

# 343 SANSOME

## TENANT HANDBOOK



**CBRE**

**CBRE, Inc.**  
**343 Sansome Street, Suite 175**  
**San Francisco, CA 94104**

## WELCOME

CBRE, Inc. on behalf of Sansome Holdings, L.P., welcomes you to 343 Sansome. We look forward to working with you and your staff to ensure that our business relationship is lengthy and successful.

This Tenant Handbook should answer many questions about building regulations, policies and operating procedures. Included are general building information forms that need to be completed and returned to the Building Management Office before your move-in. Some of the forms will need to be updated as staffing changes occur and can be found behind the Forms tab of this guide.

To ensure effective communication during your firm's tenancy at 343 Sansome Street, we ask that you designate a "tenant representative" and an "alternate tenant representative" as the contact persons between your firm and the Building Management Office. Communication through the tenant representative for conveying requests and/or information will allow the Building Management Office to better serve your firm's needs.

## BUILDING MANAGEMENT OFFICE

**OPEN**  
**Monday through Friday**  
**8:00 a.m. – 5:00 p.m.**

Building Owner: Sansome Holdings, L.P.  
Building Management: CBRE, Inc.

The Building Management Office information is as follows:

Sansome Holdings, L.P.  
c/o CBRE, Inc.  
343 Sansome Street, Suite 175  
San Francisco, CA 94104  
Phone: (415) 343-0343

The following personnel are available to assist you:

Real Estate Manager:	Alicia Tolibas
Email:	<a href="mailto:alicia.tolibas@cbre.com">alicia.tolibas@cbre.com</a>
Assistant Real Estate Manager:	Diane Stanton
Email:	<a href="mailto:diane.stanton@cbre.com">diane.stanton@cbre.com</a>

## RENTAL PAYMENTS

Checks are to be made payable to Sansome Holdings, L.P.

The remittance mailing address for payments is:

Sansome Holdings, L.P.  
P.O. Box 101313  
Pasadena, CA 91189-0005



For Overnight Mail:

JPMorgan Chase  
2710 Media Center Drive  
Building #6, Suite #120  
Los Angeles, CA 90065  
Attn: Sansome Holdings, LP Box 101313

## BUILDING HOURS & HOLIDAYS

The building is open from 7:00 a.m. – 6:00 p.m. Monday through Friday. The building is closed on the weekends, holidays and after hours. You must have a card key in addition to a suite key to gain entry when the building is closed.

Holidays include New Year's Day, President's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving, the day after Thanksgiving and Christmas. The building is secured during holidays and the use of a valid access card is required to gain access to the entry doors and elevators.



## LOCAL RETAIL AND RESTAURANTS

Banking:

The Mechanics Bank located by their Sansome Street entrance is a full service bank with currency exchange and ATM.

Local Dinning Options:

- Bistro Burger: 343 Sansome Street (Price Range: \$)
- Manhattan Hub: 343 Sansome Street (Price Range: \$)
- Café Venue: 70 Leidesdorff Street (Price Range: \$)
- Mixt Greens: 475 Sansome Street (Price Range: \$)
- Tlaloc (Mexican): 525 Commercial Street (Price Range: \$)
- Pizza Orgasmica: 2 Embarcadero (Price Range: \$)
- Specialties Café: 505 Sansome Street (Price Range: \$)
- Mercedes Hair of the Dog Cantina: 653 Commercial Street (Price Range: \$)
- Palio d'Asti: 640 Sacramento Street (Price Range: \$\$)
- Tadich Grill: 240 California Street (Price Range: \$\$)
- Yank Sing: One Rincon Center 101 Spear Street (Price Range: \$\$)
- Osha Thai: 4 Embarcadero Center (Price Range: \$\$)
- Perbacco Ristorante: 230 California Street (Price Range: \$\$\$)
- Slanted Door: One Ferry Building #3 (Price Range: \$\$\$)
- Waterbar: 399 The Embarcadero

## RECYCLING PROGRAM



### OVERVIEW

Over 90% of the waste from office buildings can be recycled or reused. White and mixed paper makes up about 60% of our total waste. There are also many other recyclable materials including newspapers, cardboard, glass, metal, plastic, and more.

Recycling is less expensive than garbage service in office buildings. Therefore the more items we recycle the less garbage collection we will need, thereby reducing operating costs.

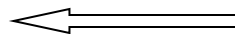
### PROGRAM

#### Disposing of Recyclables

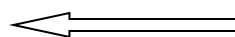
Tenants will be supplied with blue recycle bins for each desk/workstation. This bin will not have a liner and can then be used for recyclable items only.

All recycling bins may be filled with mixed recyclables, including: loose newspaper, white paper, colored paper, computer paper, magazines, junk mail, aluminum cans, tin cans, glass bottles and jars, plastic soft drink bottles, milk and water containers, and colored plastic, like those used for liquid soaps. Be sure to rinse all containers!

The janitors will empty the bins each night and place the recyclables in the compactor on the Loading Dock.



No Food



No Wet Waste

**Please remember food and other “wet wastes” contaminates dry recyclable waste:  
If the bin is contaminated the janitor will not empty it and will leave a note letting you know why it was not emptied and what your next steps should be.**



Boxes must be flattened and left in a conspicuous place in your suite and clearly marked as trash so that janitors can pick these up and bring them to the compactor on the Loading Dock. Do not put cardboard boxes or any other trash in hallways.

Orange “Trash/Basura” stickers are available in the Building Management Office for tenant use upon request. Shipping and packing materials must be removed and boxes must be breakdown and flatten in order to be removed.

### Composting

The Building Management Office will supply each tenant with composting bins for each tenant kitchen. All food items along with paper products such as paper plates and cups, tea bags and coffee grounds are acceptable as compost.

### Batteries

Batteries can be recycled by bringing them to the Building Management Office in Suite 175.

### eWaste

It is illegal to throw out computer monitors, printers and toner with general garbage. Therefore, we do not allow these items to be thrown out with our office refuse. Monitors contain contaminants that are environmentally detrimental. Many old monitors and computers can be recycled.

Please contact eWaste Direct by email: [ewastedirect3@gmail.com](mailto:ewastedirect3@gmail.com) or call 855-439-2783 to schedule a pickup of your electronic waste and toner cartridges. eWaste Direct is a building approved vendor and their Certificate of Insurance is on file with the building office. Click [here](#) to see the flyer.

### Property Removal

A Property Removal Pass must be completed prior to any items being removed. Click [here](#) for a link to the form. Please also be reminded that items that cannot be hand-carried or any bulk removal of items must be scheduled for pick up after hours;

Monday – Friday: Before 7:00am or After 6:00pm

Saturday & Sunday: No Restrictions

### Furniture

Office furniture may not be disposed of with regular building trash. Each tenant is responsible for the removal and disposal of its old office furniture. The best way to dispose of quantities of old furniture is to either donate it to a charity with pick-up service, or to find a furniture liquidator. RecycleMyJunk provides environmentally friendly service to many tenants in the building. You can find more information about them at [www.recyclemyjunk.com](http://www.recyclemyjunk.com). There is typically a charge necessary to cover dump fees and transport of the items.

### Office Supplies

Gently used office supplies can be donated to HealthRight360. Call (415) 792-3700 or visit [www.healthright360.org](http://www.healthright360.org).

## MAIL SERVICE & DROP BOXES

Mailboxes are located in the loading dock hallway and can be accessed from the doors behind the Security desk. Incoming mail is delivered to mailboxes Monday through Saturday after 1:00 p.m. Outgoing mailboxes located on the corner of Sansome and Sacramento Streets for outgoing mail.

The post office may be contacted as follows:

**U.S. Postal Service**  
**1 Embarcadero Center, Ste. SI 12**  
**San Francisco, CA 94111-9991**  
**Phone: 415-956-5296**  
**Phone (800) ASK-USPS**  
**Hours: M-F 8:30am-5:30pm**  
**Website: [www.usps.com](http://www.usps.com)**

There are no scheduled pick-ups for UPS or Fed-Ex through the Building Management Office. Each tenant will need to arrange their own pick up and drop offs. If your shipment requires a signature please make sure there is someone present at the time of delivery. The Building staff does not sign or hold packages for tenants.

## ELEVATORS

Elevator service is available 24 hours a day. The elevators are equipped with card readers which require you to use your card key to reach your designated floor after hours. If an elevator fails to operate properly, please report it to Security or the Building Management Office.

If you are detained inside of an elevator cab due to malfunction, remain calm. Use the intercom on the right panel of the elevator to speak directly to the elevator company call center to report your status and/or use the alarm button inside the elevator to signal your stalled status to the Security Desk. Every effort will be made to release you from the elevator as quickly as possible. The elevator maintenance company will be immediately dispatched to correct the problem while Building Staff remains in constant contact to let you know what is being done.

## OTHER SERVICES & AMENITIES

### Bike Room

A secure tenant only bike room is located on LL2 and is open for daily use. A building fob is required to enter the room and you will need to request bike room access to be added to your key fob. Please ask your office administrator so they can put a request into the building work order system for you. **\*Please note that the bike room is for daily use only and bikes may not be stored overnight.**



## Bike Racks

Complimentary bike racks are available for tenants and are located on Lower Level 2 of the parking garage.

## Security

343 Sansome Street has security personnel on duty 24 hours a day, seven days a week. Security may be contacted by calling (415) 434-0343.

## Green Cleaning

343 Sansome Street uses only green cleaning practices, including using only environmentally friendly cleaning products and methods.

## Tenant Events

343 Sansome Street's roof garden is available for private tenant events. All events must be approved by Building Management, and a license agreement must be signed prior to scheduling the event. A small fee is charged for private events. Please call the Building Management Office for most current rates. Private events can only be held after hours, as 343 Sansome Street is required by law to designate the roof garden as public space during normal business hours. If you wish to hold an event during business hours, you must first contact the building management office to obtain permission. While we can accommodate some business hours event requests, we cannot guarantee privacy, as the roof will remain open to the general public from 8am-5pm. All tenant event requests are granted on a first come first serve basis.

## Public Transportation

There are many major bus lines within several blocks of 343 Sansome Street. The nearest BART station is the Montgomery Street Station. For more details regarding Muni or BART routes, please use the following information:

MUNI:	(415) 673-6864 <a href="http://www.sfmuni.com">www.sfmuni.com</a>
BART:	(415) 989-2278 <a href="http://www.bart.gov">www.bart.gov</a>

## **AUTHORIZED TENANT REPRESENTATIVE & CONTACT INFORMATION**

Each tenant shall elect an on-site authorized representative for your company. The authorized representative is the point of contact for the Building Management Office and is authorized to call in requests.

Please complete a Tenant Contact Information form and return it to the Building Management Office as soon as possible. This form is provided for you in the Forms Section of this handbook. [Click here to go to the Tenant Contact form.](#)

It is important that we have current information for each tenant on file. If there are any changes, please submit a new form with the new contact information.

## KEYS

Each tenant will be issued the number of suite keys stipulated in the lease as well as one key for your mail box. You may purchase additional keys by submitting a request through the work order system. Building keys may not be duplicated by an outside locksmith.

## DIRECTORY LISTING & SUITE SIGNAGE

Each tenant in the building is allowed building standard signage on the main lobby directory, floor elevator lobby directory and on tenant's entry door. Signage ordered at the time of move in is at the expense of the tenant. Should you require changes to your signage please contact the management office.

When we are working with you to arrange and schedule your move, we will also want to arrange to have your signage installed. Please complete the Signage Request Form. [Click here for the link to the form.](#)

Please refrain from taping temporary or non-building standard signs to the building walls, suite doors, building or elevator doors or elevator walls.

If you should change your name at any time during your tenancy here please notify the Building Management Office in writing as soon as possible.

## TENANT WORK ORDER SYSTEM

343 Sansome Street uses a web-based work order program called to manage tenant service requests.

When you move into 343 Sansome Street, please use the Tenant Contact Information Form to designate 1–3 employees who will be authorized to enter service requests into the system. Return the form to the Building Management Office and we will set up your account and send you the log-in information. [Click here to view the Tenant Guide-Work Order Guide for instructions on using the building's work order web site.](#)

## HVAC SERVICE

Heating, ventilation and air conditioning for tenant comfort is provided during normal building hours 7:00 a.m. – 6:00 p.m. Monday through Friday excluding holidays unless otherwise stipulated in your lease. If you need adjustments to the temperature of your office, you can submit a request through the work order system.

If you have a need for After Hours HVAC service, you can submit a request through the tenant work order system. Please note that there is a charge associated with this service, so only approved contacts will be issued log in information. The current charge is \$80 per hour but is subject to change as stipulated in the lease.



## RULES & REGULATIONS

The following are the Rules and Regulations for 343 Sansome Street unless otherwise stated in your lease:

Tenant shall faithfully observe and comply with the following Rules and Regulations. Landlord shall not be responsible to Tenant for the nonperformance of any of said Rules and Regulations by or otherwise with respect to the acts or omissions of any other tenants or occupants of the Project. In the event of any conflict between the Rules and Regulations and the other provisions of this Lease, the latter shall control.

1. The sidewalks, doorways, halls, stairways, vestibules and other similar areas shall not be obstructed by any Tenant or used by them for any purpose other than ingress to and egress from their respective Leased Premises, and for going from one part of the Building to another part.
2. Plumbing fixtures shall be used only for their designated purpose, and no foreign substances of any kind shall be deposited therein. Damage to any such fixture resulting from misuse by Tenant or any employee or invitee of Tenant shall be repaired at the expense of Tenant.
3. Nails, screws and other attachments to the Building require prior written consent from Landlord.
4. All contractors and technicians rendering any installation service to Tenant shall be subject to Landlord's approval and supervision prior to performing services. This applies to all work performed in the Building, including, but not limited to, installation of telephone, telegraph equipment, and electrical devices, as well as all installation affecting floors, walls, woodwork, windows, ceilings, and any other physical portion of the Building.
5. Movement in or out of the Building of furniture, office equipment, or other bulky material which requires the use of elevators, stairways, or Building entrance and lobby shall be restricted to hours established by Landlord. All such movement shall be under Landlord's supervision, and the use of an elevator for such movements shall be made restricted to the Building's freight elevators. Pre-arrangements with Landlord shall be made regarding the time, method, and routing of such movement, and Tenant shall assume all risks of damage and pay the cost of repairing or providing compensation for damage to the Building, to articles moved and injury to persons or public resulting from such moves. Landlord shall not be liable for any acts or damages resulting from any such activity.
6. Corridor doors, when not in use, shall be kept closed.
7. Tenant shall cooperate with Landlord in maintaining the Leased Premises. Tenant shall not employ any person for the purpose of cleaning the Leased Premises other than the Building's cleaning and maintenance personnel.
8. Deliveries of water, soft drinks, newspapers, or other such items to any Leased Premises shall be restricted to hours established by Landlord and made by use of the freight elevators if Landlord so directs. Landlord may exclude any delivery person that Landlord deems undesirable or is under the influence of alcohol or other intoxicants.

9. Nothing shall be swept or thrown into the corridors, halls, elevator shafts, or stairways. No birds, fish, or animals of any kind shall be brought into or kept in, on or about the Leased Premises, other than Service Animals.

10. No cooking shall be done in the Leased Premises except in connection with convenience lunch room or beverage service for employees and guests (on a non-commercial basis) in a manner which complies with all of the provisions of the Lease and which does not produce fumes or odors that are perceptible outside the Leased Premises.

11. Food, soft drink or other vending machines shall not be placed within the Leased Premises without Landlord's prior written consent.

12. Tenant shall not use or keep on its Leased Premises any kerosene, gasoline, or inflammable or combustible fluid or material other than limited quantities reasonably necessary for the operation and maintenance of office equipment.

13. Tenant shall not tamper with or attempt to adjust temperature control thermostats in the Leased Premises. Tenant shall not use or allow the use of any personal space heaters or high wattage lamps in the Leased Premises that shall materially increase the amount of heating and/or air conditioning services required to be supplied to the Leased Premises. Landlord shall make adjustments in thermostats on call from Tenant.

14. Tenant shall comply with all requirements necessary for the security of the Leased Premises, including the use of service passes issued by Landlord for after-hours movement of office equipment/packages, and signing security register in Building lobby after hours. Landlord shall not be deemed to have assumed any duty not specified in the Lease by enforcing any security measures.

15. Landlord will furnish Tenant with a reasonable number of initial keys for entrance doors into the Leased Premises and may charge Tenant for additional keys, thereafter. All keys shall remain the property of Landlord. No additional locks are allowed on any door of the Leased Premises without Landlord's prior written consent and Tenant shall not make any duplicate keys, except those provided by Landlord. Upon termination of this Lease, Tenant shall surrender to Landlord all keys to the Leased Premises, and give to Landlord the combination of all locks for safes and vault doors, if any, in the Leased Premised.

16. Landlord retains the right, without notice or liability to any tenant, to change the name and street address of the Building.

17. Canvassing, peddling, soliciting, and distribution of handbills in the Building are prohibited and each tenant will cooperate to prevent these activities.

18. The Building hours of operation are Normal Business Hours.

19. Tenant shall have a right to an entry in the Building directory located in the lobby of the Building, according to Landlord's Building standard practices for such tenant listings.

20. Landlord reserves the right to rescind any of these rules and regulations and to make future rules and regulations required for the safety, protection, and maintenance of the Building, the operation and preservation of good order thereof, and the protection and comfort

of the tenants and their employees and visitors. Such rules and regulations, when made and written notice given to Tenant, shall be binding as if originally included herein.

21. Tenant shall not, on a consistent basis, exceed an average of six (6) employees per thousand square feet of Net Rentable Area of the Leased Premises, including contractors or other personnel affiliated with, related to, or managing the operations of, Tenant's business.

22. Tenant and its employees and invitees shall comply with Landlord's smoking policy affecting the 15<sup>th</sup> floor roof deck garden.

23. Tenant, its employees and invitees hereby agrees to indemnify and hold harmless Sansome Holdings, L.P. ("Owner") its directors, officers, partners, shareholders, employees, and agents, including but not limited CBRE Inc., from and against any and all costs, damages, claims, and liabilities, including reasonable attorney fees, foreseeable or unforeseeable, directly or indirectly, arising from use of Bicycle Parking.

24. Tenant, its employees and invitees hereby agrees to indemnify and hold harmless Sansome Holdings, L.P. ("Owner") its directors, officers, partners, shareholders, employees, and agents, including but not limited CBRE Inc., from and against any and all costs, damages, claims, and liabilities, including reasonable attorney fees, foreseeable or unforeseeable, directly or indirectly, arising from use of the Parking Garage.

#### **PARKING GARAGE**

The parking garage entrance is located on Halleck Alley. It is open from 6:00 a.m. to 8:00 p.m. on weekdays. The garage is closed on weekends, holidays and after 8:00pm. You must use your card key to access the garage during these times. The vehicle clearance to the garage is 7'0".

Monthly parking is available to tenants on a month-to-month basis unless otherwise stated in your lease. Please contact the Garage Manager at (415) 433-3430. Payment for monthly parkers is due on the 1<sup>st</sup> of every month. Payment will be considered delinquent and may be assessed a late fee on the 2<sup>nd</sup> business day of the month. Parking privileges will be suspended after the 5<sup>th</sup> business day of the month. Please make your monthly parking checks payable to **IMPark** and send payment to the following address:

IMPERIAL PARKING (U.S.), LLC.  
ATTN: MONTHLY PARKING DEPT.  
DEPT CH 19118  
PALANTINE, IL 60055 - 9118

#### **AFTER HOURS ACCESS**

##### Tenant Access

Tenants need to have an active card key to access the building after hours. You will also need the key to your suite for entry. Security is not permitted to allow anyone access to the building who does not have an active card key until they have received authorization. In the event that a tenant forgets his/her card key the guard will call the After Hours Contact for your company to get authorization. However, Security does not have keys to occupied tenant suites; they are only able to grant access to the building and floor

## Visitor Access

Visitors accompanied by an employee with an active card key will be allowed access to the building and the tenant's suite.

In order to provide after-hours access to an individual who is not an employee, tenants must provide Security and/or the Building Management Office with notification at least 24 hours in advance stating the individual has permission to enter the building and the tenant's suite. If there is no one in the tenant's suite to escort the individual, the tenant will need to provide a key.

## **CARD ACCESS SYSTEM**

The building operates on a card access system. During non-building hours, the building and garage are secured and can only be accessed by pre-programmed card keys. Card keys will be given at no cost for each employee in your organization upon your move into the building. Subsequently, additional cards can be issued for a cost. Please check with the Building Management Office for the current cost per card.

Card readers are placed at the entrances to the building on Sansome Street and at the loading dock. Pass your card closely in front of the card reader. If your card does not grant you access, contact the Building Management Office so we can troubleshoot the problem. The passenger elevators have card readers mounted inside. After hours, you must pass your card in front of the reader and select your floor. Cards are programmed to allow you access to your floor, as well as to the 15<sup>th</sup> floor roof garden. To access the garage, use the elevator marked for the garage level and pass your card closely in front of the card reader and select the garage level you parked on.

In order to obtain a card key, complete the Access Card Request Form provided in the Forms Section in this handbook and return it to the Building Management Office or submit a request through the work order system.

For security reasons it is important that the data in the access system be as accurate as possible. Please notify the Building Management Office when employees leave your organization so we can deactivate their card. You can request a report of your company's access cardholders at any time to ensure it is up to date.

If you plan to give the card to another employee, it can be reassigned by submitting a work order. We recommend that you review your company's list at least once a year to ensure it is current.

## **MOVE / DELIVERY PROCEDURES**

All deliveries are to be made via the loading dock. The loading dock entrance is accessible from Halleck Alley. 343 Sansome Street does not have a freight elevator, so all moves and deliveries are restricted to off hours when we are able to pad one of our passenger elevators.

1. Hours for unlimited use of the freight elevator are:

- Weekdays – Any time after 6pm and before 7am
- Saturday and/or Sunday - Anytime

2. Please give five (5) business days (if possible) notice by submitting a work order prior to scheduling your move or large delivery. Use of the padded elevator is on a first-come, first-serve basis which prevents any scheduling conflicts with other tenants in the building.

3. Include the following information in your work order:

- Tenant name & Suite #
- Date of move and approximate start and finish times
- Name and telephone number of person in charge of move
- Moving company name, contact person and telephone number

4. The tenant and/or their moving contractor are responsible for protecting all floors, doors, frames and jambs in their path of travel. Masonite or other hard surface moving material should be used for floor protection with carpet vacuumed after the move.

5. Boxes and other rubbish are to be removed completely from the building by the moving contractor within the hours set forth above in item #1.

6. Please be sure that your moving contractor adheres to the above procedures as any damage to the common areas of the building will be the responsibility of the tenant.

7. A Certificate of Insurance must be provided by the moving contractor prior to the move. Please see the rest of this section for vendor insurance requirements, including a preferred vendor list which includes some moving companies.

The preceding moving procedures have been provided with the safety and convenience of all building tenants in mind. Please submit a work order as soon as you are aware of your need for a padded elevator so that we can make your moving experience as positive and expedient as possible.

### **PROPERTY REMOVAL**

In order to protect your property, any large items, including boxes, will require a Property Removal Pass. Click here for a printable pdf. This form must be filled out and signed by an authorized person and submitted to security personnel when leaving the building. [Click here for a link to the Property Removal Pass.](#)

### **VENDOR / CONTRACTOR ACCESS**

There may be special instances when vendors or contractors need to perform work in your suite during non-business or business hours. In such instances, please submit a work order with the following information at least 48-hours prior:

- ❖ Company Name
- ❖ Name(s) of people who will be performing the work
- ❖ Date(s) the work will be performed
- ❖ Time the contractor will arrive and depart
- ❖ Description of the work being performed
- ❖ Certificate of Insurance for Contractor/Vendor
- ❖ Letter of Agreement between Contractor/Vendor and Building

Neither Management Staff nor Security will admit your contractor into your suite. Please arrange to meet the vendor or provide them with keys. Keys may not be left with Security for vendor pick up.

### **VENDOR / CONTRACTOR INSURANCE REQUIREMENTS**

As stated above, a Certificate of Insurance is required for contractors/vendors who will be entering the building. If you are unsure whether or not your contractor/vendor is performing a level of work that would require a certificate of insurance or if your vendor/contractor is unable to meet the requirements listed on the next two pages please call the Building Management Office to discuss.

The next two pages list the requirements for the Certificate of Insurance. Please ensure that the Additional Insured and amount requirements are met before submitting the Certificate. Also required is a Tenant Contractor/Vendor Letter of Agreement and instructions. Click here for a printable pdf of the letter and instructions. The letter that must be read and completed by the vendor, printed on their letter-head and signed by an officer of their company. This letter is to accompany the Certificate of Insurance.

If the contractor/vendor has worked in the building before, you may call the Building Management Office to see if their Certificate is still valid. If they have a current and applicable Certificate they will still have to complete the letter and submit this to the Building Management Office.

### **APPROVED VENDOR LIST**

The Building Management Office has also compiled a list of preferred vendors. These have worked in the building before. [Click here for a printable pdf of the Approved Vendor list.](#)





**343 SANSOME STREET**

**INSURANCE REQUIREMENTS FOR VENDORS – CONTRACTORS (REV. 12-6-15)**

**CLARION PARTNERS**

**INSURANCE REQUIREMENTS FOR  
INDEPENDENT CONTRACTORS (VENDORS)**

Property Manager shall require that all independent contractors (vendors) brought onto the property have insurance coverage at the contractor's (vendor's) expense, in the following minimum amounts:

1. Commercial General Liability on an occurrence form for bodily injury and property damage with limits of \$1,000,000 combined single limit each occurrence and \$2,000,000 from the aggregate of all occurrences within each policy year, including but not limited to premises-operation, products-completed operations and contractual liability (including coverage for the indemnity clause provided under this contract).
2. Business automobile liability covering owned, hired and non-owned vehicles with limits of \$1,000,000 combined single limit each occurrence.
3. Employer's liability insurance in an amount not less than \$1,000,000.
4. Excess liability (umbrella) insurance on the above with limits of \$ (see attached).
5. Workers' compensation insurance in accordance with the laws of the state with jurisdiction.
6. All risk property insurance for the full replacement cost of all personal property, equipment, etc. owned by the contractor (vendor) and brought onto the property. Any deductible shall be borne by the contractor (vendor).

The insurance contained in items 1, 2 and 4 above shall, without liability on the part of Owner, Property Manager or Asset Manager for premiums, include Owner, Property Manager and Asset Manager as additional insureds. Each of the above policies will contain provisions giving Owner and each of the other additional insureds at least thirty (30) days' prior written notice of cancellation of or material change in coverage. Such insurance shall be placed with reputable insurance companies licensed or authorized to do business in the state in which the property is located with a minimum Best's rating of A-: X.

Property Manager must obtain the Owner's permission to waive any of the above requirements. Higher amounts and other forms of coverage that are specific to the type of work may be required if the project warrants same. The Property Manager shall obtain, review for adequacy and keep on file a Certificate of Insurance which shows that the contractor (vendor) is so insured.

**EXCESS LIABILITY (UMBRELLA) LIMITS**

<u>\$2,000,000</u>	<u>\$4,000,000</u>
- carpet & flooring contractors	- elevator/escalator contractors (ref. separate instructions attached)
- painters	- window cleaning & other trades involving the use of scaffolding
- exterminator	- general contractors for tenant improvements
- glass contractors	- roofing/skylight contractors
- display sign and display set-up contractors	- electrical contractors
- plumber	- structural steel contractors
- landscaper	- concrete contractors
- hood vent cleaner	
- sheetrock and framing contractor	
- mechanical contractor	
- carpenters	
- gate/door contractors	
- security equipment installers	
- security contractors	
- moving companies	
- cleaning contractors	

**Note:** Please contact Clarion Partners' Insurable Risk Management Department:

1. if a trade is not listed;
2. for insurance requirements pertaining to expansions,  
renovations, development or environmental-related matters.

**Note:** Should the contractor (vendor) engage the services of any subcontractor to perform work in the Premises, then the contractor (vendor) shall ensure that such subcontractor carries commercial general liability, business automobile liability, umbrella/excess liability, worker's compensation and employer's liability coverages in substantially the same amounts as are required of the contractor (vendor) under this agreement. The subcontractor shall name Owner, Property Manager and Asset Manager as additional insureds on the commercial general liability, business automobile liability and umbrella/excess liability policies required hereunder.

The endorsement for Additional Insured/Waiver of Subrogation should read as follows:

**CBRE, Inc.**  
**Sansome Holdings, L/P.,**  
**Clarion Partners LLC,**  
**New York Life Insurance Company**

Certificate Holder is:

**SANSOME HOLDINGS, L.P.**  
**c/o CBRE, Inc.**  
**343 Sansome Street, Suite 175**  
**San Francisco, CA 94104**

All policies required to be carried by any subcontractor shall be issued by insurance companies licensed or authorized to do business in the state in which the Property is located with a rating of at least "A-: X" or better as set forth in the most current issue of Best's Insurance Reports, unless otherwise approved by owner. Certificates of insurance, acceptable to owner, evidencing the existence and amount of each insurance policy required hereunder shall be delivered to owner and/or property manager prior to the commencement of any work in the Premises. All policies required to be carried by any subcontractor shall contain provisions giving Owner and each of the other additional insureds at least thirty (30) days' prior written notice of cancellation of or material change in coverage.

### **CONTRACTOR'S (VENDOR'S) INDEMNITY**

Contractor (vendor) hereby indemnifies and agrees to pay on behalf of, defend and hold harmless Owner, its Property Manager, its Asset Manager and their respective principals, officers, directors, members, fiduciaries, shareholders, partners, employees and agents (individually and collectively, the "Indemnified Party") from and against all liabilities, claims, suits, damages, judgments, costs and expenses of whatever nature (including, without limitation, judgments, attorney's fees, court costs and the cost of any appellate proceedings) which the Indemnified Party incurs because of injury to or death of any person or on account of damage to property, including loss of use thereof, or any other claim arising out of, in connection with or as a consequence of the performance of the work of Contractor (vendor) and/or any act or omission of Contractor (vendor) or any of its subcontractors, officers, directors, employees, agents or anyone directly or indirectly employed by Contractor (vendor) or anyone for whose acts Contractor (vendor) may be liable as it relates to the scope of this Agreement. The provisions of this section shall survive the expiration and any termination of this Agreement.

## INTRODUCTION TO EMERGENCY PROCEDURES

Every tenant is required by San Francisco Municipal Code to assist in the implementation of the Building's emergency procedures by participating in the following:

1. Provide written and oral instruction to all employees regarding:
  - a. Fire
  - b. Earthquake
  - c. Medical Emergencies
  - d. Bomb Threat
  - e. Workplace Violence
2. Assist in the coordination of fire drills.
3. Help promote good fire prevention practices and correct hazardous conditions.
4. Provide personnel for the Emergency Response Team (designated using the Fire Safety Team form), that consists of:
  - a. Floor Wardens
  - b. Alternate Floor Warden
  - c. Stairwell Exit Monitor (2)
  - d. Elevator Safety Monitor
  - e. Search Person
  - f. Handicap Aid (if necessary)

This section has been designed as a guide to educate its readers on various emergencies. It is also a guide for Emergency Response Team Members on their responsibilities in the event of an emergency. Your Floor Warden(s) and Alternate Floor Warden(s) should be designated upon your move-in, and updated throughout your tenancy, using the Tenant Contact/Emergency Information form located in your welcome packet and behind the "Forms" tab of this binder. At the back of this section we have also provided a Fire Safety Team Form for your own internal use, to aide in the designation of your team members. Please take the time to become thoroughly acquainted with the procedures described herein.

If you should need additional copies of this Emergency Procedures section, please contact the Building Management Office. Also, if you would like assistance in preparing your suite for emergency situations, members of the building staff are available to join you in your training session to answer any questions or assist in your presentation. Contact the Building Management Office for scheduling.

## FIRE PREVENTION TIPS

Good housekeeping within your office and work area is the best means of preventing a fire from starting. Cluttered papers on desks and in wastepaper baskets provide fuel for fires. Loose papers should be put away each night in a closed drawer or cabinet.

**State and local laws prohibit cigarette smoking inside public buildings.** Please instruct your employees to smoke outside the building and remain at least 20 feet away from the outside wall, or on the designated smoking area on the roof (by the planter benches). Frequently, we have found cigarette butts in the stairwells. This is illegal and dangerous, as the stairwells are the route of safe passage in the event of an emergency. Smoking is one of the most common causes of fire.

Improper use of electrical circuits and cords is a main cause of office fires. Avoid overloading a circuit. When a circuit breaker trips, it is usually because the circuit is overloaded. Resetting the breaker does not resolve the problem. Please call the Building Management Office immediately if you experience any type of electrical problem. Electrical devices such as space heaters add excessive electrical loads to circuits and are not permitted in the building.

A frayed electrical cord can cause a fatal shock or start a fire. Electrical cords should not be hung over nails or sharp edges and should never be placed under carpet or a chair pad. We do not recommend the use of extension cords. If an extension cord is required, it is possible that an additional receptacle needs to be installed closer to your equipment. Please advise the Building Office if you are adding any electrical outlets to your suite, and see the "Access" tab of this handbook for more information.

Coffee Machines are often left on and are capable of starting a fire. Please turn off all coffee machines before leaving for the day, or purchase a machine with an auto shut-off feature.

If you work with flammable liquids of any type, always be sure to store them in proper, airtight containers. Any oily cloths or rags should be stored in closed, metal containers intended for such use.

## **FIRE DRILLS**

Fire drills are held once a year. They will be announced in advance to the Fire Safety Teams and will follow the annual Floor Warden Training. Drills should not be taken lightly. Education and practice are essential for successful implementation of emergency procedures. Please encourage all personnel to participate, and take the time to conduct your own suite training ahead of time.

## **FIRE ALARM**

A fire alarm is activated by a smoke detector or water flowing to a sprinkler head. The fire department is automatically notified via our fire/life safety monitors. An alarm will sound on the floor where the alarm has activated in addition to the two floors directly above and one floor below.

If you notice a fire before hearing an alarm please call **911** immediately and then the Building Management Office.

## **RELOCATION OR EVACUATION?**

The purpose of relocating building occupants versus evacuating them is to clear the stairwells as quickly as possible so that the fire department can bring equipment into the building. Because the building is too tall for a truck and ladder approach, firefighting is done via the stairwells. Also, the building's sprinkler system is in place to prevent fires from spreading to floors beyond their originating floor. Full evacuations are rarely necessary. Please listen to the overhead announcements on your floor and your receiving floor for further direction.

If you cannot safely extinguish a fire:

- a. Evacuate the area.
- b. Close all doors and leave them unlocked so that fire officials may gain access.
- c. **DO NOT USE ELEVATORS** – use stairwells for exit.

Before entering or exiting through any suite door, feel the door – if it is **HOT**, do not open it!

- a. Seal the bottom of the door as best you can with wet cloth material (if possible) to help keep out smoke.
- b. Seek another exit and continue with evacuation (try to close doors behind you).

If the door is **NOT HOT**

- a. Open it cautiously and be prepared to close it fast behind you.
- b. If there is smoke present, stay low.
- c. Proceed to the closest stairwell (there are 2 Stairwells – know where they are).
- d. Continue 4 Floors down (find your corresponding shape/color).
- e. Continue to listen to PA announcements throughout the procedure.

Tips:

1. Listen for and follow directions given by Emergency Response Team Members, Building Staff or Fire Department Officials (all will be clearly labeled with uniforms or vests).
2. Keep calm.
3. Remove high-heeled shoes, if necessary.
4. Use stairwell handrails, keeping to the right-hand side of the stairwell. Allow room for fire department officials to come up the stairwell.
5. Allow people from other floors to enter the stairwell.



## EMERGENCY RESPONSE TEAM MEMBERS

Each tenant should appoint a Floor Warden, Alternate Floor Warden, Stairwell Monitor(s), an Elevator Safety person and designate individuals to assist any mobility impaired persons (one team member per mobility impaired person). Keep Alternates in mind for all team positions, in case someone is absent during an emergency. Also, use the size of your firm to help judge the number of Emergency Response Team Members you will require. Below is the basic description of the Floor Wardens responsibilities.

### **Floor Wardens**

Floor Wardens should be selected for their ability to lead, make rational decisions and maintain order. It is important that Floor Wardens and/or their alternates be available to assist at any given moment.

Floor Wardens are in charge of organizing the emergency personnel in his/her suite and if necessary relocating/evacuating personnel and communicating with emergency officials.

### **Duties**

1. Be completely familiar with your suite and floor layouts, the number of occupants in your suite, the location of fire extinguishers and the locations of both of your stairwell exits.
2. Designate and train responsible persons to fill the other positions on your Emergency Team.
3. Train all suite occupants in emergency procedures and keep them informed with updates.
4. Install a program for inspecting your fire extinguishers. Notify the Building Office if an extinguisher has lost its charge or is expired.
5. Maintain a list of all mobility impaired personnel. Submit a Mobility Impaired Form to the Building Office and provide updates as they occur. Mobility impaired persons include those who require assistance to use the stairwells and exit at an efficient pace.
6. Act as Team Leader in event of an emergency.
7. Ensure all persons are notified of a fire or other emergency.
8. Ensure that relocation/evacuation has been completed as directed.

**Below are the steps each team member should take in the event of a Fire.**

**Floor Warden** (proceed with the following once relocation/evacuation is determined necessary)

1. Put on building provided green hardhat for easy identification by your team members, suite occupants, building staff and emergency personnel. (These are provided by the Building Management Office, please contact them if you do not have one)
2. Listen to PA announcements throughout the duration of the event.
3. Delegate responsibilities to Emergency Response Team members.
4. Make sure all personnel have evacuated the suite.
5. Check in with Emergency Response Team Members to ensure their duties have been completed.
6. Relocate down four floors. Regroup all personnel in the elevator lobby and hallway of the relocation floor.

7. Wait for further instructions from the Fire Department or Building Management personnel.

### **Stairwell Monitors**

1. Go immediately to your designated stairwell entrance and maintain this position until all personnel have evacuated the floor. Verify this with other Emergency Team members.
2. Assist in an orderly relocation by encouraging others to remain calm.
3. Remind everyone to walk single file down the stairwell using the right-side handrail.
4. Remind everyone to relocate down four floors and to look for your floor symbol in the stairwell as they are leaving and relocate onto the floor with the same symbol.
5. Check with your Floor Warden and assist with other duties if necessary.

### **Search Monitors**

1. Search your designated area such as restrooms, storage rooms, etc. to make sure everyone heard the alarm and is relocating as directed.
2. Report to your Floor Warden when the search is completed and all persons have been relocated.

## **Below are the steps each occupant should take in the event of an Earthquake.**

### **During the Earthquake**

1. Move away from windows.
2. Find shelter under a desk or table if possible.
3. Stay away from temporary walls or partitions and freestanding objects such as files, supply cabinets, shelves, etc.
4. Allow a few minutes to pass before leaving your shelter. An initial shock usually lasts less than a minute, but aftershocks may occur.
5. Do not panic or attempt to evacuate. Evacuation routes may be damaged and need to be inspected by building or emergency personnel before being used. Wait for confirmation from the building or emergency personnel BEFORE attempting to evacuate.

### **After an Earthquake**

1. Carefully inspect your area for injured personnel, damage and potential dangers.
2. Do not move seriously injured persons unless they are in immediate danger.
3. Check for fires, gas or water leaks, and electrical shorts.
4. DO NOT use matches, cigarette lighters or anything else that could create danger in the event of a gas leak. Sometimes gas leaks are undetectable, so err on the side of caution.
5. If you smell gas, contact Building Management or Security immediately. If you cannot reach them, dial 911.
6. If possible, building management personnel will keep you informed as to building conditions and what action to take. If not, please wait to hear from emergency personnel before taking any action or making attempts to evacuate.
7. Until evacuation is possible be prepared to set up areas for First Aid, Supplies and Restroom functions. (The toilets will not flush if the building systems are shut down).

It is recommended that you have on hand emergency supplies to last you and your employees up to 72 hours. You can purchase such supplies from [www.prepareustoday.com](http://www.prepareustoday.com)

**Below are the steps each occupant should take in the event of a Bomb Threat.**

A majority of bomb threats are just that, threats. They are meant to create an atmosphere of anxiety and panic. However, any call must be taken seriously.

A lot can be determined through calmly questioning the caller. Enclosed is a sample of the types of questions to ask and what characteristics you should note about the caller and the phone call. All employees should become familiar with these questions, as there is not always time to take out a form and fill it in when you are on a call of this type.

**After the phone call:**

1. Call the San Francisco Police Department – 911.
2. Notify the Building Management Office (415) 434-0343. If it is after hours this number will be directed to the Security Console at ext. 16 or you may dial ext. 13 to be connected to our after-hours answering service.
3. Have each employee search their work area for suspicious objects.
4. If a suspicious object is found do not touch or move it, notify the authorities on site immediately and assist in keeping the area clear.
5. Stay away from restrooms, elevators and stairs until they have been inspected.

**Below are the steps occupants should take in the event of a Civil Disturbance.**

In the event of a civil disturbance, demonstration or workplace violence event, Building Management may find it necessary to limit some services or to restrict access to the building or parts of the building to protect tenants and their property. Your cooperation is necessary and greatly appreciated.

1. Upon anticipation of an event or the actual occurrence of a civil disturbance please notify the Building Management Office at (415) 434-0343.
2. If the situation is of a violent nature or if anyone feels they may be in danger, do not hesitate to dial 911 immediately. If you do dial 911, please try to also notify Building Management so that they can prepare for the arrival of emergency personnel and expedite their entry into the building.
3. Lock all of your entry and interior doors, close your blinds and avoid the windows.
4. Do your best to avoid contact with any individuals participating in the disturbance. If you do come in contact with one, do not provoke them by arguing, be courteous and cautious

**Below are the steps that should be taken in the event of a Medical Emergency.**

1. Call 911
  - a. Give a description of the victim's condition.
  - b. Provide the exact location of the victim. Be sure to include floor and suite #.
2. Notify the Building Management Office (415) 434-0343 (This step is required to ensure the quickest and most efficient response to the emergency by emergency personnel).
  - a. Security will reserve an elevator for Paramedic's use
  - b. Security will assist Paramedic in locating the proper floor and suite.
3. For most illness or injuries:
  - a. Have the person lie down and make him or her as comfortable as possible.
  - b. Make his or her supervisor aware of the situation.
  - c. Notify his or her doctor.
  - d. Call a family member.

## FIRE

*If you smell smoke:*

**8am – 5pm M-F**

Call the Building Office at **415-434-0343**

**5pm – 8am M-F and All hours on the weekend**

Call the Security Desk at **415-271-1908**

*If you see smoke or fire:*

- Remain calm.
- Activate the nearest fire alarm pull station.
- Call 911 and give your name and the location of the fire.
- Call the Building Office at 415-434-0343 8am-5pm M-F or the Security desk at 415-391-1461 5pm-8am M-F and weekends.
- Warn others in the immediate area to follow fire procedures.
- Use a fire extinguisher on very small fires only. See instructions.
- If fire is contained in an office or room, close the door to help contain the fire.
- Follow relocation procedures below.

## RELOCATION

- Appropriate floors will be notified by alarm sounding.
- Calmly proceed to stairwell.
- Do not use elevators.
- Proceed down four floors and re-enter the floor.
- Stay to the right hand side of the stairwell for emergency crews coming up the left hand side.

## EVACUATION

*(used during bomb threats, or situations other than fire.)*

- **Remain calm.**
- **Listen closely to instructions given by Floor Warden(s) on your floor.**
- **Move quickly but do not run, to the nearest stairwell.**
- **Use handrails when proceeding down the stairs.**
- **Stay to the right in the stairwells if emergency crews are encountered.**
- **Do not smoke, drink or eat.**

- **Assist those who are slow moving or disabled.**
- **Persons who are in wheelchairs or on crutches, or in the advanced stages of pregnancy, should be assisted to the top of a stairwell and should wait for assistance from the fire department.**
- **Do not re-enter building or floor unless instructed to.**

## FIRE EXTINGUISHER USE

Remember to **PASS**:

**P**ull the pin.

**A**im the nozzle at the base of the flames.

**S**queeze the handle

**S**weep the nozzle and chemical from side to side

When using a fire extinguisher, be sure to have a clear escape path behind you.

## MEDICAL EMERGENCY

*Life threatening injury:*

*(loss of consciousness, seizures, severe bleeding, burn victims, broken bones)*

- Remain calm.
- Call 911.
- Give your name and the location of the injured.
- Call the Building office at **415-434-0343**
- Notify a Floor Warden or designate someone to do so.
- Assist the injured to the degree that you are trained.

## EARTHQUAKE

- Duck and cover immediately under sturdy cover and hold on.
- If there is no sturdy cover, crouch low against an interior wall, covering your head with your arms and hands.
- Do not evacuate the Building unless instructed.
- Stay covered until the moving has stopped completely.
- Check yourself and those around you for injuries. Report injuries to a floor warden.
- Do not light matches or lighters.
- Do not use the elevators.
- Do not turn on electrical switches or appliances.
- Do not flush toilets or drink tap water.
- Be prepared for after-shocks, which may cause additional structural damage.
- Report any serious damage to a floor warden. (Floor warden will notify the Building Management)

## SECURITY EMERGENCY

- Remain calm.
- Report the incident to the Building Office at **415-434-0343**.
- If the situation is life threatening or police intervention is needed, call 911. Give your full name and the location of the incident.