

Seagate Properties

San Rafael Corporate Center
Electronic Tenant Handbook

Created on February 7, 2012

Building Amenities: Conference Rooms

FACILITY AND AMENITIES

CONFERENCE ROOMS:

TAMALPAIS ROOM

- Seminar Style – two rows - 70 chairs (five seats across, an aisle between rows)
- One large table at front of room
- Flip chart on wheels (white board on one side and other side upholstered for pinning exhibits)
- Projection screen recessed in ceiling
- Two 6 foot tables at back of room
- Two 6 foot folding tables and two 4 foot folding tables in closets inside the room
- Internet / Telephone access available with advance notice

Minimum Group Size: 20 people; Maximum Group Size: 75 people

MAYOR ALBERT J. BORO ROOM

Executive Board Style room -- 14 high back leather chairs around large rectangular table

- Credenza
- Projection screen recessed in ceiling
- Internet / Telephone access available

Maximum group size: 18

BOYD PARK ROOM

Smaller meeting room with 8 Chairs around rectangular table

- Credenza

Maximum group size: 10

Podiums, computers, telephones, audio/visual equipment and additional chairs are NOT provided. If you have needs other than the supplied fixtures listed above you must provide for them and arrange for delivery and set-up. Equipment may not be moved from one room to another.

A partially supplied kitchen (microwave, refrigerator, etc.) is located between the Albert J. Boro and Boyd Park conference rooms for use by all three conference rooms. The restrooms are kept locked. The Property Management Office will need to be notified prior to your meeting should you require the restrooms to be unlocked (for large meetings) or you need keys to access the restrooms. After 5PM the on-site security guard can give you access by calling (415) 877-6052.

PARKING: Ample parking is available directly across Lindaro Street (see map). The small parking lot directly in front of 750 Lindaro is reserved for one hour parking only. Cars parked in the small visitor lot longer than 60 minutes may be towed. Please provide a map to your attendees when possible.

MAHON CREEK PARK:

A small park located between the 750 Lindaro and 781 Lincoln buildings is available for outdoor events.

RESERVATIONS FOR USE OF PARKING LOT(S):

Our parking lots can accommodate 400 cars for overflow parking for evening and weekend public events. Advance reservation and Hold Harmless Agreements are required and additional insurance may be required at the discretion of San Rafael Corporate Center Management.

RESERVATION RULES AND POLICIES

Public (non-tenant) use of Mahon Creek Park and the San Rafael Corporate Center (SRCC) conference facility is available by reservation pursuant to the following rules and policies:

1. Reservation Procedure

To secure a date for an event, the event sponsor must submit the following to SRCC management:

- Signed Application for Temporary Use

- Signed Hold Harmless Agreement
- Security deposit of \$150.00 (Separate Check)
- Conference Room Rental Fee (if applicable in an amount equal to 50% of the fee set forth on the Fee Schedule. (Separate Check)
- Certificate of Insurance for event sponsor (and for all on-site vendors (e.g. caterers, musicians, DJs, bands, etc.), if applicable)
- Non Profit Certification, if applicable

Priority for use of Mahon Creek Park and the SRCC conference facilities shall be given to our tenants and to qualified sponsors within the City of San Rafael (i.e. not-for-profit organizations, homeowners associations and neighborhood groups/associations.)

Facility reservation is confirmed only after approval by the SRCC Management, which will not be unreasonably withheld.

To meet the needs of our tenants and other non-paying and paying users, we reserve these rooms no more than six months in advance and use of the rooms is limited to a maximum of eight business hours (Monday through Friday 8:00 AM – 5:00 PM) per month.

Any organization that is not a tenant of the San Rafael Corporate Center may not use the SRCC conference facilities during business hours (Monday through Friday 8:00AM – 5:00PM). Profit and Non-Profit Organizations have access to the conference center facilities Monday through Friday, 5:00PM – 9:30PM. Weekend access is permitted (8:00AM – 6:00PM) and all organizations must pay a supplementary security fee as well as a heating/air conditioning fee if requested.

Cancellations must be made with a minimum of 48 hours notice. Any organization (for-profit, non-profit, city/county offices and tenants are included) that does not use the reserved room without prior cancellation will be charged a \$75.00 fee.

2. Security Deposit

A security deposit in the amount of \$150 is required of all users, with the exception of tenants who lease space at SRCC. The check is to be made payable to “SR Corporate Center Phase One, LLC” and mailed to Seagate Properties, Inc., 750 Lindero Street, Suite 240, San Rafael, CA 94901. The security deposit is fully refundable with the following exceptions:

- The security deposit will be retained if the event sponsor cancels the date of the event at any time as follows: 75% of the security deposit will be refunded if SRCC Management is able to reschedule the date. SRCC Management is not obligated to seek or to attempt to reschedule the date of a canceled event.
- The security deposit refund will be reduced to reimburse the additional costs incurred due to cleaning, damage to facilities or grounds, overtime hours and additional equipment used during the event. See Reimbursement Rate Schedule for an explanation of additional costs.
- SRCC reserves the right to increase the security deposit, subject to the approval of the San Rafael Parks and Recreation Commission.

3. Fees and Reimbursements

While San Rafael Corporate Center is pleased to offer the use of our conference room facilities to Building Tenants and the City of San Rafael based non-profits free of a rental charge, we do require all users to reimburse us for the costs we incur as a result of the after-hours and weekend events.

Non-Profits based outside of San Rafael and for-profit entities are charged a conference room rental fee as well as for the reimbursement of the costs we incur as a result of after-hours and weekend events.

Rental Fees:

- A separate check is required for Rental Fee. The Rental Fee may not be deducted from the Security Deposit.
- The check is to be made payable to “SR Corporate Center Phase One, LLC.” and mailed to Seagate Properties, Inc., 750 Lindero Street, Suite 240, San Rafael, CA 94901. The event name and date are to be written on the check.
- SRCC reserves the right to increase the room rental rates set forth on the Fee Schedule, subject to the approval of the San Rafael Parks and Recreation Commission.

Reimbursements:

- Reimbursement for the additional costs incurred as a result of the after-hours and weekend events (e.g. janitorial, maintenance staff, security, HVAC/Utilities, etc.) will be deducted from the security

deposit. A new security deposit will be required once the total security deposit has been used.

- SRCC Management reserves the right to increase the additional costs reimbursement rates set forth on the Reimbursement Rate Schedule, subject to the approval of the San Rafael Parks and Recreation Commission.

4. Insurance Requirements

- Event sponsors must provide a Certificate of Insurance for their organization and for all on site vendors (e.g. caterers, musicians, DJs, bands, etc.) for general liability within a limit of not less than \$1,000,000, or such greater amount as may be required by SRCC Management, if the intended use of either Mahon Creek Park or the SRCC conference facility may create risks necessitating additional or greater insurance coverage, and/or workers' compensation insurance.
- The Certificate of Insurance must include endorsements naming "SR Corporate Center Phase One, LLC", SR Corporate Center Phase Two, LLC and Seagate Properties, Inc., and/or such other persons or entities identified by SRCC Management as additional insured, and state that insurance will not be canceled without 30 days advance written notice to SRCC. See enclosed San Rafael Corporate Center Certificate of Insurance Requirements.
- A copy of the Certificate of Insurance must be completed and mailed to the "SR Corporate Center Phase One, LLC", c/o Seagate Properties, Inc., 750 Lindero Street, Suite 240, San Rafael, CA 94901, 45 days prior to the event or sooner to confirm reservation. The event name and date are to be written on the check. Confirmation of a pending reservation will not be made until the insurance certificate has been received.
- Organizations or individuals that have insurance through a parent organization may issue a certificate of insurance from such parent which names "SR Corporate Center Phase One, LLC." and Seagate Properties, Inc., and/or such other persons or entities identified by SRCC Management as additional insured.

5. Alcoholic Beverages

- Alcoholic beverages may not be sold, served or consumed in the SRCC conference facilities or in Mahon Creek Park. SRCC Management may grant exceptions on a case-by-case basis. A liquor license will be Alcoholic beverages may not be served in the SRCC conference facilities unless written agreement from SRCC Management has been received.
- The State of California prohibits the consumption of alcoholic beverages by individuals under the age of 21 years. The event sponsor is required to comply with this and all the rules and regulations of the State Department of Alcoholic Beverage Control.
- In all leases, no alcohol will be sold at an event.

6. General Rules

- Hours stated on the Application for Temporary Use are to include time for setup and cleanup, which are the responsibility of the event sponsor. All events and cleanup must conclude by 9:30PM unless otherwise stipulated by the San Rafael Corporate Center Management. If not, Security fees will apply.
- Evening events running or starting after 9:30 PM and Weekend and Holiday events require additional reimbursement as stated on the enclosed Reimbursement Rate Schedule.
- Reservations are accepted no earlier than six months prior to the event date or otherwise as stipulated by the San Rafael Corporate Center Management. All fees and required documentation must be submitted no later than 45 days prior to the date of the event.
- Conference room reservation dates are non-transferable.
- An adult sponsor must complete reservations and be present at the event for use of Mahon Creek Park or the SRCC conference facilities by youth groups.
- At the discretion of SRCC Management, additional security police officers or staff attendants, bonds, or insurance may be required to be provided by the event sponsor at its own expense.
- The event sponsor whose signature appears on the Application for Temporary Use should arrive at the starting time designated on the Application for Temporary Use and be present until the end of the event. If the event sponsor cannot be present, a designated representative should be added to the Application for Temporary Use, and such representative shall be required to fulfill these requirements.
- All facilities must be left in the same conditions as before the event. Rooms must be returned to original configuration, garbage removed and kitchen must be cleaned.
- The event sponsor is responsible for adhering to and enforcing the no smoking ordinance.
- The event sponsor as part of cleanup must remove decorations after the event.
 - Cellophane adhesives, nails, screws, staples, etc., in walls, woodwork or on windows are prohibited.
 - All decorations must be fireproof or made of fire retardant materials.
 - Exits shall remain open at all times and shall not be covered or obstructed in any way.
 - The use of candles, incense or room sprays are strictly prohibited.

- Birdseed, rice, confetti, or flower petals are not permitted to be thrown at an event.
- Reservations will not be approved if such use of the Mahon Creek Park or SRCC conference facilities will interfere with SRCC tenant activities or where there is a violation of approved regulations.
- SRCC reserves the right to make any physical or furniture change in the buildings, San Rafael Conference Center Conference Rooms or Mahon Creek Park.
- SRCC reserves the right to prohibit persons from using Mahon Creek Park and/or SRCC conference facilities if such persons engage in behavior that is unlawful, immoral, or unreasonable, or behavior which, in SRCC's reasonable judgment, constitutes a nuisance to other users of SRCC or SRCC employees, tenants, visitors, or to neighboring property owners and their employees, tenants, and visitors. Such behavior shall include, but is not limited to:
 - Interfering in any manner with the conduct of business, operations or activities of SRCC or its tenants or subtenants.
 - Loitering, littering or committing any unlawful or lewd act.
 - Entering the SRCC while intoxicated or otherwise under the influence of alcohol or drugs.
 - Entering Mahon Creek Park outside of normal park hours.
 - Entering any portion of the SRCC not otherwise made available for public access.
 - Obstructing parking or access or egress in, on, to, or from the SRCC.
 - Engaging in prohibited activities on the SRCC grounds, which may include, but are not limited to, skateboarding, rollerblading, bicycling or operating any wheeled recreational vehicle.
 - Causing any damage to SRCC.
 - Canvassing, soliciting or distributing handbills or any other written material in, on or about SRCC.
 - Picketing, peddling or panhandling in, on or about SRCC.
 - Posing a threat or risk to the health or safety of others, the physical condition or security of SRCC, or the conduct of business, operations, or activities of SRCC or its tenants or subtenants.
 - Failing to comply with alcohol consumption prohibitions, security, safety, fire protection and evacuation procedures or requirements.
- SRCC Management reserves the right to prohibit persons from using the SRCC conference facilities and/or Mahon Creek Park in the event of war, riot, public excitement or other commotion on or about the SRCC.
- Event sponsor assumes full responsibility for any injury, theft, loss or damages to attendees of the event, the event sponsor, third parties or SRCC caused by the event's sponsor, attendees, or event staff pursuant to the Application for Temporary Use.
- All scheduled events must take place in the reserved room. The Main Lobby may not be used for any other means than to travel to the conference room(s).
- These rules and regulations shall not be construed to in any way modify, amend, in whole or in part, the terms, covenants, agreements and conditions of any lease of SRCC or contract, agreement, or other written arrangement between SRCC and the City of San Rafael, the event sponsor, and attendees of the event. These policies and rules are subject to all City Ordinances, and said Ordinances are included and made a part of all permits.

CERTIFICATE OF INSURANCE REQUIREMENTS

To ensure the correct language is used on all certificates, a copy of this "Requirements" page is to be faxed to the Event Sponsor's Insurance Carrier and to any caterers, musicians or other vendors being used for the event so that the vendors may fax it to their insurance carriers. The completed Certificate is to be mailed to the office address below. (Mailing address is different from physical address.)

Owner/Manager Address

SR Corporate Center Phase One, LLC.
 c/o Seagate Properties, Inc.
 750 Lindaro Street, Suite 240
 San Rafael, CA 94901

Phone: (415) 721-2222

Fax: (415) 457-1450

Insurance Certificates must list the following as the Certificate Holder:

SR Corporate Center Phase One and Phase Two, LLC.
 c/o Seagate Properties, Inc.
 750 Lindaro Street, Suite 240
 San Rafael, CA 94901

Insurance Certificates must list the following as Additional Insured:

- SR Corporate Center Phase One, LLC.
and
- Seagate Properties, Inc.
and
- SR Corporate Center Phase Two, LLC

Required Insurance:

Worker's Compensation Limits California Statutory requirements

Employer's Liability Insurance: \$1,000,000 per accident or occurrence

Commercial General Liability Insurance Including Product and Completed Operations, & Contractual Liability Insurance:

\$1,000,000 per accident or occurrence

\$2,000,000 general aggregate

Umbrella Policy: As specified by Owner's Representative for specific projects

Commercial Automobile Liability Insurance

\$1,000,000 Combined Single Limit

Umbrella Liability \$3,000,000

FEE SCHEDULE - CONFERENCE ROOM RENTAL RATES (subject to change)

- TAMALPAIS ROOM - 70 Chairs
 - \$50.00 per hour
- MAYOR ALBERT J. BORO ROOM - 14 Chairs
 - \$40.00 per hour
- BOYD PARK ROOM - 8 Chairs
 - \$35.00 per hour
- USE OF ALL THREE CONFERENCE ROOMS
 - \$600.00 - 8 hours

REIMBURSEMENT RATE SCHEDULE (subject to change)

(Applies to ALL Weekend and After Hours Users)

Monday through Friday after 9:00PM and Weekends (Saturday and / or Sunday):

- Janitorial services (e.g. kitchen, conference room cleanup, food removal etc.)
\$39.00/hour – two hour minimum on weekends
- Maintenance services of engineering staff (as deemed necessary by SRCC)
\$83.00/hour – four hour minimum on weekends
- Security services
\$37.00/hour – four hour minimum on weekends
- HVAC/Utilities – (requires activation 30 minutes in advance of event)
\$55.00/hour –
- Additional carpet cleaning (as required)
\$75.00 minimum
- No Show / Cancellation
\$75.00



Building Amenities: On Site Amenities

The following amenities are offered at San Rafael Corporate Center for our tenants only. Please contact the Property Management Office for further information.

- On-Site Property Management Staff
- Free use of Conference Room facilities by tenants only
- Tuesday/Thursday Yoga
 - Noon – 1PM
 - 750 Lindaro Building in the Tamalpais Conference Room
- Espresso Cart
 - 770 Lindaro Street
- Community Board
 - 750 Lindaro Building in the Kitchen off the Boyd/Boro Rooms
- San Rafael Corporate Center Tenant Newsletter
- Outside BBQ area
 - Courtyard between 750 Lindaro and 781 Lincoln
- Covered and secure bike storage areas
 - 775 Lindaro Garage, 750 Lindaro and 781 Lincoln buildings
- Annual Fire Life Safety Testing
- Various Holiday Events/Gifts
- A wide variety of Restaurants, Retail Stores, and Fitness Clubs 1-2 blocks from San Rafael Corporate Center.

Building Operations: Property Management Office

Building Address and Contact Information

The Building Addresses are:

- 750 Lindaro Street (Building A)
- 770 Lindaro Street (Building C)
- 790 Lindaro Street (Building D)
- 781 Lincoln Street (Building B)

San Rafael, California 94901

The covered parking garage address is: 775 Lindaro Street

The onsite Property Management Office is located in the 750 Lindaro Building, Suite 240. We are open weekdays from 8 AM until 5 PM. You can contact the office by phone, fax or email at:

Phone: (415) 721-2222

Fax: (415) 457-1450

E-Mail: srccreception@seagateprop.com

The After Hours Phone Number is (888) 304-4748

The Management Team is as follows:

Title	Name	E-Mail
General Manager/Main Contact	Dale Tate	dtate@seagateprop.com
Building Engineer	Bob Burns	
Administrative Assistant	Darcy Starr	srccreception@seagateprop.com
Day Janitor	Robert Flores	
Security Officer	Stephen Cuschieri	



Building Operations: Holidays

HOLIDAY SCHEDULE

The Building is closed in observance of the following holidays:

1. New Year's Day
2. Martin Luther King Jr. Day
3. President's Day
4. Memorial Day
5. Independence Day (or if falls on a weekend, the Friday before)
6. Labor Day
7. Thanksgiving Day
8. Christmas Day

These dates are subject to change. Tenants will be notified accordingly in advance. On those days that the buildings are closed, heating, air conditioning, security and janitorial services can be requested at an additional charge.

Building Security: Overview

SECURITY OFFICER

Security personnel are on duty from 5:00PM to 10:00PM Monday-Friday in the building. In the event of an emergency, they may be contacted by calling (415) 877-6052.



Building Security: After Hours Access

TWENTY-FOUR HOUR ACCESS

SRCC provides its tenants with secured twenty-four (24) hour access to the building and the garage. A card access system monitors incoming and outgoing activity in and around these areas.



Building Security: Building Access

LOBBY ENTRANCES

Standard building hours of operation are 7 AM to 6 PM, Monday through Friday. The lobby doors will be locked after hours and on weekends; however, 24-hour access is available for those with building access cards. Please contact the Property Management Office for after- hours access.



Building Security: Deliveries

All large deliveries of furniture, equipment, or material should be scheduled with the Property Management Office and most large deliveries must be made after normal business hours. Protection of common areas such as lobbies, elevators and corridors may be required.



Building Security: General Office Security

SECURITY IS EVERYONE'S RESPONSIBILITY

Valuables should be stored in a safe place. The Property Management Office and Security should be contacted regarding any suspicious persons or activity in tenant areas and around the building. Your cooperation greatly assists in securing the building.



Building Security: Key and Lock Policy

KEYS

The Property Management Office will provide a set of complimentary keys when your company initially moves into SRCC. Should you require additional keys to your space at any time during your tenancy, one of your company's authorized personnel must send written notification to our office indicating how many keys are needed and to whom they should be delivered. Keys can be made within 24 hours of the request and frequently on the same day.



Building Security: Lost and Found

Please contact the Property Management Office at (415) 721-2222 to claim items that have been lost or found in the buildings.



Building Security: Solicitation

Solicitation is not permitted. If someone is soliciting in your suite, please notify the Property Management Office at (415) 721-2222 and we will send appropriate personnel to escort them off of the premises.



Building Security: Stairwells

There are three (3) stairwells that service each of the buildings. Keys to the stairwells are available to tenants upon request and at cost.

Stairwell doors are locked at all times to prevent entry onto a tenant floor. Stairwells will provide egress from the tenant areas and the building at any time.

Never prop stairwell doors open, as this may damage the door as well as compromise the balance of the Heating, Ventilation and Air Conditioning system and may create a serious breach to security and fire protection.

Building Services: Billable Items

Revised 7/09

Door Key/ Key to Suite	\$5.00
Mailbox Key	\$8.00
Key Card – Building and Garage	\$10.00
Engineer's Time	\$55.00/hour
Engineer Overtime	\$83.00/hour
Janitor's Time	\$26.00/hour
Janitor's Overtime	\$39.00/hour
Weekend Security	\$37.00/hour with a 2 hour minimum
HVAC (after hours)	\$55.00/hour with a 4 hour minimum
Side Entrance Keys	\$5.00 (form must be signed by requestor)
LOST Side Entrance Key	\$55.00
Stairwell Key	\$5.00(form must be signed by requestor)
LOST Stairwell Key	\$55.00
Spot Cleaning Conference Room	\$75.00 Minimum
No Show / Cancellation Fee	\$75.00



Building Services: Building Signage and Directory

TENANT SIGNAGE

The Property Management Office will provide a complete set of building standard signage for your company upon your arrival at SRCC at no charge. This includes a directory strip for both lobbies, a directory strip on a multi-tenant floor in the elevator lobby on your floor and at the entry of your suite. To order additional signage or to change existing signage, please send all necessary information to the Property Management Office. Charges will apply. We will complete an order form and return it to you for your approval before sending it to our building graphics provider. Logos are not allowed. Please allow approximately two weeks for delivery and installation of signage after you have placed your order.



Building Services: Cleaning

JANITORIAL and RECYCLING SERVICE

Seagate Properties provides janitorial service to all tenants in the buildings. Between the hours of 7:30 AM to 4:00 PM., we have janitorial staff available to clean and restock restrooms and public areas and perform light janitorial duties upon request. The recycling is picked up in each tenants' kitchen/copy room twice a week. Cardboard needs to be broken down by your office staff or it will not be picked up. Paper/Plastic/Bottles/Glass can be mixed and placed in one recycle bin. Should you require additional service, please call the Property Management Office.

The basic nightly janitorial service provided by the building consists of the following (janitorial services provided are dependent upon lease):

- All garbage emptied
- Vacuuming of all office areas – 2/week
- Vacuuming of tenant open areas - nightly
- Dusting of all cleared surfaces
- Cleaning of break room/kitchen floors
- Conference tables/break room tables wiped off
- Restrooms cleaned and restocked

The janitorial staff has instructions not to disrupt papers, notes, files or computer equipment while performing their nightly cleaning and dusting. Please be aware of this policy. If a desk is cluttered, it may not receive the attention it needs.

The following specialized services can be provided, at an additional cost, upon request (some items may be included in tenant leases):

- Deep cleaning of carpet/stain removal
- Detail cleaning of offices
- Interior partition glass cleaning
- Weekly cleaning of inside of refrigerator and/or putting dishes into dishwasher

Interior and exterior perimeter window cleaning occurs bi-annually. Your office will be notified when this has been scheduled. We can arrange to have interior windows cleaned aside from the regularly scheduled cleaning; however an additional charge for this service will be incurred. Contact the Building Office if you are interested in this service.



Building Services: Elevators

ELEVATOR SERVICE

SRCC is equipped with two (2) passenger elevators in each building.

Prior to any sizeable deliveries, the tenant must contact the Property Management Office to reserve the elevator.

In the event that an elevator malfunctions while occupied, remember to remain calm. You are not in imminent danger. Locate and press the "Alarm: Press in case of an Emergency". The Alarm Button will automatically connect you to the Elevator Monitoring Company, who will assist you and, if necessary, notify an elevator technician. Please stay calm and be prepared to provide the elevator number and your floor location. In addition, you can also contact the Building Office during normal business hours at (415) 721-2222.

Please note that in event of fire alarm activation, all elevators are called to the ground floor and put on manual control and may not be used for evacuation.

PASSENGER ELEVATOR DIMENSION:

Height Width Depth

8'9" 6'9" 5'5"



Building Services: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various property management service requests. Hard copies of all forms are available from the Property Management Office as well. To view and print PDF files, you need the Adobe Acrobat Reader software. If not already installed on your computer, it can be obtained for free at www.adobe.com.

[Bike Room Application](#)

[Bomb Threat Checklist](#)

[Conference Room Application](#)

[Conference Room Hold Harmless Form](#)

[Employees with Disabilities Form](#)

[Map & Driving Directions](#)

[Move-In Survey](#)

[Move Out Checklist](#)

[Parking Application](#)

[Restaurant Map](#)

[Site Plan](#)

[Tenant Information Form](#)

[Warden Information Sheet](#)



Building Services: HVAC

The Heating, Ventilation and Air Conditioning (HVAC) System at SRCC provides comfort throughout the buildings from 7 AM until 6 PM Monday through Friday. Should your company require the HVAC system to run beyond these hours, or on weekends or holidays, authorized personnel must send written notification at least one business day in advance so that the system can be programmed. The tenant is required to pay for the time that the HVAC System runs beyond normal hours.



Building Services: Mail Service

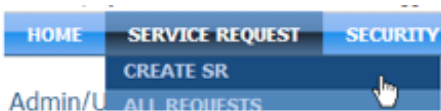
The mailrooms are located on the first floors of all buildings. The mail is delivered by the U.S. Postal Service Monday – Friday. Contact the Property Management Office should you need a key for your mailbox.

All Service Requests (Hot/Cold Calls, Janitorial/Engineering, etc.) should be submitted on the Workspeed System, which is web-based and can be found online at <https://secure.workspeed.com>. From there you can create and manage all Service Requests for your offices. If you have a question, please call the Property Management Office (721-2222) or email (srccreception@seagateprop.com)

Tenant Service/ Work Order Request System

The web-based Workspeed System has been designed to better serve you as the tenant. To create a Service Request just follow these steps:

1. Go to <https://secure.workspeed.com> – Internet Explorer is required to support full functionality. (save to your browser)
2. Login to the system using your Login and password
3. Navigate to Service Request => Create SR



4. Select the Service Request you desire by Clicking the type first then the appropriate Service Request (Example: Additional Services => Keys and Locks)



5. Complete as much information as is known at the time of the request: “Brief Description / Location Details / Upon Arrival ask for”.
6. In the event your company occupies more than a single floor or suite verify that the “Bldg / Block, Floor and Suite / Space is accurate.
7. Click the Continue button located at the bottom of the page
8. Review your request details and click the Submit button to enter it in the system.

The date and time of your Service Request will automatically be entered; in addition each Service Request is assigned an ID number. Once your service request has been dispatched you will receive an email alerting you. Additional email notifications will be provided as the request progresses through completion. You may go on to Workspeed to review the current status of the request at any time. If you have questions, please call the Property Management Office at 721-2222.



Building Services: Telephone and Electrical Closets

We have two telephone and electrical closets on each floor. SRCC has a provider for ALL vertical riser cabling installations at the properties that tenants must go through.

Seagate has retained Summit Riser Systems (SRS) as the provider for all Vertical Riser cabling installations at San Rafael Corporate Center.

In association with San Rafael Corporate Center, Summit Riser Systems ("SRS") will:

- Manage and control the riser cabling services. The riser is the vertical conduit or path between floors of the building, which carry telephone lines, and high-speed circuits from the carrier drop off point located on the first floor to your floor and backboard.
- Protect the security and integrity of the building's riser system and telecommunications closets.

What does this mean to you?

Better security, protection and organization of the building's riser system and your telephone closets, as access to the building's riser system and telephone closets located on each floor will be limited to SRS.

When you order a new telephone line or circuit, please contact SRS to bring that line from the carrier drop off point (also known as the Minimum Point of Entry or MPOE) to the backboard located within your suite. Seagate has negotiated with SRS to provide fast, quality service. This riser program does not dictate which carrier you choose for your telecommunications services.

Summit Riser Systems can

Help manage your in-suite voice and data cabling:

- System design, installation, circuit extensions, moves, adds and changes, reconfiguration, service warranty

How Does This Work?

Example: Your company needs another phone line/fax line or T-1.

Step 1: Call your telecommunications provider (Comcast, Verizon, MCI, Sprint, etc.) and order your line as usual. Your provider will give you the installation date to drop the line off at the minimum point of entry (MPOE). They will usually give you the new telephone number.

Step 2: Your next call should be to SRS to notify them of the installation date (1-866-778-6648). SRS will provide you with a cost estimate for the work and confirm a schedule with you to extend your line from the MPOE to your backboard.

Step 3: At this time, you may also consult with SRS for any of your in-suite voice and data cabling needs. This includes system design, installation, circuit extensions, moves, adds & changes; phone system and data networking services: sales and tech support and installation.

When your provider arrives on the installation date, they will check out the key to the Main Telephone Room/Main Point of Entry (MPOE) from the Management office. However, they will not be given the key to enter the building telephone closet on your floor. Only SRS will have access to those rooms.

Summit Riser Systems Provides Rapid Response

Summit Riser Systems can provide you with a fast response and turn-around time, emergency and after-hour response, consulting on expanding or changing your wiring configuration, all at a competitive price.

Please contact Summit Riser Systems directly at 1-866-7-SUMMIT (1-866-778-6648)

Should you have any questions regarding our new riser cabling guidelines please contact the on-site Property Management Office at 415-721-2222.

Emergency Procedures: Overview

The landlord-tenant relationship is one of mutual dependence and responsibility. This relationship is most important when discussing fire and safety issues. You depend on the property management to provide you with information and instructions on how to respond during an emergency situation. Similarly, we depend on you—and all of the tenants to become familiar with that information, and participate in evacuation drills and training sessions.

Throughout the following Emergencies section we will refer to the roles of the General Manager, Engineer, floor wardens, tenant wardens, searchers, and various monitors. These are people in the building who have been assigned specific duties to perform during an emergency situation. Please refer to the Evacuation section of this manual for more information on the responsibilities of each of these positions.

If you have any questions about the procedures and plans in this manual, do not hesitate to contact the Management Office at 415-721-2222.



Emergency Procedures: Bomb Threat

General Information

Fortunately, the vast majority of bomb threats are false alarms. Unfortunately, it is difficult to differentiate false alarms from genuine threats. As little publicity as possible should be given to the incident, since the objective of the caller is usually to disrupt normal business functions by causing the building to be evacuated.

There are at least two reasons why bomb threats are a serious problem:

1. Serious personal injury can result if an explosive or fire-generating device is set off.
2. Valuable work time is lost during building evacuations.

Procedure

1. The person who receives the bomb threat call:
 - Gets as much information from the caller as possible using the Bomb Threat Checklist (Exhibit A) as a guideline.
 - Dials 911 and reports the threat to the local police or fire department.
 - Call the Property Management Office at 415-721-2222.

If a non-descriptive general bomb threat is received (no description of bomb, no detonation time, no location, etc.), the building will remain open. The decision to evacuate is then the responsibility of each tenant. Total evacuation may be necessary when the threat is specific in nature, the call cannot be resolved as a hoax, or a suspicious object is located. If total evacuation is necessary, please refer to the Fire section.

NOTE: Two-way radios may detonate some explosive devices. Therefore, two-way radios should not be used during bomb threats.

2. The Property Management Office contacts the tenant representative. The General Manager and tenant representative determine the need to notify company employees of the threat and to evacuate the building.
3. The tenant wardens, searchers and monitors assigned to their floors begin the evacuation process.
4. Tenant wardens notify employees in a calm and deliberate manner.
 - Carefully worded pre-planned statements can convey the urgency of the situation without causing panic. An appropriate statement might be, "Employees are directed to immediately cease work, gather their personal belongings and proceed to the stairwell. This is not a drill."
5. Tenant wardens execute their bomb threat search plan, making sure they:
 - Search for objects that seem out of place.
 - Do not touch anything! Suspicious objects **MUST NOT** be tampered with.
 - Notify the Management Office immediately at 415-721-2222 if they have found a suspicious object. (The Property Management Office will then notify the fire department, which will subsequently assume full control of the operation.)
6. The building staff evacuation team reports to the affected area of the building and begins a search of the following areas:
 - Public areas
 - Stairways
 - Elevators
 - Equipment rooms
 - Cleaning closets
 - Restrooms
 - Air handler rooms
 - Any other areas designated by the police
7. Tenant wardens search the leased areas of their floor including the following areas:
 - Private offices
 - Store rooms
 - Common spaces

NOTE: If your company decides to evacuate the building, use the stairways to evacuate. The tenant warden must confirm with the General Manager that your company has evacuated the building.

Tenant Responsibilities

1. Evacuation. If a non-descriptive general bomb threat is received, the building will remain open. The decision to evacuate is then the responsibility of each tenant.
2. Search leased space for bombs.
3. Develop a Bomb Threat Search Plan to be executed upon receipt or notification of a threat and select people to participate in it.

Building Staff Responsibilities

General Manager

1. Assist tenants who have received a bomb threat. Requesting:
 - Specifics of the threat.
 - If 911 has been called. (If not, the General Manager will call 911.)
 - If a bomb search has been initiated. (The General Manager will remind the tenant that it is their responsibility to search their own leased space.
 - If employees have been notified of the threat.
2. Notify the tenant representatives, security and the staff evacuation team.

Preventive Measures

- Conduct regular inspections in every suite for suspicious objects. Neat offices that are free from debris and boxes can make a foreign object easier to detect.
- Encourage all employees to report any suspicious persons wandering about the offices, corridors and restrooms to the Management Office at 415-721-2222.
- Monitor all delivery people and repairmen while in your office. Do not leave your office unattended and unlocked for any reason. All drawers, cabinets, compartments, closets, etc. fitted with locks should be kept locked.
- Encourage all employees to comply with the building security access control measures.

If You Receive a Bomb Threat Over the Telephone

1. Call 911.
2. Complete Bomb Threat Checklist, if possible. (Exhibit A).
3. Inform the dispatcher that you are calling from (name of building) at (address) and that you have received a bomb threat. Tell the dispatcher:
 - Your name
 - Your company's name
 - Your suite/floor number
 - Your telephone number
 - Any information from your Bomb Threat Checklist
4. Listen for instructions.
5. Call the Property Management Office at 415-721-2222.
6. Wait for further instructions from your tenant warden.



Emergency Procedures: Earthquake

In the event of an earthquake, do not attempt to leave the building. You are safer within the building until the initial tremors subside. If evacuation is necessary, know where the locations of possible safe refuge areas are outside and away from the building. Beware of falling glass and electrical lines.

1. It is recommended that you have available in your tenant space:
 - A first aid kit
 - Transistor radio and flashlight with extra batteries
 - Heavy gloves in case of broken glass
 - Rubber soled shoes
 - A 72-hour minimum supply of medication (if on medication)
 - One or two bottles of water per employee –rotate regularly
2. Earthquake proof your work area in advance:
 - Large bookcases should be bolted to the wall.
 - Heavy objects should be stored on lower shelves.
 - Strap computers and monitors to desks at their base.
 - Keep cabinets and drawers latched.
 - Do not sit under objects that could fall on you.
3. Have a plan for reuniting with your family. Have an out-of-state contact person for your family members to contact.

For more information on earthquake preparedness, contact the American Red Cross or your local fire department.

Earthquake Procedures

During

1. Remain calm. Do not exit the building. Do not use elevators. If you are in an elevator, exit as soon as possible.
2. Take cover under a desk or another sturdy object or against the wall in the core of the building. Protect your head. DUCK, COVER and HOLD.
3. Move away from the building exterior. Stay away from windows, bookcases, filing cabinets and any objects that may fall or shatter.
4. Do not take cover in emergency stairwells.

After

1. Check for injured and assist if possible. Do not move a seriously injured person unless they are in immediate danger.
2. Inspect your floor for damage. Check for fires. Check for gas and water leaks and electrical shorts. If you suspect a gas leak, DO NOT use matches or cigarette lighters or turn on electrical switches or appliances. If you smell gas, the Engineer or General Manager immediately at 415-721-2222.
3. Open doors carefully. Watch for falling objects.
4. Wear shoes for protection from debris and broken glass.
5. Stay away from windows/glassed areas.
6. Replace telephone receivers, in case the telephone system works. Use telephones for emergency calls ONLY.
7. Listen to radio for emergency reports.
8. Do not spread rumors regarding the building condition, extent of damage and injuries. This may cause a panic.
9. Cooperate with the public safety officials.
10. Be prepared for aftershocks.
11. Notify the Management Office of any damage to the building.



Emergency Procedures: Elevator Malfunction

In the event that an elevator malfunctions while occupied, remember to remain calm. You are not in imminent danger. Locate and press the “Alarm: Press in case of an Emergency”. The Alarm Button will automatically connect you to the Elevator Monitoring Company, who will assist you and, if necessary, notify an elevator technician. Please stay calm and be prepared to provide the elevator number and your floor location. In addition, you can also contact the Building Office during normal business hours at (415) 721-2222.



Emergency Procedures: Emergency Prevention

Suspicious Activities

Any suspicious activities should be reported immediately to the Property Management Office during regular working hours or the after- hours answering service. During business hours, management personnel will escort the police officers directly to your suite.

Crime Prevention Message

The Property Management Staff is concerned about the safety and protection of our tenants, their employees and their property. We are conscious of the various criminal activities to which each of us is exposed on a daily basis.

To reduce crime, emphasis must be placed on preventive rather than reactive measures. Preventive measures against office thefts, burglaries after hours and crimes against persons can best be achieved through the individual efforts of each employee. To minimize incidents, it is important that you establish and routinely monitor procedures, rules and regulations as a means of preventing losses and identifying wrongdoing.

We request that these procedures be circulated among all employees and that everyone is made aware of the importance of helping to ensure a safer and more secure work environment. We strongly suggest that valuables and personal property be stored and secured out of sight. Please note that Property Management Office does not provide security services to any tenant suite. All criminal activities should be reported immediately to the police department at 415-485-3393.

Training

All members of the emergency preparedness and evacuation team must attend forums and informational sessions produced by the fire department, police department and the Property Management Office. The information is essential to the readiness of the emergency preparedness and evacuation team. The sessions are designed to illustrate the need for a fire action plan, show the proper use of building fire suppression equipment and acquaint everyone with the specific evacuation plan of the building. The safety/evacuation director will conveniently schedule sessions and attendance will be verified.

Regular in-house company meetings and fire drills are encouraged to familiarize employees with the Emergency Preparedness and Evacuation Plan. The Property Management Office may be contacted for assistance in presentations and review of the Emergency Preparedness and Evacuation Plan.



Emergency Procedures: Evacuation

General Information

Each tenant is obligated to follow the Emergency Preparedness and Evacuation Plan established by San Rafael Corporate Center. The tenant shall provide responsible personnel to assist the Management Office and be responsible for controlling the movement of tenant employees during an evacuation of the building.

The Emergency Preparedness and Evacuation Plan include the following people:

- The General Manager, who is in complete charge of the procedures and the specific responsibilities of those assigned in the plan.
- Engineer who acts in General Manager's absence and controls building systems as directed by fire department.
- Tenant wardens to ensure that an evacuation team is in force in all occupied portions of the buildings and public area (i.e. lobbies, corridors, exits) during an evacuation.
- Sufficient searchers and monitors assigned to appropriate areas of the building, to ensure that all employees are evacuated from remote areas, and that evacuation takes place in an orderly and safe manner.
- Sufficient alternates assigned for each position specified in the plan, so that a principal or alternate is in the building at all times during working hours to supply leadership under the plan.

Tenant Responsibilities

Each tenant should establish an emergency team based on the positions described above. A tenant warden serves as the contact point between the Property Management Office and the tenant's employees, ensures that every employee of the tenant is aware of all emergency procedures and plans, and coordinates tenant response in an emergency.

The emergency team for each floor consists of the tenant warden(s), searchers and monitors.

Evacuation Drills

- The General Manager or Engineer will conduct emergency evacuation drills annually and/or in accordance with the approved plan.
- All occupants of the buildings are required to participate in the emergency evacuation drill. The occupants may be required to leave the buildings and assemble in an area designated by the General Manager.
- A written record of the drills are kept on the premises and readily available for inspection by the fire department.

Special Instructions for Persons with Disabilities

Persons with disabilities must be identified and considered prior to any emergency evacuation. It is necessary for tenant wardens to notify the General Manager of any persons with disabilities who may require special assistance during an evacuation. A list must be maintained by the tenant warden and updated as necessary. (See Exhibit B).

Persons not requiring or providing assistance will evacuate first. The assisted persons can then evacuate without being bumped or pushed down, thus speeding evacuation and avoiding injury. If there is evidence of fire, persons with disabilities should be positioned near the fire exit stairs located farthest away from the fire. If fire conditions pose a personal threat, the special assistants will enter into the exit stairwell accompanying the person with disabilities and wait for special assistance from the fire department. The tenant evacuation team may assist in evacuating the persons with disabilities if danger is imminent and the fire department has not yet arrived.

Emergency Evacuation Team Responsibilities

General Manager

1. Be familiar with the written Emergency Preparedness and Evacuation Plan.
2. Organize, train and supervise the engineer and the tenant evacuation teams.
3. Ensure the availability and state of readiness of the tenant evacuation teams.

4. Designate sufficient tenant wardens for each tenant in accordance with the Emergency Preparedness Evacuation Plan.

Engineer

1. Be familiar with the written Emergency Preparedness and Evacuation Plan.
2. Assist the fire department personnel with elevators, HVAC, locks or other mechanical systems as requested.

Tenant Wardens

1. Be familiar with the Emergency Preparedness and Evacuation Plan, the location of exits and the location and operation of any available fire alarm system.
2. Ensure that the tenant(s) of each floor have assigned responsible and dependable employees as wardens, searchers, and monitors. For specific tasks, refer to the emergency sections listed under Fire, Bomb Threats, Severe Weather, Earthquakes, Power Failures, Medical Emergencies and Workplace Violence.
3. Organize, train, and supervise the searchers, stairway monitors, elevator monitors and special assistants.
4. Direct the evacuation of occupants in the event of emergency. A tenant warden is assigned for/by each tenant.

NOTICE TO ALL TENANT WARDENS: It is your responsibility to inform the General Manager of any vacations, leaves of absence, transfers, or sickness of yourself and evacuation team, in order to make necessary provisions for alternates.

Searchers

1. Find and evacuate all personnel from the suite, specifically from remote areas such as storerooms, file rooms, computer rooms, core areas, etc.

Special Assistants (to aid persons with disabilities)

1. Make sure all persons with disabilities are evacuated.
2. Maintain an up-to-date list of persons with disabilities in your suite. If possible a buddy system will be implemented in which one or two special assistants will be responsible for evacuating specific co-workers.

Stairway Monitors

1. Assigned to a specific exit area, ensure that everyone exits into the stairwell in an orderly and safe manner.

Elevator Monitors

1. Make sure no one uses the elevators unless assisted by the fire department.



Emergency Procedures: Fire & Life Safety

General Information

The buildings must be evacuated when a fire alarm signal is sounded or when otherwise directed by Property Management Staff. When you hear an alarm, evacuate immediately by stairwells. Do not use elevators! The General Manager or Engineer will be in charge of the evacuation until the fire chief arrives.

Each tenant office manager or supervisor must predetermine priorities for the safety of records, classified material and/or securities. Supervisors also must cooperate with tenant wardens to ensure that all employees are well-informed and instructed on evacuation procedures.

Procedure

1. The person who discovers the fire:
 - Activates the fire alarm pull station (FAPS).
 - Evacuate and assist others, closing doors behind you.
 - Call 911 or Property Management from a safe location only if you have useful information to report.
2. The tenant wardens and searchers go into immediate action. Absolute silence and decorum must prevail for maximum effectiveness.
3. Special assistants immediately contact and help their assigned person. Persons with disabilities wait for help from their special assistant.
4. The stairway and elevator monitors go to their stations and perform their assigned duties.
5. All elevators are called to the ground floor and put on manual control. The evacuation team promptly clears the ground floor lobbies by directing all people outside to avoid lobby congestion.
6. As each floor is evacuated, the stairway monitors make sure all stairway doors are closed after the last person evacuates the floor.
7. Tenant wardens distribute the flow of people evenly via all available stairway exits.
 - If a stairway is filled with smoke or on fire, the alternate stairway can be reached via cross-over through the closest tenant floor.
 - Each stairway is identified by signs on the inside and outside of the door at eye level. It is advisable to mentally note the stairwell number as you enter so you can pass on pertinent information if necessary.
8. The orderly evacuation of floors continues until all occupants have relocated their designated outside safety area. Tenants will meet in a designated area and do their own roll call and wait for further instructions.
9. When the "all clear" is announced by the Fire Department, the tenant wardens are to lead the employees in an orderly fashion back to their work places. If available, elevators will be back in service.
10. The intermittent Alarm Signal is silenced when the "all clear" is announced. (The signal continues though out the state of emergency.)

NOTE: Upon arrival, the Fire Chief is in charge.

Tenant Responsibilities

Searchers

1. Check all rooms and remote areas including restrooms and conference rooms.
2. Advise any remaining personnel on the floor of the emergency and ensure their evacuation.
3. Evacuate any non-employees from the floor and check reception area and elevator lobby.

Special Assistants (to aid persons with disabilities)

1. Evacuate persons with disabilities to the Stairway.
2. When others have evacuated, bring the person requiring assistance to the inside of the stairway.
3. Inform Fire Department and/or Fire Wardens of your location.

Stairway Monitors

1. Take a position at your assigned stairway and assist in the evacuation of personnel.
2. Inspect stairwells before and after evacuation of personnel.

3. Instruct personnel to form a single line into the stairwell and direct personnel to exit along the right side of the stairway.
4. Calmly supervise and monitor evacuation flow.
5. Stay at the exit until searchers have cleared all personnel from the floor.
6. For stairwell monitors stationed near elevators, **MAKE SURE PERSONNEL DO USE ELEVATORS DURING EVACUATION.**

Elevator Monitors

1. Direct employees to the nearest stairway.
2. Know the location of all evacuation stairways.
3. Remain at your designated post until the tenant warden instructs you to evacuate.
4. **MAKE SURE PERSONNEL DO NOT USE ELEVATORS DURING EVACUATION.**
5. Before anyone enters the stairwell to evacuate, check the environment in the stairwell. If it is affected by smoke, select an alternate stairwell.

Tenant Wardens

1. Assist the floor warden in the effective implementation of the Emergency Preparedness and Evacuation Plan.
2. Ensure the evacuation of all occupants within your tenant space.

Assistant Tenant Wardens

1. Assist the tenant warden in the effective implementation of the Emergency Preparedness and Evacuation Plan.
2. In the absence of the tenant warden, assume the full duties and responsibilities if the tenant warden position.

Building Staff Responsibilities

General Manager

To supervise, coordinate and ensure that:

- The fire department has been notified of any fire or fire alarm.
- All elevators have been called to the ground floor.
- The fire department is given all emergency keys.
- Evacuation procedures are followed as outlined in the Emergency Preparedness and Evacuation Plan.
- The fire department chief-in-charge is advised of the status of the emergency.
- The conditions on the fire floor are reported to the fire department.

Engineer

1. Assist the General Manager to effect implementation of the Emergency Preparedness and Evacuation Plan.
2. In the absence of the General Manager, assume the full duties and responsibilities of that position.
3. Provide the fire department and police department with building information (floor plans, blueprints, etc.) as requested.

Evacuation Team (remaining building staff)

Upon the receipt of a fire alarm, ensure that a designated member of the team:

- Reports to the lobby level of the evacuation stairway to direct tenants and control the movement of occupants.
- Verify the alarm area, and provide information to General Manager.
- Is prepared to direct the fire department to the fire location and to inform them of conditions.

If You Discover Smoke or Fire

1. Activate the nearest manual fire alarm pull station.
2. Evacuate according to the Emergency Preparedness and Evacuation Plan, closing doors behind you.
3. Go to your area of Assembly
4. Call 911 and/or Property Management from a safe location if you have useful information to report.



Emergency Procedures: Medical Emergency

Time is extremely important in the case of a medical emergency. The Seagate Properties' Management Office recommends that all tenants keep a first aid kit unlocked and fully stocked in their suite. It is the tenant's responsibility to also make sure that employees are aware of its location. The Property Management Office requests that tenants provide a list of any office personnel who are trained in CPR. This list is extremely valuable and will be used by Management Staff to locate trained individuals to assist in an emergency. A copy of this list is available to each tenant.

Procedure

The person who discovers the emergency

1. Dials 911, telling the paramedics:
 - Building address
 - Your name
 - Your company name
 - Your floor/suite number
 - Your telephone number
2. Calls the Property Management Office at 415-721-2222.
3. The Property Management Office directs the emergency personnel to the medical emergency.
4. The evacuation brigade recalls an elevator to the ground floor to transport the paramedics to the floor of the medical emergency.

NOTE: It is crucial that the injured person is not moved. Try to keep the injured person comfortable without moving him/her.



Emergency Procedures: Power Failure

General Information

In the event the buildings sustain a power failure, emergency lighting is available in the stairwells and corridors. The stairwell emergency lighting is battery back -up, which has 1 ½ hour battery life. All HVAC equipment, lights, receptacles, elevators and most telephone equipment will not be operational.

Procedure

1. The General Manager contacts the electric company to find out the duration of the power outage.
2. Tenant wardens check the elevators on their floors to see if people are trapped inside. If there are people trapped the floor wardens will ask them to remain calm and then notify the engineer of their location.
3. Elevator monitors report to the elevator lobby on their floors to assist the floor warden in assessing the elevator situation. If people are stuck, the elevator monitor will stay in contact with these people and not leave the elevator lobby.
4. If the power is not restored after 15 minutes, all tenant wardens proceed to main floor lobby.
5. The Engineer meets the tenant wardens at main floor lobby and informs them of the situation.

NOTE: If the electric company does not know how long the power will be out, or if power will be out for longer than one hour, the buildings may need to be totally evacuated.

If total evacuation is necessary, it is conducted according to the fire procedure. (For greater detail on the fire procedure, refer to the Fire section of this manual.)



Emergency Procedures: Workplace Violence

If a person's behavior becomes inappropriate:

- If you feel you are in personal danger, if possible leave the area. Please notify the Management Office at 415-721-2222.
- CALL 911

If a person enters your work space with a weapon:

- Immediately seek cover under your desk or work area.
- Do not run, you will become a moving target.
- Take the phone with you under the desk.
- Stay in your hiding place until you hear the "all clear".
- CALL 911

Identify Behavior Requiring Intervention:

- Any behavior that is physically threatening.
- Behavior or actions that would be interpreted by a reasonable person as carrying potential for violence (verbal threats, throwing objects, waving fists).
- Any substantial threats to harm another individual or in any way endanger the safety of employees.
- Any substantial threat to destroy property.
- Aberrant behavior that might signal emotional distress (severe mood swings, impulsive or intimidating behavior, yelling).

Common Sense Rules in A Dangerous Situation:

- Trust your instincts, if you are afraid you probably have a good reason.
- Take all threats seriously.
- Physically give the person personal space.
- Provide for your own personal safety.
- Don't be afraid to ask for help.

Introduction: Welcome

Welcome to San Rafael Corporate Center!

As a tenant you can be proud to be working in Gold LEED certified buildings. As both owner and manager of San Rafael Corporate Center, Seagate Properties, Inc. takes great pride in providing high-quality tenant services and responsive attention to building maintenance and tenant requests. We encourage you to work with us to uphold these goals by offering your feedback at any time. Please do not hesitate to call or stop by the Property Management Office with a request, suggestion or just to say "Hello." We look forward to building a relationship with you over the course of your tenancy.

The tenant information provided in this Electronic Tenant® Handbook is meant to provide you with a better understanding of San Rafael Corporate Center and to facilitate your company's operations. There is a great deal of information contained within this handbook; take the time to familiarize yourself with this handbook and it will become a valuable resource for you and your company. Please note that the Property Management Office is available to help in any way possible. Your first call for any problem or question can always be directed to the Property Management Office, and we will assist you from there.

Every attempt has been made to provide current and accurate information in this handbook, but it is possible that some items will change over time. The Property Management Office will promptly notify you of any such changes. Please feel free to contact the Property Management Office with any questions you may have. We are here to serve you.

Welcome to San Rafael Corporate Center, a premier Seagate Properties, Inc. property.



Introduction: About Seagate Properties

Seagate Properties is a seasoned, creative real estate investment company focusing its energies in urban and suburban areas in the Western United States. Seagate is actively involved in the CBD and suburban offices, multi family, industrial, warehouse, retail and land entitlement sectors of the commercial real estate business.

While offering expertise in development, renovation, repositioning, management, and leasing of office, retail, industrial and multi-family properties, Seagate strives to create value and maximize returns for its partners and clients through direct principal involvement and highly personalized attention to its investors, clients, tenants and customers.

With extensive experience managing properties on a direct basis, each property strategy is specifically formulated to produce the highest return. Essential to that strategy are proven methods to most effectively operate and manage the property. Seagate makes it a priority to maintain the highest quality, most productive and cost effective management and leasing operation within each market.

Seagate is a certified Green Business and as such we place a high priority on using and implementing the latest in sustainable practices. With the first LEED Gold Certified property in Marin County, we strive to implement energy conservation measures in every facet of our business, right down to the use of recyclable products and supplies.

In December 2008, Seagate was honored by the Marin County Board of Supervisors as the Golden Spire Business of the Year.



Introduction: About San Rafael Corporate Center

The San Rafael Corporate Center (SRCC) is comprised of four premium Class “A” office buildings. There are currently four office buildings and one covered garage with ample parking. The 750 Lindaro and 781 Lincoln three-story buildings were built in 2001 and the 770 and 790 Lindaro four story buildings were completed in 2009. These elegant Gold LEED certified buildings offer an array of suite sizes for both the large and the small companies looking to make the Corporate Center their place to do business. The Corporate Center offers many amenities including 3 conference rooms of various sizes for the tenants use, lunch time yoga classes and an on-site espresso cart.

SRCC is located just one block off Highway 101, across from the San Rafael Transit Center, and two miles north of the Larkspur ferry terminal, making access ideal for auto and mass-transit commuters. Just two short blocks away is Fourth Street, San Rafael’s thriving revitalized main street, offering tenants an abundant mix of retail, international cuisine and entertainment amenities within walking distance.



Introduction: Operating Instructions

Navigation

You move through The Electronic Tenant® Handbook just as you would a traditional Internet site. It's as simple as pointing and clicking. The main page features a Table of Contents that provides links to each Chapter. Upon entering a Chapter, you will find links to the specific information provided in that chapter's Sub-Sections. You may return to the Table of Contents or Chapter Overview at any time by clicking the clearly labeled link on every page.

Special Features

This Electronic Tenant® Handbook has special features, such as a [Conference Room Reservation System](#) and [Search Engine](#). In order to take advantage of these useful features, you must have Adobe Acrobat Reader installed on your computer. This software is free and easy to use, and can be obtained by [clicking here](#).

Updates

The Electronic Tenant® Handbook is updated on a regular basis, so please be sure to periodically check for updates and new information.

If you are having trouble accessing the Electronic Tenant® Handbook or need assistance, please e-mail or call the Management Office.

Policies and Procedures: Contractors

VENDOR/ CONTRACTOR CERTIFICATE OF INSURANCE REQUIREMENTS

Any companies performing work on behalf of, or in, San Rafael Corporate Center must have a valid Certificate of Insurance on file with the Property Management Office. Please make sure that the certificate is completed in accordance with the information and limits of liability stated below, and includes an ISO Additional Insured Endorsement CG 2037 or CG 2026:

CERTIFICATE HOLDER:

Seagate Properties, Inc.
750 Lindero Street, Suite 240
San Rafael, California 94901

ADDITIONAL INSUREDS:

Seagate Properties, Inc.
and
SR Corporate Center Phase One, LLC
and
SR Corporate Center Phase Two, LLC

COVERAGE:

- Workers Compensation: In kind and amount as prescribed by statute
- Employers Liability: \$1,000,000
- Commercial General Liability: \$1,000,000 per occurrence
\$2,000 general aggregate
- Commercial Automobile Liability: \$1,000,000
- Umbrella Liability: \$5,000,000

Please note that these policies must not be canceled or changed to as to affect insurance described by the certificate until thirty (30) days after written notice of such cancellation or change has been delivered to the SRCC Property Management Office.

Also an important note: Please make sure that the additional insureds are listed as Seagate Properties, Inc. and SR Corporate Center Phase One and Phase Two, LLC.

Our address is:

Seagate Properties, Inc.
750 Lindero Street, Suite 240
San Rafael, California 94901

Phone: (415) 721-2222

Fax: (415) 457-1450



Policies and Procedures: General Rules and Regulations

The following rules and regulations shall apply, where applicable, to the Premises, the Building, the Parking Facility, the Property, the Project and the appurtenances.

1. Sidewalks, doorways, vestibules, halls, stairways and other similar areas shall not be obstructed by Tenant or used by Tenant for any purpose other than ingress and egress to and from the Premises. No rubbish, litter, trash, or material shall be placed, emptied, or thrown in those areas. At no time shall Tenant permit Tenant's employees to loiter in Common Areas or elsewhere about the Building or Project.
2. Plumbing fixtures and appliances shall be used only for the purposes for which designed, and no sweepings, rubbish, rags or other unsuitable material shall be thrown or placed in the fixtures or appliances. Damage resulting to fixtures or appliances by Tenant, its agents, employees or invitees, shall be paid for by Tenant, and Landlord shall not be responsible for the damage.
3. No signs, advertisements or notices shall be painted or affixed to windows, doors or other parts of the Building, except those of such color, size, style and in such places as are first approved in writing by Landlord. All tenant identification and suite numbers at the entrance to the Premises shall be installed by Landlord, at Tenant's cost and expense, using the standard graphics for the Building. Except in connection with the hanging of lightweight pictures and wall decorations, no nails, hooks or screws shall be inserted into any part of the Premises or Building except by the Building maintenance personnel.
4. Landlord may provide and maintain in the first floor (main lobby) of the Building an alphabetical directory board or other directory device listing tenants, and no other directory shall be permitted unless previously consented to by Landlord in writing.
5. Tenant shall not place any lock(s) on any door in the Premises or Building without Landlord's prior written consent and Landlord shall have the right to retain at all times and to use keys to all locks within and into the Premises. A reasonable number of keys to the locks on the entry doors in the Premises shall be furnished by Landlord to Tenant at Tenant's cost, and Tenant shall not make any duplicate keys. All keys shall be returned to Landlord at the expiration or early termination of the Lease.
6. All contractors, contractor's representatives and installation technicians performing work in the Building shall be subject to Landlord's prior approval and shall be required to comply with Landlord's standard rules, regulations, policies and procedures, which may be revised from time to time.
7. Movement in or out of the Building of furniture or office equipment, or dispatch or receipt by Tenant of merchandise or materials requiring the use of elevators, stairways, lobby areas or loading dock areas, shall be restricted to hours designated by Landlord. Tenant shall obtain Landlord's prior approval by providing a detailed listing of the activity. If approved by Landlord, the activity shall be under the supervision of Landlord and performed in the manner required by Landlord. Tenant shall assume all risk for damage to articles moved and injury to any persons resulting from the activity. If equipment, property, or personnel of Landlord or of any other party is damaged or injured as a result of or in connection with the activity. Tenant shall be solely liable for any resulting damage or loss.
8. Landlord shall have the right to approve the weight, size, or location of heavy equipment or articles in and about the Premises. Damage to the Building by the installation, maintenance, operation, existence or removal of Tenant's Property shall be repaired at Tenant's sole expense.
9. Corridor doors, when not in use, shall be kept closed.
10. Tenant shall not: (1) make or permit any improper, objectionable or unpleasant noises or odors in the Building, or otherwise interfere in any way with other tenants or persons having business with them; (2) solicit business or distribute, or cause to be distributed, in any portion of the Building, handbills, promotional materials or other advertising; or (3) conduct or permit other activities in the Building that might, in Landlord's sole opinion, constitute a nuisance.
11. No animals, except those assisting handicapped persons, shall be brought into the Building or kept in or about the Premises.
12. No inflammable, explosive or dangerous fluids or substances shall be permitted, used or kept by Tenant in the Premises, Building or about the Property. Tenant shall not, without Landlord's prior written consent, do or permit to be done on the Property any of the following: use, store, install, spill, remove, release or dispose of, within or about the Premises or any other portion of the Property, any Hazardous Substance (defined below). As used herein, "Hazardous Substance" means any asbestos-containing materials or any solid, liquid or gaseous material now or subsequently considered toxic or hazardous under the provisions of 42 U.S.C. Section 9601 et seq. or any other applicable environmental Law which may now or later be in effect. Tenant shall comply with all Laws

pertaining to and governing the use of Hazardous Substances by Tenant, and shall remain solely liable for the costs of abatement and removal.

13. Tenant shall not use or occupy the Premises in any manner or for any purpose which might injure the reputation or impair the present or future value of the Premises or the Building. Tenant shall not use, or permit any part of the Premises to be used, for lodging, sleeping or for any illegal purpose.
14. Tenant shall not take any action which would violate Landlord's labor contracts or which would cause a work stoppage, picketing, labor disruption or dispute, or interfere with Landlord's or any other tenant's or occupant's business or with the rights and privileges of any person lawfully in the Buildings ("Labor Disruption"). Tenant shall take the actions necessary to resolve the Labor Disruption, and shall have pickets removed and, at the request of Landlord, immediately terminate any work in the Premises that gave rise to the Labor Disruption, until Landlord gives its written consent for the work to resume. Tenant shall have no claim for damages against Landlord or any of the Landlord Related Parties, nor shall the Commencement Date of the Term be extended as a result of the above actions.
15. Tenant shall not install, operate or maintain in the Premises or in any other area of the Buildings, electrical equipment that would overload the electrical system beyond its capacity for proper, efficient and safe operation as determined solely by Landlord. Tenant shall not furnish cooling or heating to the Premises, including, without limitation, the use of electronic or gas heating devices, without Landlord's prior written consent. Tenant shall not use more than its proportionate share of telephone lines and other telecommunication facilities available to service the Buildings.
16. Tenant shall not operate or permit to be operated a coin or token operated vending machine or similar device (including, without limitation, telephones, lockers, toilets, scales, amusement devices and machines for sale of beverages, foods, candy, cigarettes and other goods) except for machines for the exclusive use of Tenant's employees, and then only if the operation does not violate the lease of any other tenant in the Buildings.
17. Bicycles and other vehicles are not permitted inside the Buildings or on the walkways outside the Buildings, except in areas designated by Landlord.
18. Landlord may from time to time adopt systems and procedures for the security and safety of the Buildings, its occupants, entry, use and contents. Tenant, its agents, employees, contractors, guests and invitees shall comply with Landlord's systems and procedures.
19. Landlord shall have the right to prohibit the use of the name of the Buildings or any other publicity by Tenant that in Landlord's sole opinion may impair the reputation of the Buildings or their desirability. Upon written notice from Landlord, Tenant shall refrain from and discontinue such publicity immediately.
20. Tenant shall not canvass, solicit or peddle in or about the Buildings or the Property.
21. Neither Tenant nor its agents, employees, contractors, guests or invitees shall smoke or permit smoking in the Common Areas, unless the Common Areas have been declared a designated smoking area by Landlord, nor shall the above parties allow smoke from the Premises to emanate into the Common Areas or any other part of the Building. Landlord shall have the right to designate the Buildings (including the Premises) as a non-smoking building.
22. Landlord shall have the right to designate and approve standard window coverings for the Premises and to establish rules to assure that the Buildings present a uniform exterior appearance. Tenant shall ensure, to the extent reasonably practicable, that window coverings are closed on windows in the Premises while they are exposed to the direct rays of the sun.
23. Deliveries to and from the Premises shall be made only at the times, in the areas and through the entrances and exits designated by Landlord. Tenant shall not make deliveries to or from the Premises in a manner that might interfere with the use by any other tenant of its premises or of the Common Areas, any pedestrian use, or any use which is inconsistent with good business practice.
24. The work of cleaning personnel shall not be hindered by Tenant after 5:30 p.m., and cleaning work may be done at any time when the offices are vacant. Windows, doors and fixtures may be cleaned at any time. Tenant shall provide adequate waste and rubbish receptacles to prevent unreasonable hardship to the cleaning service.
25. Use of the Conference Rooms (Boro, Boyd, Tam) during weekend hours, requires a security guard on-site during those hours. The security fee is \$37/hr.



Policies and Procedures: Moving Procedures

At SRCC we do not have a freight elevator so the passenger elevators must be padded prior to any large products being moved into the building. In order to accommodate the large number of users (tenants, contractors, and delivery companies), we ask that the following procedures be agreed to prior to any movement of furniture, materials or equipment.

Any move found to be in violation of these moving Rules and Regulations may be stopped until the problem is corrected.

1. Prior to any sizeable deliveries, the tenant must contact the Property Management Office to reserve the elevator.
2. Weekday deliveries for more than 20 minutes must occur between the hours of 6 PM and 7 AM. Weekend deliveries are permitted and may occur at any time during the day, but must be coordinated through the Property Management Office.
3. Delivery and/or moving personnel are to have issued a certificate of insurance to the Property Management Office prior to any deliveries taking place.
4. The delivery and/or moving company will be responsible for protection of all corridor walls and floors and will be responsible for all damage resulting from the move.
5. The delivery and/or moving company should provide protection to all walls and floors and provide masonite from the main entrance to the elevators and through all public corridors and tenant areas.
6. A joint walk-through of the common areas is not necessary. However, the moving firm is responsible for noting any existing damages and reporting these damages to the Property Management Office prior to the delivery or move.



Policies and Procedures: Parking

San Rafael Corporate Center has two parking lots and one parking garage to service the tenants. One surface lot is accessible from Lincoln Street and the other surface lot and the garage is accessible from Lindaro. Use of the parking facility is on a first-come, first-served basis. There are two visitor lots for all buildings. The visitor lots are for visitors only and have a one hour limit. Any car parked over the one hour limit will be tagged. Please contact the Property Management Office to complete a parking agreement and obtain a card key if you would like to park your vehicle in the covered parking garage. Fees may apply.

SRCC parking decals must be visible on all vehicles parking at the SRCC lots. If a decal is not visible your car will be tagged by our Security personnel. After three offenses, your car will be towed. Parking decals are available through the Property Management Office.

SRCC is not liable for any loss, injury or damage to persons using the parking facility or automobiles for other property therein. It is agreed that the use of the spaces shall be at the sole risk of tenant and its employees.

Tenants shall not leave an automobile in the parking facility overnight unless a prior written notice with the make and license number of the car is submitted to the Property Management Office.

Bicycle Parking

San Rafael Corporate Center has on-site secure bicycle parking in the 775 covered parking garage and in the West Stairwells of 750 Lindaro and 781 Lincoln buildings. Contact the Property Management Office for access information. Use of the bicycle parking facility is on a first-come, first-served basis. Fees may apply.



Policies and Procedures: Smoking

San Rafael Corporate Center maintains a no smoking policy throughout the buildings, including all common areas, the lobbies, restrooms, stairwells and elevators. Please do not smoke near any building entrances.

Properties: 750 Lindaro Street

Information Pending



Properties: 770 Lindaro Street

Information Pending



Properties: 790 Lindaro Street

Information Pending



Properties: 781 Lincoln Avenue

Information Pending