keep the caller on the phone for as long as possible. Ask the caller to repeat the message.
4. Obtain as much information from the caller as possible such as location of bomb, time of detonation, appearance of bomb, and callers' reason for planting the bomb (please see the Bomb Threat Questionnaire found in section VII of this manual).
5. Remind the caller that the building is occupied and that the bomb might cause the deaths of innocent people.
6. Once the caller has hung up, immediately contact the Office of the Building at 310.285.0947 and provide the following information:
 1. Your name
 2. Your location (suite number)
 3. Your phone number
 4. Name of any other person who heard the threat
 5. Name of any employee threatened by the caller and his/her work location
 6. Time the bomb is to detonate if known
 7. Location and description of the bomb if known

8. Any reason given for planting the bomb
9. Any other information received from the bomb threat perpetrator
7. Complete the Bomb Threat Questionnaire and provide it to management personnel as soon as possible after the call was received.

Written Bomb Threats

Upon receipt of a written bomb threat:

1. Immediately notify the Office of the Building
2. Do not destroy the note
3. Do not let others handle the note
4. Turn the note over to building management or emergency personnel

Personal Receipt of Bomb Threats

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

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

Searching Your Suite for a Suspected Bomb

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

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

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

Suspicious Packages

Upon the delivery of all packages always be aware and:

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

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

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

Upon Receipt of a Suspicious Package

1. Do not allow anyone to handle the package.
2. Immediately call the Office of the Building

SUSPECTED BOMB SAFETY PRECAUTIONS

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

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

1. If it is suspected that a bomb is in the building:
 1. Do not use radio equipment to transmit messages
 2. Do not change lighting conditions
 3. Remove all flammables
2. Please make only necessary phone calls. Open phone lines are essential to effectively controlling the emergency.
3. If a suspected bomb is identified:
 1. Do not touch it
 2. Do not attempt to move or carry it

3. Remove all flammable from the area
4. During a bomb threat emergency, cooperate with all fire department instructions, including building evacuation.

EVACUATION

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

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

Evacuating the Injured

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

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

CIVIL DISTURBANCES

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

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

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

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

POWER FAILURE

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

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

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

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

- **Emergency Lighting** – flashlights, flares, light sticks.
- **Batteries** – keep a fresh supply.
- **Blankets** – lightweight fire and shock retardant emergency blankets.
- **Radios** – portable transistor radios with extra batteries and two-way radios.
- **Clothing** – tennis shoes, sweater, sweat suit, (items you would be comfortable walking home or sleeping in).

FORMS

MOVE-IN

The following forms should be completed and returned to the Office of the Building two weeks prior to your scheduled move. Send an original, completed copy to the Office of the Building and retain one copy for your records. For replacement forms, please contact the Office of the Building at 310.285.0947.

1. [Move-In Day Information](#)
2. [Access Card Request](#)
3. [Door Sign Order Form](#)
4. [Lobby Directory Strip Order Form](#)
5. [Tenant Information Form](#)
6. [Authorized Individuals & After-Hours Emergency Contacts](#)
7. [Floor Response Team- Single Tenant/ Floor Response Team- Multi-Tenant](#)
8. [Physically Impaired Individuals](#)
9. [Emergency Procedures Acknowledgement](#)

DAILY OPERATIONS

The following forms are for use throughout the duration of your tenancy. To use a form, please make a copy from the original, returning the original to this Manual for future use. Send one copy of your completed form to the Office of the Building and retain one copy for your records. If you use or misplace an original form, please contact the Office of the Building at 323.651.0490 and we will send you a new one.

- A. [After-Hours Access Request](#)
- B. [Service Provider Access Request](#)
- C. [Property Removal Form](#)
- D. [Bomb Threat Checklist](#)
- E. [Certificate of Insurance Requirements](#)