

**Hills Plaza
Electronic Tenant® Portal**

Created on March 15, 2024

Introduction: Welcome

Thank you for your tenancy at Hills Plaza! This website has been designed to provide you with all the building information, procedures and policies that will assist you in operating your business here at Hills Plaza. Should you have any questions or need additional information, please contact the Management Office at 415.777.3345.

All of your employees should read and keep up to date with this handbook so that they may be prepared to effectively deal with any given situation. We recommend you keep an up to date printed copy in your workspace.

We look forward to working together to create a productive and enjoyable atmosphere for your company and clients. Although the procedures that follow have been developed using Jones Lang LaSalle's in-depth knowledge of building management, changes will inevitably occur. Therefore, we will be providing updates and revisions as necessary.

If you have any ideas, suggestions, compliments or complaints, please feel free to call us. We are always happy to hear from you.

Introduction: About Jones Lang LaSalle & Hills Plaza

Jones Lang LaSalle is a leading international real estate firm representing public and private institutions, corporations and professional organizations. We are an organization with 4.6 billion square feet of property under management. Jones Lang LaSalle has managed Hills Plaza since 2004 and manages several properties in the San Francisco market as well as the greater Bay Area.

Introduction: Tenant Notices
Hills Plaza 2023 Annual Asbestos Notification Letter

Operations: Accounting

Rent is due on the first of each month without demand. Rent checks should be made out to and mailed to the following address:

PPF OFF 345 Spear Street LP
P.O. Box 601125
Pasadena, CA 91189-1125

This is a lock-box address and overnight deliveries are not accepted.

Please call the Management Office if you have any questions.

Operations: Building Management

Building Hours

The Management Office of Hills Plaza is open from 8:30 a.m. to 5:00 p.m. Monday through Friday and is closed on Saturdays, Sundays and major holidays. The office is located in Suite 180 of 2 Harrison (inside 2 Harrison Lobby, left hand side). To contact the Management Office please call 415.777.3345.

This phone is answered by lobby security during non-business hours.

The Management Team at Hills Plaza is comprised of the following individuals:

General Hal <u>hal.brownstone@hillsplazasf.com</u>	Manager Brownstone <u>hal.brownstone@hillsplazasf.com</u>	Assistant Marco <u>marco.mccartney@hillsplazasf.com</u>	General McCartney <u>marco.mccartney@hillsplazasf.com</u>	Manager Wong <u>lorina.wong@hillsplazasf.com</u>
Property Kelly <u>kelly.mcdermott@hillsplazasf.com</u>	Administrator McDermott <u>kelly.mcdermott@hillsplazasf.com</u>	Property Lorina <u>lorina.wong@hillsplazasf.com</u>	Accountant Wong <u>lorina.wong@hillsplazasf.com</u>	

Operations: Holidays

The Management Office is open from 8:30 a.m. to 5:00 p.m. Monday through Friday and is closed on Saturdays, Sundays and major holidays. The Management Office will be closed on the following holidays:

2024 Holiday Schedule

- New Year's Day - January 1
- Martin Luther King, Jr Day - January 15
- Memorial Day - May 27
- Independence Day - July 4
- Labor Day - September 2
- Thanksgiving Day - November 28
- Day after Thanksgiving - November 29
- Christmas Eve - December 24
- Christmas Day - December 25
- New Year's Eve - December 31

Should you require any routine cleaning, heating, ventilation, air conditioning (HVAC), or other special services on any of the above holidays, please contact the Management Office at least 48-hours in advance as the Management team and contractors observe these holidays. A charge may be assessed for building services provided on holidays, and we will be happy to provide you with an estimate.

In an emergency, we have security guards on site, 24 hours a day, seven days a week, including ALL holidays. In addition, building personnel are always "on call" to respond to tenant needs or emergency situations. To contact building personnel after hours, on holidays or in an emergency, you can reach them by calling security at 415.777.3345. The guards will respond or forward the call accordingly.

Operations: Leasing

The leasing company for Hills Plaza is Jones Lang LaSalle. The main number is 415.395.4900. Listed below is the contact information for the authorized representatives.

Title	Name	Phone Number	E-Mail
Managing Director, Leasing and Management	Wesley S. Powell	415.395.4901	Wesley.powell@am.jll.com
Vice President, Leasing and Management	Ann Montilla	415.395.7286	Ann.montilla@am.jll.com

Operations: Security

Hills Plaza has 24-7 Security on site, provided by Allied Universal Protection Services. In addition to security officers, Hills Plaza has a full-time Security Supervisor Monday through Friday from 9:00 am to 5:00 pm. The guards are responsible for monitoring the Fire Life Safety Systems; traffic in the lobbies and loading dock. In addition, they routinely patrol Hills Plaza. Our security guards enforce building regulations, maintain order, and stay on the alert for any unusual activity within Hills Plaza. Security can be reached during business hours and non-business hours at 415.777.3345.

Security: Access Card, Key and Lock Policy

For additional security, the Hills Plaza keying system is based on a restricted keyway. Tenants have building access and elevator access to their respective suites with an access card. Notify the Management Office for additional keys for new employees and to cancel keys for former employees. Access cards can be ordered only from the Management Office: new access cards \$30, reprogrammed cards \$10. Also, requests for additional locks and for lock changes are to be addressed to the Management Office. No additional locks are to be installed on the property without the written consent of the Management Office. Please notify the Management Office ASAP if you lose your access card.

Security: After Hours Access

Vendors and Contractors

In special cases where you have vendors or contractors (carpet cleaning, installation of computer equipment, etc.) coming in after-hours or on the weekends, you must notify the Management Office by email

(marco.mccartney@hillsplazasf.com and kelly.mcdermott@hillsplazasf.com).

Please include the name of the company coming, the date, and the approximate time.

Also give a brief description of what they will be doing. Request that the individual(s) have some form of identification to present to the guard on duty. The vendor will need to provide a valid Certificate of Insurance to the Management Office before coming on site.

Insurance requirements are listed in **Insurance Requirements – Policies and Procedures**.

Please note that the guard does not have the authority to let vendors or contractors into tenant spaces.

As hard as we try, there are still occasions when we may need to escort an unwanted visitor from Hills Plaza or to investigate a theft. The inconvenience caused by these situations can be minimized if the correct procedures are observed.

Security Cards

To control access to the tenant spaces outside of normal business hours, a security card system is used. Access cards are required for any individual to enter Hills Plaza outside of normal business hours. Tenants should also carry the correct key or access badge to their suite. The security guard will not be available to provide you with access outside of normal business hours.

Visitors

Visitors who require access to Hills Plaza after-hours will utilize a hands free intercom at the building lobby entrances. Once inside the building, after-hours access to the tenant spaces will require checking in at the Security Desk located in each lobby. Upon confirmation from the tenant they are visiting, visitors will be allowed access to the elevators.

For further protection, neither the Management Office nor the security guard is permitted to accept any deliveries.

Security: Building Access

Access to Secure Areas

Please notify the Management Office in advance if anyone will need access to secure areas such as telephone (Riser or MPOE) or electrical closets.

Prior to accessing phone closets, all vendors will need to contact Montgomery Technologies at 844.824.0100. A confirmation of work will be emailed to the Management Office before access is granted.

Vendors requesting access to other secure locations are to notify the Management Office or Security when on-site. The Engineering Staff will provide access to the secure areas.

Security: General Office Security

Security officers represent Hills Plaza's interests with respect to incidents that occur in the common area of the building. The officers can also assist tenants with incidents within tenant spaces, but they can only do so in support of tenant staff, pending arrival of the Police Department. Tenant employees must take the lead in resolving incidents within their spaces. Security officers can act as support and provide backup to the tenant employees. All tenant employees (part-time and full-time) should be aware of their company's written policies regarding security issues.

Every office must provide the Management Office with a written list of persons that we can contact in after-hour emergency situations. These people should be listed in the order in which they will be contacted. Jones Lang LaSalle will use this list only if your office cannot be secured at night or for some other emergency requiring Management to get into the space immediately. Building security officers are not able to stand guard at a tenant space for any period of time.

Please update the Management Office as soon as your office emergency contacts change. The time lost trying to contact the right person could prove critical in an emergency.

No personnel will be allowed access to Hills Plaza or tenant spaces after-hours since all authorized personnel should have in their possession an access card, access code or suite keys. If an employee or visitor arrives at the building after-hours and asks for access, the security guard may telephone the suite if the employee or visitor provides a telephone number. Someone from the suite will have to come down to the lobby and escort the employee or visitor up to the suite. If necessary, the tenant emergency contact will be notified for instruction. However, the security guard is not permitted to "key up" any individual in the building for any reason.

Security: Deliveries

All deliveries are to be made through the loading dock (entrance on Spear Street). The loading dock entrance is 13'6" H x 22'1" W. Tenants must accept and sign for all deliveries and arrange for the immediate transport of those items to their location. The service elevator is to be used for all deliveries and "cart" traffic between tenant floors. No deliveries are allowed through the lobby of the building. All vendors must have a valid COI on file with building office.

Deliveries requiring extended use of the loading dock or service elevator need to be scheduled with the Management Office at 415.777.3345 for after-hours or weekends. Twenty-four (24) hours advance notice is needed on all extended deliveries.

Large deliveries requiring use of the service elevator MUST be scheduled before 8:00 am or after 6:00 pm weekdays, or on the weekend. It is imperative that you notify the Management Office in writing and receive approval at least 24 hours in advance of a large delivery. Any attempted deliveries without prior Management Office approval will be stopped.

Use of the service elevator is on a first-come, first-served basis. The service elevator cannot be reserved or used exclusively during weekdays. Only small deliveries are permitted during weekdays. Loading Dock time limit for deliveries during weekdays 8:00 am to 6:00 pm is 30 minutes.

Service Elevator Dimensions:

	345 Car #1	Spear 350 Embarcadero Car #8	2 Harrison Car #4
Door	6'11" H x 3'6" W	6'11" H x 3'6" W	6'11" H x 3'6" W
Floor to Ceiling Height	10'5"	8'11"	11'0"
Inside Dimensions	6'4" W x 6'4" Deep	6'7" W x 5'0" Deep	7'5" W x 5'3" Deep
Capacity	4,500 lbs.	3,500 lbs.	4,000 lbs.

*Refer to these dimensions whenever you plan a move.

Security: Lost and Found

Items found in Hills Plaza's common areas should be turned in to the Management Office located in Suite 180 of 2 Harrison (inside 2 Harrison Lobby, left hand side).

Persons seeking lost property should inquire in the Management Office. A full description of the item must be provided to regain possession.

Security: Security Responsibilities

Remember that the best way to improve security is for each tenant in Hills Plaza to take an active role, just as you would in the neighborhood where you live.

- Make sure all doors to your offices are locked and secured at the close of your business day and on weekends. This is extremely important.
- Do not hesitate to report any suspicious or disorderly individuals to the Management Office or Security 415.777.3345.
- Solicitation is not permitted at Hills Plaza, and any individual who enters your offices for this purpose should be reported to the Management Office.
- Inform the Management Office of any building keys that are lost. This includes keys to your suite, washroom keys and storeroom keys.
- Keep building access cards out of the hands of those who do not need them. Maintain up-to-date records of all your employees who have keys. Inform the Management Office immediately when individuals have been removed from your employment for any reason.

Security: Solicitation

No one likes to be bothered by people seeking donations, passing out handbills or conducting surveys. Therefore, under no circumstances is Hills Plaza's property (interior and exterior) to be used for the purpose of soliciting business, donations, recruitment, petition signing, etc. This pertains to office tenants and their employees. No handbills may be distributed inside or outside Hills Plaza premises. All violators should be reported to the Management Office at 415.777.3345 immediately.

Security: Tenant Precautions

- Solicitation is not permitted in Hills Plaza. Report all unauthorized or suspicious persons to the Management Office immediately. Give a full description of the person(s) and the last area in which they were observed, stairway and/or elevator used, and if possible, in which direction they were headed.
- Require identification from repairmen who come to work in your office suite.
- Messengers must also be prepared to show identification and proof of delivery at all times.
- During the day, suite reception areas and areas near the front of the suite should never be left unattended.
- Do not leave handbags or wallets in plain view or unattended. All valuables should be taken home or locked in your desk.
- Petty cash should be locked and secured at all times.
- Combinations to safes and vaults should not be kept in the office.
- Messengers and visitors should not be allowed to wander around any office unescorted.
- Laptops, notebooks and other electronic business equipment should be secured when unattended after business hours.
- At the end of the workday, lock all office entrance/exit doors.
- Do not leave keys to locked cabinets or desks in hiding places, such as taped to the bottom of a desk, under desk pads, inside pencil holders, behind wall pictures, etc.
- Maintain good housekeeping habits within your area.
- Report all fire hazards to the Management Office.
- Any and all broken windows need to be reported to Management immediately.
- Coffee makers are to be shut off at the end of the day.
- Shut down all electrical equipment when not in use.

Emergency Procedures: Introduction

What is an “emergency?” It is any event that jeopardizes the tenants, the contents, and/or the physical structure of the building.

The primary role of all building tenants in an emergency is to know what to do when an emergency occurs and how to react appropriately. The purpose of the Emergency Procedures is to provide the tenants with critical information and procedures that include not only the basics of responding to an emergency but also the following:

- Details on effective and accurate team communications
- Specific procedures for evacuations as a result of a fire, smoke, or power failure
- Procedures for isolated events such as a medical or an elevator emergency

Hills Plaza is equipped with a number of life safety and building automation systems that are capable of rapidly detecting certain types of emergencies such as the presence of fire and smoke, a power failure or an elevator failure. Early detection can make a difference between a small incident and a major catastrophe. While early detection is key; quick, confident responses by the tenants of an impending or immediate emergency is essential. This comes from preparation and training, which eliminates unnecessary calls to city authorities.

It is very important that each tenant and respective members of the tenant emergency team thoroughly understand his/her role and the roles of the other team members. The Management Office should be notified of the names of these coordinators, as they will be contacted regarding building safety procedures.

The Management Office schedules an evacuation drill annually for each building, which all tenants are required to attend and is approved by the San Francisco Fire Department. If, however, additional instruction is needed, the Management Office is available to assist you with organizing specific practice emergency evacuations sessions for your designated employees. If you have any questions, please feel free to contact the Management Office at 415.777.3345.

Major Building Closure

In the event of a major building closure or major San Francisco area emergency, building information will be recorded at this toll-free number accessible throughout the United States, 800-357-3345

Emergency Procedures: Bomb Threats

Bombs can be constructed to look like almost anything and can be placed or delivered in a number of ways. Similarly, bomb threats are delivered in a variety of ways. Do not ignore the threat. REMAIN CALM - this could result in ascertaining more useful information.

Bombs

Some suspicious items include:

- Letters that are unusually bulky or heavy.
- Parcels or envelopes with chemical or oil stains.
- Parcels or envelopes without a return address.
- Parcels or envelopes with foreign postmarks.
- Parcels or envelopes that simply do not look or feel ordinary.

If a bomb or bomb threat has been delivered, call 911 immediately and take direction from the police or bomb squad. Notify the Management Office 415.777.3345.

The most common threats are made by direct telephone contact. In the event that a bomb threat is received, the recipient of the call shall follow the guidelines outlined in this section. Obtain as much information as possible and be prepared to relate this to the Police Department.

Use the **Bomb Threat Checklist** in this section as a guide for collecting information needed by the authorities.

After the caller hangs up or a written threat has been received:

- Notify a supervisor or manager in your immediate area.
- Notify the Management Office at 415.777.3345.
- If necessary, notify the San Francisco Police Department Bomb Squad 911.
- The Police Department and/or the Management Office will give the order to evacuate, if necessary.
- Identify a Search Team and visually identify any unfamiliar people or objects and point these out to the police or emergency team (see below).
- Notify the Management Office of these objects. Never disturb a suspicious object.
- Remain available to the Management Office and/or city and follow their instructions.
- After searching, tenants are not allowed to re-enter the space until cleared by city officials.

The Search Team can follow these recommended steps for interior and exterior searching:

- Enter the specific room/area reportedly containing the suspicious package, and stop and listen for background noises.

- Divide the room by height for execution of the search. Start from bottom and work up. The height categories can be (a) floor to waist; (b) waist to chin; (c) chin to ceiling; and (d) ceiling.
- Assign areas to the search team (two-person search team); search by height, and overlap for better coverage. Start back to back and search toward each other. Place "SEARCH" sticker or Post It note 2 feet from the floor to indicate the search was completed in the specific area or use a colored tape over the doorjamb.
- Extend search to internal public areas. Go around the walls and proceed toward the center of the area.
- Report the location and accurate description of the object to the Management Office. If a suspicious item is located follow these precautions:
 - DO NOT handle the item.
 - DO NOT attempt to open the parcel.
 - DO NOT remove any binding material.
 - DO NOT pull or cut any material that protrudes.
- Contact the addressee of the suspect package (if in clear sight) for identification and verification of the item.
- Identify and block off the danger area of at least 300 feet above, below, and adjacent to the object.
- Evacuate, if determined by Police Department.

[Click here to download a Bomb Threat Checklist](#)

Emergency Procedures: Civil Disturbance

Should a riot or civil disturbance start outside the Building, the security guards will immediately lock all entrances to the building. The police will be notified. We will keep you informed.

If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

Emergency Procedures: Crime and Security Threats

Although Hills Plaza has uniformed security personnel that patrol in and around the property, every property can be a potential target for crime. A security staff patrols Hills Plaza on a 24-hour, seven-day-a-week basis. They are easily recognized as they are always dressed in uniform (dark blazer, dark slacks, white shirt, and tie) and have State of California Guard Registration cards. Our security personnel act as a deterrent to the would-be criminal as well as enforce building regulations, maintain order, and are on the alert for any unusual activities within the Building.

Security matters such as burglary, vandalism, graffiti, unwanted solicitors, suspicious persons, suspicious activities, or intoxicated persons should be reported to the Management Office 415.777.3345. A security officer answers this phone number during non-office hours.

In cases of emergencies, these should be reported first to the San Francisco Police Department 911 then to the Management Office.

Crime Prevention Tips:

- Be aware of your surroundings.
- Do not ignore but question strangers encountered in your space.
- Promptly inform the Management Office of employee termination or layoff.
- To prevent office thefts, all personal items should be stored in a locked drawer.
- Inventory all valuable property.
- Engrave or permanently mark the company name along with serial number on your property.
- After hours and on weekends, be sure to sign in and out at the lobby security desk.
- Lock laptop computers.

Describing a Suspicious Person or Intruder

If you notice a suspicious person or identify an intruder, it is imperative to provide an accurate description to aide the police in apprehending the suspect. To do so, observe and remember the following:

- General description/physical features of the intruder, such as approximate age, height, build, etc.
- Clothing, such as colors and styles, including general appearance.
- Hair color and style.
- Ears such as size and prominence.
- Mouth.
- Neck.
- Expressions.

Tenant Security Responsibilities

The best way to improve security is for each tenant in the building to take an active role just as you would in the neighborhood where you live. Use the following suggestions:

- Make sure all doors to your offices are locked and secured at the close of your business day. This is extremely important on the weekends.
- Do not hesitate to report any suspicious or disorderly individuals to the Management Office 415.777.3345. Our building security personnel will escort them from the property.
- Solicitation is not permitted in the building, and any individual who enters your offices for this purpose should be reported to the Management Office. Building security personnel will escort them from the property.
- Inform the Management Office of any keys that are lost.
- Theft

As a theft preventive measure, when you have vendors or contractors (carpet cleaning, installation of computer equipment, etc.) coming in after-hours or on the weekends, you must inform the Management Office stating who (name of the company and individual, if possible) will be coming, the date, and the approximate time. Also give a brief description of what they will be doing. Request that the individual(s) have some form of identification to present to the guard on duty.

Emergency Procedures: Earthquakes

The building is designed to withstand most earthquakes. It is safer inside the building than outside. Should a major earthquake occur, Floor Wardens will be responsible for maintaining a calm atmosphere on their floors.

Before an Earthquake

- Ask Building Engineers to properly secure all tall cabinets, shelving and other items that might fall.
- Maintain extra water, food and first aid supplies.

During an Earthquake

- Move away from the window and glass doors.
- Stay clear of file cabinets and shelves.
- Take cover under a desk or table, or crouch down and brace against a wall if in a hallway. Stay there until building movement subsides.
- Remain calm and try to calm others.
- Be alert for aftershocks.

After an Earthquake

- Floor Wardens should search floors to locate injured persons and possible fire.
- Floor Wardens should gather information on injured persons and notify the Management Office 415.777.3345.
- You are probably safer in the building than on the street. Stay where you are unless absolutely necessary. Do not use stairways or elevators until you are officially advised these means of egress are safe.
- It will take some time to check the complex, and to ascertain the extent of damage sustained.
- All elevators will be shut down, and non-operative. There is a seismic safety circuit which will send the elevator to the nearest floor, open the doors and park at that location. The elevators will remain in this mode until the elevator technicians can inspect the shafts and elevators for safe operation, prior to placing them back into service.
- Do not use bathrooms until pipes have been checked.
- Do not use candles, matches or other open flames.
- Building management will keep you informed of the situation via the Public Address System.

Off Shore Earthquake - Tsunami Warning

In case of an off-shore earthquake and risk of Tsunami; please listen for announcements from a representative of the building. We will be in touch with the National Weather Service and other emergency alert organizations for instruction. We may request for

tenants to seek higher ground or for them to stay in place. You are probably safer in the building than outside on the streets. Please do not panic.

Emergency Procedures: Elevator Malfunction

The elevators at Hills Plaza are equipped with a variety of features designed to ensure the safety of passengers during normal operation, during a malfunction of the equipment or other emergency that may affect operation. On occasion, they do malfunction even though they are properly maintained. This section addresses an elevator malfunction coupled with an entrapment.

If passengers get trapped in an elevator, it is considered an emergency. Qualified elevator personnel will respond, as they have the expertise, experience, and training to handle these complex situations in which a rescue may be involved. Never attempt to extricate a trapped person in an elevator.

In case of an entrapment or emergency in the elevator:

- Press the Emergency Call button to establish constant voice communication with the Duty Security Officer.
- If the elevator stops between floors and the door opens, press the Emergency Call button. Stay in the car. Do not try to climb out or jump to the floor below. Do not try to pry open the doors as it may cause additional damage to the equipment that could prolong the emergency.
- Stay calm and wait for help to arrive. If there is an extended wait, sit on the floor and either look up or ahead so that you will feel less confined.
- Follow the instructions of the Management Office or building staff.

The Management Office will advise the passenger that:

- They are safe and should remain calm.
- Help is on the way to assess the cause and to safely remove them.
- They should stay away from the elevator doors.
- It is very dangerous to try to force open the doors.
- If door is open even partially near a floor, it is extremely dangerous to leave the car.
- We will be contacting the passenger at regular intervals to keep them informed of the status of rescue efforts.

The Management Office shall ask some/all of the following key questions to gather information and to ease the potential anxiety. The answers to these questions will advise the elevator mechanics and engineers of the situation inside the car and provide information to decide the best approach to solving the problem. Questions during initial contact may include:

- How many passengers are trapped?
- What are the passenger names and suite locations?
- Are the passengers calm or experiencing any physical difficulties?
- Do any of the passengers have medical conditions that might affect their release?

- Are the lights functioning within the car?
- Is any call button lit on the panel? If so, which ones?
- Is there a floor number displayed on the floor position indicator?
- Is there anyone that the passengers would like us to notify for them?

Emergency Procedures: Emergency Contacts

Fire/Smoke

Fire Department 911 and Management Office 415.777.3345

Bombs and Bomb Threats

Police Bomb Squad 911 and Management Office 415.777.3345

Power Failure

Management Office 415.777.3345

Medical Emergencies

Ambulance 911 and Management Office 415.777.3345

Elevator Malfunctions

Management Office 415.777.3345

Crime/Security Threats

Police Department 911 and Management Office 415.777.3345

Severe Weather Emergencies

Management Office 415.777.3345

Major Building Closure

In the event of a major building closure or major San Francisco area emergency, building information will be recorded at this toll-free number accessible throughout the United States 800.357.3345

Gas Leak

Fire Department 911 and Management Office 415.777.3345

Water Leak

Fire Department 911 and Management Office 415.777.3345

Emergency Procedures: Evacuation

Evacuations - General Procedure

In cases of building emergencies, the Fire or Police Departments take complete control of the building and environment upon their arrival. According to the Fire Department, on the average they will arrive at the building within 3 minutes of receiving an emergency call. Typically, a company officer and four firemen arrive with one truck.

In case of a fire, bomb, gas leak, water leak or power outage, the City and/or the General Manager at Hills Plaza have the authority to decide if an evacuation (partial or full) is needed. Typically, only four floors will be evacuated in the event of an emergency, fire or smoke in this building. These four floors consist of the emergency/fire floor, one floor above this floor, and two floors below the fire/emergency floor.

For example, if an emergency or potential emergency is detected on the 3rd floor and a partial evacuation is announced, the evacuation will occur as follows:

Emergency Location	Corresponding Floor
1ST FLOOR ABOVE EMERGENCY	4
EMERGENCY/FIRE FLOOR	3
1ST FLOOR BELOW EMERGENCY	2
2ND FLOOR BELOW EMERGENCY	1

[Click here to view images of the Evacuation Locations](#)

When strobes and signals sound on your floor, immediately proceed to your evacuation location via the exit stairs, do not use the elevators. Stay at your evacuation location until you are asked to return to your floor.

Persons Needing Assistance/Mobility Impaired

Each floor's Floor Warden(s) must collect the names and locations of all visitors and regular building occupants who have voluntarily requested special assistance in case of an emergency. Examples of these persons would include those with:

- Mental impairments, who might become confused or disoriented.
- Vision impairments, who may require assistance in locating exits.
- Hearing impairments who may not hear the alarms or announcement clearly.
- Cardiac or respiratory conditions who may require extended time to evacuate.
- Varying degrees of mobility impairments such as a broken leg/arm or wheel chair bound.
- No or very limited understanding of the English language.

- Children.

The (Assistant) Floor Wardens should update this list as necessary and not later than every 6 months. As additional Evacuation Assistants are needed, the (Assistant) Floor Warden shall identify volunteers for each individual requiring assistance, and communicate these changes to the Management Office.

What To Do For Someone Who Refuses To Evacuate

During an emergency where evacuation is required, if an occupant refuses to evacuate, any tenant that encounters this person or is informed of this situation shall immediately report the name and exact location of this individual to the floor's Floor Warden or Assistant Floor Warden and the Management Office. Floor Wardens should then communicate this information to the Fire Department. Await instructions from City authorities.

Announcement Scripts

When an emergency or potential emergency occurs in Hills Plaza, tenants can expect to hear various announcements over the public address system from the Management Office. The announcement will depend on the extent, location, and type of emergency.

Sample messages are provided below. Tenants should become familiar with these to know what to expect. Upon hearing these messages, the (Assistant) Floor Wardens shall coordinate the response, per the Management Office instructions. The Floor Warden shall be responsible for assisting any non-English speaking tenants or visitors.

For a partial evacuation an example of a message that you may hear from the Management Office is:

“Attention all persons on the _____ floor. Attention all persons on the _____ floor. May I have your attention please? Please exit the floor using the nearest stairwell. Proceed to your assigned meeting location in an orderly manner and await further instructions.”

In the event of a full evacuation, an example of a message that you may hear from the Management Office is:

“Attention all persons on the _____, _____ and _____ floors. Attention all persons on the _____, _____ and _____ floors. May I have your attention please? As a safety precaution, we are asking you to safely evacuate the building. Proceed to your assigned meeting location as given to you by your Floor Warden or Assistant Floor Warden. Wait there for further instructions.”

In the event of a full evacuation, the (Assistant) Floor Wardens evacuate the building and congregate at a pre-designated off-site location specific for their group.

Either the on-site city authority or General Manager issues the “All Clear” to those building occupants whom have been evacuated in any crisis situation. The example message (below) for recalling all the tenants using the Management Office after a fire emergency:

“Attention, all tenants of Hills Plaza. Attention, all tenants of Hills Plaza. May I have your attention please? There is NO danger to you or any other occupants, and you may return to the building. The elevators have been restored to full service and are available for your use. Please contact the Management Office if you have any further questions. Thank you.”

This message will be given at the assigned meeting location.

Emergency Procedures: Fire

Types of Fires

The classification of the fire relates to the fire's fuel and what is burning, as follows:

- **CLASS A** - Fires that involve ordinary combustibles such as paper, wood, cloth, rubber, textiles, and many plastics.
- **CLASS B** - Fires that involve flammable liquids such as grease, oil, paint, lacquers, some plastics, and gasoline.
- **CLASS C** - Fires that involve energized electrical equipment such as appliances, televisions, radios, computer equipment, wiring, circuit breakers, or fuse boxes.

Multi-purpose "ABC" dry chemical extinguishers are supplied by the building to handle all classes of office fires. These chemical-based extinguishers can cause damage to electronic equipment. A fire in electronic equipment rooms will always require the use of an "ABC" rated fire extinguisher: "A" because there is likely to be paper nearby, "B" because there may be oil or grease involved, and "C" because it is electrical equipment.

Arrangements with the Management Office should be made to protect areas such as computer rooms, mailrooms, and duplicating and storage areas with fire rated enclosures and fire extinguishers. Depending on the size and value of these areas, additional smoke detectors or automatic extinguishing systems are recommended.

Portable Fire Extinguisher Operation

Portable fire extinguishers can save lives and property by putting out a small fire or suppressing it until the Fire Department arrives; however, portable extinguishers have limitations. They are not designed to fight large or fast-spreading fires. Most portable extinguishers have a short range (6-10 feet) and completely discharge in a very short time (8-10 seconds). As a general rule, fire fighting should be left to the Fire Department, who should be called in the event of any building fire.

Before a tenant considers fighting any fire, know the following:

- Make sure that the Fire Department (911) and the Management Office have been notified.
- Never fight the fire unless you are sure that you have the proper size and type of extinguisher and you have been properly trained in its use. The extinguisher must be rated for the type of fire you are fighting.
- Fight the fire from a safe distance and with a buddy. Use the buddy system.
- Never let the fire get between you and the exit.
- Even if the fire is extinguished, the area must be inspected by the Fire Department.
- The extinguisher must be fully charged; otherwise, it may be ineffective.
- If in doubt, close off and leave the area immediately.

There are four basic steps to operating a portable fire extinguisher. An easy way to remember the procedure is to think of the word “PASS.”

- **PULL:** Holding the extinguisher with the nozzle pointing away from you, pull the pin, which is located below the trigger. Some extinguishers require releasing a latch or pressing a puncture lever.
- **AIM:** Aim low. Standing 6-8 feet away from the fire, point the nozzle at the base of the fire. Always hold the extinguisher vertically. Never hold it horizontally or at an angle.
- **SQUEEZE:** Squeeze the trigger/handle slowly and evenly. This releases the extinguishing agent.
- **SWEEP:** As the agent is being expelled, sweep the nozzle from side to side. As the fire begins to go out, move closer to the fire and continue the sweeping motion until the fire is extinguished. If the fire does not diminish or it grows, get out of the area. Close any doors in order to contain the fire to the immediate area.

Most portable extinguishers work according to these directions, but some do not. Be prepared by making sure you read the directions on your fire extinguishers before a fire emergency happens.

ABC fire extinguishers are located throughout the general building areas in wall cabinets on every floor. All occupants should know the location of the nearest fire extinguisher and read the instructions.

Tenant Evacuation Procedures

Typically, only four floors will be evacuated in the event of a fire or smoke emergency in this building. These four floors consist of the emergency/fire floor, one floor above this floor, and two floors below the fire/emergency floor.

If you see smoke and/or fire:

- Pull any manual pull station and leave the area
- When alarms sound and strobes flash – follow the directions of your Floor Warden and evacuate to your designated area using exit stairs – do not use the elevators
- Close but do not lock the doors
- Remain in your evacuation area until an all clear is given by the Fire Department

If you smell smoke:

- Call the Management Office 415.777.3345, they will investigate
- Notify your Floor Warden
- Prepare to respond to instructions
- In the event of an evacuation – do not use the elevators

The Management Office will notify the Fire Department, if needed, with this information:

- Type of Emergency (fire, smoke, or both)
- Floor Number
- Specific location of fire/smoke on the floor

More specifically, the following evacuation procedures should be observed:

- Before opening any door to the corridor, check the door and doorknob for heat using the back of your hand. If it is warm, stay in your office and, if possible, seal the door seams using wet towels. **DO NOT OPEN THE DOOR!** Find another exit to the corridor.
- If both your door and doorknob are not hot, and you leave your office:
 - Check for smoke in the corridor.
 - When smoke is present, stay low by crawling since clean air is one to two feet from the floor.
 - Everyone should proceed quickly and calmly to the nearest stairwell. However, in the event of heavy smoke accumulation, evacuate to the smoke-free stairwells. **DO NOT RUN!** All the stairwells are constructed with fire-resistant materials to provide safe evacuation for building occupants.
 - **DO NOT PANIC!** Panic is the most harmful and most difficult element to control in an emergency. Avoiding panic is accomplished through the following steps:
 - Knowledge of procedures that must be followed.
 - Confidence in the responsible personnel's ability and guidance.
 - Calmness and self-confidence of responsible personnel.
 - **DO NOT USE THE ELEVATORS!**
 - Check stairwells for smoke.
 - If the corridor and/or stairwells are smoke filled, **RETURN TO YOUR OFFICE.**
 - Once you're in the stairwell, should you encounter smoke on your descent, get out of the stairwell into any clear corridor and proceed to a different stairwell.
 - Evacuate to the exact area designated by the Fire Department, Management Office, or the tenant (Assistant) Floor Wardens.

- The last person leaving any enclosed office area should close the office door, without locking it. This will help to confine any fire until the arrival of the Fire Department.
- Form a single-file line at the stairwell exit door and proceed calmly and carefully down the staircase to the first floor and proceed to your relocation area. No one, however, should open any door without first checking to see if it is hot. If the door is hot, there is undoubtedly a fire on the other side. Proceed to another floor.
- Conversation should be kept to a minimum. Everyone should stay in a single-file line on the right side of the staircase to allow the Fire Department to pass on the left side of the stairwell.
- Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the Fire Department officials or Building Management.
- Persons Needing Assistance should wait at the stairwell entrance and exit with assistance after all other occupants have exited the floor. An evacuation assistant should notify the Fire Department of the location of persons needing assistance and stay with these persons until they are evacuated.
- The (Assistant) Floor Warden should take a head count to determine if everyone is accounted for. If someone is missing, this information should be relayed immediately to the city authority that is on site or Management Office.

If evacuation of an area is not possible because fire or thick smoke blocks all escape routes, the following procedures should be observed:

- Move as far away from the fire or smoke as possible. Close all doors as you go. Every closed door between you and the fire provides a barrier against smoke.
- If a phone is accessible, call the Fire Department (911) and then the Management Office 415.777.3345 with your precise location.
- Stuff clothing or other material around ventilation ducts and cracks in the doors to prevent smoke-filled air from penetrating the area.
- DO NOT BREAK WINDOWS. Under certain conditions, an open window may draw smoke into the area. If the glass has been broken, there will be no way to stop the smoke from entering the room.

Daily Fire Prevention Tips

- Make sure appliances such as coffee makers are turned off when not in use.
- If electrical equipment or a fluorescent light is not working properly, or if it gives off an unusual odor, disconnect the equipment or turn off the light and call the Management Office at 415.777.3345.

- Leave plenty of space for air to circulate around electric office equipment and other equipment that normally gives off heat.
- At the close of business, make sure the power is shut off on all office equipment.
- Extension cords and space heaters are not allowed in the building. If you need another electrical outlet or have heating/cooling concerns, please call the Management Office.
- All aisles leading to an Exit must maintain a 44" wide path free of obstructions to provide a safe means of egress.

Emergency Procedures: Fire and Life Safety

Hills Plaza is equipped with a state-of-the-art fire/life safety system. The building is equipped as follows:

Fire Alarm Pull System

If you spot smoke or fire, pull down on the fire alarm pull station located at each stairwell exit and elevator lobby. This triggers the alarm to sound and alerts the monitoring station which will contact the Fire Department.

Smoke Detectors

Smoke detectors are located in the ceiling throughout tenant spaces and corridors. When activated, they trigger the alarm sound and automatically alert the monitoring station which will contact the Fire Department.

Sprinklers

The building is fully sprinklered. Sprinkler heads will activate with a significant rise in temperature.

Speakers

Speakers are located throughout the tenant floors and will sound a whooping tone when an alarm is activated. They are also used to transmit information.

Strobe Lights

Strobe lights located throughout tenant floors will flash on and off when an alarm is activated. The strobe lights are intended for the hearing impaired.

Elevators

Elevators are recalled to the ground floor during any alarm. Please do not use the elevators in the event of an alarm. Use the stairs to exit the building when you hear the alarm or see the strobes activated

Emergency Lighting

In the event of a power outage, the emergency generator will power emergency lighting for exiting.

Stairwells/Exiting

The exit stairwells are pressurized and act as a safe haven in the event of a fire. There are five exit stairwells at 345 Spear and two exit stairwells at 2 Harrison.

- 345 Spear: Stairwell number 1 exits onto Spear Street, stairwell numbers 2, 3, and 4 on Folsom Street and stairwell number 5 exits onto the Embarcadero.
- 2 Harrison: Stairwells exit on the plaza.

Should an alarm sound on your floor, you must follow the instructions of your Floor Warden and calmly walk down the exit stairwell and exit the building to your predetermined meeting spot.

Fire Extinguishers

Multi-purpose dry chemical fire extinguishers are located throughout each floor. These should be used only in case of a small trash can fire. They weigh approximately twelve pounds and are easily handled ONLY if you are trained and knowledgeable in the use of extinguishers. Please do NOT attempt to use a fire extinguisher unless you have had proper training. Never attempt to “control” a fire.

- Do NOT use the extinguisher if the fire is spreading beyond the immediate area.
- Do NOT use an extinguisher if the fire could block your escape route.

Fire Valves and Standpipe Connections

Fire hose and standpipe connections are for use by the San Francisco Fire Department. Fire hose connections are located on all floors in each exit stairwell. Standpipe connections are located outside the building on Spear Street, Folsom Street and Embarcadero Street and Harrison Street and are used by the Fire Department to connect their hoses to fight a fire if water pressure is lost from the City.

Fire Doors

All exit doors at stairwells are fire rated doors. Please never prop these doors open.

Fire Alarms

The alarm system will announce only on the alarm floor, the floor above and two floors below. Initial instructions to evacuate will be broadcast over the Public Address System to only those floors. If necessary, additional evacuation instructions will be made by the San Francisco Fire Department’s Officer in Command or the building’s Life Safety Director. The instructions will be transmitted over the Public Address System to the rest of occupants of the building.

Communication System

The announcement you will hear from the Public Address System in the event of an emergency will be as follows:

“May I have your attention, please. An alarm has been turned in on the _____ floor - walk to your emergency exit stairwells and relocate out of the building to your designated meeting spot. Follow the instructions of your Floor Wardens. Do NOT use the elevators.”

Emergency Generator

The emergency generator is designed to power the emergency equipment in the building in the event of a power failure. The system is designed to give us eight (8) hours of

electricity to provide operation of our life safety equipment, fire pumps, fans, emergency lighting and power to operate one elevator in each lobby.

Emergency Procedures: Flooding

Flooding can cause significant damage to the building and its contents, as well as pose a threat to building occupants. This section focuses on flooding that can result from severe heavy rain or water main breaks.

For weather-related flooding, look for distant thunder from a faraway thunderstorm headed in the direction of the City as well as water rising rapidly. The following terms are used by the National Weather Service to describe and predict various flood events:

- **Flash flood or flood statement** – This is follow-up information regarding a flash flood/flood event.
- **Flash flood or flood watch** – Flash flooding or flooding is possible within the designated WATCH area. Be alert. Heavy rains that may cause sudden flash flooding in specific areas even without visual warnings.
- **Flash flood or flood warning** – Flash flooding or flooding has been reported or is imminent. Immediate movement to high ground is imperative and evacuation of Hills Plaza may be called.

If a flood is predicted, the Management Office may evacuate the building. However, once the flood begins, occupants will be urged to stay in the building, as it is much safer than the streets.

Emergency Procedures: Gas Leak

A gas leak in any building can be extremely disruptive and a potentially dangerous situation.

Typically, should a gas leak occur, it will affect either an isolated area of the building or some larger portion of the building.

Please follow the following steps in the event of a gas leak:

- Contact SFFD/911- provide location information (see below)*
- Notify the Building by calling 415-777-3345
- If you are instructed to evacuate, the Floor Wardens must conduct a proper evacuation, pursuant to this manual and instructions given by the Management Office or SFFD.
- Do not congregate in lobby areas or in the street; proceed to your meeting location as designated by the Floor Warden.

Location: 345 Spear or 2 Harrison

*Identify Location of Leak: Building, Floor, Quad, Column, or area description (6th floor cafeteria)

Strength of Odor: Weak, Strong, etc.

Note: Tenant representative should report to safe area to meet SFFD or responder to aide in providing location or source.

Emergency Procedures: Lost and Found

Any individual finding lost item(s) should turn them in to the Management Office, Suite 180, or to the Security Desk in the Lobby. Lost items will be held in the Management Office.

Emergency Procedures: Medical Emergency

In the event of an injury or accident of a person in the building, ascertain as much information as possible and follow these general steps:

- Do not move the injured or ill person or assist them without proper training.
- Quickly check for breathing pattern, blood, and the presence of any jewelry indicating medical information.
- Keep the victim warm, comfortable, and calm.
- Notify the Floor Warden
- If needed, contact an ambulance (911) and provide:
 - The nature of the emergency
 - Floor number
 - Specific location of injured/ill person on the floor
 - State of consciousness
 - Respiratory state
 - Injured or ill person's name, if known
 - Any medical inscriptions
- Notify the Management Office 415.777.3345.
- Dispatch one person to the Management Office or the Security Console in the lobby.

Upon arrival of the paramedics, the Management Office staff shall receive the paramedics at the entrance closest to the medical emergency and escort them to the correct location.

Ambulance Services

The Fire Department Ambulance Service (dial 911) will automatically take the patient to the nearest medical facility.

Emergency Procedures: Power Failure

The loss of electrical service in any building can be an extremely disruptive and a potentially dangerous situation.

Hills Plaza is designed to minimize the risk of a general power failure. Emergency generators are dedicated to continued operation of the life-safety systems, fans, emergency lighting and limited elevator operation for up to eight hours in a power outage. They are regularly tested and confirmed operational in case of an emergency. Typically, should a power failure occur, it will affect either an isolated area of the building or some larger portion of the downtown area. The Management Office will attempt to advise you regarding the length and cause of the power failure as soon as possible.

Please follow the following steps in the event of a power failure:

- Contact the Management Office by calling 415.777.3345.
- If you are instructed to evacuate, the Floor Wardens must conduct a proper evacuation, pursuant to this manual and instructions given by the Management Office.
- Do not congregate in lobby areas or in the street; proceed to your meeting location, as designated by the Floor Warden.

If you are trapped in an elevator during a power failure, use the 2-way communication system that will allow you to speak directly and immediately to the Management Office.

Emergency Procedures: Severe Weather **Tornadoes and Lightning**

Tornado winds can be 75 mph or greater. The National Weather Service will announce the approximate time and direction of the movement. If any of these conditions occur or is imminent in the area and may threaten the building, the Management Office will issue information and direction.

In the event of a weather-related emergency such as flooding, tornado, or windstorm, the tenant should be prepared to take one or all of the following general actions, as appropriate, for the particular weather-related emergency:

- Remain calm.
- After hearing warning sound on radio, listen for details. Gather your personal belongings should an evacuation order be given.
- The Management Office will also call all Floor Wardens and alert them of the severe approaching weather. The Floor Wardens will be asked to alert other tenants on their floor and follow these guidelines:
- Close all windows, blinds, and curtains.
- Move loose items away from windows to reduce flying debris if window should break.
- Move away from the exterior of the building to a corridor, elevator lobby, or stairwells. **DO NOT USE THE ELEVATORS.**
- Doors between outer offices and inner spaces should be closed.
- Disconnect all computer, telecommunications equipment, office equipment, and appliances to protect them from possible power surges.
- Move valuable equipment or documents from outer offices to interior room and to floors above the possible affected floors (in the instance of a flood).
- Do not evacuate unless instructed by the Management Office or city.

Emergency Procedures: Tenant Emergency Teams

The basis for this section is to understand who will participate in building emergencies and what their respective roles and responsibilities are.

The individuals that will be participating in an emergency or potential emergency include:

- Building Management and Engineering
- Security Officers
- Tenants
- Federal, State, and City authorities also complement this team, when needed.

The San Francisco Fire Department/response team has the ultimate and full responsibility of ensuring the safety of the building and its occupants in cases of emergencies. However, the General Manager of Hills Plaza shares in this responsibility. For emergencies that have the potential to affect the entire building the decision-making rank is as follows:

- City responding agency (Fire, Police, Bomb Squad, etc.)
- General Manager (in cooperation with Owners)
- Assistant General Manager
- Chief Engineer
- Assistant Chief Engineer
- Duty Security Officers

During normal business hours (7:00 a.m. to 5:00 p.m.) the tenant must provide various individuals (and alternates) to fill safety roles as described below and in accordance with the number of employees of each tenant relative to the total number of tenants on each floor. The Management Office staff will also fill these roles. For clear identification purposes, all team members below must wear their vests in case of an emergency.

Floor Wardens and Assistant Floor Wardens are responsible for coordination and reporting of any potential or actual emergency conditions to the Management Office. Additionally they shall:

- Appoint, organize, and direct members of the emergency evacuation team and fill vacant positions.
- Maintain an updated roster of all Searchers, Stairwell Monitors, Elevator Monitors, Evacuation Assistants and alternates and provide this roster to the Management Office/Fire Safety Director.
- Pre-plan the handling of persons needing assistance/mobility impaired personnel during evacuation by pairing them with an Evacuation Assistant(s) and develop tenant-specific evacuation plan, if required.
- Identify any non-English speaking tenants or visitors and assist them in following the evacuation plan.

- Know the locations of all stairwell exits leading from occupied areas and relocation areas.
- Ensure that all emergency evacuation team personnel know their assigned duties and stations in case of an emergency through supervised training.
- Alert key personnel of potential emergencies.
- Remain with the team throughout the evacuation period.
- Listen for the “All Clear” call from the San Francisco Fire Department, the Fire Safety Director and all team members have performed his/her duties and evacuated with the team.

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Emergency Evacuation Teams shall act on the direction of the Floor Wardens and Assistant Floor Warden(s) and shall consist of a Searcher, Stairwell Monitor, Evacuation Assistant, and Elevator Monitor as designated volunteers by the Floor Warden (or Assistant). The team members will know the locations of all stairwell exits leading from occupied areas, and lead emergency evacuations and drills from occupied areas as directed by a Floor Warden to the relocation area.

Searchers, at the direction of the Floor Warden or Assistant Floor Warden, shall:

- Find and evacuate all personnel from his/her designated area.
- Searchers shall direct all personnel to the stairwell.
- While the Floor Warden is evacuating the space, check all rooms including coffee rooms, restrooms, storage rooms, coat closets, conference rooms, reception areas, and remote areas on the floor.
- The Searchers must close but not lock all doors after being checked.
- After checking these rooms, the Searcher must place the “SEARCHED” stickers on the lower third of each closed door. Colored adhesive PostIt™ notes can be used as an alternate.
- Advise any remaining personnel on the floor of the emergency and insist on their evacuation.
- Evacuate non-employees found on the floor.
- Report to Floor Warden when his/her area is clear.

Stairwell Monitors, at the direction of the Floor Warden or Assistant Floor Warden:

- Inspect stairwell entry for the presence of heat or smoke before allowing anyone to pass. If the primary stairwell is impacted or obstructed by fire or smoke, then redirect evacuees to the secondary stairwell.
- Take a position at his/her assigned stairwell exit post and lead personnel down the stairs to the relocation area.
- Direct personnel to form a single-file line into the stairwell exit and instruct them to exit only along the right side of the stairwell to allow for fire personnel to pass.

- Supervise and monitor the evacuation flow while remaining calm and orderly, including prohibiting evacuees from carrying food and drink products into the hallways and stairwells.

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Evacuation Assistants, as designated by the Floor Warden or Assistant Floor Warden, or as agreed to by both the individual requiring assistance and the volunteer shall:

- Maintain an up-to-date list of persons needing assistance/physically challenged employees on the floor and report this information to the Floor Warden.
- Stay with the individual who requires assistance.
- Evacuate this person to the nearest and safest exit stairwell and coordinate a safe egress with the City and the Management Office.
- Report to Floor Warden after evacuating.

Elevator Monitors, as designated by the Floor Warden or Assistant Floor Warden:

- Make sure no one uses the elevators in case of an emergency.
- Direct employees to the nearest stairwell exit.
- Be familiar with the building evacuation plan and location of all stairwell exits.
- Stay at the designated post until instructed to evacuate by the Floor Warden or Assistant Floor Warden.

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Emergency Procedures: Water Leak

A water leak in any building can be extremely disruptive and a potentially dangerous situation.

Typically, should a water leak occur, it will affect either an isolated area of the building or some larger portion of the building.

Please follow the following steps in the event of a water leak:

- Contact SFFD/911 - provide location information (see below)*
- Notify the Building by calling 415-777-3345
- If you are instructed to evacuate, the Floor Wardens must conduct a proper evacuation, pursuant to this manual and instructions given by the Management Office or SFFD.
- Do not congregate in lobby areas or in the street; proceed to your meeting location as designated by the Floor Warden.

Location: 345 Spear or 2 Harrison

*Identify Location of Leak: Building, Floor, Quad, Column, or area description (6th floor cafeteria)

Flow of water: Weak (drips), Strong (steady stream, rapid dripping), etc.

Note: Tenant representative should report to safe area to meet SFFD or responder to aide in providing location or source.

Service: Introduction

The Tenant Services section of the website is designed to provide you with guidelines and information on quality tenant services at Hills Plaza. Jones Lang LaSalle employs a highly trained professional team to ensure that your expectations of quality in operating and servicing the property are met. On a nationwide basis, we have access to an extensive and specialized support staff consisting of experts in management, engineering and construction. Local organization and attention to detail in combination with the support staff help maintain the highest level of efficiency and keep the building running smoothly.

As part of our management responsibility, Jones Lang LaSalle's program of standard services promotes the first class image of your company and Hills Plaza. These include:

- Premier office cleaning
- Public area maintenance
- Building systems maintenance
- Elevator service
- Routine maintenance items such as light bulb replacement, hot and cold calls, and HVAC service

Jones Lang LaSalle also coordinates requests for many other special services. In many cases your requests can be handled the same day we are notified. When we can do the work with in-house, on-site personnel, the advantages are many and include:

- Quality work
- Convenience
- Quick response
- Follow-up
- Lower cost

When extensive services are needed, such as remodeling or redecorating, Jones Lang LaSalle has the capability and stands ready to coordinate the work from beginning to end. During the process we thoroughly review your objectives with you and develop a set of guidelines that fulfill those objectives. Upon your approval of a proposal, we coordinate your business needs with the contractor and supervise the work to completion. While many basic needs can be filled by the Hills Plaza Team, the Building also has arrangements with several designated contractors who provide reliable service at competitive prices due to the volume of work that the Building and Jones Lang LaSalle are able to offer the contractor. Prior to any services being performed, written approval must be obtained by the Management Office from the Tenant. Please call the Management Office at 415.777.3345 if you would like additional information.

Services: Building Signage and Directory

All directories and signage will be maintained and coordinated through the Management Office. All signage must be approved by the Management Office before being placed in a tenant space, unless otherwise specifically provided for in your Lease. All signage must be ADA compliant.

Services: Cleaning

Clean, well-kept and attractive premises are vital to the image of both common areas and office space at Hills Plaza. Please make every effort to maintain a clean, safe, and sanitary environment. A few specific points to be noted for both retail and office tenants:

- Windows and other glass surfaces should be kept clean of fingerprints, smudges and streaks. However, this work is restricted to non-business hours (except in the case where only minor touch-up cleaning is required).
- Any broken display or storefront materials must be replaced immediately with materials of the same quality (also during non-operating hours).
- The area in and around your suite should be kept clean and clear at all times. No obstructions, trash, refuse, merchandise, or displays are allowed in these areas except at those times designated for trash removal.
- Cardboard should be broken down & identified as "recycle".
- Suite entrances should be regularly checked for cleanliness.
- Corridors, hallways and entrances to building mechanical rooms must always be clear for easy access. Any blockage or obstruction may be considered a fire hazard and must be removed.
- All suite exits and corridors and hallways leading to exits must be clear of obstructions. Any blockage is considered a fire hazard and your company could be fined by the Fire Marshall's Office.
- Remember that Jones Lang LaSalle Americas, Inc. provides nightly suite and common-area cleaning for office tenants in Hills Plaza. Keeping the improvements in good repair and cleaning of the space during the day is the tenant's responsibility.

A contracted, union janitorial service provides the building with nightly cleaning of interior office space and all common areas Monday through Friday. Porters maintain common areas during the day.

The following tasks are performed on a daily basis:

- Common areas dusted, buffed
- Waste receptacles emptied
- Main carpet areas vacuumed
- Horizontal areas dusted
- Stairwells and uncarpeted areas swept
- Common area restrooms cleaned and disinfected

The following tasks are on a regular maintenance schedule:

- Edge vacuuming
- Dust all moldings, ledges, vents, light fixtures, baseboards, any high dusting

- Strip, clean, wax hard floor surfaces
- Detail clean kitchens, lunchrooms
- Detail restroom

Special Cleaning Services

Spills: Please call the Management Office as soon as possible if there is a spill in your office that needs to be addressed by Janitorial.

The Management Office can provide quotes for special cleaning services that you may require, such as:

- Carpet cleaning
- Appliance cleaning
- Upholstery cleaning
- Metal, stone or wood maintenance
- Large recycle / waste pick-ups

Other areas in your suite (private restrooms, interior glass walls, wood furniture, etc.) might also have special cleaning needs to keep them in top condition. You may design a program with the nightly janitorial to satisfy all your special needs. Offices that are kept locked will not be cleaned due to the janitorial company's lack of access. Periodically leave the doors to the offices open that you want cleaned to indicate to the janitorial crew that it/they should be cleaned that evening.

Please contact the Management Office at 415.777.3345 to discuss setting up a cleaning program specifically tailored to your business needs. Putting a program in place to provide this specialized care will maintain your investment without involving your time and energy. You will be surprised at how quick and easy it can be to keep your investment in peak condition and you will appreciate the benefits for years to come.

Should you experience any problems with the quality of the housekeeping in your offices, please notify the Management Office at 415.777.3345. We will do our best to correct the situation as quickly as possible.

Services: Elevators

Hills Plaza maintains elevators to tenant floors, service elevators and elevators to the parking levels. These elevators are open during normal business hours and accessible to tenants during non-business hours by using their access cards. All elevators are maintained with the highest standards and should never be tampered with by any tenants.

Please utilize the service elevators when moving boxes, carts or furniture. Construction workers should also be advised to use the service elevators when traveling within the building.

Service Elevator Dimensions:

	345 Car #1	Spear	350 Embarcadero Car #8	2 Car #4	Harrison
Door	6'11" H x 3'6" W		6'11" H x 3'6" W		6'11" H x 3'6" W
Floor to Ceiling Height	10'5"		8'11"		11'0"
Inside Dimensions	6'4" W x 6'4" Deep		6'7" W x 5'0" Deep		7'5" W x 5'3" Deep
Capacity	4,500 lbs.		3,500 lbs.		4,000 lbs.

*Refer to these dimensions whenever you plan to move.

The elevators at Hills Plaza are equipped with a variety of features designed to ensure the safety of passengers during normal operation, during a malfunction of the equipment or other emergency that may affect operation. On occasion, they do malfunction even though they are properly maintained. This section addresses an elevator malfunction coupled with an entrapment.

If passengers get trapped in an elevator, it is considered an emergency. Qualified elevator personnel will respond, as they have the expertise, experience, and training to handle these complex situations in which a rescue may be involved. Never attempt to extricate a trapped person in an elevator.

In case of an entrapment or emergency in the elevator:

- Press the Emergency Call button to establish constant voice communication with the Duty Security Officer.
- If the elevator stops between floors and the door opens, press the Emergency Call button. Stay in the car. Do not try to climb out or jump to the floor below. Do not try to pry open the doors as it may cause additional damage to the equipment that could prolong the emergency.
- Stay calm and wait for help to arrive. If there is an extended wait, sit on the floor and either look up or ahead so that you will feel less confined.
- Follow the instructions of the Management Office or building staff.

The Management Office will advise the passenger that:

- They are safe and should remain calm.
- Help is on the way to assess the cause and to safely remove them.
- They should stay away from the elevator doors.
- It is very dangerous to try to force open the doors.
- If door is open even partially near a floor, it is extremely dangerous to leave the car.
- We will be contacting the passenger at regular intervals to keep them informed of the status of rescue efforts.

The Management Office shall ask some/all of the following key questions to gather information and to ease the potential anxiety. The answers to these questions will advise the elevator mechanics and engineers of the situation inside the car and provide information to decide the best approach to solving the problem. Questions during initial contact may include:

- How many passengers are trapped?
- What are the passenger names and suite locations?
- Are the passengers calm or experiencing any physical difficulties?
- Do any of the passengers have medical conditions that might affect their release?
- Are the lights functioning within the car?
- Is any call button lit on the panel? If so, which ones?
- Is there a floor number displayed on the floor position indicator?
- Is there anyone that the passengers would like us to notify for them?

Services: Fee Schedule

Keys & Lock Services Rate

Proximity Card (new)	\$30.00
Proximity Card – reprogram	\$10.00
Proximity Card – cancellation or programming error	No charge
Hard key (restroom or entry door)	\$5.00
Lock & cylinder with 2 free keys	\$85.00

HVAC Services – After Hours (Requires 24 hr notice)

HVAC – After Hours Space Conditioning	\$180.00/hr.
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Engineer Labor Services

Regular time	\$105.00/hr.
Overtime	\$157.50/hr.
Double-time	\$210.00/hr.

Janitorial

Service

ABLE Janitorial to provide quotes on a per project basis plus Hills Plaza Management Fee of 15%.

Security

Tag

Services

Labor services quoted per hour by Allied Universal Protection Services plus Hills Plaza Management Fee of 15%.

[Click here to download a copy of the Hills Plaza Service Rates](#)

Services: Forms

For your convenience, we have included downloadable and printable PDF document forms that will expedite various building 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.

[**Tenant Safety Information**](#)

[**Bomb Threat Checklist**](#)

[**Tenant Safety Quick Guide**](#)

[**Key Release Form**](#)

Services: HVAC

Hills Plaza's standard building hours for providing heating, ventilation and air conditioning (HVAC) are from 6:00 a.m. to 6:00 p.m., Monday through Friday. Extra hours of service can be arranged for an additional charge per hour. Extended HVAC services may be requested Monday through Friday with 48 hours notice. Additional Service Rates are included at the end of this section.

If you experience a problem with the HVAC service to your suite or have questions, please call the Management Office at 415.777.3345.

Services: Mail Service

The [US Postal Service](#) delivers to Hills Plaza Monday-Friday.

Outgoing mail can be dropped off at the 345 Spear loading dock. The US Postal Service picks up around 4:30 pm Monday-Friday.

[UPS](#) and [Federal Express](#) drop boxes are also located on the dock. Pickup times are noted on each box.

Services: Maintenance Requests

Maintenance requests can be made via email to both marco.mccartney@hillsplazasf.com and kelly.mcdermott@hillsplazasf.com. Please send your request to both people to ensure your request is received and addressed as soon as possible. You may also call the Management Office at 415.777.3345.

Services: Recycling

Recycling & Waste Reduction: In an effort to assist in maintaining San Francisco's mandated waste reduction goals of 75% waste diversion from landfills for all of San Francisco, Hills Plaza has implemented a co-mingled recycling, retail/restaurant composting and overall waste reduction program. Every tenant's involvement is crucial to the success of these important waste reduction goals. Here is a short outline of the program:

- Each occupant has a blue recyclable desk side bin with a small movable side caddy for trash
 - The lined caddy is for non-recyclables, such as: food containers, straws, gum, tissue, coffee cup tops
 - The unlined blue recycle bin is for paper, cardboard, empty cups, bottles & cans
- Copy rooms should have unlined blue recycle bins
- Kitchens should have unlined recycle bins, lined black trash bins and lined compost bins

[Please click here to download the Complete Hills Plaza Recycling Program](#)

[Please click here for what is and is not considered a recyclable](#)

[Please click here for what is considered trash](#)

[Please click here for composting guidelines](#)

Thank you for your participation and support of our recycling program!

E-Waste: Hills Plaza sponsors an e-waste recycling service for the following:

- Batteries
- CDs/DVDs
- Cell phones
- Ink cartridges (NOT toner)
- Plastic bags
- and more (check website)

A free electronics pick-up is scheduled for the 4th Wednesday of every month. To schedule your pick up please go to the vendor website: **www.ewastesf.com** (office building tenant portal) to schedule your suite for pick-up services.

Amenities: Fitness/Healthcare

Carbon Health

415.612.3275

carbonhealth.com

345 Spear, Suite 120

San Francisco, CA 94105

Amenities: Parking

The Hills Plaza parking garage is managed for Jones Lang LaSalle by **ProPark**. Contact the Garage Office for rates, 415-820-5908.

The hours of operation are:

- Monday – Friday: 6:30 am – 11:00 pm
- Saturday: 7:00 am – 10:00 pm
- Sunday: Closed

Please feel free to stop by the Garage Office or call the garage directly to arrange for monthly parking contracts or to purchase parking stamps to provide to your visitors and to obtain current rates for daily parking.

The Garage is accessible 24 hours a day, seven days a week for monthly parkers. Only monthly parkers will be provided with a key card that will allow access to the garage. Overnight parking is discouraged. Storage of vehicles is prohibited.

Jones Lang LaSalle or ProPark assumes no liability for damage to or theft from vehicles parked in the Garage. The Management Office would appreciate your reporting any incidents that may occur.

Height Restrictions

Maximum clearance in the garage is 7'6" near the parking spaces for the physically challenged and 6'8" throughout the majority of the garage. Drivers of taller vehicles need to be particularly cautious.

Bicycles

We request that all bikes be stored at the bike racks located on the B1 level at 345 Spear Street. Occupants can enter via the Folsom Street ramp (bicycle portion) to the B1 level.

Hills Plaza will not be held responsible for loss or damage to an individual's bicycle. The bike rack is provided for daily use only and is not to be used for bicycle storage.

Amenities: Preschool Services

Marin Day Schools at Hills Plaza offers various programs for child education through age five. They are located at 2 Harrison, entrance is on the courtyard at Spear Street. They can be reached at 415.777.9696.

Building Engineering

Hills Plaza's wonderful and highly skilled engineering team are employees of Jones Lang LaSalle and members of Stationary Engineers Union Local 39. Our JLL Engineering team consists of eight full time Engineers – working Monday thru Saturday, covering 6:00 a.m. – 8:00 p.m.

All of our Engineers are required to attend a four year Apprenticeship training program at Local 39. This training includes Air Conditioning and Refrigeration, General Maintenance, Boilers, Automatic Controls and Plant Management. Additional on-going courses include: Electrical, Building Systems, Fire Alarm Signaling Systems, Energy Management, LEED, Cooling Tower/Chillers, HVAC, Indoor Air Quality, Pump Operation and Maintenance, Locksmithing, Electricity and Electrical Motor Controls, Hazmat, Transfer Switches and Generators as well as Systems Automation.

Our outstanding JLL Engineering team is led by Chief Engineer Jeff Tiedje, a member of the Engineering team at Hills Plaza since July 1990. Our Chief Engineer has a dual role in that he is also the Fire Safety Director and responsible for the Emergency Procedures for Hills Plaza. Our combined Engineering team has over 100 years of experience at Hills Plaza.

JLL Engineering undergoes a very thorough annual audit of the building systems, processes and procedures, and our Engineering team has successfully achieved a five star rating on every occasion.

JLL Engineering Team Members:

Chief Engineer	Jeff Tiedje
Assistant Chief Engineer	Steve Garibaldi
Engineer	Milton Cheng
Engineer	Dan Astells
Engineer	Luis Pina
Engineer	Geraldo Menegatti
Engineer - Apprentice	Joe Lourenco
Utility Engineer	Roberto Figueroa

Policies: Bicycle Parking

Bicycles are not allowed in tenant spaces within the building. There is secured bicycle parking on the B1 level of the garage in front of the parking management office. Riders should travel in and out of the garage via the bicycle portion of the Folsom Street garage entrance. Please let us know if you would like bike cage access added to an employee's access card.

Policies: Contractors

Building Hours and Contractor Requirements

Weekdays - 6 a.m. to 6 p.m.

The building is accessible after hours with card keys. For keys, see the Management Office. Hills Plaza is a Union Building, allowing Union Contractors only to work on the premises.

Propping of Doors

No propping open of exterior doors, gates or of interior doors such as electrical and mechanical rooms is permitted. For keys, see the Management Office.

Hours of Elevator Usage

You may have access to a service elevator for lifting materials during the following low-volume hours only.

Weekdays: Before 7:00 a.m.; After 6:00 p.m.

Protection of Elevator Interiors

Notify the Management Office 48 hours before the elevator will be used for materials and/or freight. Management will have the paneled elevator walls blanketed. All elevator surfaces except true ceiling need to be covered. Any scratching of elevators, grooves, walls and/or doors will be at contractors' expense. The contractor will also be required to lay down masonite and/or corner and wall protection.

Damages

Any damage to any public area including, but not limited to, restrooms, lobbies, tenant doors, and elevators, will be billed to the contractor.

Keys

See the Management Office for keys. All keys will be returned within 48 hours after the work is completed. Lost keys and key cards are \$15.00 as well as lost or damaged card keys. Contractor will be responsible for all re-keying charges if contractor loses the construction master key.

Building Staff

The services of any building staff or the building vendor's may NOT be solicited. Such services may be requested through the Management Office if needed. The only exception to this is a request to open a door that is needed or to help in the use of a key.

The building staff is not to be called upon to clean up after vendors, to help with loads, etc. Any use of building staff other than their actual jobs will be billed back with a 15% administrative fee.

Please leave an emergency phone number, your pager number and job site number with the Management Office the FIRST day of your work on-site.

Fire Sprinkler or Fire Equipment Work

No work may be done on any fire sprinkler or any other fire equipment without 48 hours notice to the Management Office.

Painting and Noise

On occupied floors, painting may take place only after 6:00 p.m. and before 8:00 a.m. weekdays and all day weekends. Varnishing of any kind can only take place with 2 full days for air circulation before the next regular business day. AIR must be requested to be on all night the night of any painting/varnishing.

No demolition or other noise producing activities on occupied or unoccupied floors will take place during business hours. All "trash" will be disposed of by the contractor and will not be put into garage bins. Contractor will be billed back for same, if this occurs.

Care will be taken to remove trash from the building without dropping it into elevator grooves, on lobby, or in garage areas.

Roof/Stairwells

The roof is off limits unless a mechanical tie-in is in process. Doors to the roof and stairwells must be closed at night.

Janitorial Services

There is no janitorial service on a floor if the entire floor is being built-out. You are responsible for cleaning the restrooms and providing paper products. Do not use the restroom on other floors. Contractors and Subs should not be on other floors and/or roof.

Check In/Out

All Contractors/Subs are to check in and out daily with the Management Office.

Use of Lobby

- Keep as professional and quiet as possible.
- No yelling in lobby / no radios.
- No doors may be propped open.
- Oil any squeaky wheels so as not to cause undue noise in lobby and in corridors.
- Clean up any debris caused by deliveries on driveway and parking adjacent to your delivery and/or trucks.
- Do NOT use steps with hand carts. Concrete will chip and you will be back charged.
- Any part of the lobby or elevators which could get damaged or will receive heavy materials will be your responsibility to protect.

Policies: Insurance Requirements

Tenant Insurance Requirements

In accordance with tenant leases, a current Certificate of Insurance must be kept on file in the Management Office. Please consult your lease for specific requirements.

Hills Plaza Vendor Insurance Requirements

Policies: Media Inquiries

When a major crisis occurs that is likely to draw media and public attention to the property, the Jones Lang LaSalle Emergency Team is prepared to provide honest, accurate information to the media in a timely manner. Our Team is prepared to assist the media in every way possible, but not to the extent that such assistance infringes on a Tenant's rights or hinders the Team's ability to handle the crisis at hand.

Two Jones Lang LaSalle team members will have primary responsibility for dealing with the media on behalf of Hills Plaza, the General Manager and the Assistant General Manager. The General Manger will deliver all public statements and conduct all interviews. The Assistant General Manager will assist the General Manager in dealing with the media and, with the help of security, monitoring their access to the property. As soon as possible after a crisis occurs, the General Manager and the Assistant General Manager will gather the necessary facts concerning the incident and draft a statement for the media.

Jones Lang LaSalle's statement to the media should include only those facts that are necessary and relevant to the incident. The statement will typically include the following:

- What happened (e.g., a fire)
- Where (e.g., on the 4th floor)
- When (e.g., 10:00 a.m.)
- Who (e.g., Name of building – release Tenant's name only if permission has been received)
- How & why (These questions involve speculation, therefore it is our policy to report that the case is under investigation.)
- Injuries/Damage (If there have been injuries, deaths or significant damage, this can be acknowledged as long as the information is confirmed – no names will be released.)

Statements will only be released to the media if they specifically request the information. As new or updated information is received, the Jones Lang LaSalle Emergency Team will work with their Corporate Legal Counsel and their supervisors and, if appropriate, release it to the media.

Policies: Moving Policy

Prior to any moves either in or out, the tenant should provide the following to the Management Office:

- Notify the Management Office at least one week in advance of the move
- Name of the mover providing the service, contact and phone number
- Date, time and duration of move – must be scheduled after 6 pm weekdays or over the weekend
- Provide a Certificate of Insurance with appropriate coverage and additional insureds listed for the moving vendor. [Vendor Insurance Requirements are listed here.](#)
- Protect all common areas that will be used with padding or masonite as appropriate
- Tenants are responsible for cleaning up all materials from the move. If additional trash pick up is needed contact the Management Office 415.777.3345. An additional trash pick up will be made at tenant's expense.

Policies: Smoking

Hills Plaza maintains a no smoking policy throughout the building including all common areas, lobby, rest rooms, stairwells and elevators. Please do not smoke within 25 ft of building entrances.

Policies: Tools

Due to liability issues Hills Plaza does not under any circumstance loan out and/or rent any tools or equipment to any tenants, occupants, guests, vendors, contractors, sub-contractors or employees.